



CREW MANUAL



**Directorate General of Shipping
Ministry of Ports, Shipping and Waterways
Government of India**

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List of Abbreviations

Sl. No.	Abbreviation	Definition
1	DGS	Directorate General of Shipping
2	DG(S)	Director General of Shipping
3	ADG	Additional Director General
4	DDG	Deputy Director General
5	MMD	Mercantile Marine Department
6	RPSL	Recruitment and Placement Services License
7	SWFS	Seafarers' Welfare Fund Society
8	SPFO	Seafarers' Provident Fund Organisation
9	MLC	Maritime Labour Convention
10	MS Act	Merchant Shipping Act
11	INDOS	Indian National Database of Seafarers
12	CDC	Continuous Discharge Certificate
13	BSID	Biometric Seafarer Identity Document
14	SID	Seafarer Identity Document
15	COC	Certificate of Competency
16	COP	Certificate of Proficiency
17	STCW	Standards of Training, Certification and Watchkeeping
18	GRO	Grievance Redressal Officer
19	GSU	Grievance Support Unit
20	MEA	Ministry of External Affairs
21	MoPSW	Ministry of Ports, Shipping and Waterways
22	DO Letter	Demi Official Letter
23	CGRC	Central Grievance Redressal Committee
24	ITF	International Transport Workers' Federation
25	e-Gov	e-Governance System
26	SOP	Standard Operating Procedure
27	FOC	Flag of Convenience
28	STW Committee	Standards of Training and Watchkeeping Committee
29	DGCOMM	Directorate General of Communication
30	PIA Desk	Pakistan-Iran-Afghanistan Desk (MEA)



1

International Conventions – Maritime Labour Convention (MLC) and Other Global Standards



1 International Conventions – Maritime Labour Convention (MLC) and Other Global Standards

1.1 Overview of International Maritime Framework for Seafarers

The international maritime framework governing seafarers aims to ensure uniform standards for the safety, rights, working conditions, and welfare of crew members across all flag States. This framework was developed through extensive collaboration among international organizations, regional maritime bodies, labor unions, and flag/port States, and forms the foundation of national maritime laws—including those of India.

India, as a signatory to several core maritime conventions and a member of global maritime and labor bodies, aligns its seafarer regulatory environment primarily through the Merchant Shipping Act, 1958, and associated rules such as the Merchant Shipping (Maritime Labour) Rules, 2016, STCW Rules, and other DG Shipping notices.

1.1.1 Key International Instruments Forming the Legal Backbone:

1. MLC, 2006 (Maritime Labour Convention):

- Regarded as the "Bill of Rights" for seafarers.
- Consolidates and updates over 65 ILO instruments.
- Covers employment agreements, wages, hours of work/rest, repatriation, health protection, accommodation, food, onboard medical care, and complaint mechanisms.
- MLC applies to all ships engaged in commercial activities, irrespective of tonnage, except those engaged in traditional navigation and warships.
- India ratified MLC in 2016. DG Shipping ensures compliance through MLC certification and inspections.

2. STCW Convention (Standards of Training, Certification and Watchkeeping), 1978 as amended:

- Prescribes international standards for seafarer competency, certification, refresher training, and watchkeeping.
- Mandates competency levels based on ship type, rank, and voyage pattern.
- India implements STCW via STCW Rules and the e-Governance Certification Platform.

3. SOLAS (Safety of Life at Sea), 1974:

- Covers ship design, life-saving appliances, navigation systems, fire safety, safety drills, and emergency protocols.
- For crew, it ensures adequate drills, emergency response procedures, and minimum equipment awareness.



4. MARPOL (Marine Pollution Convention), 1973/78:

- Regulates pollution from ships through oil, garbage, sewage, air emissions, and noxious liquid substances.
- Crew training under MARPOL ensures that vessel operations are carried out in a manner that minimizes environmental harm.

5. UNCLOS (United Nations Convention on the Law of the Sea), 1982:

- Establishes flag State responsibilities, port State rights, and crew welfare rights under maritime zones.
- Promotes seafarers' access to repatriation, shore leave, and fair treatment in legal proceedings.
- India implements these through the Ministry of External Affairs, DG Shipping, and port authorities.

1.1.2 Implementation in India:

- The Merchant Shipping Act, 1958, and its amendments serve as the statutory foundation.
- DG Shipping acts as the nodal enforcement authority.
- Merchant Shipping (Maritime Labour) Rules, 2016 operationalize MLC provisions.
- Shipping Masters, Mercantile Marine Departments (MMDs), and port inspectors conduct audits, issue clearances, and verify compliance.

India's integration into the international maritime framework ensures that:

- Indian seafarers are accepted globally.
- India's fleet is compliant with port State inspections.
- Seafarer complaints and grievances have international recognition.
- Training standards from Indian Maritime Training Institutes meet global equivalence.

This global legal architecture provides the baseline against which India's domestic seafarer protection, certification, recruitment, repatriation, and welfare laws are benchmarked.

1.2 Maritime Labour Convention (MLC), 2006

The Maritime Labour Convention (MLC), 2006, also referred to as the "Seafarers' Bill of Rights", is a comprehensive international labour convention adopted by the International Labour Organization (ILO). It aims to secure the right of all seafarers to decent working and living conditions onboard ships.



MLC, 2006 consolidates and updates more than 65 existing ILO instruments related to seafarers and applies to all seafarers on ships engaged in commercial activities, excluding warships and traditional ships such as dhows and junks.

India ratified the MLC on 4th October 2015, and it came into force domestically via:

- The Merchant Shipping (Maritime Labour) Rules, 2016, under the Merchant Shipping Act, 1958.
- Direct oversight and enforcement by the Directorate General of Shipping (DG Shipping).

