भारत सरकार/**GOVERNMENT OF INDIA**
पोत परिवहन मंत्रालय/**MINISTRY OF SHIPPING**
नौवहन महानिदेशालय/**DIRECTORATE GENERAL OF SHIPPING**

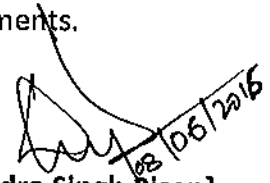|		
टेलीफोन: 022 – 25752040/1/2/3	9वीं मंजिल, बिटा बिल्डिंग/9th floor, Beta Building	Tele: 022- 25752040/1/2/3
फैक्स: 022 - 25752029/35	आई थिंक टेक्नो कैंपस/I-Think Techno Campus	Fax: 022-25752029/35
ई-मेल: dgship-dgs@nic.in	कांजूर मार्ग (पूर्व)/Kanjur Marg (East)	E-mail: dgship-dgs@nic.in
वेब: www.dgshipping.gov.in	मुंबई/MUMBAI-400 042	Web: www.dgshipping.gov.in

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In a unique initiative taken by the Directorate General of Shipping, an attached office of the Ministry of Shipping, GoI, a system for posting a feedback on various services offered by Directorate General of Shipping, GoI has been developed and placed on the official website www.dgshipping.gov.in . The system allows the users of the website to give feedback on the overall performance of the Directorate General of Shipping on individual services offered by it or its subordinate offices.

2. In addition a system for providing concurrent feedback has been placed at the end of the fourteen e-governance modules offered by the Directorate General of Shipping for collecting feedback/suggestions/grievances from the stake holders using those modules. The stakeholders can rate the services in different grades. All these stakeholders have been given the facility to post their valuable feedback, which could be used for improving the quality of services offered by Directorate General of Shipping, Govt. of India.

3. The feedback module has a robust Management Information System, which will indicate areas where procedural or policy intervention is required for further improvement of service. The module is expected to benefit a large number of Indian seafarers who have to use the online services offered by DG Shipping to comply with the regulatory requirements.

[Deependra Singh Bisen]
Asstt. Director General of Shipping

General Letter