



System for Ensuring fair
Trade through Unified platform

SETU USER MANUAL

User manual version	Version Date	Prepared by	Reviewed by
Version 1.0	08-01-2024	PECS	

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1) INTRODUCTION

The following document specifies the design feature for “**SETU**” Project. All the transformation has been done as per the **(System for ensuring fair trade through unified platform)** approved policies & existing process.

It describes **solution design, solution scope, Non-functional requirements, solution Architecture and finally solution commissioning** for the process of filing anti-dumping applications by domestic industries in India to facilitate the quick resolution of dumping issues by providing a comprehensive and swift trade defense mechanism. **Solution Modules** Contains information about **Web Application**.

➤ PORTAL ADDRESS

“**SETU**” (**System for ensuring fair trade through unified platform**) application can be accessed via URL Address below, where all the Users can register and login on portal through User ID & Password.

URL Address: <https://setu.businessstowork.com/>

2) SETU HOME PAGE

➤ INTRODUCTION

This manual serves as a comprehensive guide to help you navigate the portal and make the most of its features. It provides detailed instructions, tips, and best practices for using the portal efficiently.

- HOME PAGE

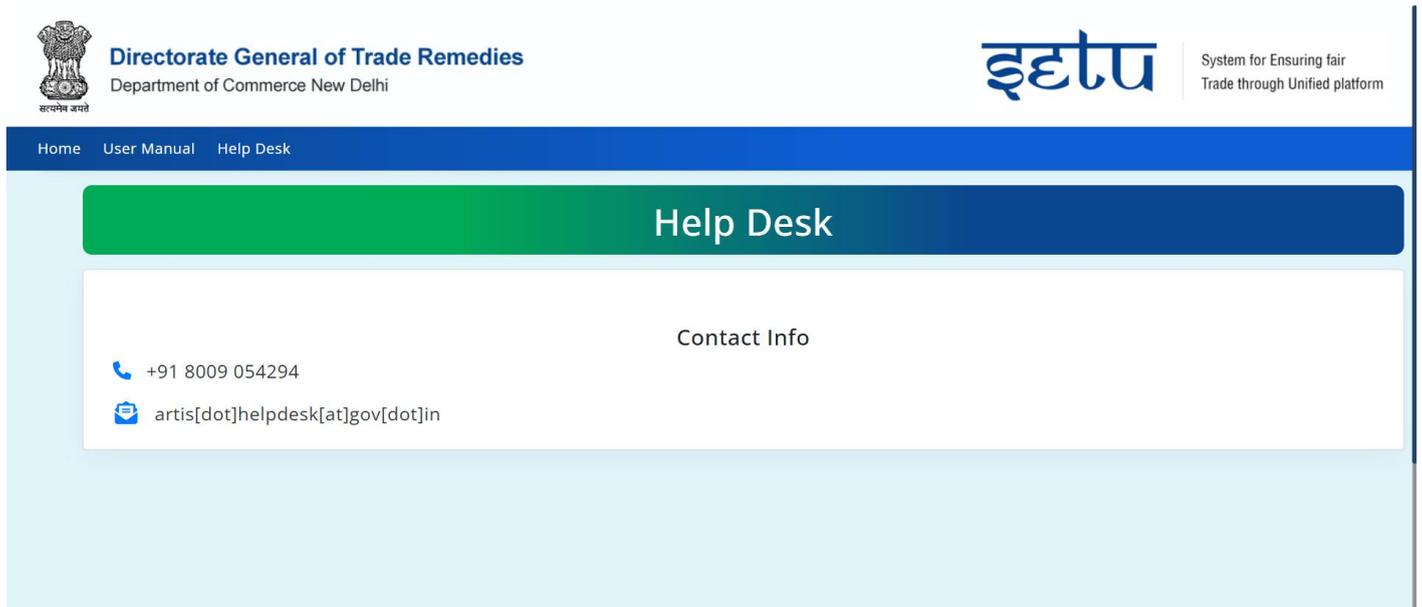
Home page is main dashboard for the site where you can access all the available functionalities.



