

E. Governance

S .No.	Item	Details of disclosure		Remarks/ Reference Points		
				Fully met	Partially met	Not met/Not applicable
4.1	Language in which Information Manual/Handbook Available [F No. 1/6/2011-IR dt. 15.4.2013]	(i) English	Data is available only in English	Fully met		
		(ii) Vernacular/ Local Language	Yes, in Bengali	Fully met		
4.2	When was the information Manual/ Hand-book last updated? [F No. 1/6/2011-IR dt 15.4.2013]	Last date of Annual updation	Data is updated every month as per calendar	Fully met		
4.3	Information available in electronic form [Section 4(1)(b)(xiv)]	(i) Details of information available in electronic form	DGCIS disseminates Foreign Trade Data in Electronic Form/media through the website of www.dgciskol.gov.in and www.commerce.gov.in (through NIC)	Fully met		
		(ii) Name/ title of the document/record/ other information				
		(iii) Location where available				
4.4	Particulars of facilities available to citizen for obtaining information [Section 4(1)(b)(xv)]	(i) Name & location of the faculty	Location of Library: DGCIS, Vanijya Tathya Sadan, 565, Anandapur, Kolkata – 700107. Library Working Hours: 11 AM to 5 PM for readers Contact Person: Dr. K Manao Singh, DG Tel:033-24431965 E-Mail- drkm.singh@gov.in/dg.dgcis@nic.in	Fully met		
		(ii) Details of information made available				
		(iii) Working hours of the facility				
		(iv) Contact person & contact details (Phone, fax email)				
4.5	Such other information as may be prescribed under section 4(i) (b)(xvii)	(i) Grievance redressal mechanism	Yes	Fully met		
		(ii) Details of applications received under RTI and information provided	During 2025-2026 total 430 no of RTI requests received by this office and information provided to all through RTI online Portal.	Fully met		
		(iii) List of completed schemes/ projects/ Programmes	Not applicable			Not met
		(iv) List of schemes/ projects/ programme underway				
		(v) Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract				

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				Fully met	Partially met	Not met/Not applicable
		(vi) Annual Report	-	Fully met		
		(vii) Frequently Asked Question (FAQs)	http://www.dgciskol.gov.in/faq_2017.aspx			
		(viii) Any other information such as a) Citizen's Charter	http://www.dgciskol.gov.in/ctcharter.aspx			
		b) Result Framework Document (RFD)	-			
		c) Six monthly reports on the	-			Not met
		d) Performance against the benchmarks set in the Citizen's Charter	-			
4.6	Receipt & Disposal of RTI applications & appeals [F.No 1/6/2011-IR dt. 15.04.2013]	(i) Details of applications received and disposed	430 nos. of RTI applications received & disposed in the year 2025-26 through RTI online portal	Fully met		
		(ii) Details of appeals received and orders issued	Total 07 nos. of Appeal request received & ordered issued in the year 2025-26.			
4.7	Replies to questions asked in the parliament [Section 4(1)(d)(2)]	Details of questions asked and replies given	During 2025-26, 322 Parliament Questions (including Lok Sabha & Rajya Sabha) received and all of them was replied in due time.	Fully met		