



GLOBAL TAMIL
TRADE CENTRE

An Initiative of THE RISE

GLOBAL TAMIL TRADE CENTRE

TRADE POLICY AND OPERATING AGREEMENT

1. MISSION

To create a transparent, technology-enabled trade ecosystem connecting Tamil Nadu's producers with global markets through quality assurance, fair pricing mechanisms, and comprehensive business support services.

2. VISION

To become the world's most trusted platform for Tamil Nadu products by 2030, facilitating ₹2,000+ crores in annual trade while connecting 10,000+ verified entrepreneurs globally.

3. OBJECTIVES

- Market Access:** Connect rural producers directly with urban and international buyers, eliminating intermediary exploitation
- Quality Certification:** Establish GTTC as the recognized authority for Certificate of Origin and quality standards for Tamil Nadu products
- Economic Impact:** Generate sustainable employment and business opportunities across agricultural, manufacturing, and service sectors
- Digital Integration:** Provide seamless B2B and B2C platforms for efficient trade transactions and payment processing
- Skill Development:** Deliver targeted capacity-building programs in production quality, market intelligence, and business management
- Brand Building:** Develop and promote "POTAN" (Products of Tamil Nadu) as a globally recognized mark of authenticity

7. **Investment Attraction:** Facilitate franchise partnerships and processing unit establishments through transparent operating models
 8. **Fair Trade:** Implement standardized pricing mechanisms and transparent commission structures protecting all stakeholders
 9. **Innovation Support:** Provide R&D guidance, technology adoption support, and modern practice implementation
 10. **Global Network:** Build strategic alliances with international buyers, trade organizations, and Tamil diaspora businesses
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4. MEMBERSHIP & REGISTRATION

4.1 Annual Membership Fees

Member Category	Annual Fee	Renewal Period
Farmers, Students & Individuals	₹2,000	365 days from registration
Women Entrepreneurs	₹5,000	365 days from registration
Traders & Entrepreneurs	₹10,000	365 days from registration
Manufacturers	₹12,000	365 days from registration

4.2 Membership Benefits

- Access to GTTC online and offline trading platforms
- Eligibility for quality certification and Certificate of Origin issuance
- Participation in buyer-seller meets, trade delegations, and capacity-building programs
- Market intelligence reports and pricing data access
- Dispute mediation and business advisory services
- Networking with verified GTTC member community

4.3 Membership Terms

- Members must maintain accurate business information and update contact details within 15 days of any change
 - Membership is non-transferable and tied to registered business entity/individual
 - GTTC reserves the right to suspend or terminate membership for violations of its policies which are vogue from time to time
 - Non-Refundable
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5. COMMISSION STRUCTURE

5.1 Transaction Commission Rates

GTTC charges commission on successfully completed transactions facilitated through the platform:

Transaction Value	Fixed Fee	Percentage Fee	Applicable Charge
₹0 - ₹1,00,000	₹5,000	5% of bill value	Whichever is Higher
₹1,00,001 - ₹5,00,000	₹10,000	4% of bill value	Whichever is Higher
₹5,00,001 - ₹20,00,000	₹20,000	3% of bill value	Whichever is Higher
₹20,00,001 - ₹1,00,00,000	₹50,000	2% of bill value	Whichever is Higher
Above ₹1,00,00,000	₹1,00,000	1% of bill value	Whichever is Higher

5.2 Commission Payment Terms

- Commission is calculated on the final invoice value (excluding GST)
- Commission invoice will be issued within 3 working days of transaction completion
- Payment due within 7 working days of commission invoice date
- Late payment attracts 2 % monthly interest on outstanding amount
- Commission covers: trade facilitation, Potan certification , documentation, Certificate of Origin, dispute mediation, and platform usage

5.3 Transaction Registration

- All trades between GTTC members must be registered on the platform within 48 hours of order confirmation
- Members must upload: purchase order, invoice copy, and delivery challan upon transaction completion
- Transactions not registered with GTTC are not covered under policy benefits and dispute resolution

6. SELLER COMMITMENTS & SERVICES

6.1 What GTTC Provides to Sellers

A. Buyer Connection & Market Access

- Access to database of 500+ verified buyers (domestic and international)
- Monthly buyer-seller meet participation opportunities
- Quarterly international buyer delegation introductions

- Digital marketplace listing with product showcase

B. Buyer Verification & Support

- Verification of buyer credentials and business registration before introduction
- Platform for direct buyer-seller communication and negotiation
- Connection to invoice discounting/factoring services for working capital (member's own arrangement)

C. Quality & Production Guidance

- Quarterly training on quality standards, grading, and packaging requirements
- Access to quality testing laboratories (at member rates)
- Guidance on value addition and processing opportunities
- Connection with agro-input suppliers and equipment vendors

D. Market Intelligence

- Monthly price trend reports for key commodities
- Seasonal demand forecasts and procurement calendars
- Competitor analysis and market positioning guidance
- New product development opportunity identification

E. Certification Services

- Certificate of Origin (Tamil Nadu)
- Quality Assurance Certificate
- POTAN Authorized Product Certification
- Export documentation support and regulatory compliance guidance