The screenshot displays the SETU Home Page. At the top left is the Government of India emblem and the text "Directorate General of Trade Remedies, Department of Commerce New Delhi". At the top right is the SETU logo and the tagline "System for Ensuring fair Trade through Unified platform". A navigation bar includes "Home", "User Manual", and "Help Desk". The main content area features a "NOTIFICATIONS" section with a notification for "AD/NSR/13022025/01 - dszxcdas" marked as "New". Below this is a large image collage of various trade-related events. To the right is a "SIGN IN" form with fields for "User Name*" (containing "pankaj@mailinator.com"), "Password*", a "Remember Me" checkbox, a "captcha code" field, and a "SIGN IN" button. Links for "Forgot Password?" and "New Registration" are also present. A text box below the image collage states: "The Directorate General of Trade Remedies (DGTR) is an apex national authority in India responsible for administering trade remedial measures such as anti-dumping duties, countervailing duties (anti-subsidy measures), and safeguard measures. These measures are aimed at protecting domestic industries from unfair trade practices like dumping (selling goods below cost), subsidized imports, or sudden surges in imports that harm local producers." The footer contains logos for "स्वच्छ भारत", "FEDERATION OF INDIAN EXPORT ORGANISATIONS", "MAKE IN INDIA", "PMNRF PRIME MINISTER'S National Relief Fund", "Digital India Power To Empower", and "india.gov.in". It also includes "Website Policies", "T&C and Disclaimer", "Website Content Managed by Directorate General of Trade Remedies, MOCI, GOI", "Visitor Count: 38356", "Last Updated: 23-10-2024:10:30 AM", and "Designed and Developed by PECS".

- **Help Desk**

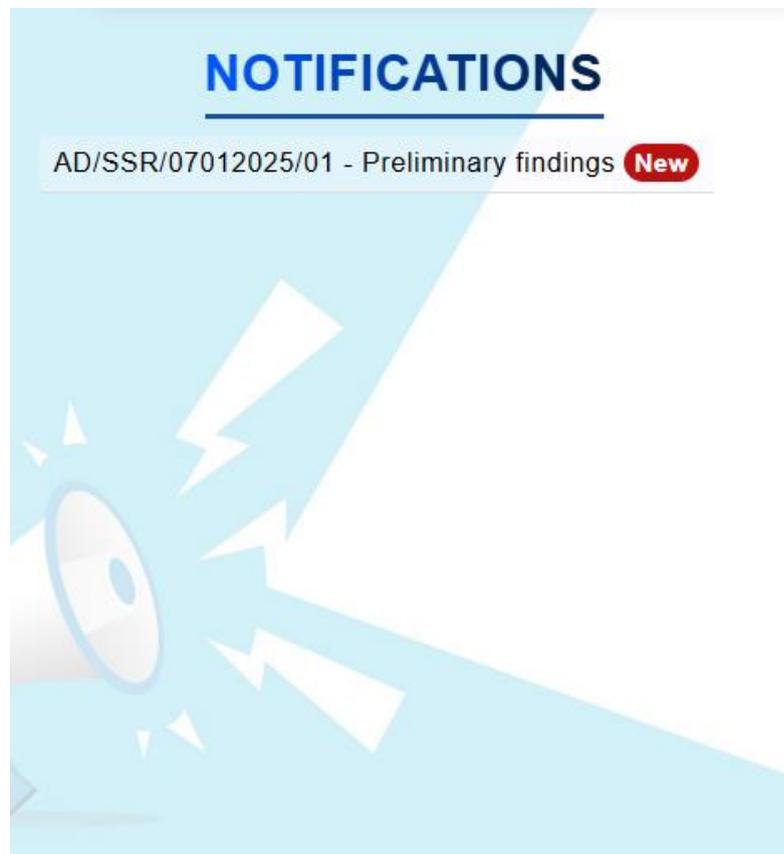
This page redirects you to Contact details information page.



The screenshot shows the top navigation bar with the logo of the Directorate General of Trade Remedies, the text "Directorate General of Trade Remedies" and "Department of Commerce New Delhi", the logo "इटु" (ITU) and the tagline "System for Ensuring fair Trade through Unified platform". Below the navigation bar is a blue header with "Home", "User Manual", and "Help Desk" links. The main content area has a green and blue header with "Help Desk" text. Below this is a white box with "Contact Info" text and two contact details: a phone number "+91 8009 054294" and an email address "artis[dot]helpdesk[at]gov[dot]in".

