



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.22-23012/2/2020-PER-DGS

Date: 14.05.2025

OFFICE ORDER NO. 43/2025

1. In order to strengthen governance and enhance operational efficiency, the following administrative directives are hereby issued concerning the internal restructuring of the Crew Branch within the Directorate General of Shipping. The Crew Branch shall henceforth be organized into two distinct operational sub-divisions, each with clearly defined functional responsibilities.
2. There has to be division within the Crew Branch for operational aspects although the entire Crew Branch has to function seamlessly.
  - a. One sub domain of engagement shall be Crew processes and Crisis response & Grievance Redressal, and
  - b. the other sub domain shall be Crew Welfare.
3. Crew Process & Crisis response and Grievance Redressal shall address the following works –
  - i. Dealing with disputes of ship owners/ RPSLs and seafarer's
  - ii. Seafarer's grievances
  - iii. Cases of compensation for wage/ death/ injury etc
  - iv. BSID/ CDC/ INDOS aspects – technical administration related
  - v. RPSL Matters (Merchant Shipping- Recruitment and placement of Seafarer's Rules)
  - vi. Supervision of the functions of the Seafarer's employment offices and shipping office
  - vii. Merchant Shipping (Maritime Labour Rules)
  - viii. Coordination with DG, COMM and Crisis Response
  - ix. Coordination with Seafarer's Unions and Associations
  - x. Liaison with MHA for shore leave matters
  - xi. Aspects related to coordination with MEA/ MoPSW on Seafarer's abandonment and repatriation and seafarer crisis / repatriation of mortal remains etc/ case to case follow up with MoPSW/ MEA and any other official authority necessitated
  - xii. Conduct of the weekly Crisis Response and Grievance Redressal system
  - xiii. Matters relating to Crew Manual and compilation and up-dation of all circulars except for Sea farer Welfare subdivision circulars and executive orders
  - xiv. Conduct of MLC Compliance Board agenda aspects related to Seafarer's Processes
  - xv. VIP reference and Parliamentary questions and RTIs related to Seafarer's Processes
  - xvi. Matters related to CPGRAMS, and court cases related to Seafarer's processes matters

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9वीं मंज़िल, बीटा बिल्डिंग, आई थिंक टेक्नो कैम्पस, कांजुर गाँव रोड, कांजुरमार्ग (पूर्व) मुंबई- 400042

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4. Seafarer's welfare subdivision will address the following works –

- i. Seafarer Welfare Fund Organisation and all matters including ERP and management oversight
- ii. Seafarer's Provident Fund Organisation and all matters including ERP and management oversight
- iii. Matters related to Sagar Mey Yog (Seafarer's wellness program)
- iv. Matters related to Sagar Mey Samman (Gender inclusion for seafarers)
- v. Seafarer welfare infrastructure initiatives under SWBAT with the Ports and other authorities
- vi. Seafarer safety training aspects
- vii. Matters relating to Crew Manual and compilation and up-dation of all circulars except for Sea farer Processes subdivision circulars and executive orders
- viii. Support for the increase in the percentage of seafarers to the global pool by India in consultation with the Maritime training Division/ Branch/ Wing
- ix. Matters related to CPGRAMS, and court cases related to Seafarer's welfare matters
- x. Crew Milap program as annual event
- xi. MoUs with international and national entities like ISWAN, ITWF, GMU, Sailor's Society