F. Capacity Building

- 12 annual workshops on production, quality, export, and business management
- Farm tours and manufacturing unit visits
- Technology demonstration programs
- One-on-one business mentorship (for manufacturers and traders)

6.2 Seller Obligations

- Provide accurate product specifications, pricing, and availability information
- Maintain minimum quality standards as defined by GTTC quality manual
- Deliver products as per agreed specifications and timelines
- Respond to buyer inquiries within 24 hours during business days
- Accept third-party quality inspection before dispatch (at seller's cost if failed)
- Maintain professional conduct in all buyer interactions

7. BUYER COMMITMENTS & SERVICES

7.1 What GTTC Provides to Buyers

A. Authenticity Guarantee

- **Certificate of Origin:** Authenticated proof that product originates from Tamil Nadu, issued within 3 working days
- **POTAN Certification:** Assurance of regional authenticity, traditional production methods, and quality compliance
- **Supplier Verification:** All sellers are registered members with validated business credentials

B. Competitive Pricing

- Direct connection with producers, eliminating multiple intermediary margins
- Transparent price discovery through digital platform showing market rates
- Bulk purchase negotiation support for orders above ₹5 lakhs
- Seasonal pricing calendars for agricultural commodities

C. Quality Assurance

- Pre-dispatch quality inspection for orders above ₹2 lakhs
- Grading and specification matching verification
- Sample approval process before bulk orders
- Right to reject products not meeting agreed specifications (within 48 hours of delivery)

D. Delivery Commitment

- Agreed delivery timelines documented in purchase order
- Logistics coordination and real-time tracking support
- Backup supplier arrangement for critical orders (on request)

E. Documentation Support

- Export-import documentation assistance
- Phytosanitary certificate facilitation (for agricultural products)
- Customs clearance guidance and regulatory compliance support
- GST and invoice documentation review

F. Supplier Management

- Access to supplier performance ratings and transaction history
- Long-term contract facilitation with reliable suppliers

- New supplier scouting based on specific requirements
- Quarterly supplier performance reviews

7.2 Buyer Obligations

- Negotiate and agree payment terms directly with seller (GTTC not involved in payment arrangements)
 - Make payment as per mutually agreed terms between buyer and seller
 - Inspect and report quality issues within 48 hours of delivery receipt
 - Provide clear specifications and requirements at time of order placement
 - Maintain professional conduct with sellers and GTTC staff
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8. QUALITY CONTROL & REJECTION POLICY

8.1 Quality Standards

- All products must meet specifications documented in purchase order
- Agricultural products: Grading as per AGMARK or equivalent standards
- Manufactured products: ISI/BIS or industry-standard specifications
- GTTC Quality Manual (available to all members) defines minimum acceptable standards for major product categories

8.2 Inspection Process

- **All Orders:** Quality inspection and acceptance is the responsibility of buyer and seller
- GTTC can facilitate connection to third-party inspection agencies upon request (cost borne by requesting party)
- GTTC does not conduct or guarantee quality inspections

8.3 Rejection & Returns

Buyer's Right to Reject:

- Quality does not match agreed specifications
- Quantity short-supplied (beyond 2% tolerance)
- Product damaged during transit (with photographic evidence)
- Rejection must be communicated within 48 hours of delivery with supporting documentation

8.4 Replacement & Refund

- Seller must provide replacement within 7 days for valid rejections
- If replacement not possible: Full refund within 10 days including logistics cost

- Repeated quality failures (3+ in 6 months): Seller's membership suspension review
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9. PAYMENT TERMS & DISPUTE RESOLUTION

9.1 Payment Arrangements

GTTC's Role:

- GTTC is NOT involved in payment transactions between buyers and sellers
- Payment terms, credit periods, and advance amounts are negotiated directly between buyer and seller
- All payment arrangements must be documented in the purchase order
- GTTC provides platform for communication but does not guarantee, process, or mediate payments

Member Responsibility:

- Buyers and sellers are solely responsible for their payment agreements
- Members are encouraged to use secure payment methods (bank transfers, letters of credit)

9.2 Payment Disputes

GTTC's Limited Role:

- GTTC can facilitate communication between parties in case of payment disputes
- GTTC does NOT act as payment guarantor or collection agent
- Payment-related disputes are civil matters between buyer and seller
- Members may seek legal recourse independently for payment defaults

Recommendation:

- Members should conduct due diligence on trading partners
- Use milestone-based payments for large orders
- Maintain written agreements for all transactions
- Consider trade credit insurance for high-value deals

9.3 Non-Payment Disputes

Step 1: Internal Mediation (Days 1-7)

- Party raising dispute submits written complaint to GTTC with supporting documents
- GTTC notifies other party within 24 hours
- Both parties submit their positions within 3 working days

- GTTC mediator reviews and proposes resolution within 7 days

Step 2: Arbitration Panel (Days 8-21)

- If mediation fails, matter referred to 3-member arbitration panel
- Panel comprises: 1 GTTC representative, 1 industry expert, 1 independent arbitrator
- Both parties present evidence and arguments
- Panel delivers binding decision within 14 days

