

## DGTR sets up Help Desk and Facilitation Centre for full utilization of trade remedial measures

The Directorate General of Trade Remedies (DGTR) has established a **Help Desk & Facilitation Centre** under the supervision of Principal Advisor Cost . The Help Desk & Facilitation Centre is an institutional arrangement to facilitate optimal utilization by different stakeholders of available trade remedial measures aimed at curbing 'unfair trade'

The following functions have been assigned to the Help Desk & Facilitation Centre:

- To disseminate information to Domestic Industry regarding various Trade Remedies/ procedures, forms and applications and provide guidance regarding the most suitable trade remedial measure;
- To hand-hold the domestic industry, especially those belonging to MSME sector, in filing fully documented trade remedial petition / application, and resolving their Case specific / investigation specific queries by referring them to Investigation Team / Senior Officers;
- To guide the MSME units, with the support of concerned Administrative Ministry/ Department, in removing 'data gaps' encountered in the process of filing a trade remedial application;
- To disseminate information regarding other Non-Tariff Measures available to the

Domestic Industry and advising them about how they could avail the same with support of the concerned Administrative Ministry/ Departments;

- To provide information regarding estimated time lines for completion of various procedures and for disposal of cases;
- To guide the Indian exporters facing Trade Remedial Investigations in other countries regarding the support that could be extended to them by the Trade Defence Wing of DGTR.

The Help Desk & Facilitation Centre shall function between 10:00 am to 5:00 pm on all working days. It has started functioning in Room No. 17 A, DGTR next to Reception of DGTR. The Help Desk & Facilitation Centre can be contacted on the Toll Free No. 1800111808 and by email on - [helpdesk.dgtr@gov.in](mailto:helpdesk.dgtr@gov.in) . Names and contact details of members of the Help Desk & Facilitation Centre is available on DGTR web site. It may be noted that, as on date, no fee is prescribed for filing or processing of any trade remedial petition with DGTR.

Please contact for any query related to this mail to Ms Bhawna Kakkar, Research Associate at [bhawna.kakkar@phdcci.in](mailto:bhawna.kakkar@phdcci.in) with a cc to Dr S P Sharma, Chief Economist at [spsharma@phdcci.in](mailto:spsharma@phdcci.in) and Ms Surbhi Sharma, Associate Economist at [surbh@phdcci.in](mailto:surbh@phdcci.in), PHD Chamber of Commerce & Industry.

Warm Regards,

Dr S P Sharma

Chief Economist

PHD Chamber of Commerce and Industry

PHD House, 4/2 Siri Institutional Area

August Kranti Marg, New Delhi-110016, India

Tel: +91 49545454

Fax: +91 11 26855450



NATIONAL APEX CHAMBER

Email: [spsharma@phdcci.in](mailto:spsharma@phdcci.in)

Website: [www.phdcci.in](http://www.phdcci.in)

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PHD CHAMBER OF COMMERCE AND INDUSTRY

PHD House, 4/2 Siri Institutional Area, August Kranti Marg, New Delhi - 110 016 (India) • Tel. : +91-11-2686 3801-04, 49545454, 49545400  
Fax : +91-11-2685 5450 • E-mail : [phdcci@phdcci.in](mailto:phdcci@phdcci.in) • Website : [www.phdcci.in](http://www.phdcci.in), CIN: U74899DL1951GAP001947

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