



POWERLOOM DEVELOPMENT & EXPORT PROMOTION COUNCIL

(Set up by Ministry of Textiles, Govt. of India)

Head Office: GC-2, Ground Floor, Gundecha Onclave, Kherani Road, Saki Naka, Andheri (East), Mumbai - 400 072. Maharashtra. **Tel Phone:** +91(22) - 2850 2050 / 2060
Fax: +91(22) - 2850 4146 | **Email:** pdexcilmumbai@gmail.com | **Website:** www.pdexcil.org

पावरलूम विकास तथा निर्यात सम्वर्धन परिषद्

CIN: U74999MH1995NPL092486

Cancellation, Returns & Refund Policy

PDEXCIL values the trust of its applicants and follows a transparent process for cancellation and refund of fees relating to **Turnover/GST Paid Certificate issued through the SWIFT Portal**.

Cancellation:

Applicants may request cancellation before processing of the application by contacting PDEXCIL through the details given below.

Refund:

Application fees shall generally be non-refundable once the application has been processed. In case of duplicate payment or payment due to a technical/system error, refund may be considered after verification. Approved refunds shall normally be processed within **7 working days**.

Contact Us:

For any queries, please contact:

Mr. Abhijit Neve, Sr. Assistant Secretary, PDEXCIL

Tel.: 022-4969 6368 / 6060 0128 / 9890023376

Email: pdexcilmumbai@gmail.com / as@pdexcil.org

Grievance Management Policy:-

PDEXCIL is committed to addressing grievances relating to the **Turnover/GST Paid Certificate issued through the SWIFT Portal** in a transparent and timely manner.

How to raise a grievance:

Applicants may raise grievances through phone, email or written communication using the contact details given below. The application/reference number and relevant supporting documents should be provided.

Redressal:

Every grievance shall be acknowledged and examined by the concerned officer. Grievances shall normally be resolved within **7 working days** from receipt of complete information. In case of delay, the applicant shall be appropriately informed.

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Regional Offices

Erode: Basement No 1, Texvalley Main Mall Building, Gangapuram, Erode- 638 102, Tamil Nadu | Email: pdexcilia@gmail.com | Tel Phone: + 91 87785 82591
New Delhi: Flat No.511, 5th Floor, Indra Prakash, Plot No.21, Barakhamba Road, New Delhi-110 001 | Email: pdexcilrodelhi@gmail.com | Tel Phone: + 91 (11) 4305 3536