GOVERNMENT OF INDIA
MINISTRY OF COMMERCE AND INDUSTRY
DEPARTMENT OF COMMERCE
DIRECTORATE GENERAL OF COMMERCIAL INTELLIGENCE & STATISTICS
KOLKATA

CITIZEN'S CHARTER

ORGANISATIONAL SET-UP:

The Directorate General of Commercial Intelligence & Statistics (DGCIS) is a subordinate office of the Department of Commerce, Ministry of Commerce and Industry. It is the only organization of its kind located in Kolkata. For about one hundred and fifty years this Directorate is serving the nation relentlessly as the principle source of trade related information in India. The organization is headed by the Director General, a Joint Secretary level officer of the Indian Statistical Service (ISS).

OUR VISION:

To provide an effective and responsive administration in the field of foreign trade statistics and other information related to trade and commerce.

OUR MISSION:

- To make available reliable, precise and timely foreign trade statistics to cater to the emerging data needs for informed decision making in a dynamic trade system

- To undertake regular assessment of trade data requirements of different government agencies

- To participate and contribute actively in international initiatives for development of Foreign Trade Statistical Systems in the country

OUR VALUES:

- Accountability and e-governance
- Transparency in operations and access to information
- Improving the performance and integrity of public services

OUR CLIENTELE:

- Exporters /Importers of various goods
- Export Promotion Councils/ Different business organizations
- Central Government Ministries / Departments, PSUs, the Reserve Bank of India
- State Governments / UT Administrations
- International Agencies like UNSD, WTO, FAO etc. / Research Institutions / Organizations
- Academicians, Researchers and Individual Citizens in particular.

OUR COMMITMENT:

To continuously strive to provide timely and reliable trade data to our clients.

SERVICES PROVIDED:

Dissemination of India's foreign Trade Statistics and Commercial Information and release publications based on such data/statistics through electronic mode in various standard formats. Apart from this, the Indian Trade Journal (ITJ), a weekly magazine is also published by the directorate since 1906. It contains tenders of all Government of India Organizations, State Governments, PSUs and private bodies. It also contains information & news capsules related to India's foreign trade. Presently this journal is available online through the website http://itj.gov.in.

STANDARD AND QUALITY OF SERVICES:

It is the consistent endeavour of our organization to deal with our clients in an open and transparent manner and ensure disposal of all applications within the time schedule as prescribed in the policy/procedures. In case of delay, the clients can approach the nodal officer with prior appointment. Cases of inordinate delay where the matter has not been resolved by the nodal officer could be brought to the notice of the Director General of Commercial Intelligence & Statistics for taking remedial measures.

RIGHT TO INFORMATION:

We have implemented the Right to Information Act, 2005. The details of action taken on implementation of this act, including lists of Central Public Information Officers (CPIOs) and Appellate Authorities are given on the DGCI&S's website under 'RTI-2005' icon.

REVIEW OF THE CHARTER:

The charter will be reviewed every year to examine feedback and suggestions, if any, as received from various stakeholders.

NODAL OFFICER :

To ensure effective implementation of the Charter, Nodal Officer for DGCIS has been designated as under:

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