- **Notifications**

This page shows you all latest updates and circular related to the portal.



The screenshot shows the "NOTIFICATIONS" section of the website. The title "NOTIFICATIONS" is in large blue letters. Below it is a notification card with the text "AD/SSR/07012025/01 - Preliminary findings" and a red "New" badge. The background features a stylized illustration of a megaphone and lightning bolts.

3) NEW USER REGISTRATION

➤ For new user registration click on new Registration button on home page.

The Directorate General of Trade Remedies (DGTR) is an apex national authority in India responsible for administering trade remedial measures such as anti-dumping duties, countervailing duties (anti-subsidy measures), and safeguard measures. These measures are aimed at protecting domestic industries from unfair trade practices like dumping (selling goods below cost), subsidized imports, or sudden surges in imports that harm local producers.

- The "New Registration" button will open the new registration page. Here, you can register as a PETITIONER / RESPONDENT and make sure to fill in the required details for registration.
- Fill all mandatory and required details in the registration form below.
- Then click on Register button.
- A pop will come to enter an OTP. You will receive the OTP on registered mail.



REGISTRATION

Register here to file new case.

Name of the Applicant*	Name of the Subject Country*	PAN No.	Aadhaar No.
<input type="text" value="Name of the Applicant"/>	<input type="text" value="Select"/>	<input type="text" value="PAN Nnumber"/>	<input type="text" value="Aadhaar Number"/>
Designation	GST No.	STD Code (Office)	Phone (Office)
<input type="text" value="Select"/>	<input type="text" value="GST Number"/>	<input type="text" value="STD Code (Office)"/>	<input type="text" value="Phone (Office)"/>
STD Code (Res.)	Phone (Residential)	Mobile*	Email ID *
<input type="text" value="STD Code (Res.)"/>	<input type="text" value="Phone (Residential)"/>	<input type="text" value="Mobile Number"/>	<input type="text" value="Applicant Email ID"/>
Confirm Mobile *	Confirm Email ID *	Alternate Mobile	E-mail: Official
<input type="text" value="Confirm Mobile Number"/>	<input type="text" value="Confirm email ID of Applicant"/>	<input type="text" value="Alternate Mobile"/>	<input type="text" value="E-mail: Official"/>
Address Line 1	Address Line 2	Address Line 3	Landmark
<input type="text" value="Address Line 1"/>	<input type="text" value="Address Line 2"/>	<input type="text" value="Address Line 3"/>	<input type="text" value="Landmark"/>
Zip Code	CIN/Registration No. (If available)		
<input type="text" value="Zip Code"/>	<input type="text" value="CIN/Registration No. (If available)"/>		

[REGISTER](#)



- You'll get registration verification OTP mail after register.



Directorate General of Trade Remedies

Department of Commerce New Delhi

One-Time Password (OTP) Verification

Please use the following One-Time Password (OTP) to verify your email address.

226931

If you did not request this, please ignore this email or contact support.

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- Enter your OTP, then click on verify.
- After it verifies OTP user will get Login credentials on mail.

Verify Email OTP

An OTP has been sent to your registered Email Id.

Please enter the OTP below:

Enter OTP

Verify OTP

- Credentials mail will provide user name and password to login.

Respected User,

Congratulations! Your registration as a USER with ARTIS has been successfully completed.

Your credentials for logging into the system are:

Username: pankaj@mailinator.com

Password: CTp8&h3#

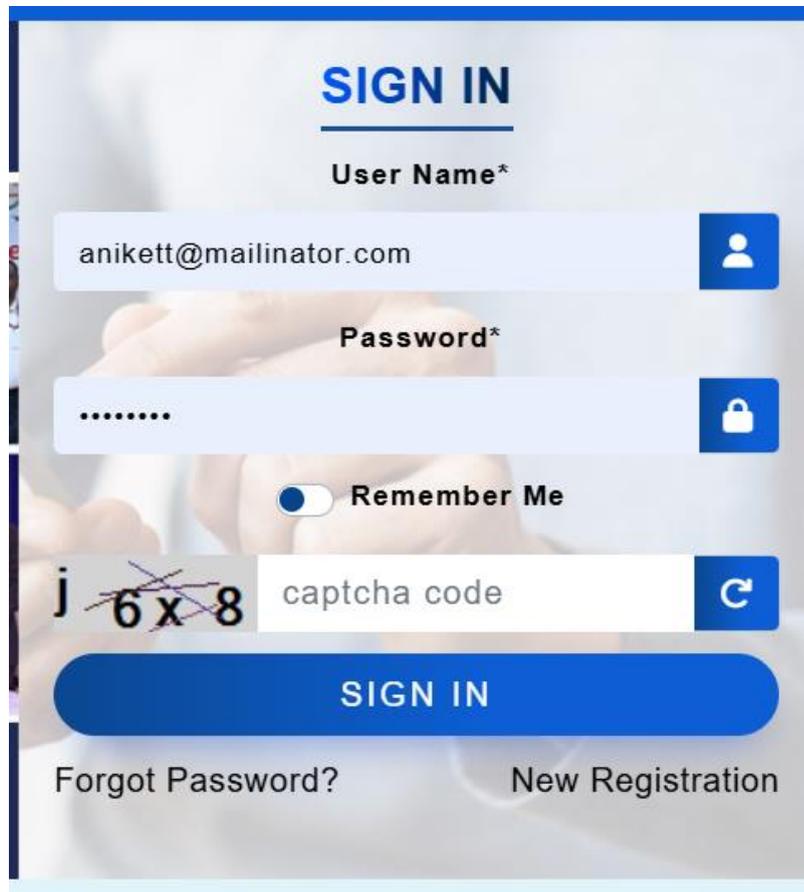
You can log in to your account using the following link: [Login Here](#)

Note: This password is a temporary password. You are highly recommended to change your password upon your first login.

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4)SIGN IN EXISTING USER

- For existing user login, fill your username and password on sign in page.
- User got credentials via mail > fill the user name and password > fill the captcha and sign up.



The screenshot shows a 'SIGN IN' form with the following fields and elements:

- SIGN IN** (Section Header)
- User Name*** (Label)
- Input field containing: `anikett@mailinator.com`
- Password*** (Label)
- Input field containing: `.....`
- Remember Me** (Toggle)
- captcha code** (Label)
- Input field containing: `j 6 x 8`
- SIGN IN** (Button)
- [Forgot Password?](#) (Link)
- [New Registration](#) (Link)

- After sign up it will ask for verification and you will receive a mail with OTP

Two-Factor Authentication (2FA) OTP Verification

Please use the following One-Time Password (OTP) to complete your login process:

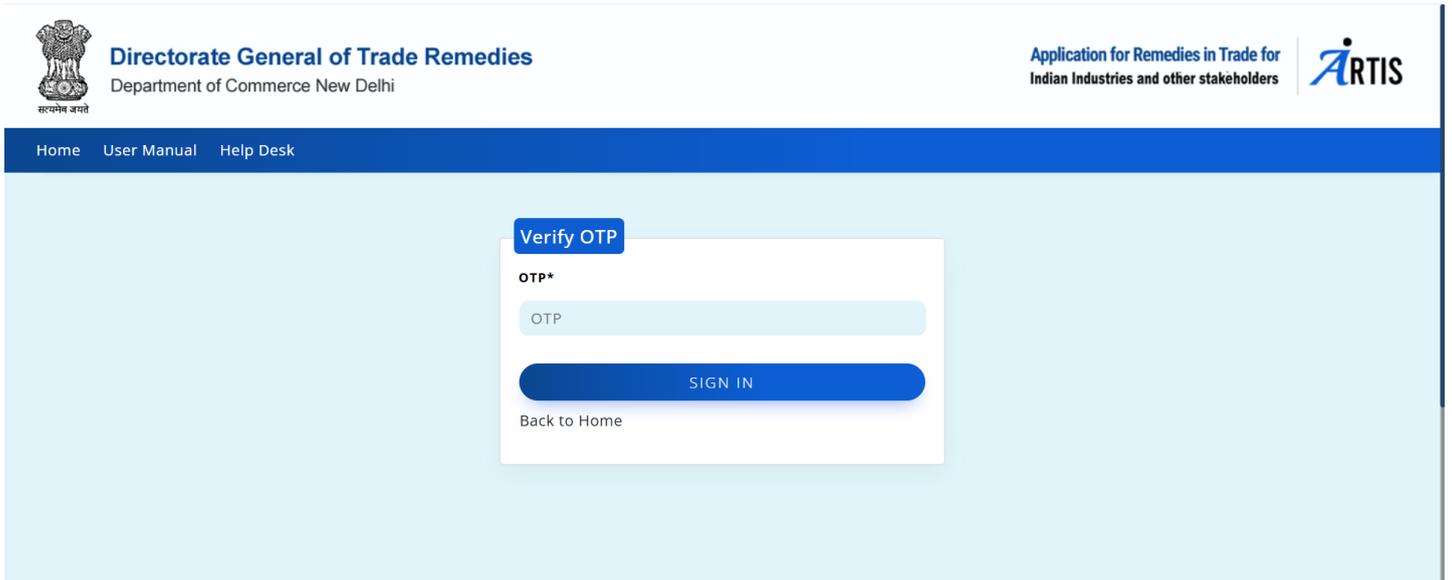
5967

This OTP is valid for 1 minutes. If you did not request this, please contact support immediately.

Regards,
ARTIS Team

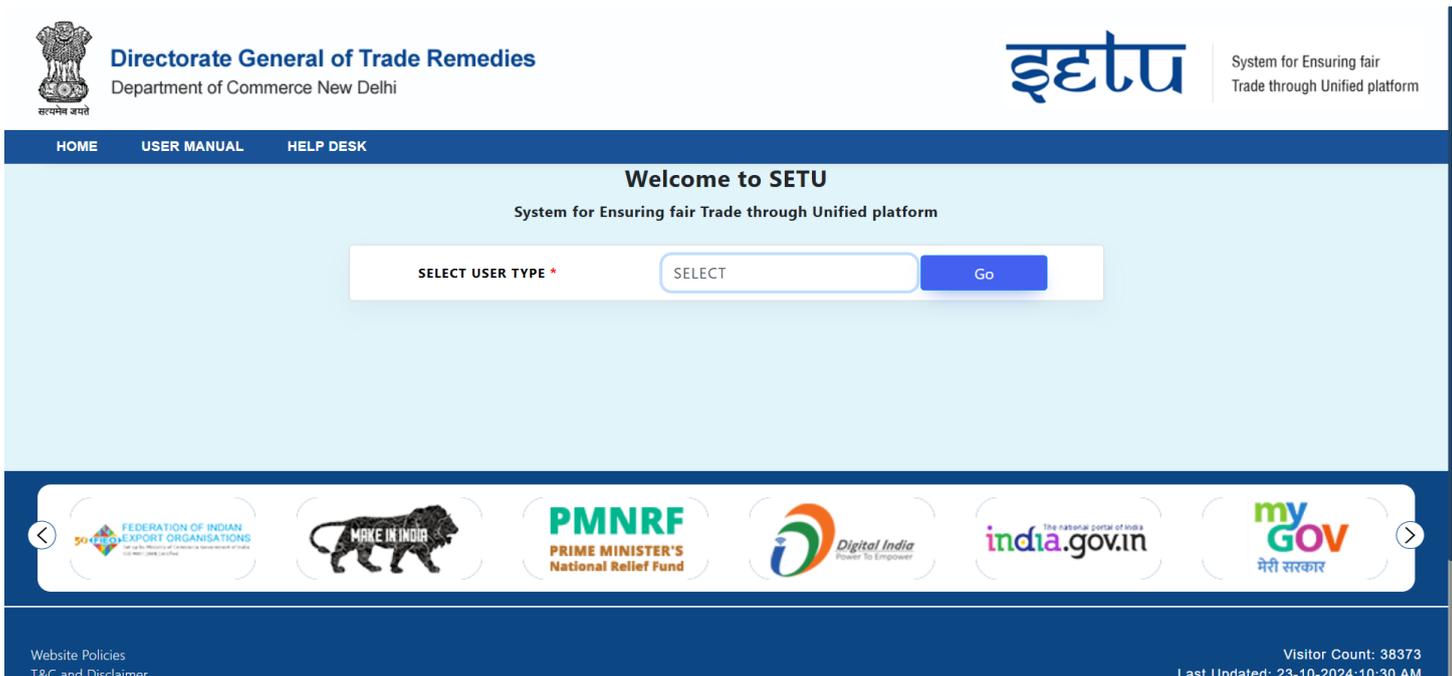
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- Enter your OTP, then click on Sign in.