1.2.1 Five Fundamental Pillars of MLC, 2006

MLC is structured around five Titles, each covering a critical aspect of seafarers' working conditions and welfare:

6. Minimum Requirements for Seafarers to Work on a Ship

- Minimum age to work onboard is 16 years (18 for hazardous work).
- Valid medical fitness certificate (as per STCW/ILO/WHO).
- Basic training certifications under STCW must be completed before engagement.
- Seafarers must possess appropriate identity and discharge documents (e.g., CDC, SID).

7. Conditions of Employment

- Seafarers must have a clear, written employment agreement in a language understood by the seafarer.
- Maximum hours of work: 14 hours in 24 hours and 72 hours in 7 days, or minimum 10 hours of rest per 24 hours.
- Rights to leave, repatriation, and compensation for injury or death must be clearly defined.
- Wages must be paid at least once a month and be fully documented.
- Recruitment and placement services (RPSL) must be licensed, regulated, and must not charge seafarers fees.

8. Accommodation, Recreational Facilities, Food and Catering

- Ships must comply with international standards on:
 - Size of rooms and living spaces
 - Lighting, ventilation, heating, and noise control
 - Toilet and washing facilities
- Provision of nutritious food and drinking water, with qualified cooks onboard.



- Access to recreation facilities such as television, internet, books, and exercise spaces.

9. Health Protection, Medical Care, Welfare, and Social Security

- Seafarers must have access to:
 - Prompt medical care onboard and ashore
 - Occupational safety measures, PPE, and training
 - Mental health support and counselling
- Shipowners must provide insurance/financial security for:
 - Death or long-term disability (as per DG Shipping Circulars)
 - Repatriation due to abandonment or medical emergencies

10. Compliance and Enforcement

- Ships of 500 GT or above engaged in international voyages must:
 - Be certified with a Maritime Labour Certificate (MLC Certificate)
 - Carry a Declaration of Maritime Labour Compliance (DMLC Part I & II)
- DG Shipping conducts:
 - Flag State Inspections through MMDs
 - Port State Control Inspections for foreign vessels
- Grievance redressal mechanisms (onboard and ashore) must be accessible to all seafarers.

1.2.2 India's Implementation of MLC, 2006

India ensures domestic implementation through:

- Merchant Shipping (Maritime Labour) Rules, 2016
- MS Notices issued by DG Shipping (e.g., MSN 16 of 2016 for MLC enforcement)
- Regular MLC inspections and audit processes conducted by Mercantile Marine Departments (MMDs)
- e-Governance Portal of DG Shipping for:
 - Crew data uploads
 - AoA and repatriation reports
 - Grievance tracking
 - RPS licensing



1.2.3 Relevance of MLC to Indian Seafarers

Sl. No.	Area	Benefit
1	Wages & Leave	Defined minimum standards, timely disbursement, protection from unauthorized deductions
2	Safety & Health	Mandatory PPE, risk mitigation, and medical care onboard and ashore
3	Contractual Rights	Transparent AoAs, repatriation clauses, grievance filing rights
4	Work Conditions	Safe manning levels, rest hours, onboard welfare monitoring
5	Accountability	Indian RPSL companies are held to MLC standards for placement ethics and crew supp

Table 1- India's Areas of MLC Implementation and Benefits

1.3 International Maritime Organization (IMO)

The International Maritime Organization (IMO) is a specialized United Nations agency established in 1948 and operational since 1959. It is the global authority responsible for setting international standards for shipping safety, environmental performance, legal regulation, and the welfare of seafarers.

1.3.1 Core Objectives of IMO

IMO's mandate is to:

- Promote safe, secure, environmentally sound, efficient, and sustainable shipping.
- Develop fair and effective global regulations to facilitate international maritime transport.
- Protect the rights and safety of seafarers through convention-based mechanisms.

1.3.2 Key IMO Conventions Affecting Seafarers

1. STCW Convention (1978, amended):

- Establishes minimum standards for training, certification, and watchkeeping.
- Ensures global recognition of competency certificates.
- Integrated into India's certification processes via DG Shipping.

2. SOLAS (Safety of Life at Sea), 1974:

- Focuses on ship safety architecture, life-saving appliances, navigation equipment.
- Ensures crew are trained for emergencies, fire-fighting, and survival.



3. MARPOL (1973/78):

- Prevents marine pollution by regulating ship discharges.
- Crew are trained in pollution prevention, handling oily waste, garbage, and emissions.

4. ISM Code (International Safety Management):

- Introduces a systematic safety management framework onboard.
- Requires active participation of crew in drills, audits, and incident reporting.

5. ILO-IMO Joint Guidelines:

- Promote fair treatment of seafarers in events like abandonment, detention, or criminal prosecution.
- Recommended for adoption in national seafarer grievance and repatriation frameworks.

1.3.3 India's Role in IMO

- India is a founding member of IMO and has served multiple terms on the IMO Council.
- DG Shipping is the nodal agency to implement IMO conventions in India.
- Indian Maritime Administration regularly contributes to IMO committees on training, safety, and environmental protection.

1.3.4 Impact on Crew Branch Operations

Sl. No.	IMO Instrument	Influence on Indian Crew Policies
1	STCW	Certification and training recognition
2	SOLAS	Safety drill mandates and crew emergency readiness
3	MARPOL	Crew compliance with pollution control
4	ISM Code	Safety culture and crew accountability

Table 2- Influence of IMO Instruments on Indian Crew Policies

1.3.5 Implementation by DG Shipping

- All approved Maritime Training Institutes in India follow DG Shipping's Quality Standards System (QSS) based on IMO norms.
- Seafarer documentation such as CoC, CDC, Medical Certificates, and STCW compliance is monitored via the e-Governance system.
- Port State Control inspections follow IMO checklists to assess flag compliance.