5. Capt. P. C. Meena, Nautical Surveyor will handle all the following works -

Crew Process & Crisis Response and Grievance Redressal				
#	Crew Branch Work	Allocated Staff(s)	DEO	Officer (s)
1	RPSL agencies related matters	Shri Vipassi Bhammarakar	Ms. Pooja Redkar	Major Anutosh Singh
2	Article of Agreement (AoA) matters	Shri Vipassi Bhammarakar	Ms. Pooja Redkar	Major Anutosh Singh
3	E-migrate / Form 1 related matters	Shri Vipassi Bhammarakar	Ms. Pooja Redkar	Major Anutosh Singh
4	Crew Casualty related matters	Smt. Anita Sinha	Shri Nimish Koli	Major Anutosh Singh
5	Seafarer death related matters	Smt. Anita Sinha	Shri Nimish Koli	Major Anutosh Singh
6	Missing seafarer related matters	Smt. Anita Sinha	Shri Nimish Koli	Major Anutosh Singh
7	Serious injury of seafarer related matters	Smt. Anita Sinha	Shri Nimish Koli	Major Anutosh Singh
8	Crisis reviews meeting matters	Smt. Anita Sinha	Shri Nimish Koli	Major Anutosh Singh
9	VIP references - Casualty related matters	Smt. Anita Sinha	Shri Nimish Koli	Major Anutosh Singh
10	Seafarers Indos and profile matters	Shri Vipassi Bhammarakar	Ms. Pooja Redkar	Major Anutosh Singh
11	Examination reforms (NT/Engr. wing)	Shri Dharmendra	Ms. Prachi	Major Anutosh Singh
12	Branch related infrastructure, resources etc.	Smt. Anita Sinha	Shri Nimish Koli	Major Anutosh Singh
13	Co-ordination branch matters	Shri Dharmendra	Ms. Prachi	Major Anutosh Singh



<b>Crew Process &amp; Crisis Response and Grievance Redressal</b>				
<b>#</b>	<b>Crew Branch Work</b>	<b>Allocated Staff(s)</b>	<b>DEO</b>	<b>Officer (s)</b>
14	Crew Branch - Annual reports	Smt. Anita Sinha	Shri Nimish Koli	Major Anutosh Singh
15	Suraksha Pratham concept (with NT wing)	Smt. Anita Sinha	Shri Nimish Koli	Major Anutosh Singh
16	Crew Branch review meeting matters	Smt. Anita Sinha	Shri Nimish Koli	Major Anutosh Singh
17	MLC Compliance Board meeting matters	Smt. Anita Sinha	Shri Nimish Koli	Major Anutosh Singh
18	Detained seafarer cases	Shri Ritesh Jadhav	Ms. Pooja Laghwe	Major Anutosh Singh
19	Arrested and jailed seafarer cases	Shri Ritesh Jadhav	Ms. Pooja Laghwe	Major Anutosh Singh
20	VIP references matters	Shri Dharmendra	Ms. Prachi	Major Anutosh Singh
21	RTI matters	Shri Dharmendra	Ms. Prachi	Major Anutosh Singh
22	PMO references	Shri Dharmendra	Ms. Prachi	Major Anutosh Singh
23	Seafarer Shore-leave related matters	Shri Dharmendra	Ms. Prachi	Major Anutosh Singh
24	Seafarer immigration sign-on / off matters	Shri Dharmendra	Ms. Prachi	Major Anutosh Singh
25	Comprehensive Grievance module	Shri Vipassi Bhammarakar	Ms. Pooja Redkar	Major Anutosh Singh
26	Social media exchanges	Shri Dharmendra	Ms. Prachi	Major Anutosh Singh
27	Hindi reports	Shri Dharmendra	Ms. Prachi	Major Anutosh Singh
28	Procurements under Branch	Shri Ritesh Jadhav	Ms. Pooja Laghwe	Major Anutosh Singh
29	Policy related matters	Smt. Anita Sinha	Shri Nimish Koli	Major Anutosh Singh
30	Seafarer abandonment cases and responses	Shri Ritesh Jadhav	Ms. Pooja Laghwe	Major Anutosh Singh
31	Grievances of seafarers & redressal meetings	Shri Vipassi Bhammarakar	Ms. Pooja Redkar	Major Anutosh Singh
32	Grievances of women seafarers	Smt. Anita Sinha	Shri Nimish Koli	Major Anutosh Singh
33	DG Comm welfare responses	Shri Vipassi Bhammarakar	Ms. Pooja Redkar	Major Anutosh Singh
		Neeta Roz / Pooja Laghave		Major Anutosh Singh
34	NMB and NWB matters	Shri Ritesh Jadhav	Ms. Pooja Laghwe	Major Anutosh Singh
35	CDC and BSID matters	Shri Dharmendra	Ms. Prachi	Major Anutosh Singh
36	MoU with NGOs, Trade unions etc.	Shri Ritesh Jadhav	Ms. Pooja Laghwe	Major Anutosh Singh
37	CIP / Inspection checklist of RPS agencies	Shri Vipassi Bhammarakar	Ms. Pooja Redkar	Major Anutosh Singh
38	Expert Committees - Crew branch matters	Shri Ritesh Jadhav	Ms. Pooja Laghwe	Major Anutosh Singh