The screenshot shows the website header with the logo of the Directorate General of Trade Remedies, Department of Commerce New Delhi, and the ARTIS logo. The navigation menu includes Home, User Manual, and Help Desk. The main content area features a 'Verify OTP' form with an 'OTP*' label, an input field for the OTP, a 'SIGN IN' button, and a 'Back to Home' link.

- Select your user type from the dropdown (Petitioner/ Respondent)
- Click on Go. And you will be logged in as your selected user type.



The screenshot shows the website header with the logo of the Directorate General of Trade Remedies, Department of Commerce New Delhi, and the SETU logo. The navigation menu includes HOME, USER MANUAL, and HELP DESK. The main content area features a 'Welcome to SETU' message and a 'System for Ensuring fair Trade through Unified platform' description. Below this is a form with a 'SELECT USER TYPE *' label, a dropdown menu with 'SELECT' as the current selection, and a 'Go' button. The footer includes logos for the Federation of Indian Export Organisations, Make in India, PMNRF, Digital India, india.gov.in, and myGov, along with website policies and visitor count information.

5) WORK FLOW FOR PETITIONER

- **Petitioner Dashboard**

- Workflow when user type is Petitioner.
- Petitioner Dashboard will give you access of all registered cases and its details and will show you the count of the Total cases, closed cases, pending CV/ NCV cases and queries etc.
- Click on the any available tile to get details of case and its status.

The screenshot displays the SEIU Petitioner Dashboard. At the top, it features the SEIU logo, the text 'Directorate General of Trade Remedies, Department of Commerce New Delhi', the SEIU logo in Hindi, and the tagline 'System for Ensuring fair Trade through Unified platform'. A user profile icon is visible in the top right corner. The dashboard title 'Petitioner Dashboard' is prominently displayed in a blue header. Below the header, there are two buttons: '→ Add New Case' (green) and '← Switch Role' (blue). The main content area consists of ten data tiles arranged in a grid, each showing a category, an icon, and a numerical value. The tiles are: 'Total Cases' (3, with a 'New' badge), 'Cases Filed' (2), 'Pending at PST' (0), 'Approved From PST' (0), 'Allocated to Investigation Team' (0), 'Cases Initiated' (1), 'Cases Closed' (0), 'Rejected by PST' (0), 'Pending CV / NCV Uploads' (2), and 'Pending Final CV / NCV Uploads' (0). A 'New Queries' tile shows a count of 2. A vertical navigation menu on the left side contains icons for 'Home', 'List', 'View', 'Search', and 'Switch'.

Metric	Count
Total Cases	3
Cases Filed	2
Pending at PST	0
Approved From PST	0
Allocated to Investigation Team	0
Cases Initiated	1
Cases Closed	0
Rejected by PST	0
Pending CV / NCV Uploads	2
Pending Final CV / NCV Uploads	0
New Queries	2

- **Add New Case**

➤ Click on Add new Case button and it will open a form to add new case.

The screenshot shows the 'Petitioner Dashboard' interface. At the top, there is a header with the SETU logo, the Directorate General of Trade Remedies, and the Department of Commerce New Delhi. A green banner at the top of the dashboard area reads 'Petitioner Dashboard'. To the right of this banner are two buttons: a green button with a right-pointing arrow labeled 'Add New Case' (highlighted with a yellow border) and a blue button with a left-pointing arrow labeled 'Switch Role'. Below the banner is a grid of 12 cards, each representing a different case status with an icon and a numerical value. The cards are: Total Cases (3, with a 'New' badge), Cases Filed (2), Pending at PST (0), Approved From PST (0), Allocated to Investigation Team (0), Cases Initiated (1), Cases Closed (0), Rejected by PST (0), Pending CV / NCV Uploads (2), Pending Final CV / NCV Uploads (0), and New Queries (2). A vertical navigation menu is visible on the left side of the dashboard.

➤ To add new case you have to select user type and country from the dropdown.

➤ Click on Submit and it will redirect you to add case form.

