



सत्यमेव जयते

भारत सरकार / GOVERNMENT OF INDIA
पोत परिवहन मंत्रालय / MINISTRY OF SHIPPING

नौवहन महानिदेशालय / DIRECTORATE GENERAL OF SHIPPING

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F. No.CR/Grievance Redressal /2013

Dated: 30.01.2013

M.S. Notice No. 03 of 2013

Subject: -Grievance redressal mechanism for Indian seafarers-reg.

The nature of the seafarers' job limits their opportunity to be ashore for only short durations, which put a time-barrier/constraint on them to resolve their individual /personal problems. Considering this bottleneck, and to overcome the same, with a view to facilitate, as a welfare measure, to solve their unresolved problems, a grievance redressal mechanism for seafarers was initiated by this Directorate General vide it's Crew Branch Circular No. 3 of 2011(F.No.CR/Misc/10/2011) dated 05.07.11. The said mechanism was mainly centralized at the Directorate General of Shipping, with an enabling provision for registering seafarers grievances at the jurisdictional Mercantile Marine Department (MMD), if a seafarers prefers a personal hearing in the matter. Under the above centralized arrangement, procedural delays are being experienced in resolving such grievances expeditiously.

2. The Maritime Labour Convention [MLC] addresses the issues & concerns entailing the resolution of grievances of seafarers through on-board [vessel] complaint procedures, as well as onshore seafarer complaint-handling procedures. A grievance redressal mechanism separately available for Indian seafarers that makes for their swift ground level resolution, will, as a paradigm, effectively, further strengthen grievances redressal for Indian seafarers, as a confidence – building measure by providing wider access to the seafarers to address their grievances. Therefore, the present grievances mechanism is proposed to be decentralized and incrementally strengthened. In that light, henceforth, Indian seafarers shall lodge their grievances in the office of the locational MMD/Shipping Master, which are located all across the Indian coast. This revamped grievance redressal mechanism for Indian seafarers shall function as under, in super-cession of this office said Crew Branch Circular No. 3 of 2011(F. No.CR/Misc/10/2011) dated 05.07.11.

2.1. Submission of grievance:

2.1.1. The following officers under the Directorate General of Shipping, GoI are declared as 'Designated Grievance Redressal Officer' under the 'Grievance Redressal Mechanism' for receiving complaints and resolving grievances of Indian seafarers;

-----2/-

2.1.1.1. Surveyor-IN-charge, MMD, Haldia/ Jamnagar /Marmugoa /Manglore /NOIDA /Paradip /Port Blair / Tuticorin / Visakhapatnam.

2.1.1.2. Officers in the offices of the Principal Officers [PO], MMD, Chennai/ Kandla/ Kochi/ Kolkata/Mumbai specially designated by the respective Principal Officers.

2.1.1.3. Shipping Masters, Chennai/ Kolkata/ Mumbai.

2.2 Any aggrieved seafarer may submit his grievance application, in writing, to the jurisdictional 'Designated Grievance Redressal Officer', as indicated in para 2.1.1. above in the prescribed form (Annexure - I : 1 page).

2.3 A seafarer shall submit his grievance to the said 'Designated Grievance Redressal Officer' only after taking up the same with his recruitment & placement service provider/employer/shipowner concerned and including the committee set up by the ship-owner comprising the seafarers unions(if applicable), along-with copies of such complaint(s) & reply(ies) received thereto from such entities.

2.4 Such grievances shall be registered formally & recorded and an acknowledgement & registration no. thereto shall be assigned & communicated to the seafarer concerned, under speed post acknowledgement due, within three working days of the receipt of the grievance by the said 'Designated Grievance Redressal Officer'.

2.5 The 'Designated Grievance Redressal Officer' may transfer such a grievance which is not under his jurisdiction to the concerned 'Designated Grievance Redressal Officer' within three days of its receipt, under a formal intimation to the seafarer concerned, by speed post acknowledgement due.

2.6 The 'Designated Grievance Redressal Officer' shall attend to the grievance(s) and dispose of the same with a speaking order within a period not exceeding thirty working days of receipt.