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Crew Process & Crisis Response and Grievance Redressal				
#	Crew Branch Work	Allocated Staff(s)	DEO	Officer (s)
39	Rules review - RPS / MLC & Survey matters	Shri Vipassi Bhammarakar	Ms. Pooja Redkar	Major Anutosh Singh
40	IT E-Governance related changes	Shri Vipassi Bhammarakar	Ms. Pooja Redkar	Major Anutosh Singh
41		Technical Support Unit		Major Anutosh Singh
42	Crew Connect & Annual conclave programmes	Shri Ritesh Jadhav	Ms. Pooja Laghwe	Major Anutosh Singh
43	Strategies: Cruise Bharat & growth of seafarers	Shri Ritesh Jadhav	Ms. Pooja Laghwe	Major Anutosh Singh
44	Crew branch rules & regulations consolidated compendium manual	Shri Dharmendra	Ms. Prachi	Major Anutosh Singh
45	CPGRAMS matters	Shri Dharmendra	Ms. Prachi	Major Anutosh Singh
46	Court related matters	Shri Dharmendra	Ms. Prachi	Major Anutosh Singh
47	The 24 X 7 Grievance redressal module and the roll out and stabilization and upkeep and reporting etc	Technical Support Unit	Ms. Pooja Redkar	Major Anutosh Singh
		Shri Vipassi Bhammarakar		
48	The Crisis response mechanism and platform and seamless integration into the Crisis Management module and integration with the DG, COMM	Technical Support Unit	Shri Nimish Koli	Major Anutosh Singh
		Smt. Anita Sinha		
49	Popularization of the DG, COMM and the 24 X 7 help line and integration of the two in the grievance redressal module	Technical Support Unit	Ms. Pooja Redkar	Major Anutosh Singh
		Shri Vipassi Bhammarakar		
50	Roll out of the RPSL module and the system control and updates thereof with the systems manual etc.	Technical Support Unit	Ms. Pooja Redkar	Major Anutosh Singh
		Shri Vipassi Bhammarakar		
51	Control and standardization of data custody, access control, user access and cyber security compliance for all crew operations on the technical platform	Technical Support Unit	Shri Nimish Koli	Major Anutosh Singh
		Shri Ritesh Jadhav		
52	Review of the existing old e-governance platform and the legacy system and seamless integration with data migration into the new platform for crew	Technical Support Unit	Shri Nimish Koli	Major Anutosh Singh
		Shri Ritesh Jadhav		

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Crew Process & Crisis Response and Grievance Redressal				
#	Crew Branch Work	Allocated Staff(s)	DEO	Officer (s)
	operational aspects			
53	Data analytics and data sets for crew operations with short term projections on the crisis part and long-term projects on strategy to increase seafarers and also critical data sets for issues related to casualty and analysis thereof.	Technical Support Unit Shri Ritesh Jadhav	Shri Nimish Koli	Major Anutosh Singh

**6. Capt. Nitin Mukesh, Dy. Nautical Adviser will handle the following subjects of Crew Branch:**

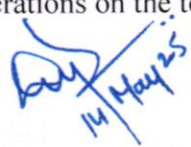
Seafarer's Welfare Subdivision				
#	Crew Branch Work	Allocated Staff(s)	DEO	Officer (s)
1	Branch training needs & capacity building	Smt. Anita Sinha	Shri Nimish Koli	Major Anutosh Singh
2	Future strategies - Training needs for seafarer	Shri Ritesh Jadhav	Ms. Pooja Laghwe	Major Anutosh Singh
3	PQ related matters	Shri Dharmendra	Ms. Prachi	Major Anutosh Singh
4	MSW related matters (with NT wing)	Shri Dharmendra	Ms. Prachi	Major Anutosh Singh
5	Port Welfare facilities / SWBAT matters	Shri Ritesh Jadhav	Ms. Pooja Laghwe	Major Anutosh Singh
6	SWFS related matters	Shri Ritesh Jadhav	Shri Nimish Koli	Major Anutosh Singh
7	SPFO related matters	Shri Ritesh Jadhav	Shri Nimish Koli	Major Anutosh Singh
8	Crew branch rules & regulations consolidated compendium manual	Shri Dharmendra	Ms. Prachi	Major Anutosh Singh
9	CPGRAMS matters	Shri Dharmendra	Ms. Prachi	Major Anutosh Singh
10	Court related matters	Shri Dharmendra	Ms. Prachi	Major Anutosh Singh