The screenshot shows the 'Petitioner Application' form. At the top, there is a header with the SETU logo, the Directorate General of Trade Remedies, and the Department of Commerce New Delhi. A green banner at the top of the form area reads 'Petitioner Application'. In the top right corner of the form area is a blue button labeled 'Back'. The main form area contains two dropdown menus: 'User Type*' and 'Country*', both currently showing '-select-'. Below these dropdowns is a green button labeled 'Submit'.

➤ To add new case you have to select user type and country from the dropdown.

➤ Click on Submit and it will redirect you to add case form.

SETU Directorate General of Trade Remedies
 Department of Commerce New Delhi

इटु System for Ensuring fair Trade through Unified platform

New Case Registration

[←Back](#)

Case Title* **Date***

Subject Country (ies)* **Product Name***

HS Code* **Category of Investigation***

Sub Category of Investigation* **Name of Applicant (s)*** +

Name of Legal Representative (s)

[Add Data in Volume & Value table](#)

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- Fill all the required details to register new case. Then click on add data in volume table button.
- A volume table will appear as per your selected countries fill the required details in table.
- Click on Submit and your case will be registered.

- APPLICATION DETAILS

- After Case registration you will receive a mail for confirmation with case details and your details will be visible in application details list.

- Click on case ID you want to see details of and it will open case details page.
- Your current and updated case details will be updated here.

- **UPLOAD CV/ NVC**

After Case registration you need to upload your CV/ NCV files.

- Now click on Upload application button and it will open a page to upload documents for CV/ NCV files.

The screenshot shows the SETU portal interface. At the top, there is a header with the SETU logo, the Directorate General of Trade Remedies logo, and the text 'System for Ensuring fair Trade through Unified platform'. Below the header is a green banner with the text 'List of Petitions/Applications' and an 'Add New Case' button. A table with columns 'SNo', 'Case ID', 'Product Name', 'Date of Submission', 'PST Acceptance Date', 'Action', and 'Raise Query' is displayed. The first row has a 'New' badge and an 'Upload Application' button highlighted with a yellow box. The second and third rows also have 'Upload Application' buttons. The fourth row has 'Upload Additional Documents' and 'GIT Query' buttons. A search bar and a page indicator 'Showing page 1 of 1' are also visible.

SNo	Case ID	Product Name	Date of Submission	PST Acceptance Date	Action	Raise Query
1	AD/GS/26032025/01	Demo product	26-03-2025 04:38 PM		Upload Application	
2	AD/BS/14022025/01	Aloo bhujia	14-02-2025 11:15 AM		Upload Application	
3	SG/AA/11022025/01	green tea	11-02-2025 05:05 PM		Upload Application	
4	AD/AC/07022025/01	covers	07-02-2025 04:33 PM	13-02-2025 02:21 PM	Upload Additional Documents	GIT Query

- Upload documents page will allow you to upload CV documents, NCV documents.
- Click on + icon to Upload CV documents. It allows you to upload PDF, JPG, EXCEL and WORD documents to upload.
- There is also an option to upload a google drive link to access large CV files.
- Upload your documents and click on save and your CV file will be saved.
- Same process needs to be done for NCV files.
- Click on declaration after uploading your CV, NCV files.
- Then click on final submit button and your CV, NCV files will be uploaded.

Upload Documents

Case Id : AD/GS/26032025/01

[Go Back](#)

Application Proforma

S. No.	File Title	Download	Downloaded On
1	test aniket new		Downloaded ✓ 26-03-2025 04:43 PM

Each CV file should not exceed 20MB, except for Excel files, which can be up to 70MB. Allowed file formats: PDF and Excel.

Upload CV Documents

[+](#)

Sr. No.	File Name	Upload File	Action
1	excle  30.26 KB	View	
2	pdf  31.08 KB	View	

Upload File Drive link (google etc for heavy size file)

[Save](#)

Each NCV file should not exceed 20MB, except for Excel files, which can be up to 70MB. Allowed file formats: PDF and Excel.

