

DRAFT
DGS Order XX of 2025

Subject: Revamped Onboard and Onshore Grievance and Complaint Redressal Mechanism for all Seafarers – Reg.

1. Background

The Maritime Labour Convention, 2006 (MLC, 2006) establishes that every Member State is responsible for ensuring the implementation of its obligations under the Convention on ships flying its flag. It also empowers Port States to inspect foreign ships calling at their ports, in the ordinary course of business or for operational reasons, to verify compliance with MLC requirements, particularly those concerning working and living conditions of seafarers (Article V, Paragraph 4).

In accordance with Standard A5.2.1 and A5.2.2, an authorized officer may board any vessel for inspection upon receipt of a complaint alleging non-conformity with the Convention's provisions. These complaints may originate from a seafarer, professional body, association, trade union, or any person with a legitimate interest in the safety or health of seafarers aboard.

Despite this robust international framework, the nature of the seafaring profession limits seafarers' physical access to shore-based institutions due to extended periods at sea. This practical challenge affects both Indian seafarers globally and foreign seafarers on ships visiting Indian ports, restricting their ability to seek timely resolution of employment-related grievances.

Recognizing this limitation and India's binding obligations under the MLC, 2006 and the Merchant Shipping (Maritime Labour) Rules, 2016, the Directorate General of Shipping (DGS) previously instituted a centralized grievance redressal framework through:

- Crew Branch Circular No. 3 of 2011,
- MS Notice 03 of 2013,

- MS Notice 04 of 2013, and
- MS Notice 06 of 2019 (online grievance system).

These measures were aligned with global best practices but have proven procedurally time-consuming due to their centralised structure. In response to feedback from seafarers, industry stakeholders, and international review mechanisms, and to meet the expectations of timely access to justice, the Directorate has taken steps to decentralize and modernize the grievance redressal system.

This revamped grievance mechanism is instituted with immediate effect, superseding all earlier circulars and notices mentioned above. It is aligned with the following international and domestic legal frameworks, which collectively promote independent, accessible, and expeditious grievance handling:

- Regulation 5.1.5, Standard A5.1.5, and Guideline B5.1.5 of MLC, 2006 – “Onboard complaint-handling procedures”,
- Regulation 5.2.2, Standard A5.2.2, and Guideline B5.2.2 of MLC, 2006 – “Onshore complaint-handling procedures”,
- Rule 26 and Rule 28 of the Merchant Shipping (Maritime Labour) Rules, 2016 framed under Provisions of MS Act, 1958 – dealing with complaints and investigations by the Shipping Master for onboard as well as onshore,
- ILO CLEAR Commentary on India’s MLC Implementation – emphasizing the need for proactive and decentralized grievance redressal mechanisms.

The new system decentralizes the responsibility for receiving and addressing grievances to jurisdictional Mercantile Marine Departments (MMDs) and Government Shipping Offices (GSOs). It also integrates with an enhanced 24x7 Grievances redressal mechanism system and an online grievance platform, thereby ensuring that seafarers—regardless of location—can access remedies swiftly and effectively.

2. Objective

The revamped Grievance Redressal Mechanism for Seafarers is established with the following clear objectives, in line with the Merchant Shipping Act, 1958, MS (RPSL) Rules, 2016, and the Maritime Labour Convention, 2006 (MLC, 2006):

- a. To ensure accessible and decentralized grievance redressal - Enable seafarers—whether Indian nationals or foreign nationals on ships calling Indian ports—to access grievance redressal facilities at jurisdictional Mercantile Marine Departments (MMDs) and Government Shipping Offices (GSOs), instead of relying on centralized processing.
- b. To uphold seafarers' rights under MLC, 2006 - Reinforce India's compliance with Regulation 5.1.5 and Standard A5.1.5 of MLC, 2006 by providing fair, independent, and expeditious onshore complaint-handling procedures accessible to all seafarers.
- c. To ensure time-bound and transparent resolution - Implement a structured process where grievances are acknowledged, tracked, investigated, and resolved within defined timelines (e.g., 30 working days), with accountability at every stage.
- d. To integrate online and offline complaint systems - Create synergy between physical submission at port offices and digital submissions through the e-Governance portal, ensuring end-to-end transparency and accessibility for seafarers globally.
- e. To strengthen oversight of RPSL agencies and employers - Mandate all Recruitment and Placement Service License (RPSL) holders and shipping companies to establish internal grievance committees in accordance with Rule 8 and Rule 9 of the MS (RPSL) Rules, 2016 and ensure proactive response to seafarers' complaints.
- f. To provide 24x7 Grievance redressal mechanism for global cases - Facilitate round-the-clock grievance support via the DGCOMM Centre, acting as a single point of contact for seafarers in distress anywhere in the world, especially in cases involving abandonment, non-payment of wages, or medical emergencies.
- g. To align with ILO Guidelines and ILO CLEAR recommendations - Address recommendations of the ILO's CLEAR review by adopting a system that is independent, ensures follow-up and feedback, and is equipped to deal with both individual complaints and systemic issues affecting seafarers.