7. Further, in supersession of Office Order No. 05/2024 dated 04.01.2024. the Competent Authority has order that Capt. (Dr.) Daniel Joseph, Nautical Surveyor-cum-DDG (Technical) is transferred from Directorate General of Shipping (DGS) to Mercantile Marine Department, Goa (MMD, Goa) with immediate effect, who shall continue to oversee and lead the

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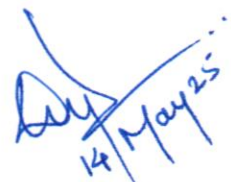
implementation of the two national flagship initiatives "Sagar Mey Yog" & "Sagar Mey Samman", until further orders.

8. Further, Capt. (Dr) Daniel Joseph shall continue to oversee certain key areas for a period of 100 working days post issuance of the work order to ensure a smooth transition and institutional continuity of initiatives led during his tenure as Lead DDG, Crew. His transitional role will support the incoming officials Capt. P. C. Meena and Capt. Nitin Mukesh, who will assume additional responsibilities alongside their existing duties. Responsibilities assigned to Capt. (Dr) Daniel Joseph during the transition period are as follows:
  - i. Crisis response only in the Crisis Response and Grievance Redressal meeting held every Wednesday by the Crisis Management Group
  - ii. SWBAT circular
  - iii. SWFS Restructuring
  - iv. ILO Matters
  - v. IMO Matters
  - vi. Sagar Mey Samman
  - vii. Sagar Mey Yog,
  - viii. SPFO Matters.
9. Further, the Competent Authority has directed that all present e-Governance modules (ARI Ltd. Supported) and digital systems related to the Crew Branch shall henceforth be accessible only to Capt. P. C. Meena, Nautical Surveyor and Capt. (Dr) Daniel Joseph till such period as specified in Para 8 above. All records, files, and decisions pertaining to the Crew Branch must be routed through the designated officers as per domain-specific responsibilities.
10. Crew Technical Support Unit (CTSU) deployed full time, the present managerial expertise shall be marshalled for a comprehensive work order mapping down to the data entry operator and multi-tasking official from the Crew DDG, Technical as per Para 5 & 6 above. This must be done, and the Crew Technical Support Unit shall also address the following aspects
  - i. The 24 X 7 Grievance redressal module and the roll out and stabilisation and upkeep and reporting etc
  - ii. The Crisis response mechanism and platform and seamless integration into the Crisis Management module and integration with the DG, COMM
  - iii. Popularisation of the DG, COMM and the 24 X 7 help line and integration of the two in the grievance redressal module
  - iv. Roll out of the RPSL module and the system control and updates thereof with the systems manual etc
  - v. Control and standardisation of data custody, access control, user access and cyber security compliance for all crew operations on the technical platform

  
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- vi. Review of the existing old e-governance platform and the legacy system and seamless integration with data migration into the new platform for crew operational aspects
- vii. Data analytics and data sets for crew operations with short term projections on the crisis part and long-term projects on strategy to increase seafarers and also critical data sets for issues related to casualty and analysis thereof.

11. This issues with the approval of the Director General of Shipping



**[Deependra Singh Bisen]**  
**Deputy Director General of Shipping (Pers.)**

**To,**  
**All Concerned Officers of this Directorate.**

**Copy forwarded for information to:**

1. The Secretary to the Govt. of India, Ministry of Ports, Shipping and Waterways (Kind Attn: Shri Sumit Nandan, Under Secretary, Transport Bhavan, 1, Parliament Street, New Delhi – 110001).
2. DG(S) Secretariat, DGS, GoI, Mumbai.
3. Addl. DG office, DGS, GoI, Mumbai.
4. Sr. PS to CS /NA (I/C)/CSS (I/C), DGS, Mumbai.
5. Chief Vigilance Officer, DGS, Mumbai.
6. Principal Officer, MMD Kolkata/Kochi/Mumbai/Chennai & P.O.(i/c) MMD, Kandla.
7. All Wings/Branches of this Directorate.
8. All Allied Offices of the DGS, Mumbai.
9. Guard file, DGS, Mumbai.