Upload NCV Documents

[+](#)

Sr. No.	File Name	Upload File	Action
1	new one pdf  31.08 KB	View	
2	excel  30.26 KB	View	

I hereby declare that the information provided in the attached CV and NCV files is true and correct to the best of my knowledge and belief. I understand and accept that the document submitted as NCV shall be automatically transmitted to the public file and that the public shall have immediate access to the NCV that is a part of the public file. I shall not hold DGTR liable for any error on my part in either including confidential data in the NCV file or incorrectly submitting the CV as the NCV. I shall not hold DGTR liable for any data transmitted or made accessible to the public due to my error. I agree that no amendment or modification shall be allowed after submission of the CV and the NCV version of the files.

[Final Submit](#)
[← Back](#)

- After your CV, NCV submission. You will receive a confirmation mail for your uploaded CV, NCV documents.
- Then you need to wait for CV, NCV approval From PST.
- Once it gets approved you will receive approval mail. Then you need to proceed for final CV, NCV submission.

- **PST Query**

- PST query option appears when a Query is raised by PST team.it can be related to the documents you uploaded or the any correction in documents etc.
- Click on PST Query Button to see query details and to reply query.

Excel Search...

SNo	Case ID	Product Name	Date of Submission	PST Acceptance Date	Action	Raise Query
1	AD/AC/29012025/01	playbag	29-01-2025 11:06 AM			PST Query → New
2	AD/MTR/27012025/01	speakers	27-01-2025 12:38 PM			PST Query → New

Showing page 1 of 1

- PST query will show you new query details.
- Click on (Click to reply) button to reply raised query.
- After filling the details click on save button.

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- **UPLOAD FINAL CV/ NVC**

After your CV/ NCV files Approval from PST you need to Upload Final CV, NCV files.

- Now click on Upload Final application button and it will open a page to upload documents for Final CV/ NCV files.

SNo	Case ID	Product Name	Date of Submission	PST Acceptance Date	Action	Raise Query
1	AD/AC/29012025/01	playbag	29-01-2025 11:06 AM		Upload Final Application	PST Query →
2	AD/MTR/27012025/01	speakers	27-01-2025 12:38 PM			New PST Query →

Showing page 1 of 1

- Upload Final documents page will allows you to upload Final CV documents, NCV documents.
- Click on + icon to Upload Final CV documents. It allows you to upload PDF, JPG, EXCEL and WORD

documents to upload.

- There is also an option to upload a google drive link to access large CV files.
- Upload your documents and click on save and your Final CV file will be saved.
- Same process needs to be done for Final NCV files.
- Click on declaration after uploading your Final CV, NCV files.
- Then click on final submit button and your Final CV, NCV files will be uploaded.

Directorate General of Trade Remedies
Department of Commerce New Delhi

Application for Remedies in Trade for
Indian Industries and other stakeholders

ARTIS

Upload Final Documents

Case Id : AD/AC/29012025/01 Go Back

Each CV file should not exceed 20MB, except for Excel files, which can be up to 70MB. Allowed file formats: PDF, Excel, and Word.

Upload CV Documents +

Sr. No.	File Name	Upload File	Action
1	Final CV file 2 406.32 KB	View	
2	Final CV file 1 60.37 KB	View	
1	<input type="text" value="Enter file name"/>	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Save"/>

Upload File Drive link (google etc for heavy size file)

Each NCV file should not exceed 20MB, except for Excel files, which can be up to 70MB. Allowed file formats: PDF, Excel, and Word.

Upload NCV Documents +

Sr. No.	File Name	Upload File	Action
1	Final NCV file 2 406.32 KB	View	
2	Final NCV file 1 74.73 KB	View	
1	<input type="text" value="Enter file name"/>	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Save"/>

I hereby declare that the information provided in the attached CV and NCV files is true and correct to the best of my knowledge and belief. I understand and accept that the document submitted as NCV shall be automatically transmitted to the public file and that the public shall have immediate access to the NCV that is a part of the public file. I shall not hold DGTR liable for any error on my part in either including confidential data in the NCV file or incorrectly submitting the CV as the NCV. I shall not hold DGTR liable for any data transmitted or made accessible to the public due to my error. I agree that no amendment or modification shall be allowed after submission of the CV and the NCV version of the files.

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- After your Final CV, NCV submission. You will receive a confirmation mail for your uploaded CV, NCV documents.

- Then you need to wait for Final CV, NCV approval From PST. After approval you will receive a mail for documents confirmation and then your case will be proceed to Allocation officer to assign an officer. And your all case updates and status will be updated on your dashboard,