3. On board Complaint/Grievances procedures for all Indian ships

In accordance with Rule 26 of the Merchant Shipping (Maritime Labour) Rules, 2016, and Regulation 5.1.5, Standard A5.1.5, and Guideline B5.1.5 of the Maritime Labour Convention (MLC), 2006, every Indian shipping company is mandated to establish and implement a transparent, accessible, and fair onboard complaint procedure for seafarers.

These procedures shall be documented, placed on board all Indian-flagged vessels, and made publicly available on the company's official website for wider visibility and compliance transparency.

The following directives shall guide Indian shipping companies in framing their company-specific onboard complaint-handling procedures:

a. Initial Submission of Complaint

Any aggrieved seafarer shall, as early as feasible, submit a written complaint to the respective Head of Department (Deck/Engine) on board the vessel. The complaint shall be formally acknowledged by the Head of Department and a record of receipt shall be provided to the seafarer.

b. Escalation to Master

If the complaint is not resolved within 3 days by the Head of Department to the seafarer's satisfaction, it shall be referred to the Master of the vessel. The Master shall personally address and dispose of the complaint within 7 days of receipt.

c. Right to Representation

The seafarer shall have the unqualified right to be accompanied or represented by another seafarer of their choice while lodging or pursuing a complaint onboard.

d. Documentation and Recordkeeping

All complaints, actions taken, and decisions made shall be:

- Recorded in the official logbook or designated complaint register, and
- A copy of the resolution decision shall be provided to the seafarer.
- A proper and auditable documentary trail must be maintained onboard and made available during inspections for a minimum of three years from the date of receipt of the complaint.

e. Escalation to Shipowner

If the Master cannot resolve the matter onboard, it shall be escalated immediately to the Shipowner, with due intimation to the seafarer. The shipowner must resolve the issue within 15 days and shall utilize the support of a grievance redressal committee comprising representatives from the company and seafarers' union(s), if applicable.

Contact details of the shipowner must be clearly posted onboard for seafarers' reference.

f. Further Escalation to Competent Authority

If the complaint remains unresolved by the shipowner or RPSL agency, including the committee, within one month, the seafarer shall have the right to approach the Competent Authority, i.e., the Directorate General of Shipping, through the formal Grievance Redressal Mechanism.

The complaint shall be supported by:

- Copies of all previous written complaints submitted, and
- Replies received from the Head of Department, Master, RPSL, Shipowner, or Union (as applicable).

g. Right to Report at Foreign Ports

A seafarer may also submit a complaint to the authorized Port State Control Officer at a foreign port visited by the vessel, under the MLC's onshore seafarer complaint procedures, in cases involving serious breaches of MLC provisions.

h. Additional Complaint Avenues

At all times, a seafarer may submit a grievance directly to any of the following:

- Master of the vessel
- RPSL agency
- Shipowner, or
- Any other legal authority or body deemed appropriate by the seafarer.

This framework ensures that every seafarer serving on an Indian-flagged vessel has access to a fair, independent, and efficient system of complaint resolution, consistent with India's obligations under international and national maritime labour law.

The escalation matrix for the on-board compliant handling procedures is enclosed in **Annexure - I**

4. Onshore seafarer complaint-handling procedures

4.1 Submission of complaints/ Grievances at all Ports by all Seafarers (i.e. Indian and Foreigner)

4.1.1 The following officers are designated as Grievance Redressal Officers (GROs) at all Indian Ports for receiving and resolving grievances from all seafarers including Indian and Foreign:

- Surveyors-in-Charge at MMDs: Haldia, Jamnagar, Mormugao, Mangalore, NOIDA, Paradip, Port Blair, Tuticorin, Visakhapatnam.
- Officers specifically designated by the Principal Officers of MMDs: Chennai, Kandla, Kochi, Kolkata, Mumbai.
- Shipping Masters: Chennai, Kolkata, Mumbai.

4.1.2 A seafarer may submit an offline grievance in the prescribed format **Annexure-II** to the jurisdictional GRO, only after attempting resolution through:

- The Recruitment and Placement Service Licensee (RPSL) / employer / shipowner concerned, and
- The shipowner's grievance committee including any recognised seafarers' unions, where applicable.

4.1.3 Accordingly, all the RPSL and Shipping Companies shall constitute Seafarers Grievances redressal committees and place it on their respective websites in accordance with the provision of the MLC 2006 as amended.

