F No.: 11-25011/1/2022-COMP - DGS (C No. 15991)   Dated: 10.01.2025

OFFICE ORDER NO. 03 of 2025

Sub: Addendum in the Annexure IV of Standard Operating Procedure (SOP) for updating content on the DG Shipping Website.

In continuation of Office Order No. 110 of 2024 dated 02.09.2024, regarding the Standard Operating Procedure (SOP) for Updating Content on the Directorate General of Shipping (DG Shipping) Website, the said SOP is hereby amended to include an additional allocation for Single Point of Contact (SPOC) Nodal Officers for the Mercantile Marine Departments (MMDs) in Annexure IV.

2.   The SOP issued under Office Order No. 110 of 2024 established a structured process for timely and accurate updates on the DG Shipping Website. To further streamline the content management system and improve coordination, it has been deemed necessary to designate specific SPOC Nodal Officers for each MMD. This will enhance efficiency and accountability in ensuring website content updated.

3.   It is imperative that all concerned officers comply with these directives to ensure a more efficient and orderly process for disseminating information to the public.

4.   This order is issued with approval of the Competent Authority.

(Deependra Singh Bisen)
Deputy Director General of Shipping

F No.: 11-25011/1/2022-COMP - DGS (C No. 15991)   Dated: 02.09.2024

OFFICE ORDER NO. 110 of 2024

Sub: Standard Operating Procedure (SOP) for updating content on the DG Shipping Website.

The Competent Authority has observed that the uploading of various documents on the DGS official website, which are meant for public circulation or information, is not being conducted in a systematic and consistent manner.

2.   To address these irregularities, the Competent Authority has approved a consolidated Standard Operating Procedure (SOP), attached as an Annexure I, II & III, for the uploading of information on the DGS website. This SOP includes the defined roles and responsibilities of the concerned officers. Effective immediately, all officials are required to adhere to this SOP for updating content on the DG Shipping website.

3.   Furthermore, the Competent Authority has directed that the responsibility of administering the DGS website be assigned to the Deputy Director General (IT). The DDG (IT) will be responsible for the timely monitoring and approval of any official documents— such as DGS Orders, DGS Circulars, MS Notices, Office Orders, and specific updates, any public notice or any material that is published in the nature of an advisory—before they are uploaded to the DGS official website.

4.   Separately, the website shall have the access to the social media handles and the Web Administrator (DDG, IT and E Governance) shall also function as the social media controller and approve any content posted originally or any response to any communication from outside the office of the Directorate General of Shipping.

5.   It is imperative that all concerned officers comply with these directives to ensure a more efficient and orderly process for disseminating information to the public.

6. This order is issued with approval of the Director General of Shipping.

(Deependra Singh Bisen)
Deputy Director General of Shipping (IT & e-Gov.)

Encl: Annexure I, II, III

To:

1. To All Officers and Branches in the DGS.

बीटा बिल्डींग, 9वी मंजिल, आई थिंक टेक्नो कैम्पस, कांजुर मार्ग (पूर्व), मंबई – 400 042

Beta Building, 9th Flr., I-Think Techno Campus, Kanjur Marg (E) / Mumbai – 42

फोन/Tel.: 91-22-25752040/1/2/3, फैक्स/Fax.: 91-22-25752029/35 ई-मेल/E-mail : dgship-dgs@nic.in वेबसाईट /Website: www.dgshipping.gov.in

2. All the stakeholders of DGS

Annexure I

Content Management Process Flow:
Step 1: Content Creation or Modification

- Role: Content Creator/Modifier (Dealing Officers/ Assistant dealing with concerned subject in a branch/ division)
  1. Responsibilities:

     1. Draft new content or modify existing content based on the organization's needs or feedback received.

     2. Ensure the content adheres to the organization's style guide, branding, and
     messaging standards and is in strict compliance to the Social Media policy.

     3. Collaborate with subject matter experts to validate the accuracy of the content.

     4. Submit the content for review, along with any necessary metadata and images.

Step 2: Content Review and Approval

- Role: Content Reviewer/Manager (Division Heads/ DDG In charge of the concerned
  division/ branch)
  1. Responsibilities:

     1. Review the content for quality, accuracy, and alignment with organizational objectives.

     2. Suggest revisions or improvements and provide feedback to the Content Creator/Modifier.

3. Once content meets departmental standards, forward it to the Content Approver for final review and sign-off.

4. Ensure the review process is completed within the stipulated timelines.

Step 3: Final Content Approval

- Role: Content Approver (DDG for IT & E-Governance - Shri Deependra Singh Bisen)
  1. Responsibilities:

     1. Perform a final review of the content to ensure it meets all organizational policies and strategic goals.

     2. Approve or reject the content, providing clear reasons and instructions for any
     required changes.

     3. Record the approval or rejection of content in the CMS (Content Management
     System) or a tracking system for audit purposes.

