

10/08/2017

Ministry of Foreign Affairs, Govt. of Pakistan has forwarded a specimen performa of Trade Dispute Complaint Performa of Trade Dispute Resolution Organisation (TDRO), under Ministry of Commerce, Govt. of Pakistan to the Indian Mission at Islamabad with the request that all trade disputes by Indian firms with Pakistan counterparts may be submitted in the format alongwith the documents listed below at a) to e).

- a) Copy of contract agreement between importer/exporter
- b) Terms and conditions of payment
- c) Complete details of case, indicating reasons of dispute supported with any other relevant documents of the case
- d) Copies of correspondence between the parties
- e) Complete mailing address of both companies along with phone numbers, etc.

The TRDO format is attached herewith. All stakeholders are requested to submit their complaints in the prescribed format to Sh. V K Vidyarthi, General Manager, APEDA at [gmvkv@apeda.gov.in](mailto:gmvkv@apeda.gov.in)



Government of Pakistan  
 Ministry of Commerce  
 (Trade Dispute Resolution Organization)

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Trade Dispute Complaint Performa

1. Name of the complainant (exporter/ importer) \_\_\_\_\_  
 Designation \_\_\_\_\_  
 Address \_\_\_\_\_  
 Phone # \_\_\_\_\_ Fax # \_\_\_\_\_ E-mail \_\_\_\_\_
2. Respondent (exporter/ importer) Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 Phone# \_\_\_\_\_ Fax# \_\_\_\_\_ E-mail \_\_\_\_\_
3. Nature and amount of Complaint \_\_\_\_\_
4. Date of Receipt of Complaint \_\_\_\_\_
5. Relevant documents:
  - a) Sales Contract No. \_\_\_\_\_ date \_\_\_\_\_  
 Contract Value \_\_\_\_\_  
 Description of goods \_\_\_\_\_  
 Terms & Conditions \_\_\_\_\_
  - b) Terms of Payment / Letter of Credit No. \_\_\_\_\_  
 Date \_\_\_\_\_ Value \_\_\_\_\_  
 Name of Bank \_\_\_\_\_  
 Terms & Conditions \_\_\_\_\_  
 Any specific obligations \_\_\_\_\_
  - c) Commercial Invoice No. \_\_\_\_\_ Date \_\_\_\_\_  
 Terms and Conditions \_\_\_\_\_
  - d) B/L AWB No. \_\_\_\_\_ Date \_\_\_\_\_  
 Shipping Co. \_\_\_\_\_  
 FOB VALUE : \_\_\_\_\_ C&F VALUE : \_\_\_\_\_

Name & signature of complainant \_\_\_\_\_

- e) Survey Report by Internationally recognized Inspection Agency:
  - Name \_\_\_\_\_
  - Address : \_\_\_\_\_
  - Phone # \_\_\_\_\_ fax: \_\_\_\_\_ e-mail: \_\_\_\_\_

By whom authorized ( importer/ exporter ) : \_\_\_\_\_  
 Findings of inspection firm : \_\_\_\_\_

- f) Summary of the Dispute by the forwarding organization Trade Officer / TDAP  
 Office / Trade Body: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



g) Any Specific proposals by the complainant:  
\_\_\_\_\_  
\_\_\_\_\_

h) Details of the post Dispute Correspondence to be attached:  
\_\_\_\_\_  
\_\_\_\_\_

i) Brief analyses of the case by the forwarding organization. This section demands that the genuiness of the complaint be verified & confirmed by the Trade Officer/ Trade Body:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Name & Signature of concerned of trade officer / TDAP office/ Trade Body

Section to be filled in by TDRO

Complaint No: \_\_\_\_\_

Date of Receipt \_\_\_\_\_

Progress: proposed action to be taken:

\_\_\_\_\_  
\_\_\_\_\_

Action

Taken:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_