3. First appeal :

3.1 The First Appellate Authority [FAA] for dealing with any first appeal application(s), under this mechanism, shall be the jurisdictional Principal Officer, Mercantile Marine Department, as indicated in the said enclosed Annexure - II: [5 pages].

3.2 Any seafarer who is aggrieved by a decision of the 'Designated Grievance Redressal Officer', as mentioned above, if he so desires, may, within thirty days of the receipt by him of such a decision, prefer an appeal to his locational FAA for the purpose.

Provided, however, that the FAA concerned may admit an appeal after the expiry of the said period of thirty days if he / she is satisfied that the appellant concerned was prevented by sufficient and reasonable cause, on record, from filing an appeal in time.

3.3. An appeal under para 3.2 above shall formally be disposed of not later than within thirty days of the date of receipt of an appeal or within such extended period not exceeding a total of sixty days from the date of filing/ receipt thereof, as the case may be, for reasons to be recorded, in writing, by the FAA concerned.

4. Second appeal:

4.1. Any seafarer who is aggrieved by an order of his jurisdictional First Appellate Authority, if he so desires may prefer an appeal to the Second Appellate Authority [SAA], i.e., a designated officer in the Directorate General of Shipping [DGS], Government of India, Mumbai, within thirty days of the date of receipt by him of such a decision.

Provided, however, that the DGS may admit an appeal after an expiry of the said period of thirty days, but not later than sixty days if he/ she is satisfied that the appellant was prevented by sufficient & reasonable cause from filing an appeal in time.

4.2. The decision of the DGS shall be final & binding on the seafarer.

5. Reporting :

5.1 The 'Designated Grievance Redressal Officers' and 'First Appellate Authorities' shall furnish monthly reports on the receipt and disposal of such grievances pertaining to their respective offices, to the Director General of Shipping, GoI, in the proforma prescribed (Annexures - III - A & B : 1 page), by the 10th of the following month, latest, directly marked to the DDG[Crew], DGS Hdqrs -office. While submitting these monthly reports, the 'Designated Grievance Redressal Officers' and 'First Appellate Authorities' shall submit details of the cases of grievances pending with them as on the first day of the month proceeding the reporting month [for instance, when a report for the month of January is given, the opening balance of the pending cases shall be reflected as on the first day of the proceeding December month]

6. This revamped grievance mechanism for Indian seafarers shall be implemented with an immediate effect.

7. This issues with the approval of the Director General of Shipping & ex-officio Additional Secretary to the Govt. of India.


(C. Rethinadhas)

Deputy Director General of Shipping {Crew}

Encl: As above

4/-

To,

1. All Shipowners
2. All RPS Providers

Copy to :

1. Shipping Master, Mumbai/Kolkata/Chennai
2. All Principal Officer, MMD's
3. All SIC, MMD's
4. INSA /MASSA/ FOSMA
5. NUSI /FSUI
6. NT /Eng. /Naval Architect Branches of the Directorate.
7. Hindi Cell – Please translate in Hindi
8. Sr. PS to DG (S) / Jt. DG (S)
- ✓ 9. DGS Website - please display
The Secretary to the Govt. of India, Ministry of Shipping, New Delhi.

Annexure – I

Format for registration of grievances of seafarers

Date of filing grievance(s) :
Name of the seafarer :
Address for communication :
To the seafarer, in response
E-mail address of the seafarer :
CDC no. of the seafarer :
INDOS no. of the seafarer :
Passport no. of the seafarer :
COC details of the seafarer :
Nature of Grievance (s) :
[May please be indicated clearly.
Where necessary, copy (ies) of any
Allied / supporting document(s)
may please be provided
Simultaneously]

(Signature)

F.NO.

For official use-

Acknowledged on :
Registration no. :
Grievance(s) replied to on :

Grievance redressal mechanism for Indian seafarers

List of Designated Person, First Appellate Authorities And Second Appellate Authorities.