     4. Once approved, notify the Content Publisher to proceed with publication.

Step 4: Content Publication

- Role: Content Publisher (Shri Nasir Hussain) & Social Media Team as and when notified.
  1. Responsibilities:

     1. Prepare the content for publication, ensuring it is correctly formatted and optimized for the web.

     2. Schedule the content for release according to the content calendar or as directed by the Content Approver.

     3. Publish the content on the appropriate digital platforms and verify its proper display and functionality.

4. Update the content status in the CMS and notify the Content Creator/Modifier
and Web Admin of the publication.

Step 5: Web Administration and Oversight

- Role: Web Admin (DDG for IT & E-Governance – Shri Deependra Singh Bisen)
  1. Responsibilities:

     1. Oversee the entire content management process to ensure it is efficient, secure, and compliant with SOPs.

     2. Maintain the CMS, ensuring it is up-to-date, backed up, and functioning correctly.

     3. Monitor the website and other digital platforms for content performance and user engagement.

     4. Initiate content updates or removals based on performance data or organizational changes.

     5. Provide training and support to all stakeholders in the content management process.

Standard Operating Procedure (SOP) for Content Posting on the DG Shipping Website

Purpose

To establish a standardized process for requesting and approving content to be posted on the DG Shipping website, ensuring content accuracy, relevance, and compliance with organizational policies.

Scope

This SOP applies to all departments within DG Shipping requesting to post news or documents on the DG Shipping website.

Responsibility

- **Requesting Department:** Responsible for preparing and submitting content for posting.
- **Deputy Director General (DDG), (IT & e-Gov.):** Coordinates the review and approval process.
- **Website vendor:** Initial recipient of content requests.
- **DDG (IT & E-Gov.):** To be kept informed of all content requests.

Procedure

1. **Content Preparation and Submission**

   - Title of the content.
   - File name & number

- Detailed description or text of the content.
- Attachments (if any).
- Date and time for posting.
- Contact details of the requester for any clarifications.
- The requesting department prepares the content (news ,document, media etc.) to be posted on the DG Shipping website.
- The content must be in a finalized and approved format within the department.
- The request must include:

2. Request Submission

The requesting department sends an request to DDG IT via e mail with the content and all necessary details. All the required information which is circulated is to be reviewed and approved in advance.

3. Initial Acknowledgment

DDG(IT) acknowledges the receipt of the request via e email within the same day.

4. Content Posting

- The Website Vendor posts the approved content on the DG Shipping website as per the requested schedule.
- An confirmation is sent to the requesting department and DDG (IT & E-Governance) once the content is posted.

5. Record Keeping

- The E-Governance/IT Team maintains a record of all content requests, approvals, and postings on E-Office.
- Records include details of the content, requesting department, dates of submission, review, approval, and posting.
- The Vendor Team implements the change in the live environment.
- An confirmation is sent to all stakeholders upon the change going live.

Tentative Timeline

#	Activity	Tentative Timeline
1.	Content Preparation and Submission	T
2.	Request Submission	T
3.	Initial Acknowledgement	T

4.	Content Posting	T+1
5.	Record Keeping	T+1

Compliance

All departments must follow this SOP for content posting requests. Any content posted without following this procedure will be subject to removal, and the responsible department may face further actions as per DG Shipping policies.

Review and Update

This SOP will be reviewed annually by the E-Governance/IT Team and updated as necessary to ensure its effectiveness and relevance.

Annexure III

Standard Operating Procedure (SOP) for Change Request Management

Purpose

To establish a standardized process for managing change requests within DG Shipping, ensuring that changes are evaluated, approved, and implemented efficiently and effectively.

Scope

This SOP applies to all change requests submitted by user departments within DG Shipping.

Responsibility

- **User Department**: Initiates and submits the change request.
- **Deputy Director General (DDG), IT**: Coordinates the review and approval process.
- **IT PMU Team**: Provides input and feedback on the change request.
- **Vendor**: Reviews the change request, provides solutions, and implements approved changes.
- **Competent Authority**: Grants in-principle approval for changes.

