



Step by Step Guide for Jan Sunwai Access

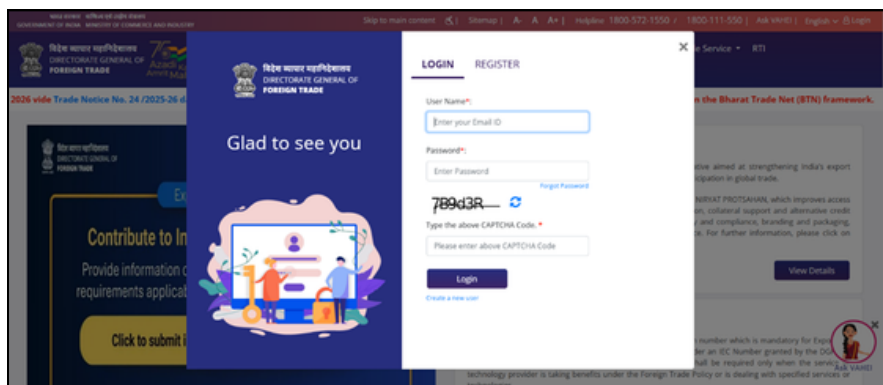


About Jan Sunwai

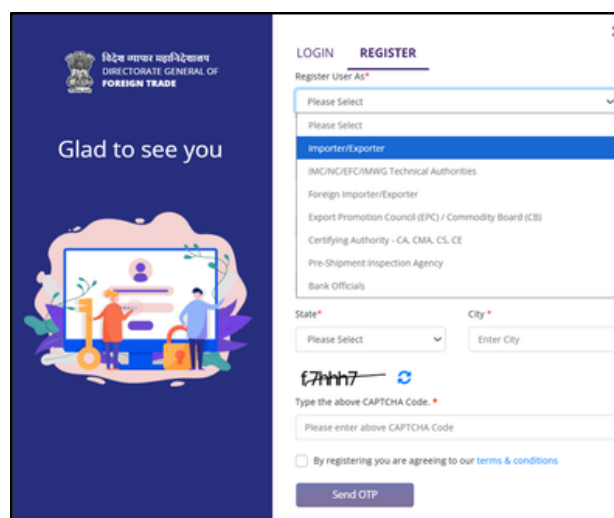
The 'Jan Sunwai' facility of the Directorate General of Foreign Trade (DGFT) is an online grievance redressal mechanism designed to address concerns of exporters, importers, and other trade stakeholders. It allows users to submit complaints, seek clarifications, and track the status of their issues related to exports through live video conferencing facilities with DGFT officials. The platform also facilitates timely resolution of trade-related queries through direct engagement with DGFT officials.

1. Register as exporter/importer on DGFT website

- Visit www.dgft.gov.in
- Click register



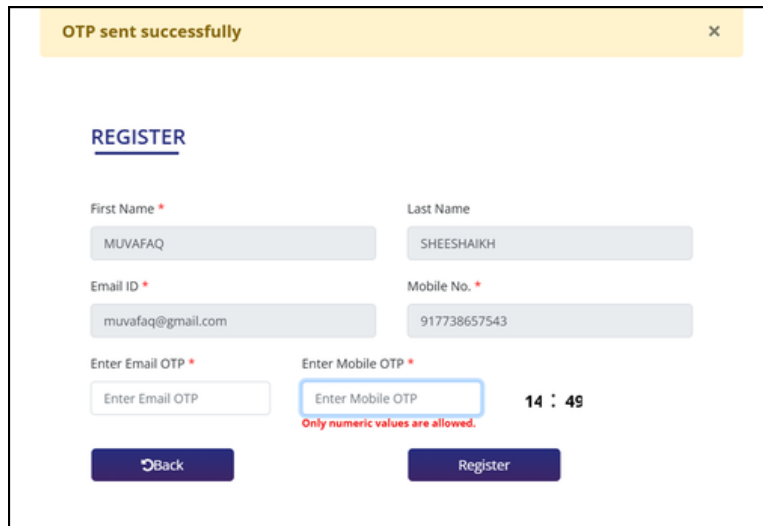
- In the 'Register User As' section, choose 'importer/exporter' from the menu



- Fill the details for registration and click 'Send OTP'

2. OTP send to mobile and email

- OTP will be sent to both the **user's mobile phone as well as email id**
- In case OTP fails to appear in your email inbox, please check the **'spam / junk' folder** of your email