Sr. No	Designated Person	First Appellate Authorities	Second Appellate Authorities
1.	<p>The Surveyor-in-Charge, Mercantile Marine Department Jamnagar & Designated officer in the office of PO,MMD Kandla.</p> <p>Communication Details:</p> <p>MMD Kandla:</p> <p>Address: Super Market/Punjab Redirectors & Battener, 1st Floor, Room No. 101,102&103 P. No. 16, Sector 9A, Near PNB, Gandhidham, Kandla – 370201.</p> <p>Ph:02836-225372</p> <p>Fax:02836-225273</p> <p>Email: mmd_kandla@sancharnet.in</p> <p>MMD Jamnagar;</p> <p>Address: "Deep Bhavan" 3rd Floor, Pandit Nehru Marg, Jamnagar-361008.</p> <p>Ph-02888-2752873</p> <p>Fax02888-2753693</p> <p>Email: id_jdmmd@sify.com</p>	<p>Principal Officer, MMD, Kandla.</p> <p>Ph: 02836-225372</p> <p>Fax;02836-225273</p> <p>Email: mmd_kandla@sancharnet.in</p>	<p>Designated Officer in the Directorate General of Shipping</p> <p>Address:</p> <p>Jahaz Bhavan, W. H. Marg, Mumbai-400 001.</p> <p>Ph:022-2261 3651-54</p> <p>Fax:022-2261 3655</p> <p>Email:dgship@dgshipping.com</p>
2.	<p>The Surveyor-in-Charge, Mercantile Marine Department Murmagoa/ Noida, Designated officer in the office of PO,MMD Mumbai & The Shipping Master, Mumbai.</p>	<p>Principal Officer, MMD, Mumbai.</p> <p>Ph:022-22076881</p>	

<p>MMD Mumbai:</p> <p>Ph: 022-22039881/22017008</p> <p>Fax:022-22013307</p> <p>Email:Mumbai@mmdgov.in</p> <p>MMD Noida:</p> <p>Address: A-13, Deep Bhavan, Sector-24, Nodia - 201301(U.P.)</p> <p>Ph:0120-2411742</p> <p>Fax:0120-2411698</p> <p>Email:mmddelhi@gmail.com</p> <p>MMD Murmagoa:</p> <p>Address: Headland, Sada, Goa - 403804.Ph:0832-2520617</p> <p>Fax:0832-2520739</p> <p>Email:mmdgoa@sancharnet.in</p> <p>Shipping Master Mumbai:</p> <p>Address: "Nau Bhavan" 10 R.K.Marg, Ballard Estate, Mumbai- 400001.</p> <p>Ph:022-22697971/72</p> <p>Fax:022-2269 3053</p> <p>Email: smmumbai@dgshipping.com</p>	<p>Fax: 022-22014671</p> <p>Email: mmdmumbai@gmail.com</p>	
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3.	<p>The Surveyor-in-Charge, Mercantile Marine Department Manglore & Designated officer in the office of PO,MMD Kochi.</p> <p>MMD Manglore:</p> <p>Address: Q.C. Lab Building, Panambur, Manglore-575010.</p> <p>Ph: 0824-2400430</p> <p>Fax:0824-2400430</p> <p>Email:mmdmanglore@gmail.com</p> <p>MMD Kochi:</p> <p>Address: P.B. No. 3701, Welington Island North End PO Kochi -682009.</p> <p>Ph:0484-2666104</p> <p>Fax:0484-2667424</p> <p>Email: pommdcochin@gmail.com</p>	<p>Principal Officer, MMD, Kochi.</p> <p>Ph:0484-2666489</p> <p>Fax:0484-2667424</p> <p>Email: pommdmumbai@dataone.in</p>	
4.	<p>The Surveyor-in-Charge, Mercantile Marine Department Tuticorin /Visakhapatnam Designated officer in the office of PO,MMD Chennai & The Shipping Master, Chennai.</p> <p>MMD Tuticorin:</p> <p>Address: New Port Area, Harbour Building, Tuticorin - 628004</p> <p>Ph:0461-2352872</p> <p>Fax:0461-2352852</p> <p>Email:scimmdtnty@dataone.in</p> <p>MMD Chennai:</p> <p>Address: Anchorgate Building, 2nd Floor, PB, No.5004, Rajaji</p>	<p>Principal Officer, MMD, Chennai.</p> <p>Ph:044-25233336/25255500</p> <p>Fax:044-25255503</p> <p>Email:mmdchennai@vsnl.net</p>	