1.4 International Labour Organization (ILO)

The International Labour Organization (ILO) is a specialized United Nations agency founded in 1919 that promotes social justice and internationally recognized human and labour rights. It is the only tripartite UN agency where governments, employers, and workers jointly shape policies and programs.



In the maritime sector, the ILO plays a critical role in setting global labour standards for seafarers, focusing on their rights, working conditions, safety, health, and social protection. The ILO's conventions and recommendations, especially the Maritime Labour Convention (MLC), 2006, form the backbone of crew welfare governance worldwide.

1.4.1 Key Functions of ILO in Maritime Sector

- Develops and monitors international labour standards for seafarers.
- Supports member states (like India) in ratification and implementation of conventions.
- Collaborates with IMO and ITF to ensure decent work in the maritime industry.
- Addresses issues like abandonment, forced labour, unfair recruitment, and occupational safety.

1.4.2 Major ILO Maritime Conventions Impacting Seafarers

1. Maritime Labour Convention (MLC), 2006:

- Consolidates 68 earlier ILO instruments.
- Known as the “Seafarers’ Bill of Rights”.
- Covers:
 - Minimum age and medical fitness
 - Employment terms and contracts
 - Wages, hours of rest/work, and leave
 - Onboard conditions (accommodation, food, medical care)
 - Health and safety standards
 - Grievance redressal, repatriation, and social protection

2. ILO Convention No. 147 (Minimum Standards, 1976):

- Applies to all seafarers and mandates decent working and living conditions onboard ships.

3. ILO Work in Fishing Convention, 2007 (C.188):

- Though not directly applicable to merchant shipping, this sets standards for crew on fishing vessels.

4. ILO Convention No. 185 – Seafarers’ Identity Documents Convention (Revised), 2003:

- Enhances security and facilitates shore leave and transit for seafarers across countries.
- India has developed biometric Seafarer Identity Documents (SID) in line with this.



1.4.3 ILO's Role in Grievance Redressal and Welfare

- Promotes establishment of complaint handling procedures onboard ships.
- Supports seafarer rights during abandonment cases and coordinates with ITF and national authorities.
- Advocates fair treatment and non-criminalization of seafarers during marine accidents or piracy incidents.

1.4.4 India's Engagement with ILO

- India is a founding member of the ILO and has ratified the MLC, 2006.
- DG Shipping has notified the Merchant Shipping (Maritime Labour) Rules, 2016 to implement MLC provisions.
- DG Shipping conducts Flag State inspections, port audits, and RPSL company monitoring to ensure ILO compliance.
- India has also set up mechanisms like DGCOM grievance portal, Maritime Labour Cells, and Shipping Masters for enforcement.

1.4.5 Impact of ILO on Crew Branch Operations

Sl. No.	Area	ILO Influence
1	Recruitment	Ethical recruitment via licensed RPS agencies under MLC Regulation 1.4
2	Contracts	Mandatory written Seafarer Employment Agreements (SEA)
3	Living Conditions	Onboard accommodation, food, and sanitation rules
4	Rest and Hours	Regulation of hours of work/rest (Regulation 2.3)
5	Safety	Training, equipment handling, and shipboard risk assessments
6	Grievance	Onboard and onshore complaint procedures required
7	Repatriation	Employer and RPSL duty to repatriate at no cost to seafarer
8	Social Security	Access to health care, pension, and welfare schemes

Table 3- Impact of ILO on Crew Branch Operations

1.4.6 Collaborations and Reporting

- India submits periodic compliance reports to the ILO.
- Tripartite Maritime Committees are established to review policy, involving:
 - DG Shipping (Government)
 - Maritime Unions (Workers)
 - INSA/FOSMA/MASSA (Employers)



1.5 United Nations Convention on the Law of the Sea (UNCLOS)

The United Nations Convention on the Law of the Sea (UNCLOS), 1982, is the global treaty that defines nations' rights and responsibilities over the world's oceans and maritime zones. While UNCLOS primarily governs territorial waters, navigation rights, and marine resources, it also has critical implications for seafarers and crew welfare.

1.5.1 Key Provisions Relevant to Seafarers

1. Flag State Jurisdiction (Article 94):

- Every ship must sail under the flag of a State.
- The flag State is responsible for enforcing crew-related laws such as manning, training, and working conditions.
- DG Shipping regulates Indian-flagged vessels under this article.

2. Port State Control (Article 218):

- Allows foreign countries (port States) to inspect ships for compliance with international conventions like MLC and MARPOL.
- Ensures uniform enforcement of seafarer safety, rights, and environmental rules.

3. Right to Shore Leave (Article 211 & 219):

- Port authorities must not restrict crew access to shore leave, medical care, or consular services, unless necessary for national security or safety.

4. Fair Treatment of Seafarers (Article 73 & Customary Practice):

- In the event of maritime incidents (e.g., pollution, piracy, collision), seafarers must not be arbitrarily detained or prosecuted.
- Supports India's commitment to non-criminalization of seafarers.

1.5.2 India's Implementation of UNCLOS

- India ratified UNCLOS in 1995.
- The Merchant Shipping Act, 1958, and associated DG Shipping rules give effect to UNCLOS provisions.
- Shipping Masters and Port Authorities oversee seafarer rights at Indian ports.
- DG Shipping ensures that Indian vessels follow international crew standards across maritime zones—territorial sea, EEZ, and high seas.



