

GOVERNMENT OF INDIA
MINISTRY OF COMMERCE & INDUSTRY
(DEPARTMENT OF COMMERCE)

LOK SABHA
UNSTARRED QUESTION NO. 3555
ANSWERED ON 17/12/2024

PUBLIC HEARING PORTAL FOR TRADERS AND EXPORTERS

3555. SHRI KANWAR SINGH TANWAR:

Will the Minister of **COMMERCE AND INDUSTRY** (वाणिज्य एवं उद्योग मंत्री) be pleased to state:

- (a) whether the government has launched a Public Hearing Portal for traders and exporters;
- (b) if so, the details of the salient features of Public Hearing Portals in the country;
- (c) the details of the steps taken by the Government to increase awareness about the said Public Hearing Portals, especially among the small traders and exporters; and
- (d) whether the Government proposes to improve or add on additional features to the Public Hearing Portal, which would further improve its functionality and user experience and if so, the details therefor?

ANSWER

वाणिज्य और उद्योग मंत्रालय में राज्य मंत्री (श्री जितिन प्रसाद)

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY
(SHRI JITIN PRASADA)

(a) & (b) Ministry of Commerce and Industry has launched the Jan Sunwai facility to provide video conferencing for Public Interface to address queries, provide information including Grievance Redressal. This system enables direct communication between traders, exporters, and government officials, ensuring expedited grievance resolution and real-time feedback and support. Aimed at reducing physical interactions, it fosters transparency, streamlines processes, and establishes robust audit trails. Jan Sunwai also enhances productivity, saves time, promotes paperless operations, creating an efficient and accountable grievance redressal mechanism. Key features include:

- (i) On-Demand Video Conferencing: Allows stakeholders to request and hold video meetings.
- (ii) Dedicated Video Conference Link: Provides instant access to officers within specified time slots on a daily basis.

- (iii) **Real-Time Grievance Resolution:** Facilitates instant feedback and support for prompt resolution.
- (iv) **Minimal Physical Interaction:** Reduces dependency on in-person meetings.
- (v) **Enhanced Transparency:** Ensures accountability with audit trails of meeting held.
- (vi) **Direct Access to Senior Officers:** Enables engagement with senior authorities for critical concerns.
- (vii) **Increased Productivity and Time Savings:** Simplifies processes, saving time and effort for stakeholders and officials.

(c) The government has implemented several initiatives to raise awareness about the Public Hearing Portals, particularly targeting small traders and exporters. These include:

- (i) **Promotions on Official Websites:** Highlighting the Jan Sunwai features and benefits.
- (ii) **Social Media:** Utilizing social media to broadly disseminate information and engage stakeholders.
- (iii) **Stakeholder Consultations:** Promoting the facility during virtual and physical outreach events with traders, exporters, and other key stakeholders.
- (iv) **Targeted Communication:** Sending informational updates via email to relevant parties.
- (v) **Official Trade Notices:** DGFT Regional Offices have issued separate Trade Notices to raise awareness about the daily Video Conference facility.

(d) The government is focusing on improving the functionality and user experience of the Public Hearing Portal through the following initiatives:

- (i) **Standardized Resolution Timelines:** Establishing clear timelines for query resolution based on complexity.
- (ii) **Quality Monitoring:** Implementing mechanisms to assess the effectiveness of issue resolution processes.
- (iii) **Feedback Mechanism:** feedback is taken from exporters on their Jan Sunwai interactions, with responses shared for review and action.