4.2 Submission of Complaints / Grievances online by Indian Seafarers

4.2.1 The following officers are designated as Grievance Redressal Officers (GROs) for receiving and resolving grievances from all seafarers:

- Shipping Masters: Chennai, Kolkata, Mumbai.

4.2.2 A seafarer may submit an online grievance (through INDOS Profile) in the portal to the jurisdictional GRO, only after attempting resolution through:

- The Recruitment and Placement Service Licensee (RPSL) / employer / shipowner concerned, and
- The shipowner's grievance committee including any recognised seafarers' unions, where applicable.
- The online Grievances shall include following types of Grievances.

1. Abandonment by Shipowner / RPSL
2. Death / Missing / Accident
3. Medical Attention
4. Non-compliance of MLC
5. Non-payment of Wages
6. Payment of death / Missing / Injury compensation

7. Repatriation

8. Others i.e. CDC/BSID/Cook CoC (Anything related to Seaman employment office or Government Shipping Offices).

All Indian seafarers shall register their grievance in this system online. The operational details of the online grievance redressal system are as under: -

4.2.3 Procedure for submission of online Grievances for Indian Seafarers

1. Login into the e Governance System.
2. Click on the link "Grievance Redressal Mechanism".
3. Fill the required data and submit, upon submission system generates a reference number.
4. Status of the application can be viewed by clicking the link "Grievance Redressal Mechanism".
5. If any query raised by the Department, seafarer could reply by using the link "Grievance Redressal Mechanism".
6. Click View in the link to view the Query raised along with the reply submitted.

4.2.4 Action by the Jurisdictional grievance redressal [G R O] official

1. Verify the data submitted by the seafarer.
2. May send query to applicant, if required.
3. May send queries to RPSL agency and Company.
4. On receipt of response to the query grievance may be disposed of.

4.2.5 Action by the RPSL Agency

1. Login to the e-governance system.
2. Go to the link "Recruitment and Placement services > Grievances redressal > view list.
3. Click Reply link to submit reply.
4. Click View link to view the query raised along with reply submitted.

4.2.6 Action by the Concerned Shipping Company

1. Log in to the e - governance System.
2. Go to the link SMO-Other Activities > Grievance Redressal > View List
3. Click the “Reply” link to submit reply.
4. This online system will be operational with immediate effect.

All MMD/DSEO/GSO/Recognised organisation shall ensure that no pending complaints are available in the Company profile / portal at the time of their verification/Audits.

The escalation matrix for the onshore compliant handling procedures is enclosed in **Annexure – III**

4.3 24 x 7 Hours Grievances Redressal mechanism for all Indian Seafarers anywhere in the world and all foreign seafarers in India

- a. In alignment with the vision of the Directorate General of Shipping (DGS) to ensure the safety, dignity, and welfare of Indian seafarers globally, a dedicated 24x7 Grievance Redressal Mechanism has been instituted at the DGCOMM Centre, Mumbai. This initiative reflects the DGS’s mission to provide swift, reliable, and compassionate support to Indian seafarers facing distress, irrespective of their location across the world.
- b. The DGCOMM Centre’s 24x7 team functions as a single point of contact for all categories of seafarers’ grievances, including but not limited to those under the scope of the Maritime Labour Convention (MLC), 2006, as well as other employment-related, contractual, welfare, or humanitarian concerns.
- c. Staffed by a dedicated and trained team of maritime officers, this facility ensures real-time response and coordination with stakeholders such as RPSL agencies, shipowners, Indian Missions abroad, Port State Control authorities, and Flag States, where

applicable. The objective is to facilitate early intervention and expedited resolution of grievances through structured escalation, follow-up, and closure mechanisms.

- d. The types of grievances addressed under this mechanism are outlined in **Annexure–IV**.
- e. Seafarers or their families may reach out through the notified communication channels (email, hotline, e-Governance portal), and can expect proactive engagement and case tracking until final resolution. The contact details of the 24 x 7 hours communication channels are provided at **Annexure – V**.
- f. This 24x7 support mechanism stands as a pillar of trust and security for Indian seafarers and their families, upholding India’s international obligations under MLC, 2006 and reinforcing the Government’s unwavering commitment to seafarer welfare.

Further the contact details of the Grievance Redressal Officers at Indian Ports are as enclosed as **Annexure – VI** along with the details of the First Appellate officer and Second Appellate Officer.

In view of the foregoing para 3 and 4 above, all the RPSL and Shipping Companies shall constitute Seafarers Grievances redressal committees and shall place it on their respective websites.