1.5.3 Impact on Crew Branch

Sl. No.	Area	UNCLOS Relevance
1	Flag State Control	Crew certification, vessel manning, and safety compliance
2	Port State Control	Inspections for MLC/STCW/ILO compliance
3	Legal Protection	Rights in piracy, detainment, and environmental prosecutions
4	Access to Shore Leave	Humanitarian access to shore leave and services

Table 4- UNCLOS Relevance

1.6 International Transport Workers' Federation (ITF)

The International Transport Workers' Federation (ITF) is a global union federation representing over 700 trade unions across 150+ countries, including maritime unions like NUSI and MUI in India. It advocates for the rights, welfare, and dignity of transport workers, with a major focus on seafarers' protection under international conventions.

1.6.1 Key Roles of ITF in Maritime Sector

- Defends seafarer rights against exploitation, unsafe work, and unfair dismissal.
- Works with ILO, IMO, and national maritime administrations like DG Shipping to uphold MLC, 2006 and ILO standards.
- Coordinates with port inspectors worldwide to inspect vessels for crew welfare compliance.
- Maintains a database of flagged vessels and flags of convenience (FOC) with risk-based monitoring.

1.6.2 Services to Seafarers

1. MLC/Contract Enforcement:

- Ensures seafarers are given fair wages, proper contracts (SEA), safe conditions, and timely repatriation.
- Helps crew facing abandonment, wage theft, or coercion.

2. ITF Ship Inspections:

- Conducts over 10,000 ship inspections annually to check for compliance with international labour standards.
- Informs DG Shipping or Port State Control in case of MLC violations.

3. Abandonment & Grievance Support:

- Offers emergency financial aid, legal support, and negotiations with shipowners.



- Collaborates with DGCOM grievance portal in India.

4. Solidarity through Unions:

- Supports maritime unions like NUSI and MUI in collective bargaining, welfare negotiations, and global coordination.

1.6.3 India's Engagement with ITF

- NUSI and MUI are affiliated members of ITF.
- Indian seafarers benefit from ITF-approved Collective Bargaining Agreements (CBAs).
- DG Shipping coordinates with ITF in cases of abandonment, unsafe vessels, or repatriation issues.

1.6.4 Impact on Crew Branch

Sl. No.	Area	ITF Contribution
1	Contract Support	Enforces fair contracts and wages
2	Welfare Monitoring	Ensures shipboard conditions meet MLC/ILO norms
3	Dispute Resolution	Assists in abandonment, unpaid wages, legal cases
4	Union Strengthening	Backs Indian maritime unions in global dialogue

Table 5- Impact on Crew Branch

1.7 National Union of Seafarers of India (NUSI)

The National Union of Seafarers of India (NUSI) is the oldest and largest maritime trade union representing Indian seafarers, founded in 1896. It plays a crucial role in safeguarding the rights, welfare, and working conditions of Indian ratings (non-officer seafarers) employed on national and foreign ships.

1.7.1 Core Functions of NUSI

- Acts as the official representative body of Indian seafarers for grievance redressal, collective bargaining, and legal support.
- Affiliated with the International Transport Workers' Federation (ITF) and recognized by DG Shipping and Indian shipowners.
- Negotiates Collective Bargaining Agreements (CBAs) with shipping companies to ensure minimum wages, working hours, and welfare benefits.

1.7.2 Key Services for Seafarers

1. Grievance Redressal:

- Assists crew in cases of unpaid wages, unsafe working conditions, or abandonment.
- Coordinates with DGCOM grievance portal and ITF to escalate issues.

2. Legal and Repatriation Support:

- Provides legal aid to seafarers in distress or wrongful termination.



- Supports family members of deceased or abandoned crew.

3. Training and Welfare:

- Offers training scholarships, skill development, and pre-sea orientation programs.
- Operates NUSI Welfare Fund for medical, educational, and pension assistance.

4. Emergency Relief & Solidarity:

- Provided COVID-19 crisis repatriation support, financial aid, and quarantine logistics.
- Runs helplines for urgent crew assistance.

1.7.3 Role in Indian Maritime Governance

- Participates in tripartite discussions with DG Shipping and shipowner associations (INSA/FOSMA).
- Member of various committees formed by the Ministry of Ports, Shipping & Waterways for maritime labour reform and MLC implementation.
- Supports DG Shipping in policy consultation, safety drives, and labour welfare initiatives.

1.7.4 Impact on Crew Branch Operations

Sl. No.	Area	NUSI Contribution
1	Labour Representation	Protects rights of Indian ratings globally
2	CBA Enforcement	Negotiates minimum standards with employers
3	Abandonment Cases	Liaises with DG Shipping for rescue and repatriation
4	Family Support	Runs welfare schemes for seafarer families

Table 6- NUSI's Contribution to Crew Branch

1.8 Seafarers' Unions & Trade Union Coordination

India's seafaring workforce is supported by a structured network of maritime trade unions that work in coordination with the government, shipowners, and international bodies to safeguard seafarers' rights. These unions play a key role in policy advocacy, collective bargaining, dispute resolution, and welfare administration.

1. Major Recognized Unions

- National Union of Seafarers of India (NUSI) – Represents ratings (non-officers).
- Maritime Union of India (MUI) – Represents officers.
- Forward Seamen's Union of India (FSUI) – Independent union representing both officers and ratings.
- Marine Engineers' Associations – Represent engineers and technical crew on board.



These unions are registered under the Trade Unions Act, 1926 and affiliated with international federations like the ITF (International Transport Workers' Federation) and ILO-based maritime committees.

2. Functions of Maritime Unions

- **Collective Bargaining:** Negotiate minimum wages, working hours, leave, repatriation, and social benefits through CBAs with employers and RPSL companies.
- **Legal Representation:** Represent seafarers in labour tribunals, DG Shipping proceedings, and international courts (in case of abandonment, unpaid wages, etc.).
- **Welfare Services:** Provide financial assistance, education grants, pension schemes, and support to families.
- **Policy Participation:** Represent worker voices in tripartite committees under DG Shipping and the Ministry of Ports, Shipping and Waterways.

