11th Meeting of National Traders' Welfare Board Convened in New Delhi

Board Reviews Measures for Trader Welfare, Ease of Doing Business, Digital Empowerment and Export Promotion

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The 11th Meeting of the National Traders' Welfare Board (NTWB) was convened at Vanijya Bhawan, New Delhi, in hybrid mode. The Board reviewed a range of measures concerning trader welfare, Ease of Doing Business, digital empowerment, access to finance, Centre–State coordination and export promotion. The deliberations also covered issues relating to GST, MSMEs, trader grievance redressal, digital platforms and strengthening institutional support for traders, retailers, manufacturers, exporters and service providers.

During the deliberations, the members discussed GST-related matters, including rationalisation, refund delays, lengthy audits, amnesty schemes, ITC anomalies and resolution of pending appeals. Discussions on MSME and finance included inclusion of traders in MSME facilitation committees, a proposal for a centralised loan portal with 30-day timelines, reforms in the CIBIL score mechanism and establishment of traders' grievance helplines.

Members also discussed trader welfare issues, including timely payments to government contractors, safeguards against technical penalties, relaxation in loan repayment during lean periods and enhanced Centre–State coordination. On digital empowerment, the Board deliberated on expansion of ONDC and DigiDukaan to the district level, Women Entrepreneurship Facilitation Desks under NITI Aayog, POSH cells for grievance redressal and strengthening of cyber fraud redressal mechanisms.

Special emphasis was laid on enhancing export participation by traders and MSMEs, increasing awareness regarding export opportunities, strengthening institutional support mechanisms and promoting India's emergence as a globally competitive trading nation. The Board also discussed the need for thematic committees and focused working groups to examine sector-specific issues and provide structured recommendations for policy intervention.

The meeting was chaired by Chairman, NTWB, Shri Sunil J. Singhi. He apprised the Board of major initiatives undertaken towards achieving its objectives. Shri Singhi highlighted the Government's commitment to trader welfare through reforms such as the Jan Vishwas Act, which rationalises 40,000 compliances, Ease of Doing Business measures and the establishment of State Traders' Welfare Boards in Madhya Pradesh, Punjab, Uttar Pradesh and Tamil Nadu. Written confirmations from Goa and Telangana were also noted, along with progress on District Facilitation Centres.

Shri Singhi further highlighted the successful conduct of 100 consecutive virtual conferences, which have strengthened Centre–State engagement. He also referred to initiatives and campaigns including the celebration of Bhamashah Jayanti as Rashtriya Vyaapari Diwas on 29 June by Swadeshi Jagran Manch, Vyapari Samvaad in Dehradun and Indore, and Tiranga Yatra activities in Chandigarh and Indore.

The Chairman also apprised Members of developments relating to Next Generation GST 2.0 reforms, ONDC integration and expansion of DigiDukaan. DigiDukaan, a B2B procurement and Kirana digitisation initiative by ONDC, is enabling kirana stores to digitise procurement through a single ordering interface, with over 19,000 retailers currently live across Hyderabad and Jaipur.

At the outset of the meeting, Director, DPIIT, Shri Yuvraj Ravindra Patil, welcomed the Board Members and Ex-Officio Members from line Ministries and Departments and outlined the mandate of the NTWB. He emphasised the importance of promoting the Board's initiatives and ensuring wider dissemination of DPIIT's interactive video conference sessions.

Members were also apprised of forthcoming reforms, including the Consumer Protection (Amendment) Bill 2026, proposed to be effective from 1 January 2027, aimed at enhancing Ease of Living. The Board also deliberated on the India–UK CETA negotiations, with emphasis on export promotion.

The meeting was attended by non-official Members representing trade associations and States/UTs, along with ex officio Members from various Ministries and Departments of the Government of India.

The meeting concluded with a reaffirmation of the Board's commitment to creating an enabling environment for traders through policy advocacy, digital empowerment, Ease of Doing Business reforms, social security initiatives and stronger Centre–State coordination. The Board reiterated its resolve to work towards the welfare and empowerment of traders and their employees and contribute actively to the vision of Viksit Bharat 2047.

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