

SEZEPC Member Desk

How to use it — a short guide for members

Export Promotion Council for EOUs and SEZs (SEZEPC — erstwhile EPCES)

Using it

1. Open the Desk in any browser. The first time, give your **name and work email** — asked only once on that device.
2. Type your question at the bottom, in your own words. Include your facts: the scheme, the zone, the goods, the dates.
3. Press **Quick answer** (about a minute) or **Detailed answer** (three to five minutes, with the specialist check).
4. Press **Yes / Partly / No** beneath the answer and add a line if something was missing.

Reading the answer

- **Confirmed** — verified against official sources.
- **Reasoned position** — open to interpretation; confirm with the concerned authority or your Specified Officer.
- **Held for the Council** — the Desk was not sure and has passed it to our team. You will hear from us.
- **Every answer names the provisions it applies**, so you can look them up yourself.

Everything else on the Desk

On a computer: the panel on the left lists every section (click » at the top-left if hidden). **On a phone:** tap **Menu** at the top.

Section	What you will find
Council Updates · News & Weekly	Announcements, circulars and the latest trade developments.
Trade & Legal Library · Answer Bank	The Act, Rules, FTP and Handbook — and the Council's settled positions.
Directories	Government Directory, Ministries & Departments, Missions & Embassies.
Guides	Exporter Playbook, Schemes & Portals, SCMTR, Export Promotion Mission.
Chat history · My Desk	Your earlier questions; and, on signing in, your compliance calendar, BLUT ledger and NFE tracker.

The bell at the top right shows a count when the Council posts something new.

Examples

- “Can our EOU dispatch bought-out accessories with manufactured goods in the same container, and charge them separately?”
- “Does SOFTEx continue for SEZ software units after 1 October 2026?”
- “When is the Annual Performance Report due, and how is it filed?”

Please Note

The Desk's answers are for information and are not legal advice. Kindly refer to the official documents for the legal position, and confirm anything marked *reasoned* with the concerned authority or your Specified Officer before you act.

If an answer falls short, press No or Partly and tell us — our team corrects it, and every member gets the better answer thereafter. The Desk is a pilot facility and improves with use.