3. Coordination with Government & Employers

- Seafarers' unions participate in the Maritime Labour Advisory Committee (MLAC), National Shipping Board, and Tripartite Maritime Forums, along with shipowner associations like INSA, MASSA, and FOSMA.
- They consult on new regulations, grievance handling frameworks, and implementation of MLC 2006, STCW, and DGS Notices.
- During national or global crises (e.g. COVID-19), unions coordinate repatriation, quarantine assistance, and emergency welfare with DG Shipping and MEA.

4. Impact on Crew Branch Operations

Sl. No.	Area	Role of Unions
1	Dispute Resolution	Mediate wage issues, abandonment, contract violations
2	Compliance Monitoring	Highlight cases of unsafe working or MLC breaches
3	Grievance Support	Assist crew in raising complaints via DGCOM or ITF
4	Regulatory Reform	Contribute to crew policy updates and feedback loops

Table 7- Role of Unions on Crew Branch Operations

Key Advantage: The presence of organized unions ensures a collective voice for Indian seafarers, protects them from exploitation, and promotes equitable treatment across flag States and shipowners.

1.9 Maritime Union of India (MUI)

The Maritime Union of India (MUI) is the official trade union representing Indian merchant navy officers. Established in 1939, MUI plays a critical role in ensuring the welfare, rights, and working conditions of officer-level seafarers aboard Indian and foreign-flagged vessels.



1.9.1 Key Roles and Responsibilities

- **Collective Bargaining:** MUI negotiates Collective Bargaining Agreements (CBAs) with national and international shipping companies to ensure minimum wages, leave, repatriation terms, and fair treatment of officers.
- **Legal Protection:** Offers legal aid to officers facing contract violations, detainment, or disciplinary actions. MUI coordinates with DG Shipping and international maritime bodies to resolve such issues.
- **Welfare & Financial Support:**
 - Provides education grants, medical relief, pension schemes, and family welfare support.
 - Runs officer welfare programs and emergency financial assistance in cases of death, disability, or abandonment.

1.9.2 Affiliations and Collaborations

- Affiliated with the International Transport Workers' Federation (ITF) and works closely with the ILO.
- Partnered with DG Shipping in formulating and implementing crew-related policy, especially those concerning officers' training, employment, and safety.
- Member of tripartite forums like the Maritime Labour Advisory Committee.

1.9.3 Major Services to Seafarers

Sl. No.	Service Area	MUI Contribution
1	Employment Contracts	Standardizes and secures terms for Indian officers
2	Grievance Redressal	Assists in wage disputes, unfair termination, abandonment
3	Certification & Policy	Engages with DG Shipping on STCW, CoC, and MLC issues
4	Welfare Schemes	Offers insurance, pensions, and emergency support to officers and families

Table 8 Major Services to Seafarers

1.9.4 Notable Contributions

- Played a major role during the COVID-19 pandemic by organizing crew changes and repatriation support in partnership with DG Shipping.
- Conducts awareness drives on mental health, gender inclusion, and seafarer safety in coordination with maritime training institutes.



1.10 Ministry of Ports, Shipping and Waterways (MoPSW)

The Ministry of Ports, Shipping and Waterways (MoPSW) is the nodal central ministry responsible for formulating policies, regulations, and strategies related to maritime transport, seafarer welfare, ports, and shipping in India.

It plays a crucial oversight role in ensuring that the rights and welfare of Indian seafarers are protected, in line with national legislation and international conventions such as MLC 2006, STCW, and UNCLOS.

1.10.1 Key Roles in Crew Governance

1. Policy Formulation:

- Sets national policy on merchant shipping, crew certification, maritime labour, and safety.
- Oversees implementation of the Merchant Shipping Act, 1958 and Maritime Labour Rules, 2016.

2. Oversight of DG Shipping:

- DG Shipping functions as the maritime regulator under the administrative control of MoPSW.
- Monitors performance, budget, regulatory output, and grievance redressal systems like DGCOM.

3. Inter-ministerial Coordination:

- Coordinates with the Ministry of External Affairs, Ministry of Labour, and Ministry of Home Affairs for crew repatriation, foreign postings, and emigration issues.

4. International Representation:

- Represents India at IMO, ILO, and international maritime conventions.
- Leads negotiations on seafarer rights, safety standards, and maritime environmental protection.

1.10.2 Recent Crew Welfare Initiatives

- Supported large-scale crew change operations during COVID-19 in coordination with DG Shipping, ITF, and shipowners.
- Promotes gender inclusion in shipping and support for Indian women seafarers.
- Initiated reforms in recruitment licensing (RPSL), maritime education quality, and digital monitoring of crew grievances.

1.10.3 Impact on Crew Branch

Sl. No.	Area	MoPSW Contribution
1	Legislation	Oversees MS Act, Maritime Labour Rules



Sl. No.	Area	MoPSW Contribution
2	Regulatory Oversight	Supervises DG Shipping operations
3	Welfare	Supports policy for safety, wages, mental health
4	Representation	Engages with international bodies for seafarer rights

Table 9 Role of MoPSW Contributions on crew Operations

1.11 Ministry of External Affairs (MEA)

The Ministry of External Affairs (MEA) plays a vital role in protecting Indian seafarers working overseas by handling diplomatic, legal, and consular matters. It serves as India's principal interface with foreign governments in cases involving Indian nationals onboard international vessels.

1.11.1 Key Responsibilities Related to Seafarers

1. Consular Support & Repatriation:

- Facilitates rescue, repatriation, and evacuation of Indian seafarers stranded or detained abroad.
- Coordinates with Indian Missions/Embassies in foreign countries during cases of abandonment, death, arrest, or injury.