Procedure

1. **Change Request Submission by User Department**
   - The user department prepares a Change Request Note in the proper format, including:
     - Description of the change.
     - Justification for the change.
     - Expected benefits and impact.
   - The change request is submitted to the Deputy Director General (DDG), IT.

2. **Initial Review by DDG, IT**
   - DDG, IT receives the change request and forwards the change request to the IT PMU Team for initial inputs.

3. **IT PMU Team Input**
   - The IT PMU Team reviews the change request and puts it into the prescribed Change Request Form.
   - IT PMU Team assigns a Change Control Number (CCN).
   - The IT PMU Team sends the reviewed change request back to DDG, IT with their comments and the CCN.

4. **Forwarding to Vendor**
   - DDG, IT forwards the change request, along with IT PMU's inputs, to the vendor Team for a detailed review and solution proposal.

5. **Solution Proposal by Vendor**
   - The vendor team reviews the change request and provides a detailed solution, including:
     - Technical feasibility.
     - Potential risks and mitigation measures.
     - Estimated timeline for implementation.
   - The solution proposal is sent back to DDG, IT.

6. **Review and Consultation**
   - DDG, IT shares the solution proposal with the concerned user branch and the IT PMU Team for review.
   - The user branch, in consultation with the IT PMU Team, reviews the solution and provides feedback or approval comments.

7. **Costing and Approval**

- Vendor Team provides a detailed cost estimation for the proposed solution.
- The IT PMU Team reviews the cost implications and provides comments.
- DDG, IT seeks in-principle approval from the Financial & Competent Authority based on the solution proposal and cost estimation.

8. **Development and Demonstration**

- Upon receiving in-principle approval, the Vendor Team proceeds with the development of the change.
- The developed change is demonstrated to the IT PMU Team, user branch, and IT wing for verification and feedback.

9. **Sign-Off and Go-Live**

- After successful demonstration and satisfactory feedback, the change is signed off by the user department and IT wing.
- The Vendor Team implements the change in the live environment.
- An email confirmation is sent to all stakeholders upon the change going live.

Tentative Timeline

#	Activity	Tentative Timeline
1.	Change Request Submission	T
2.	Initial Review by DDG, IT	T + 1 day
3.	IT PMU Team Input	T + 4 days
4.	Forwarding to Vendor	T + 5 days
5.	Solution Proposal by Vendor	T + 10 days
6.	Review and Consultation	T + 13 days
7.	Costing and Approval	T + 17 days
8.	Development and Demonstration	T + 27 days
9.	Sign-Off and Go-Live	T + 29 days

Compliance

All departments must adhere to this SOP for change requests. Any deviations from this procedure must be documented and justified.

Review and Update

This SOP will be reviewed annually by the IT wing and updated as necessary to ensure its effectiveness and relevance.

Annexure IV.

DGS Website mapped to responsibility of officials for Content Updation.

• The following table lists the DGS officials along with their responsibilities for content updates. It is crucial that, if an official is on leave, the designated link officer assumes these responsibilities.

Sr No.	Wing/Branch	Work Allocation	Content Creator	Content Reviewer/Modifier	Content Approval
1.	Personnel Branch	Engineering	Shri Chetan Bhatkar (LDC)	Shri PL Muthu, EO	Shri Deependra Singh Bisen, DDG (PB)
		Naval Architecture	Shri Chetan Bhatkar (LDC)		
		Nautical	Shri Deepak Kumar (UDC)		
		Administrative	Shri Naveen Kundu (UDC)		
		GSO/DSEO(Allied offices)	Shri Subodh Kadam (Assistant)		
		DGS Office Orders/ Circulars	Shri Kuldeep Singh (UDC)		
		Transfer Orders, Work allocation	Shri Kuldeep Singh (UDC)		
		Promotion (Group B & C)	Shri Kuldeep Singh (UDC)		
		Staff Training Circular/ Schedule, IMO Workshop, WMU, IMLI	Shri Avinash Gaidhankar, UDC		
2.	Administration	Bid Publishing	Shri DP Sinha, Assistant	Shri Jitendra Jadhav, ADG	Shri Pandurang Raut, DDG Admin
		DGS Orders/ Notices	Shri Ritesh Jadhav, UDC		
3.	Finance & Account	Deals with preparation of budget proposals under plan and non-plan, settlement of claims, drawing and disbursement	Shri Ramsajan Gupta, EO	Shri NR Raut, ADG	Shri Ash Mohomad, DDG(FA)