The escalation matrix for the 24 X 7 hours Grievance Redressal mechanism compliant handling procedures is enclosed in **Annexure – III**

5. Role and Responsibilities of all Grievances Redressal Officers:

All designated Grievance Redressal Officers (GROs)—whether posted at Mercantile Marine Departments (MMDs), Government Shipping Offices (GSOs), or within the Directorate General of Shipping—shall adhere to the following responsibilities in the interest of ensuring an accessible, transparent, and timely grievance redressal system:

a. Timely Acknowledgement and Registration

Every grievance received—whether offline or online—must be acknowledged and formally registered within three (3) working days of receipt.

- Offline grievances: Shall be registered using a uniform format: [MMD/GSO Name]/Grievance/ [Serial No.]/[Year]

(Example: MMD-Mumbai/Grievance/017/2025)

- Online grievances: Will be assigned an auto-generated registration number by the e-Governance system and the seafarer will receive a system-generated acknowledgment via email.

b. Jurisdictional Review and Timely Transfer

If a grievance does not fall under the jurisdiction of the receiving GRO, it must be transferred within three (3) working days to the appropriate GRO. Simultaneously, the complainant shall be notified of the transfer and provided with the updated contact/reference details.

c. Reasoned Disposal within 30 Days

GROs must examine the facts and supporting documents provided and issue a speaking order (reasoned decision) within thirty (30) working days of receiving the grievance. All communication and orders should be documented and sent to the seafarer, with appropriate notings in the grievance register/system.

d. Participation in Monthly Review Meetings

GROs shall attend monthly grievance redressal meetings convened under the chairmanship of the Director General / ADG / DDG (Crew). These meetings may be held in-person or virtually, as notified.

e. Presentation of Monthly Grievance Status Reports

Each GRO shall prepare and present a status report on grievances handled during the month, including:

- Total grievances received
- Nature and classification of grievances
- Actions taken
- Grievances pending and reasons for delay

The report shall be presented using suitable formats such as PowerPoint, Excel, or Word, as per instructions issued before the meeting.

6. Appeals Process

6.1 First Appeal

- 6.1.1 The First Appellate Authority (FAA) shall be the jurisdictional Principal Officer, MMD, as per **Annexure-VI**.
- 6.1.2 An appeal must be filed within 30 days of the GRO's decision. The FAA may accept a delayed appeal up to 60 days, if justified with recorded reasons.
- 6.1.3 The FAA shall dispose of appeals within 30 days, extendable to 60 days for recorded reasons.

6.2 Second Appeal

- 6.2.1 The Second Appellate Authority (SAA) shall be the Director General of Shipping, Mumbai.
- 6.2.2 Second appeals shall be submitted within 30 days of FAA's order. Delay up to 60 days may be condoned with sufficient cause.
- 6.2.3 The decision of the DGS in the second appeal shall be final and binding.

7. Reporting Mechanism

- 7.1 All GROs and FAAs shall submit monthly reports on grievance receipt and disposal in the format prescribed in **Annexure-VII (A & B)**, through email/Hard copies/Online portal as applicable by the 10th of every following month to the Crew branch Deputy Director General (Crew), DGS HQ.

7.2 Each report shall include:

- Opening balance (pending cases as of the 1st of the previous month),
- New grievances received,
- Grievances disposed, and
- Closing balance (pending cases).

8. Monthly Meetings of the Grievances Redressal Officers

In order to ensure continuous monitoring, accountability, and improvement in the grievance redressal process, the Directorate General of Shipping shall convene monthly grievance review meetings, either in online or offline mode, as deemed appropriate.

These meetings shall be chaired by the Director General of Shipping, or in his absence, by the Additional Director General of Shipping.

a. Participation and Reporting

All designated Grievance Redressal Officers (GROs) from Mercantile Marine Departments (MMDs) and Government Shipping Offices (GSOs) shall attend these meetings and are required to:

- Prepare and present a PowerPoint presentation or equivalent report (in Excel/Word format),
- Containing a monthly Action Taken Report (ATR) on grievances received, addressed, pending, and escalated since the previous review meeting,
- Clearly highlighting trends, delays, and systemic issues for corrective action.

b. Frequency and Flexibility

While the standard frequency of these meetings shall be once every calendar month, the Director General may, based on urgency or volume of cases, choose to:

- Hold meetings at shorter intervals, or
- Combine meetings with related crew welfare or compliance reviews to streamline decision-making and policy updates.

c. Constitution of the Central Grievance Redressal Committee

To institutionalize oversight and ensure inter-departmental coordination, the Directorate hereby constitutes a Central Grievance Redressal Committee (CGRC) comprising the following members, who shall be part of the above-mentioned monthly grievance review meetings:

Sr. No.	Details of the Officers	Role
1	Director General of Shipping	Chairman
2	Additional Director General of Shipping	Deputy Chairman
3	Nautical Advisor to the Government of India	Member
4	Chief Surveyor with the Government of India	Member
5	Chief Ship Surveyor	Member
6	Representative of the Ministry of the Ports, Shipping and Waterways	Member
7	Principal Officer MMD Mumbai / Kolkata / Kandla/ Cochin/ Chennai	Member
8	Deputy Director General of Shipping, Crew Branch	Member Secretary
9	Deputy Director General of Shipping, Training	Member
10	Grievance Redressal Officer, Nautical Wing (DGS)	Member
11	Grievance Redressal Officer, Engineering Wing (DGS)	Member
12	Grievance Redressal Officers from Office of the Principal Officers – MMD Chennai/ Cochin / Kandla/ Kolkata/ Mumbai	Member
13	Grievance Redressal Officers Surveyor in charge of MMD Jamnagar, Goa, Mangalore, Tuticorin, Vizag, Paradip, Haldia, Port Blair	Member
14	Grievance Redressal Officer – Government Shipping Office – Mumbai/Kolkata/Chennai	Member
15	Any other invited members as and when required	Member
16	Representative from DGCOMM Centre for Crew Matters	Participant

d. Nomination and Publication of Grievance Redressal Officers

In order to operationalize the revamped grievance redressal mechanism effectively, all Department Heads under the Directorate General of Shipping are requested to appoint and nominate their respective Grievance Redressal Officers (GROs) and alternate officers. The nomination must include:

- Full Name
- Designation
- Office Location
- Official Email ID and Contact Number

These details must be:

1. Published and regularly updated on the official websites and notice boards of all MMDs, Government Shipping Offices (GSOs), and the Directorate General of Shipping; and
2. Communicated to the Crew Branch of the Directorate, immediately upon appointment or whenever changes occur.

This measure is essential to maintain transparency, ensure continuity in grievance handling, and facilitate direct access by seafarers and stakeholders to the designated officers.

9. Verification of compliance

The verification of compliance with this Order shall be verified during the annual audits of the RPSL and Shipping Companies by the officers of the DGS/MMD/DSEO/Recognized organisations.

This Order comes into force with immediate effect.

(Shyam Jagannathan)

Director General of Shipping

Annexure — I

Escalation matrix for on board compliant handling procedures for Indian Flag vessels

In accordance with Rule 26 of the Merchant Shipping (Maritime Labour) Rules, 2016, and Regulation 5.1.5, Standard A5.1.5, and Guideline B5.1.5 of the Maritime Labour Convention (MLC), 2006, the following escalation matrix outlines the procedure for handling onboard complaints on Indian-flagged vessels.

Level	Responsible Authority	Time Frame for Resolution	Remarks/Actions
Level 1	Head of Department (Deck/Engine)	Within 3 days	Complaint submitted in writing by seafarer and acknowledged.
Level 2	Master of the Vessel	Within 7 days	If unresolved at Level 1; Master to personally investigate and resolve.
Level 3	Shipowner	Within 15 days	If Master unable to resolve; shipowner to use Grievance Redressal Committee if required.
Level 4	Directorate General of Shipping (Competent Authority)	Post 15 days	If shipowner fails to resolve; complaint to be submitted with full documentary trail.
Parallel/Alternative	Port State Control Officer (Foreign Port)	As applicable	For serious MLC breaches, seafarer may report during foreign port calls.
Direct Access	Master / RPSL / Shipowner / Legal Authority	At any time	Seafarer may approach any party at any stage for grievance redressal.

Annexure — II

Format for registration of offline Complaint / grievances of all seafarers at Indian Ports

Name of the seafarer
Passport no. of the seafarer
COC details of the seafarer
Nature of Grievance (s).....
Name of the Indian Port
Details of Berth, if any
Date of complaint /Grievances reported
Name of the Ship
IMO Number of the Ship
Local agent details, if any
Name of the Owners
Contact details of DPA, If any.....
Address for communication to the seafarer, in response
E-mail address of the seafarer
INDOS no. of the seafarer, if available

[May please be indicated clearly. Where necessary, copy (ies) of any Allied / supporting document(s) may please be provided Simultaneously]

(Signature)

