

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



F. No. 23-MISC/21/2024-CREW - DGS (C. No. 27991)

Date: 20.03.2024

DGS Order No. 06 of 2024

Subject: Issue of E-Migrations of Indian Seafarers due to the Technical Up-gradation of E-Migrate Portal – Reg.

Whereas, the Directorate General of Shipping, Mumbai vide Merchant Shipping Notice No. 07 of 2017 dated 11.08.2017 had launched an E-Migrate system for Indian Seafarers.

2. And whereas, the e-Migrate system provides several benefits to both, the companies and the seafarers. For companies, it ensures compliance with regulations by facilitating recruitment through licensed entities, thus reducing legal risks associated with unlicensed recruitment. It also streamlines the immigration process by allowing immigration authorities to verify seafarers' details electronically, enhancing efficiency at immigration checkpoints. For seafarers, the system offers increased protection by ensuring that they are recruited through legitimate channels, minimizing the risk of exploitation or mistreatment associated with unauthorized recruitment practices. Additionally, seafarers can verify their registration details through the e-Migrate website or SMS service, providing them with greater transparency and control over their recruitment process.

3. And whereas, the Ministry of External Affairs (OE& PGE Division) vide letter No. Z-11025/11/2015-OE-III dated 16.03.2024 has informed that due to the ongoing technical upgradation from e-Migrate V1 to e-Migrate V2, the services of e-Migration would be suspended from March 18, 2024, to March 24, 2024. This suspension might contribute to the technical difficulties encountered during the e-Migration process. Copy of letter of Ministry of External Affairs (OE& PGE Division) is annexed herewith as **Annexure I**.

4. And whereas, the Directorate has received numerous representations via various channels, including phone calls, emails, and messages, highlighting issues encountered during the e-migration of seafarers due to ongoing technical upgradation of the e-Migrate Portal.

5. Therefore, after a thorough examination and discussions with the Protectorate of Emigrants in Mumbai, it has been decided to issue a **Standard Operating Procedure (SOP)** to mitigate the ongoing e-Migration issues until the system is fully restored. Standard Operating Procedure (SOP) is annexed herewith as **Annexure II**. **The SOP will be applicable to all the Protectorate of Emigrants (POEs); Foreign Regional Registration Offices (FRROs); Immigration Authorities.**

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6. Given the ongoing technical upgradation of the e-Migrate Portal, the e-Migration of the seafarers will temporarily implemented or carried out manually. Companies are requested to organize and employ seafarers with urgent joining needs until the system is reinstated/restored.

7. The Companies are required to provide a hard copy of all the following documents to the seafarers, so as to enable them to furnish the same to the Immigration Authorities/Officials for verification before e-Migration, if required.

- i. FORM I (for Foreign Flagged vessel) or Article of Agreement (for Indian Flagged vessel)
- ii. Sea Service Details of Seafarers Online Profile.
- iii. Employment Contract.
- iv. Insurance Coverage.
- v. Valid Passport; CDC; BSID.
- vi. Flight Tickets.
- vii. Any other travel documents, as applicable.

8. The Companies are required to submit an **Undertaking** along with the details as mentioned in the **Standard Operating Procedure (SOP)**. The format of the undertaking is annexed herewith as **Annexure III**. Only, the authorized signatory of the Company is permitted to sign the undertaking.

9. This issues with the approval of the Director General of Shipping, Mumbai.



(Capt. Manish Kumar)
Nautical Surveyor –cum–
Dy. Director General of Shipping (Crew Branch).

To,

- i. All FRROs.
- ii. All Stakeholders through DGS Website.
- iii. All Mercantile Marine Departments.
- iv. All Govt. Shipping Offices.
- v. All Seamen's Employment Offices.
- vi. Computer Cell for uploading of the same to the DGS Website.

No.Z-11025/11/2015-OE-III
Ministry of External Affairs
OE&PGE Division

Akbar Bhawan, Chankyapuri, New Delhi
Saturday, 16 March 2024

Subject: Intimation regarding technical upgrade to be carried out in the eMigrate portal (<https://emigrate.gov.in>) starting 18/03/2024

The eMigrate portal (<https://emigrate.gov.in>) is under revamp for quite some time and the new upgraded version eMigrate V 2.0 is to Go Live soon.

