Norms for discharge of functions[Section 4(1)(b)(iv)]

1.4. 1 Nature and Functions and Services Offered:-

1.4.2 Norms / Standards for functions / Service Delivery:-

1.4.3 Process by which these services can be accessed:-

Most of the functionalities are done by the SEZ units through NSDL online www.sezonline-ndml.co.in

The SEZ Units can know the status of their request on a real time basis.. In respect of request for which there are no software applications, the unit can get to know the status by Email / Post etc.

In respect of Merchandise Export India Scheme / Importer Exporter Code the Exporter can get the status of applications from the DGFT portal (dgft.gov.in)

1.4.4 Time limits for achieving the targets

1.4.5 Process of Redress of Grievances

The SEZ Units / EOUs have multiple choices for lodging their grievances in the following portals.

1. http://rla.dgft.gov.in:8100/CRS_NEW/contForm.action
2. https://services.india.gov.in/

Besides the above, the stakeholders can reach and lodge their grievances with the Development Commissioner and other officers as in the contact page of the mepz website www.mepz.gov.in by email / post or in person.