Annexure - III

On shore compliant escalation matrix

SN	Rule provisions	Issue / Type	PIC 1	PIC 2	PIC 3	PIC 4	PIC 5	PIC 6
1	MS Notice 6 of 2018	Application Submission Issues (Annual Inspection, Renewal Inspection, Change of Name / Address, New RPS License)	RO Post- insp.: 15 days Pre- insp.: 3 days	AD 3 days	DD 3 days	DSEO 3 days	PO 3 days	DGS / DDG Crew 3 days
2	MS RPSL Rules 2016, Rule 19	Appeals against orders (Against RPSL agencies)	DSEO 30 days	PO 60 days	DGS 60 days			
3	DGS Cir. 04 of 2017	Grievances (Non-Payment of Wages, Abandonment, MLC Non-Compliance, Accidents, cheating / fraud cases etc.)	DGCOMM 2 days	DSEO / SMO 30 days	PO 60 days	DGS 60 days		
4	DGS Cir. 02 of 2024	Grievances (Form 1 missing & corrections - valid RPS agencies)	DGCOMM 2 days	DSEO / SMO 7 days	DDG Crew 7 days	DGS 15 days		
5	DGS Cir. 29 of 2021	Grievances (Form 1 missing & corrections - invalid RPS agencies)	DGCOMM 2 days	DSEO / SMO 7 days	DDG Crew 7 days	DGS 15 days		
6	MS RPSL Rules 2016, Citizen charter	Death of seafarers (Compensations)	DSEO / SMO 60 days	DDG Crew 30 days	DGS 30 days			
7	DGS No. 43(24) CR/ 2001	Missing seafarers (Presumed Dead Certificate)	SMO 15 days	DDG Crew 15 days	DGS 15 days			
8	MS Notice 15 of 2020	Comprehensive Inspection Programmes (CIP) of RPS agencies	DA Crew 3 days	DDG Crew 4 days	RO Post- insp.: 15 days Pre- insp.: 3 days	DDG Crew 7 days	DGS 15 days	
9	MS CDC Rules 2017 (Citizen charter)	Continuous Discharge Certificate (Fresh, renewal, duplicate, replacement)	DA SMO 3 days	SMO 12 days	DDG Crew 15 days	DGS 15 days		
10	MS CDC Rules 2017 (Citizen charter)	Continuous Discharge Certificate (Cancellation, particulars change etc.)	DA SMO 2 days	SMO 3 days	DDG Crew 7 days	DGS 7 days		
11	MS SID Rules 2016 (Cir. 23 of 22)	Seafarers Bio-metric Identification Document matters	DA SMO 2 days	SMO 15 days	DDG Crew 15 days	DGS 15 days		
12	SWFS Constitution	SWFS matters	DA 2 days	CAAO 5 days	DDG Crew 7 days	DGS 7 days		
13	SPFO Act 1966	SPFO matters	DA 2 days	Commissioner 5 days	DDG Crew 7 days	DGS 7 days		
14	Citizen charter	Seafarers / others Miscellaneous matters	DA Crew 3 days	DDG Crew 7 days	DGS 15 days			
15	DGS Order 10 of 2023	Crisis - Casualty related matters (Collision, sinking, aground, abandon ship, engine failure, SAR, steering / rudder failure, security threat, oil pollution, fire, explosion, heavy weather etc.)	DGCOMM 1 day	DA Tech 2 days	DDG Tech 5 days	NA 7 days	DGS 15 days	
16	DGS Order 10 of 2023	Crisis - Crew related matters (MOB, Missing, death, medical evacuation, serious injury etc.)	DGCOMM 1 day	DA Crew 3 days	DDG Crew 7 days	DGS 15 days		

ANNEXURE – IV

These details will be maintained by the 24 x 7 hours seafarers grievances redressal team
Grievances redressal mechanism

Sr. No .	Seafarer details	Category of Grievances	Type of Grievances	Mode of Grievances	Department
1	Name CDC Passport INDOS Company Etc.	MLC	1. CDC 2. BSID 3. RPSL 4. CoC Cookery 5. Placement – Prior joining 6. Sea Services (Sign on/off) 7. Dissertation 8. Missing seafarers 9. Death 10. Abandonment/Arrest/Detention 11. Misconduct, Alcohol 12. Cheating cases 13. SWFS 14. SPFO 15. Miscellaneous	1. Email 2. WhatsApp 3. Online module 4. 24 x 7 Contact number	1. DGS 2. GSO 3. DSEO 4. MMD 5. Maritime Boards 6. MoPSW 7. Others
		STCW	1. INDOS 2. Seafarers Profile 3. Fraudulent cases (Certificates) 4. COP Engineering 5. COP Nautical 6. COE Engineering 7. CoC Nautical 8. Exams (Nautical) 9. Exams (Eng.) 10. Employment after joining 11. Training 12. Miscellaneous		
		Others	1. Paaport 2. Piracy and Hijacking 3. Miscellaneous		

ANNEXURE – IV

Contact details for 24 x 7 DGCOMM centre Grievance redressal mechanism for all seafarers i.e. Indian and Foreign