	<p>Salai, Chennai – 600 001.</p> <p>Ph:044-25251107/1108</p> <p>Fax:044-25232929</p> <p>Email:mmdchennai@vsnl.net</p> <p>MMD Visakhapatnam:</p> <p>Address: Port Area, Harbour Approach Road, Visakhapatnam-530 035</p> <p>Ph:0891-2502148/2525475</p> <p>Fax:0891-2568342</p> <p>Email:mmdvizag@dataone.in</p> <p>Shipping Master Chennai:</p> <p>Address: Anchor Gate Building, 3rd Floor, Rajaji Salai, Chennai – 600 001</p> <p>Ph:044-25229674</p> <p>Fax:044-25268550</p> <p>Email:swosmchennai@dataone.in</p>	
5.	<p>The Surveyor-in-Charge, Mercantile Marine Department Paradip /Haldia / Port Blair Designated officer in the office of PO,MMD Kolkata & The Shipping Master, Kolkata.</p> <p>MMD Paradip:</p> <p>Address: Qtr No. MC-30, Madhuban, Patadip Port Trust, Dist. Jagatsinghpur Paradip, Orissa-754 142</p> <p>Ph; 06722-220053</p> <p>Email: mmdpdp@yahoo.com</p> <p>MMD Haldia:</p>	<p>Principal Officer, MMD, Kolkata.</p> <p>Ph: 033-22232452</p> <p>Fax:033-22230229/36</p> <p>Email: pommd_kol@yahoo.co.in</p>

<p>Address: "Marine Houses" 1st Floor, Haldia Dock Complex, PO, Chiranjibpur, Dist: Midnapur Haldia -721604.</p> <p>Ph:03224-253986</p> <p>Fax:03224-253986</p> <p>Email: mmdhtd@dataone.in</p> <p>MMD Port Blair:</p> <p>Address: GPRA Lamba Lane, Junglighat Post office, Lamba Lane, Port Blair.</p> <p>Fax:03192-234830</p> <p>Email: mmdpb@yahoo.co.in</p> <p>MMD Kolkata:</p> <p>Address: "Marine House", Hastings Kolkata -700 022</p> <p>Ph:033-223 0236/0237</p> <p>Fax:033-2223-0853/2454</p> <p>Email:pommd_kol@yahoo.com</p> <p>Shipping Master Kolkata:</p> <p>Address: "Marine House" Hastings Kolkata- 700 022.</p> <p>Ph:033-22230517/527</p> <p>Fax:033-22230108</p> <p>Email: shipmaster_kol@yahoo.co.in</p>		
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Annexure-III

III – A

Monthly report on resolving the grievances of Seafarers for the month of _____

Opening balance as on the beginning of previous month of the reporting month	No. of grievance received during the month under report			No. of Grievance transferred during the month under report	No. of Grievance resolved during the month under report	No. of Grievance Pending at the close of month under report
	From seafarer	Transferred	Total			
1	2	3	4	5	6	7
			(2+3)			(1+4) – (5+6)

Annexure
III – B

Monthly report on resolving the First Appeal of grievances of Seafarers for the month of _____

Opening balance as on the beginning of previous month of the reporting month	No. of grievance received during the month under report			No. of Grievance transferred during the month under report	No. of Grievance resolved during the month under report	No. of Grievance Pending at the close of month under report
	From seafarer	Transferred	Total			
1	2	3	4	5	6	7
			(2+3)			(1+4) – (5+6)

Note: when a report for the month of January is given, the opening balance of the pending cases shall be reflected as on the first day of the proceeding December month