Step 3: Legal Recourse (Beyond Day 21)

- If either party rejects arbitration decision, matter can be taken to appropriate legal forum
- Jurisdiction: Courts in Dindigul, Tamil Nadu
- Governing law: Indian Contract Act, 1872 and applicable commercial laws

9.4 Dispute Mediation Fee

- Disputes below ₹5 lakhs: ₹5,000 (refundable to winning party)
 - Disputes ₹5-20 lakhs: ₹10,000 (refundable to winning party)
 - Disputes above ₹20 lakhs: ₹25,000 (refundable to winning party)
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10. FORCE MAJEURE & LIABILITY

10.1 Force Majeure Events

Neither party shall be liable for failure to perform obligations due to events beyond reasonable control, including:

- Natural disasters (floods, earthquakes, cyclones)
- Government actions (lockdowns, policy changes, export bans)
- War, civil unrest, or terrorism
- Pandemics or public health emergencies
- Strikes or labor disputes (not involving the party's own employees)

Notification: Party affected must notify GTTC and other party within 48 hours with supporting evidence

Duration: Force majeure protection valid for up to 60 days; beyond which, either party may cancel without penalty

10.2 Liability Limitations

GTTC's Liability:

- GTTC acts as a trade facilitation platform and marketplace connector only
- GTTC does not guarantee transaction success, product quality, or payment completion
- GTTC is not responsible for payment defaults, quality disputes, or delivery failures between members
- GTTC does not conduct quality inspections or certify product quality (except through separate paid certification services)
- GTTC's maximum liability limited to commission amount charged for the specific transaction
- GTTC not responsible for losses due to price fluctuations, market changes, or business decisions

Member Liability:

- Members are fully liable for accuracy of information provided and quality of products/services
- Members are solely responsible for their payment arrangements and fulfillment of obligations
- Members indemnify GTTC against third-party claims arising from their actions
- Members responsible for compliance with all applicable laws and regulations

10.3 Insurance

- GTTC maintains professional indemnity insurance for platform operations
- Members are encouraged to maintain their own business insurance
- Transit insurance for goods: Responsibility as per Incoterms agreed in purchase order (typically seller until delivery)

11. MEMBERSHIP TERMINATION & SUSPENSION

11.1 Grounds for Suspension/Termination

GTTC may suspend or terminate membership for:

- Repeated quality complaints or delivery failures (3+ instances in 6 months)
- Non-payment of GTTC commission or membership fees beyond 30 days
- Fraudulent misrepresentation of products, capacity, or credentials
- Violation of ethical business practices or harassment of other members
- Non-compliance with GTTC quality standards or operational policies
- Involvement in illegal activities or sale of prohibited goods

11.2 Suspension Process

- Written notice issued with specific reasons and evidence

- Member has 7 days to respond or remedy the violation
- GTTC reviews and decides on suspension (temporary) or termination (permanent)
- During suspension: No new transactions allowed; existing commitments must be fulfilled

11.3 Termination Consequences

- No refund of membership fee or pending commission
- Outstanding payments/obligations must be settled within 30 days
- Profile removed from GTTC platform and member directory
- No participation in GTTC events or access to services
- Right to appeal termination within 15 days to GTTC Review Committee

11.4 Voluntary Exit

- Members may voluntarily cancel membership with 30 days notice
- All pending transactions must be completed before exit
- Outstanding dues must be cleared before membership closure

12. INTELLECTUAL PROPERTY & CONFIDENTIALITY

12.1 GTTC Trademarks

- "GTTC," "Global Tamil Trade Centre," / "POTAN" are registered trademarks
- Members may use GTTC certification marks on authorized products only
- Unauthorized use of trademarks subject to legal action

12.2 Business Information

- GTTC maintains confidentiality of member business data and transaction details
- Member information shared with potential buyers/sellers only with prior consent
- Market intelligence reports based on anonymized aggregated data

12.3 Member Obligations

- Members must not misuse or share buyer/seller contact information obtained through GTTC
 - Violation of confidentiality may result in membership termination and legal action
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13. AMENDMENTS & UPDATES

- GTTC reserves the right to amend this policy with 30 days notice to members
 - Amendments effective from date specified in notice
 - Continued membership after notice period constitutes acceptance of amendments
 - Major policy changes (commission structure, membership fees) require 90 days notice
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14. GOVERNING LAW & JURISDICTION

- This policy governed by laws of India
 - Disputes subject to exclusive jurisdiction of courts in Dindigul, Tamil Nadu
 - Language of contract and communication: English and Tamil (English version prevails in case of discrepancy)
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15. CONTACT & GRIEVANCES

Registered Office:

Global Tamil Trade Centre
E4-E5, SIPCOT Industrial Park
Dindigul-Madurai Highway
Pallapatti, Nilakottai - 624201
Tamil Nadu, India

ACCEPTANCE & ACKNOWLEDGMENT

By registering as a GTTC member and/or engaging in transactions through the GTTC platform, members acknowledge that they have read, understood, and agree to be bound by this Trade Policy and Operating Agreement.

Member Signature: _____

Name: _____

Date: _____

Membership ID: _____