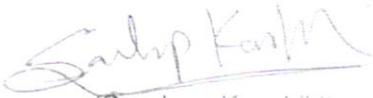
2. In view of the upcoming Go Live of eMigrate V 2.0, the portal will be under maintenance starting 18/03/2024. As a result the eMigrate portal & related services such as Submission of Emigration Clearance(EC), Raise Demand, CSOs, RA / FE registration & Registration of Grievances etc would not be available for few days starting 18/03/2024.

3. All stakeholders are requested to bear with the scheduled technical upgrade process. During the period, Recruiting Agents / emigrants are requested to book flight tickets only after the EC is granted and not to book flight tickets in anticipation of grant of Emigration Clearances so that emigrant workers do not face any difficulties in boarding the flights.

4. Pravasi Bharatiya Sahayata Kendra (PBSK) services would continue to provide 24 X 7 support to emigrants/their family members & other stakeholders during this period through the following:

- Toll free helpline 1800 11 3090.
- Additional contact numbers (chargeable): 011-26885021 & 011-49556800
- Assistance over Whatsapp - +91 74283 21144
- Assistance over E-Mail – helpline@mea.gov.in
- Twitter - @helplinePBSK

5. This issues with approval of JS(OE) & Protector General of Emigrants(PGE) for advance information of all stakeholder.


(Sandeep Kaushik)

Under Secretary to the Govt. of India
Email : usoe3@mea.gov.in

To : All Protector of Emigrants (PoEs) – Please share a copy of this circular suitably with local RAs and other stakeholders, immigration and other relevant state Govt. department/authorities with request to extend all necessary assistance to the emigrants travelling abroad

Copy to:

1. Secretary (CPV & OIA), Ministry of External Affairs, New Delhi.
2. All Indian Missions/Posts abroad
3. All officers in the OE & PGE Division, Ministry of External Affairs, New Delhi
4. PMG/ Project Director eMigrate / Helpdesk
5. All Recruiting Agents/Foreign Employers & other stakeholders (through eMigrate portal/MEA website)

Annexure II

STANDARD OPERATING PROCEDURE

1. The RPSL Companies or the Shipping Company shall submit the details of the seafarers in the online profile of the seafarers even if the reference no. is not generating.
2. A comprehensive list of all seafarers must be submitted to the Directorate in **EXCEL FORMAT**, one day before the scheduled journey, by 1500 Hrs. The said comprehensive list must be submitted to the Directorate in the following format.

Sr. No.	RPSL Company/ Shipping Company	Name of the Seafarer	INDoS No.	Passport No.	CDC No.	Port of Departure	Travelling to the Country	Date of Journey	Vessel Details

3. As mentioned in the Order, physical copies of all the requisite documents shall be provided to the seafarers prior to their e-Migration for verification, if deemed necessary.
4. Companies are obliged to provide an Undertaking containing the specified details outlined at Point No. 2 above. The format for this undertaking is annexed herewith as **Annexure III**. Only, the authorized representative of the Company must sign the undertaking.
5. The abovementioned details and the documents shall be furnished to the Directorate on following email Ids:--

crews-dgs@nic.in
manish.kumar-dgs@gov.in
danieljohn-dgs@gov.in

Annexure III

UNDERTAKING

We the RPSL Company/Shipping Company
M/s.....with
RPSL No. hereby declare that the Seafarer
Mr/Ms.....having INDoS No..... and Passport No.
..... has been recruited through our organization for vessel
registered under the Flag of with IMO No..... duly owned by
M/s
under the P&I Club of M/s.....

We also hereby declare that the documents and information provided to the seafarer and the Directorate are true and correct to the best of our knowledge and belief. We also understand that in case, it is detected at any stage of recruitment of seafarer that the information/documents furnished by us are incorrect/false or that we have suppressed any material fact(s), the Company shall be liable to the applicable proceeding under the Merchant Shipping Act 1958 and the Merchant Shipping (Recruitment and Placement of Seafarers) Rules 2016.

Given under our signature with Official Seal of the Company.

Name of the Official:
Designation:
Address:
Contact Details (Mobile No.):
Email Address:

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