Sr No.	Wing/Branch	Work Allocation	Content Creator	Content Reviewer/Modifier	Content Approval
		of salaries and other payments, monitoring of financial administration of allied offices, collection and compilation of revenue and expenditure returns for furnishing to the Ministry, etc. Public Procurement			
4.	Training Branch	Result of GP Rating & CMCC, DGS Order/Circulars	Shri Shishupal P. Kotangale, Assistant	Ms. Archana Naik, EO	Shri Deependra Singh Bisen, DDG (Training)
		Showcase Notice/ Suspension/ Withdrawal Notice	Shri Vishal Kumar Sinha, UDC		
5.	Crew Branch	Office Orders/ Notices Relating to Crew Branch	Smt. Anita Sinha, Assistant	NA	Capt. Daniel J. Joseph, Nautical Surveyor
6.	Coastal Branch	Office Orders/ Notices relating to Coastal Shipping, RO Sails.	Shri Rahul Tomar, LDC	Shri PL Muthu, EO	Shri Shitesh Ranjan, DDG(Coastal)
7.	Shipping Development	Tonnage Statement, DGS Orders/ Circulars/ Public Notices	Shri Ankit Kumar, UDC	NA	Shri Shitesh Ranjan, DDG(SD)
8.	IT & E-Governance	Tender Notice/ Vacancy Advertisement/	Shri Harshad Gupta, LDC	Shri Jitendra Jadhav, ADG	Shri Ravi Kumar Moka, DDG (IT & E-Governance)
		DGS Order/ Circulars	Shri Amit Verma, LDC	Shri Jitendra Jadhav, ADG	Shri Deependra Singh Bisen, DDG (IT & E-

Sr No.	Wing/Branch	Work Allocation	Content Creator	Content Reviewer/Modifier	Content Approval
					Governance)
9.	Hindi Branch	Orders/Circulars	Ms. Nazdiha, JTO	Shri Vimlendra Singh Bhaduria, DD(OL)	Dr. Sudhir Kohakade, DDG
10.	MSL Branch -1	General references/ references from Administrative/ Finance/ Personnel Branch	Shri Naresh Shanker, UDC	Shri PL Muthu, EO	Shri Deependra Singh Bisen, DDG(MSL)
11	MSL Branch -2	Tech. wing references	Shri Ajith Tambe, Assistant	Shri PL Muthu, EO	Shri Shitesh Ranjan, DDG-II
12.	MSL Branch -3	MS Bill and Coastal Shipping Bill	Shri Naresh Shanker, UDC	Shri PL Muthu, EO	Shri Ash Mohomad, DDG -III
13.	Nautical Wing	Casualty, LRIT-DGCOMM, IOPC, ETV, MMDAC, WMU	Shri Madhav Patil, Assistant	Capt. Harinder Singh, NS-cum-DDG(Tech)	Capt. Abul Kalam Azad, Nautical Advisor (i/c)
		Examination	Shri Pankaj Kumar, UDC	Capt. Ravi Singh Sikarwar, NS-cum-DDG(Tech)	
		Piracy	Shri Pankaj Kumar, UDC	Capt. Anish Joseph, Dy. Nautical Advisor	
		Offshore safety	Shri Madhav Patil, Assistant	Capt. Anish Joseph, Dy. Nautical Advisor	
		ISPS, Polar Water Safety	Shri Madhav Patil, Assistant	Capt. Nitin Mukesh, Dy. Nautical Advisor	
		Medical, SOLAS (VI &XI-I), MLC, MARPOL, MSW, Fall	Shri Amol Raut, UDC	Capt. Nitin Mukesh, Dy. Nautical Advisor	