2. Legal Assistance:

- Provides legal aid and consular access to seafarers facing detention or legal cases in foreign jurisdictions.
- Ensures fair treatment under UNCLOS and international maritime laws.

3. Coordination with DG Shipping & MoPSW:

- Works closely with DG Shipping to resolve cases involving:
 - Abandoned ships
 - Missing or deceased seafarers
 - Crew welfare during conflicts or emergencies (e.g., piracy, warzones)
- Supports issuance of No Objection Certificates (NOC) for deployment to sensitive regions.

4. Emigration & Verification:

- Oversees Emigration Clearance for non-deck/engine crew and repair technicians.
- Verifies authenticity of foreign shipowners and recruitment entities through Indian embassies.

1.11.2 Crisis Support Mechanism

- MEA activates Emergency Response Cells and provides helplines during:



- Conflicts (e.g., Ukraine, Red Sea)
- Maritime piracy incidents
- Natural disasters and global emergencies
- Maintains communication with seafarers' families and unions during ongoing cases.

1.11.3 Impact on Crew Branch Operations

Sl. No.	Area	MEA Support
1	Repatriation	Coordinates safe return of crew during crises
2	Legal Aid	Provides diplomatic/legal help abroad
3	Abandonment	Engages with flag States and embassies
4	Emergency Contact	Handles urgent family communications via missions

Table 10 Role of MEA on crew operations

1.12 Institutional Support to Crew Branch

The Crew Branch of DG Shipping functions through an integrated institutional framework involving ministries, statutory bodies, maritime unions, autonomous agencies, and international partners. This collaborative ecosystem ensures the enforcement of seafarer welfare, certification, grievance redressal, safety standards, and crisis response.

1.12.1 Key Institutional Stakeholders Supporting Crew Branch

S.No	Institution	Role
1	Ministry of Ports, Shipping and Waterways (MoPSW)	Parent ministry responsible for policymaking and oversight of DG Shipping. It supports reforms in maritime labour governance, RPSL licensing, and gender inclusion in seafaring.
2	Directorate General of Shipping (DG Shipping)	Nodal regulatory authority enforcing MLC, STCW, and MS Act rules for crew certification, employment, grievance handling, and safety compliance.
3	Mercantile Marine Departments (MMDs)	Regional enforcement units under DG Shipping conducting certification exams, inspections, and inquiries for crew matters.
4	Shipping Masters (Mumbai, Kolkata, Chennai)	Statutory authorities appointed under the MS Act to handle registration, signing-on/off, dispute resolution, and crew documentation.
5	Ministry of External Affairs (MEA)	Provides diplomatic support for abandoned, arrested, or missing seafarers abroad; coordinates with Indian Missions and embassies.
6	Ministry of Labour & Employment	Works on implementation of labour standards, social security, and crew inclusion in national schemes.
7	Seafarers' Welfare Fund Society (SWFS)	Administers welfare schemes for seafarers and their families, including education grants, death compensation, and pensions.
8	Seamen's Provident Fund Organisation (SPFO)	Maintains and manages provident fund accounts of seafarers as per MS Act regulations.



S.No	Institution	Role
9	Maritime Unions (NUSI, MUI, FSUI)	Represent seafarers' collective interests; participate in tripartite forums for policy advocacy, CBAs, and grievance redressal.
10	Indian Maritime University (IMU)	Central university under MoPSW, standardizing maritime education and training across India.
11	International Bodies (IMO, ILO, ITF)	Guide regulatory alignment with global maritime labour standards and seafarers' rights protection mechanisms.

Table 11 Key Institutional Stakeholders Supporting Crew Branch

1.12.2 Coordination Mechanism

- Tripartite Committees: Institutional platforms like the Maritime Labour Advisory Committee (MLAC) and Crew Welfare Committees include representation from government, shipowners, and unions.
- Digital Systems: Platforms like e-Governance, DGCOM, and e-Migrant enable real-time coordination, record keeping, and transparency.
- Crisis Management Cells: Set up during events like COVID-19 or warzone evacuations (e.g. Ukraine), with MEA and DG Shipping coordination.

This institutional network ensures the holistic functioning of India's Crew Branch, enabling it to uphold international commitments while serving the unique needs of Indian seafarers.



2

Indian Merchant Shipping (MS) Rules & Acts



2 Indian Merchant Shipping (MS) Rules & Acts

The Indian Merchant Shipping (MS) framework forms the legal backbone for regulating the rights, responsibilities, and welfare of seafarers serving on Indian and foreign-going ships. Anchored in the Merchant Shipping Act, 1958, and its associated Rules and Notifications, this framework is designed to align national maritime governance with international conventions such as the STCW and Maritime Labour Convention (MLC), 2006. This part outlines the statutory provisions, crew-specific rules, certification protocols, welfare safeguards, disciplinary mechanisms, and appeals procedures that directly affect the professional journey of Indian seafarers. It draws upon key MS Notices and DG Shipping circulars to provide clarity on legal obligations, safety standards, and administrative pathways relevant to crew management and protection.

2.1 Overview of MS Act, 1958

The Merchant Shipping Act, 1958 is the foundational legislation that governs all maritime affairs in India. It provides the legal framework for the regulation, development, and administration of Indian shipping, including the welfare, certification, and employment conditions of seafarers. The Act empowers the Directorate General of Shipping (DG Shipping) under the Ministry of Ports, Shipping and Waterways (MoPSW) to implement, enforce, and amend maritime regulations to align with international conventions.

