F. No. A-22011/1/2026-HRD-1(e-File No. 47538) A

Government of India

Ministry of Commerce & Industry

Department of Commerce

Directorate General of Foreign Trade

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Vanijya Bhawan, New Delhi – 110 011

Dated: November 3, 2026

OFFICE MEMORANDUM

Subject: Faceless Trade Facilitation System (FTFS) – Role and Structure of the Central Processing Department (CPD) at DGFT Headquarters – regarding.

The undersigned is directed to state that Faceless Trade Facilitation System (FTFS) is being implemented in DGFT for faceless, paperless and jurisdiction-free processing of trade-related applications.

2. In the first stage, FTFS will be implemented in the four Zonal Offices, i.e. Delhi, Mumbai, Chennai and Kolkata. The FTFS will cover all officials from Section Head to Additional DGFT of these four Zonal Offices in the allocation chain.

3. As FTFS is a new initiative, it is necessary to have a core administrative structure for its administration, monitoring and governance. The competent authority has accordingly approved the setting up of a compact Central Processing Department (CPD) in line with the distributed model of implementation of FTFS, as a separate Division under DGFT (Headquarters), New Delhi, headed by an Additional DGFT.

3.1. **The role and functions of the said CPD shall be as under:**

(a) **Local administration:** CPD will handle all administration functions of FTFS in DGFT Back Office system;

(b) **APAR parameters and data:** CPD shall recommend parameters which may be included in the APAR of officials, based on their performance in disposal of work relating to FTFS. Further, CPD shall provide inputs relating to APAR for all officers of FTFS;

(c) **Leave management:** While, there will be no change in the leave approving authority in RAs, RAs will be responsible for informing the CPD regarding leave of their Officers and CPD shall be responsible for managing and monitoring the leave record of all officers of FTFS, so that applications are not allocated to officers who are on leave;

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(d) **Grievance handling:** CPD shall be responsible for handling all types of grievances including CPGRAMS and CRM tickets filed by the applicants;

(e) **Monitoring and review:** CPD shall maintain oversight on the processing of applications in FTFS, and shall *inter alia* perform the following functions:

- Holding weekly meetings with officers whose more than 20% of files are getting auto-forwarded, and recommending action;
- Assessing the reasonability of Deficiency Letters (DLs) issued in applications where more than two DLs have been issued;
- Identifying and sensitising officers who have been issuing more than two DLs in more than 20% of the applications allotted to them; and,
- any other parameters required for effective monitoring and functioning of FTFS;

(f) **Utilizing C-NeST capabilities:** CPD shall work in close coordination with the C-NeST Team and utilise its capabilities, so as to optimise the utilisation of resources.

3.2. **Structure of the Central Processing Department:** The CPD shall comprise of 19 officers functioning under the overall supervision of the Additional DGFT (CPD), as under:

S. No.	Post	Number
1.	Additional DGFT	1
2.	Joint DGFT	2
3.	Deputy DGFT	4
4.	Assistant DGFT/FTDO	4
5.	Section Head	8
	Total	**19**

4. The posting of the officers to the Central Processing Department at DGFT (HQ) is being issued by a separate Office Memorandum.

5. The DGFT Back-Office system shall continue to be maintained by the existing Sections under the EGTF Division of DGFT (Headquarters). The EGTF Division shall prepare its systems for a demo before DG, DGFT during the first week of November 2026, and thereafter the UAT version shall be launched for the four Zonal Offices. After running the UAT version for about ten days, a review meeting of users shall be held by CPD and EGTF Division to ascertain system deficiencies, if any, and rectify them and further improve the system, before its nation-wide launch by Hon'ble Commerce & Industry Minister.

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6. All officers concerned are requested to extend full cooperation to the Central Processing Department.

This issues with the approval of the competent authority.

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(Sanjeev Shrivastav)
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To

- All Zonal and Regional Authorities of DGFT.

Copy to:

1. PSO to Director General of Foreign Trade.
2. All Additional DGFT and Joint DGFT in DGFT (Headquarters).
3. Joint DGFT (EG&TF - I) – with a request to take necessary action for implementation of FTFS and also issue requisite Trade Notice (s) on the subject.
4. Joint DGFT (PC - 1&2) – with a request to issue requisite Public Notice (s) on the subject.
5. IT Division, DGFT (HQ) – for uploading on the DGFT website.
6. Guard File.

Copy for kind information to:

1. PS to Hon'ble CIM
2. PS to Hon'ble MOS for C&I
3. PS to Commerce Secretary