

Government of India

Ministry of Commerce and Industry
Department of Commerce
Directorate General of Foreign Trade

Dated: 11th April 2025
Vanijya Bhawan, New Delhi

Trade Notice No. 01/2025-26

To,

All Exporters/Importers/Members of Trade

All Regional Authorities and field formations

All Export Promotion Councils/Commodity Boards

Subject: Operationalisation of DGFT 'Global Tariff and Trade' Helpdesk -reg.

The Department of Commerce and DGFT are actively tracking developments in global trade, particularly in relation to tariff changes, import surges, and export-related challenges. Given the evolving trade landscape and the introduction of various tariff and counter-tariff measures, there may be both new export opportunities and heightened import pressures from specific countries or product sectors. Exporters and importers experiencing such shifts are encouraged to share their inputs and suggest potential support measures. In this context, DGFT has operationalised a dedicated '**Global Tariff and Trade Helpdesk**' to assist stakeholders in navigating emerging trade issues.

2. The 'Global Tariff Challenges Helpdesk' would look into issues relating to Import and Export Challenges, Import Surges or Dumping, EXIM Clearance, Logistics or Supply Chain Challenges, Financial or Banking issues, Regulatory or Compliance Issues, and Other Issues or Suggestions. The Help desk would also collect and collate trade-related issues concerning other Ministries/Departments/Agencies of Central Government and State Governments and will co-ordinate to seek their support and provide possible resolution(s).

3. Export-Import community may submit information on the DGFT website and submit information relating to their issues on which support is required using the following steps--

- i. Navigate to the DGFT Website (<https://dgft.gov.in>) --> Services --> DGFT Helpdesk Service
- ii. 'Create New Request' and select the Category as '**Global Tariff and Trade Issues**'

- iii. Select the suitable sub-category(Import Challenges, Export Challenges, Import Surges or Dumping, EXIM Clearance, Logistics or Supply Chain Challenges, Regulatory & Compliance Issues, and Other Issues and Suggestions), enter the other relevant details and submit.

Alternatively, you may send your issues to email id: dgftedi@nic.in with the subject header: 'Global Tariff and Trade Helpdesk', or call the Toll-Free No at 1800-111-550

4. The status of resolutions and feedback may be tracked using the status tracker under the DGFT Helpdesk Services. Email and SMS would also be sent as and when the status of these tickets are updated. Trade stakeholders are encouraged to make appropriate use of these support facilities.

This Trade Notice is issued with the approval of the competent authority.


(B. Kruti)
Deputy Director General of Foreign Trade

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