2.1.1 Key Objectives of the MS Act:

- To ensure the safety and welfare of seafarers employed on Indian and foreign-flagged ships.
- To regulate the recruitment, placement, certification, and medical fitness of seafarers.
- To implement international maritime conventions like MLC, 2006 and STCW, 1978 into Indian law.
- To lay down processes for seafarer grievances, repatriation, and legal redressal.
- To establish responsibilities for Shipping Masters, RPSL agents, shipowners, and port authorities.

2.1.2 Structure of the Act:

The Act is divided into 21 Parts and over 450 Sections. Crew-related provisions are mainly concentrated in the following parts:

Sl. No.	Part	Title	Focus Areas (Crew-Specific)
1	V	Masters and Seamen	Recruitment, engagement, discharge, wages, grievances, repatriation, logbooks
2	VII	Safety of Life at Sea	Compliance with SOLAS, fire drills, emergency duties for crew
3	VIII	Prevention of Collisions	Navigational responsibilities relevant for deck officers
4	IX	Survey and Inspection	Ship surveys to ensure crew welfare and safety standards



Sl. No.	Part	Title	Focus Areas (Crew-Specific)
5	XII	Certification of Seamen	CoC, STCW training, medicals, CDC issuance
6	XIII	Shipping Casualties	Reporting and inquiry into deaths, injuries, and maritime incidents
7	XIV	Control of Indian Ships	Licensing, manning, fitness of vessels
8	XV	Wreck and Salvage	Duty of crew during accidents or salvage operations
9	XVI	Penalties	Provisions for penalties, suspension, or blacklisting under Sections 95, 109, 178–183

Table 12 Structure of the Act

2.1.3 Major Sections Impacting Seafarers:

S. No.	Section	Subject
1	Section 86–87	Certification of officers and crew
2	Section 95	Suspension or cancellation of CoC
3	Section 109	Discharge and repatriation rules
4	Section 118–122	Seafarers' wages, rights to compensation
5	Section 176	Medical fitness and treatment for seafarers
6	Section 206–212	Articles of Agreement, Official Log Books
7	Section 218–219	Death or disappearance inquiries
8	Section 298	Power to detain unfit ships
9	Section 457	Rule-making powers including MLC, STCW, CDC, RPSL, etc.

Table 13 Major Sections Impacting Seafarers

2.1.4 Integration with International Conventions:

The MS Act enables India to give legal effect to:

- **STCW Convention** – via STCW Rules
- **MLC, 2006** – via Maritime Labour Rules, 2016
- **ILO & IMO guidelines** – through circulars and executive orders
- **UN Convention on the Law of the Sea (UNCLOS)** – for jurisdictional and welfare rights

1. Administrative Bodies under MS Act:

- **DG Shipping** – Central enforcement authority
- **Shipping Masters** – For CDC, AoA registration, disputes
- **MMDs (Mercantile Marine Departments)** – Conduct CoC exams, inspections
- **Port Authorities & ROs** – Assist in audits, inspections, crew detentions

2. Enforcement and Penalties:

Violations of provisions (e.g., improper manning, illegal recruitment, abandonment of crew) may attract:



- License suspension (Section 95, 109)
- Blacklisting of companies (Section 178–183)
- Imprisonment or fine under penal provisions

2.2 Relevant Rules Governing Seafarers

India regulates seafarer-related matters under the Merchant Shipping Act, 1958 (MS Act) and its associated rules notified from time to time by the Directorate General of Shipping (DGS). These legal instruments cover recruitment, certification, employment conditions, training, repatriation, medical standards, and welfare of seafarers.

Below is the comprehensive list of relevant MS Rules and Act sections applicable to crew management:

2.2.1 Merchant Shipping (Maritime Labour) Rules, 2016

- Legal Basis: Section 457(1) of the MS Act, 1958
- Purpose: Implements the Maritime Labour Convention (MLC), 2006
- Key Provisions:
 - Minimum age, working hours, wages, food & accommodation, onboard complaints (Rules 3 to 16)
 - Repatriation and health protection (Rules 17 to 22)
 - Onboard medical care, SEA (Seafarers' Employment Agreement) (Rules 23 to 27)
 - Inspection, MLC Certification, and Recordkeeping (Rules 28 to 35)
- Applicability: All Indian ships and foreign ships at Indian ports

2.2.2 Merchant Shipping (Certificate of Competency) Rules, 1989 (as amended)

- Legal Basis: Section 78, 86, 87 of MS Act, 1958
- Purpose: Regulates issuance, examination, and revalidation of Certificates of Competency (CoC)
- Key Provisions:
 - Exam eligibility, process for various grades (Masters, Mates, Engineers)
 - Disqualification, suspension, and appeal procedures
 - Role of MMDs in examination and assessment

2.2.3 Merchant Shipping (Standards of Training, Certification and Watchkeeping for Seafarers) Rules, 2014

- Legal Basis: Section 78, read with STCW Convention, 1978
- Purpose: Implements STCW 1978 as amended (Manila Amendments)
- Key Provisions:
 - Approvals for Maritime Training Institutes (Rule 3–8)
 - Watchkeeping, hours of rest, refresher training (Rule 10–17)
 - Quality control, assessment of seafarer performance
- Integrated System: All certificates linked to DG e-Governance portal



2.2.4 Merchant Shipping (Official Logbook and Articles of Agreement) Rules, 2014

- Legal Basis: Section 206, 208, 209, and 212 of MS Act, 1958
- Purpose: Mandates maintenance and submission of:
 - Official Logbooks: Entries on illness, deaths, punishments, duty hours
 - Articles of Agreement (AoA): Contract between seafarer and employer
- Retention: Logbooks and AoAs must be retained for minimum 3 years
- Online Upload: Required on DG portal before sign-on