SN	Name of Office / Officers	Subject / Issues	Email ID	Phone Number
DG Comm Centre, MUMBAI				
1.	DGCOMM CENTRE FIRST POINT OF CONTACT FOR SEAFARERS' GRIEVANCES		support.dgs@gov.in	(24 x 7) +91-22-22613668 (WhatsApp / Calls) +91-8657549760 +91-9004048406 +91-9004062624
Directorate General of Shipping, Kanjurmarg, Mumbai				
2.	Crew Branch	All matters related to seafarers, RPSL / Indian Companies	crews-dgs@nic.in	+91-9004453545
MUMBAI				
4.	Seamen's Employment Office, Nau Bhavan, 1 st Floor-10, Ramjibhai Kamani Marg, Ballard Estate, Mumbai - 400001	All matters related to RPSL Companies	dirseo-dgs@gov.in	+91-22-22692984 +91-22-22692985
5.	Government Shipping Office, Nau Bhavan, 1 st Floor-10, Ramjibhai Kamani Marg, Ballard Estate, Mumbai - 400001	All matters related to Shipping Companies / CDC / BSID / Cook CoC	sm-mum-ship@gov.in	+91-22-22697971 +91-22-22697972
KOLKATA				
6.	Government Shipping Office, Marine House, Hastings, Kolkata - 700022	All matters related to Shipping Companies / CDC / BSID	sm-kol-ship@gov.in	+91-33-22230169 +91-33-22230248
7.	Director Seamen's Employment Office Marine House, Hastings, Kolkata - 700022	All matters related to RPSL Companies	seo.kol-ship@gov.in	+91-33-22230336
CHENNAI				
8.	Government Shipping Office, Anchor gate Building, 1 st Floor, P.B.No.5004, Rajaji Salai, Chennai – 600001	All matters related to Shipping Companies / CDC / BSID	sm-chn-ship@gov.in	+91-44-25255552
9.	Seamen's Employment Office, Anchor gate Building, 1 st Floor, P.B.No.5004, Rajaji Salai, Chennai – 600001	All matters related to RPSL Companies	sm-chn-ship@gov.in	+91-44-25255552

ANNEXURE - VI

Contact point for all Mercantile Marine Department for Grievance redressal mechanism for all seafarers i.e. Indian and Foreign

List of Designated Person, Alternative person, First Appellate Authorities and Second Appellate Authorities.

Sr. No.	Designated Person	First Appellate Authority	Second Appellate Authority
1	<p>The Surveyor-in-Charge, Mercantile Marine Department Jamnagar & Designated officer in the office of PO, MMD Kandla.</p> <p><u>Communication Details:</u></p> <p><u>MMD Kandla:</u></p> <p>Address: MERCANTILE MARINE DEPARTMENT, Plot no.16, Sector 8, Behind KPT Admin Building, Near Maitri Bhawan, Gandhidham, Gujrat. Pin: 370201</p> <p>Contact Details:</p> <p>Landline Number: + 91 - 2836-297015 Fax Number: + 91 - 2836-297126</p> <p>Email Address: kandla-mmd@gov.in</p> <p><u>MMD Jamnagar.</u></p> <p>Office Address: MERCANTILE MARINE DEPARTMENT, STREET NO. 8, PATEL COLONY, PANDIT</p>	<p>Principal Officer, MMD, Kandla.</p> <p>Address:</p> <p>MERCANTILE MARINE DEPARTMENT, Plot no.16, Sector 8, Behind KPT Admin Building, Near Maitri Bhawan, Gandhidham, Gujrat. Pin: 370201</p> <p>Contact Details:</p> <p>+ 91 - 2836-297015</p> <p>Fax Number: +91 – 2836 - 297126</p> <p>Email Address: kandla-mmd@gov.in</p>	<p>Designated Officer in the Directorate General of Shipping</p> <p><u>Address:</u></p> <p>9th Floor, I think Techno Campus Kanjur Marg (East), Mumbai - 400021</p> <p>Ph:022-2261 3651- 54</p> <p>Fax:022-2261 3655</p>

	<p>NEHRU MARG, JAMNAGAR-361008</p> <p>Contact Details:</p> <p>+ 91 - 288 -2752873</p> <p>Fax Number: + 91 – 288 - 2753693</p> <p>Email Id: jamnagar-mmd@gov.in</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><u>MMD Mumbai:</u></p> <p>MMD Mumbai, Old CGO Building,101, Maharshi Karve Road, Mumbai 400042,</p> <p>Contact details.</p> <p>+91 – 22- 22076881</p> <p>Email ID. mumbai-mmd@gov.in</p> <p>MMD Noida:</p> <p>Address: Ph:0120 - Email:</p> <p><u>MMD Murmagoa:</u></p> <p>Address: MERCANTILE MARINE DEPARTMENT,</p>	<p>Principal Officer, MMD, Mumbai.</p> <p><u>Address</u> - MMD Mumbai, Old CGO Building, 101, Maharshi Karve Road, Mumbai 400042,</p> <p>Contact Number – 0091 – 22 - 22076881</p> <p>Email – mumbai-mmd@gov.in</p>	

