



भारत सरकार/ GOVERNMENT OF INDIA
पत्तन, पोत परिवहन और जलमार्ग मंत्रालय /
MINISTRY OF PORTS, SHIPPING AND WATERWAYS
नौवहन महानिदेशालय, मुंबई
DIRECTORATE GENERAL OF SHIPPING, MUMBAI

Office Order

File No: 11-34/11/2024-COMP-DGS (31049)

Date: 04.04.2025

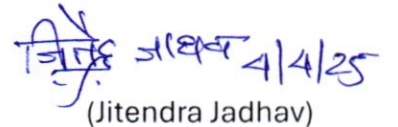
Subject: Utilization of Web-Based Hardware and Maintenance Platform for IT Equipment Tracking and Ticket resolution.

It is hereby informed that a web-based Hardware and Maintenance platform has been implemented in the Directorate General of Shipping for the effective tracking and management of IT equipment assigned to officers and staff. The platform, accessible at <https://ticket.dgsitmaintenance.in>, shall serve as the single point of contact for reporting hardware-related issues and submitting requests for cartridge replenishment.

2. All officers and staff are directed to utilize the above-mentioned platform for raising service requests pertaining to malfunctioning hardware or maintenance requirements, as well as for submitting cartridge-related demands. The use of this platform is mandatory for ensuring the systematic processing and timely resolution of IT-related issues. Officers are advised to raise such requests promptly and refrain from using alternate communication channels for these purposes.

3. The IT Support department, under NICS, shall regularly monitor the platform and ensure timely redressal of reported issues and fulfilment of cartridge supply requests.

This order is issued with the approval of the competent authority.


(Jitendra Jadhav)

Assistant Director General of Shipping

To,

All the officers and Staff of DGS.