Sr No.	Wing/Branch	Work Allocation	Content Creator	Content Reviewer/Modifier	Content Approval
		Convention, NSPC, LSA, Insurance, SOLAS (III) (navigation, Cargo), SPL, Safety and Navigation, Maritime Knowledge Cluster, Single voyage, Towing, INCOIS	Shri Madhav Patil, Assistant	Capt. Manish Kumar, NS-cum-DDG(Tech)	
		Registration and Radio	Shri Shailendra Kale, UDC	Shri B. Mohapatra, Sr. Radio Surveyor	
14.	Naval Architecture Branch	DGS Orders/Circulars, SBFA Documents	Shri Anup Gupta, UDC	Shri Nebu Oommen, Ship Surveyor-cum-DDG(Tech)	Shri Pradeep Sudhakar, Chief Ship Surveyor (I/C)
15.	Engineering Wing	Examination, Dispensation	Shri BS Das, Assistant	Shri Praveen Nair, E&SS-cum-DDG(Tech)	Shri Ajithkumar Sukumaran, Chief Surveyor-cum-Addl. DG(Engg.)
		Survey Certification, RO, PSC/FSI	Shri Krishan Murari Ranjan, LDC	Shri Aniruddha Chaki, E&SS-cum-DDG(Tech)	
		ISM, Ship Recycling, ISO	Shri Anand Kumar Gupta, Assistant	Shri Gopi Krishna C., E&SS-cum-DDG(Tech)	
		STCW, Green Shipping, MEPC	Shri Anand Kumar Gupta, Assistant	Shri J. Senthil Kumar, E&SS-cum-DDG(Tech)	
16.	Vigilance	All vigilance Orders and functions	Smt. Sanjivani Desai	Ms. Archana Naik, EO	Dr. P.K Raut, DDG
17.	RTI Branch	Information Notices/ Orders	Shri Gaurav Kr. Meena, LDC	Ms. Archana Naik, EO	Dr. Sudhir S. Kohakade, DDG
18.	Coordination Branch	DGS Orders/ Circulars/ Public Notices	Shri S.K Pandey	Shri Jitendra S. Jadhav, ADG	Dr. P.K Raut, DDG

Sr No.	Wing/Branch	Work Allocation	Content Creator	Content Reviewer/Modifier	Content Approval
19.	MTO Branch	Notices and Orders	Shri Amit Kumar, UDC	Shri Jitendra S. Jadhav, ADG	Dr. P.K Raut, DDG
20.	Helpdesk	Notices and Orders, Gallery, Photos, Events Documents	Mrs. Sujata Jadhav, JTO	Shri Sandeep Awasthi, ADG	Shri Deependra Singh Bisen, DDG (IT & E-Governance)
21.	Parliamentary Question/ VIP Reference/ Public Grievance /CPGRAM	Information Notices/ Orders	Shri Gaurav Kr. Meena	Shri Sandeep Awasthi, ADG	Dr. Sudhir S. Kohakade, DDG
22.	MTT Cell	Information Notices/ Orders	Smt. Sonali Delhpande	Shri Kabra R.S, CEO	Dr. Sudhir S. Kohakade, DDG
23.	International Cooperation	Public Notices, Guidelines, DGS Orders/ Circulars	Shri Ajit Tambe	NA	Shri Shitesh Ranjan, Ship Surveyor cum DDG(Tech)
24.	NMDC	NMDC Documents, Gallery	Shri Sunil Hinukale, DEO	NA	Dr P.K Raut, DDG
25	MMD Mumbai	Content for subpage, Information about the events, visits and related materials for social media Post	Capt. PC Meena	NA	Capt. S.I. Abul Kalam Azad, PO
26	MMD Kolkata	Content for subpage, Information about the events, visits and related materials for social media Post	Capt. Mithilesh Kumar, Dy NA	NA	Shri Vikrant Rai, PO

Sr No.	Wing/Branch	Work Allocation	Content Creator	Content Reviewer/Modifier	Content Approval
27	MMD Chennai	Content for subpage, Information about the events, visits and related materials for social media Post	Capt. Vikram Manhas, Dy NA	NA	Shri Killi Mohana Rao, PO
28	MMD Kandla	Content for subpage, Information about the events, visits and related materials for social media Post	Shri P. Gopinandan E&SS	NA	Capt. Santosh Darokar, PO
29	MMD Kochi	Content for subpage, Information about the events, visits and related materials for social media post	Capt. Giridhar Shenoy NS cum DDG (Tech)	NA	Shri J. Senthil Kumar, PO

- ❖ Content Approver for uploading of the content on the Website will be a Web Administrator: DDG IT & E-Governance (Shri Deependra Singh Bisen) will be overall Web Administrator of DG Shipping.
- ❖ Content Publisher of the Website will be NICSI Website Support Staff (Shri Nasir Husain Sheikh)
- ❖ Shri Shivam Bhat (Tier 1 PMC), along with Tier 1 PMC Project Manager Shri Sunil Verma and technical resource Shri Nasir Hussain, will be providing technical support throughout the transition period.