	<p>HEADLAND SADA GOA - 403804</p> <p>Contact Details:</p> <p>+91- 832 - 2520617</p> <p>Email ID: sic-mmd.goa@gov.in</p> <p>Shipping Master Mumbai</p> <p>Address: “Nau Bhavan” 10 R. K. Marg, Ballard Estate, Mumbai- 400001.</p> <p>Ph: +91-22-22697971 +91-22-22697972</p> <p>Email: sm-mum-ship@gov.in dirseo-dgs@gov.in</p>	
3	<p>The Surveyor-in-Charge, Mercantile Marine Department Mangalore & Designated officer in the office of PO, MMD Kochi.</p> <p><u>MMD Mangalore:</u></p> <p>Address: Type V Qtrs., First Floor, MMD Resi Qtr. Bldg, 23rd Street, Panambur, Mangalore, Karnataka- 575 010</p> <p>Contact Details</p> <p>Landline number + 91 - 824-2400430/2407572 E-mail: mlr-sicmmd@gov.in</p> <p><u>MMD Kochi:</u></p>	<p>Principal” Officer, MMD, Cochin</p> <p>Office Address: Mercantile Marine Department North End P.O, Post Box No. 3701, Wellington Island, Kochi-682009.</p> <p>Contact Number: +91 - 484 - 2666104, +91 - 484 - 2587033</p> <p>E mail: po.mmd-ker@gov.in</p>

	<p>Address: Mercantile Marine Department North End P.O, Post Box No. 3701, Wellington Island, Kochi-682009.</p> <p>Contact Number: + 91 - 484-2666104, + 91 - 484 -2587033</p> <p>E mail: po.mmd-ker@gov.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><u>MMD Chennai:</u></p> <p>Address: Mercantile Marine Department, Anchor Gate Building, II Floor, Rajaji Salai, Chennai, 600001. Tamil Nadu</p> <p>Contact number – + 91 – 44 – 23251107 / 08, + 91 - 44 - 25255555</p> <p>Fax no.: + 91 – 44 -25232929</p> <p>Email id: Chennai-mmd@gov.in</p> <p><u>MMD Tuticorin:</u></p> <p>Address - Mercantile Marine Department New Port Area, Tuticorin- 628004, Tamil Nadu</p>	<p>Principal Officer, MMD, Chennai.</p> <p>Address - Mercantile Marine Department, Anchor Gate Building, II Floor, Rajaji Salai, Chennai, 600001. Tamil Nadu</p> <p>Contact number - + 91 - 44 - 23251107/08, + 91 - 44 - 25255555</p> <p>Fax no.: + 91 - 44 -25232929</p> <p>Email id: chennai-mmd@gov.in</p>	

	<p>Contact details</p> <p>+ 91 - 461-2352872/2908801 Email id: sic.ttn-mmd@gov.in</p> <p><u>MMD Visakhapatnam:</u></p> <p>Address: Port Area, Harbour Approach Road, Visakhapatnam-530 035 Ph:0891-2502148/2525475 Fax:0891-2568342 Email:mmdvizag@dataone.in</p> <p><u>Shipping Master Chennai:</u></p> <p>Address: Government Shipping Office, Anchor gate, Building, 1st Floor, P.B.No.5004, Rajaji, Salai, Chennai – 600001</p> <p>Contact details</p> <p>+91-44-25255552</p> <p>Email Id - sm-chn-ship@gov.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><u>MMD PARADIP</u></p> <p>Surveyor In-charge, Mercantile Marine Department Opposite Central School, Madhuban, Paradip,</p>	<p>Principal Officer, MMD, Kolkata.</p> <p>Ph: 033-22232452 Fax:033-22230229/36 Email: pommd_kol@yahoo.co.in</p>	

<p>District - Jagatsinghpur, Odisha 754142</p> <p>Contact No. 0091 - 6722 – 220053</p> <p>Office email id- paradip-sicmmd@gov.in</p> <p><u>MMD Haldia:</u></p> <p>Address:”Marine Houses” 1” Floor, Haldia Dock Complex, PO, Chiranjibpur, Dist: Midnapur Haldia -721604. Ph:03224-253986 Fax:03224- 253986 Email: mmdhtd@dataone.in</p> <p><u>MMD Port Blair:</u></p> <p>Address: GPRA Lamba Lane, Junglighat Post office, Lamba Lane, Port Blair.</p> <p>Fax:03192-234830 Email: mmdpb@yahoo.co.in</p> <p><u>Shipping Master Kolkata:</u></p> <p>Address: “Marine House” Hastings Kolkata- 700 022.</p> <p>Contact details +91-33-22230169 +91-33-22230248 +91-33-22230336</p> <p>Email Id - sm-kol-ship@gov.in seo.kol-ship@gov.in</p>		
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ANNEXURE – VII (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 – VII (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)