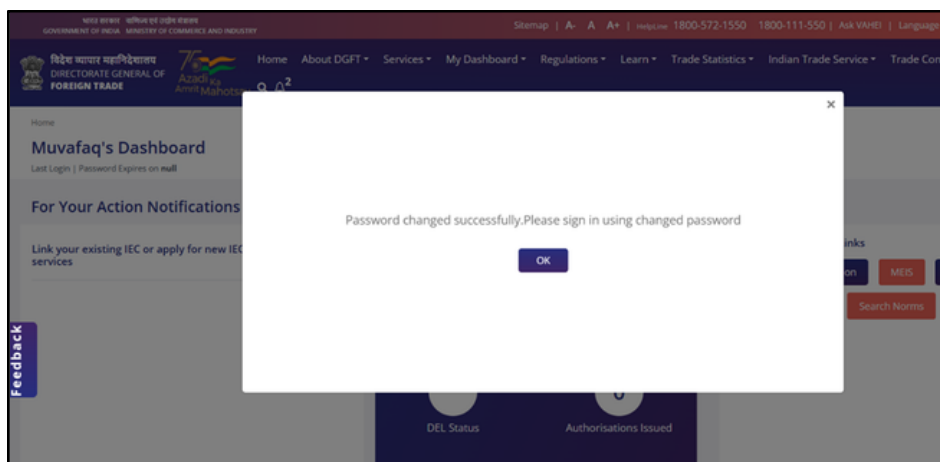
The screenshot shows a registration form titled "REGISTER" with a yellow notification bar at the top stating "OTP sent successfully". The form fields are: First Name (MUVAFAQ), Last Name (SHEESHAIKH), Email ID (muvafaq@gmail.com), and Mobile No. (917738657543). Below these are two OTP input fields: "Enter Email OTP" and "Enter Mobile OTP". The "Enter Mobile OTP" field is highlighted with a red border and has a red error message below it: "Only numeric values are allowed." A timer next to the mobile OTP field shows "14 : 49". At the bottom are "Back" and "Register" buttons.

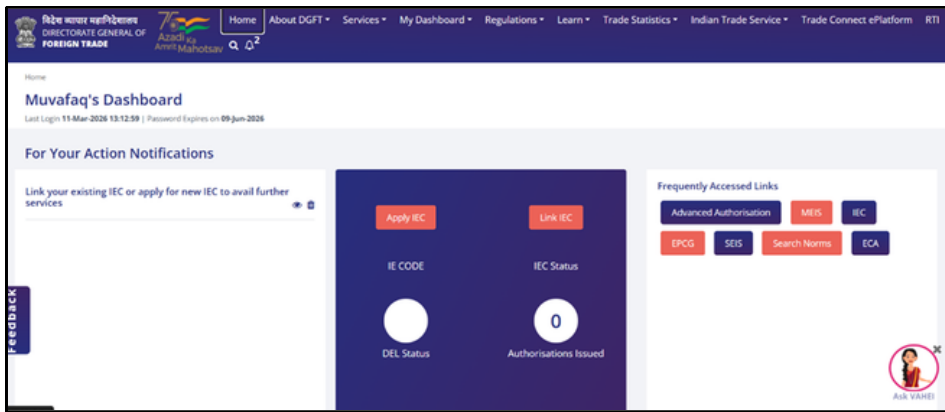
3. User ID and Password

- Once the registration is complete, the user will receive their **login user id and password in email**

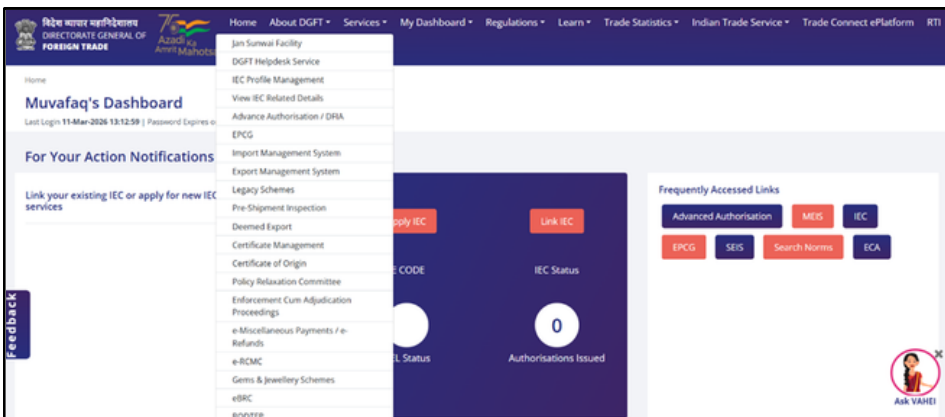
4. Log in and change to your preferred password

- Log in using the user id and password received on your email and **change the password immediately** to your preferred one

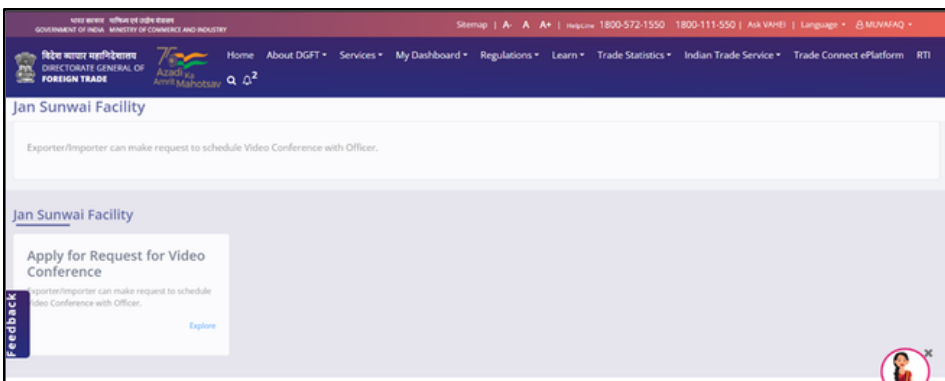




7. After linking IEC, navigate to services section of home page / dashboard



8. Apply for 'Jan Sunwai' video conferencing support between 10-12 am (Monday-Friday).





**Department of Commerce & Industries,
Government of Chhattisgarh**