

**DIRECTORATE GENERAL OF SHIPPING, MUMBAI**  
**TRAINING BRANCH**

No.20-19016/9/2024-TRG-DGS

Date : 30.06.2024

Subject : **Updates on the Citizen Charter published on DGS website**

Reference is made to the discussion during the 3rd Review Meeting of the Training Branch held on 12.06.2024, wherein it was decided that the Citizen Charter would be published on the DGS website and subsequently reviewed and revised.

2. The revised draft of the Citizen Charter, including the disclaimer clause, was presented at the 33rd STCW Compliance Board meeting held on 25.07.2024, where it was approved.

3. Accordingly, it is requested that the following revised Citizen Charter for the Training Branch be published on the DGS website.

Branch	Item Number	Name of the service /Activity	Total Time required	Timeline for each officer/office
Training Branch	1	In-principle approval for pre-sea and post sea Maritime Training Institutes	90 working days *	ADG [Trg] – 8 days [for scrutiny of documents]  DDG [Trg]- 3 days  MMD office -70 days  DDG [Trg] – 3 days  Addl.DG [Trg] – 3 days  DG – 3 days
	2	Approval of pre-sea and post-sea courses of approved Maritime Training Institutes	60 working days *	ADG [Trg] – 3 days  DDG [Trg]- 3 days  MMD office -45 days  DDG [Trg] – 3 days  Addl.DG [Trg] – 3 days  DG – 3 days

3	clarification on any matter of course admission/ result/ compliant by student etc	15 working days **	--
4	clarification to any institute on any matter	30 working days **	--
5	complaint and grievance redressal time lines	30 working days **	--
6	STCW matters and publication on website	15 days **	--

Note(s) :

1. \* The timeline mentioned at Sr.No.1 and 2 above commences from the date of receipt of complete and correct proposal on online MTI module of the Directorate, as per DGS Orders/Circulars/SOP wherever applicable.
2. \*\* The timeline mentioned at Sr.No.3 to 6 above commences from the date of receipt of email/letter in the Training Branch.
3. The days means the 'working days'.

[Deependra Singh Bisen]

Dy. Director General of Shipping (Training)

To  
DDG [e-governance]