2.2.5 Merchant Shipping (Medical Examination) Rules, 2000

- Legal Basis: Section 88, 89, 176 of MS Act, 1958
- Purpose: Prescribes medical standards for Indian seafarers
- Provisions:
 - Pre-sea and periodic medicals mandatory
 - Examination by DGS-approved doctors only
 - Covers eyesight, hearing, cardiovascular health, and mental fitness
- Revalidation: Mandatory during CoC renewal and STCW refreshers

2.2.6 Merchant Shipping (Seafarers' Identity Document) Rules, 2016

- Legal Basis: Section 98 and 99 of MS Act, 1958
- Purpose: Issuance of biometric SID (under ILO Convention C185)
- Key Features:
 - Mandatory for port access and international travel
 - Issued through DG-approved SID centres
 - Valid for 10 years and linked to INDOS/e-Gov profile

2.2.7 Merchant Shipping (Recruitment and Placement of Seafarers) Rules, 2005 (RPS Rules)

- Legal Basis: Section 95, 109, 456, 457 of MS Act, 1958
- Purpose: Governs licensing and regulation of RPSL agencies
- Provisions:
 - Eligibility, application, renewal and suspension
 - Monthly Nil declarations, Article of Agreement uploads
 - Emigration clearance and medical check compliance

2.2.8 Merchant Shipping (Crew Accommodation) Rules, 1960

- Legal Basis: Section 283, 457 of MS Act, 1958
- Purpose: Specifies standards of accommodation on Indian ships
- Includes:
 - Minimum floor area
 - Light, ventilation, bedding, sanitary arrangements
 - Recreational and medical provisions onboard



2.2.9 Merchant Shipping (Provisions and Water) Rules, 1960

- Legal Basis: Section 175, 176, 457 of MS Act, 1958
- Purpose: Mandates nutritional standards and safe drinking water
- Application: All Indian ships and foreign vessels employing Indian crew

2.2.10 DG Shipping Implementation Bodies

- Shipping Masters, MMDs, ROs, and Port Welfare Officers are the enforcing authorities under these Rules.
- Violations may lead to suspension of CoC, cancellation of RPSL, or blacklisting under MS Act Sections 95, 109, and 178–183.

2.3 Safety and Welfare Provisions

Under the Merchant Shipping (Maritime Labour) Rules, 2016, and particularly MS Notice 16 of 2016, the following safety and welfare provisions are mandated for Indian seafarers. These align with Regulation 4 of the Maritime Labour Convention (MLC), 2006 and are legally enforced under the Merchant Shipping Act, 1958.

2.3.1 Repatriation (MS Notice 16 of 2016 & Rule 33 of MS (ML) Rules, 2016)

- **Eligibility:**
 - Completion of contract
 - In case of injury, illness, shipwreck, redundancy, or abandonment
- **Responsibility:** Shipowner must bear the full repatriation cost.
- **Documents Required:**
 - Valid AoA, CDC entries, Discharge Certificate, Medical report (if applicable)
- **Relevant MS Act Provisions:**
 - Section 159 (Repatriation of seamen)
 - Rule 33 of Merchant Shipping (Maritime Labour) Rules, 2016

2.3.2 Rest Hours (As per Rule 14 of MS (ML) Rules, 2016)

- **Minimum Rest Requirements:**
 - 10 hours rest in any 24-hour period
 - 77 hours rest in any 7-day period
- **Recording:**
 - Maintained in the ship's log and endorsed by the Master
 - Seafarers must sign the rest record monthly
- **Exceptions:**
 - Emergency situations with compensatory rest hours post-event
- **Inspection:** Port State Control and DGS audit



2.3.3 Health Protection, Medical Care & Hygiene

- **Medical Care Onboard:**
 - First aid, medical chest per WHO & DGS guidelines
 - Training of at least one crew in Medical First Aid or Care (STCW Reg VI/4)
- **Shore-Based Medical Access:**
 - Free medical care for injury/illness during service period
 - Costs borne by shipowner under Rule 38 of MS (ML) Rules
- **Sanitation & Accommodation:**
 - Routine inspection of:
 - Accommodation areas
 - Galley and food storage areas
 - Toilet and washing facilities
- **Relevant Provisions:**
 - Rule 41, 42, 43 of MS (ML) Rules, 2016
 - Section 174 of MS Act – Provisions for medicines and medical treatment

2.3.4 Welfare Facilities (MS Notice 16 of 2016 & Rule 37 of MS (ML) Rules)

- **Mandatory Welfare Access** (At sea or in port):
 - Free internet and communication (where feasible)
 - Recreational amenities: TV, indoor games, books, magazines
 - Access to port-based seafarer welfare centers (NUSI, MUI)
- **Funding:**
 - Shipowners encouraged to contribute to Seafarers' Welfare Fund Society (SWFS)

2.3.5 Inspection and Enforcement

- **Enforcement Bodies:**
 - Directorate General of Shipping
 - MMDs and Port Welfare Committees
- **Frequency:**
 - Annual and ad-hoc inspections
 - MLC Certification required for Indian flag ships ≥ 500 GT operating internationally

2.4 Disciplinary Procedures

(As per MS Notice 11 of 2024 & Merchant Shipping Act, 1958) The Directorate General of Shipping is empowered to take strict disciplinary action against seafarers and RPSL agencies for violations, misconduct, and fraudulent activity. MS Notice 11 of 2024 provides a comprehensive framework for legal and procedural enforcement.

2.4.1 Legal Provisions Under Merchant Shipping Act, 1958

S.No.	Section	Provision
1	Section 178	Inquiry into misconduct, insubordination, desertion.
2	Section 179	Penalties including wage forfeiture, imprisonment.



S.No.	Section	Provision
3	Section 181	Right to legal representation during inquiry.

Table 14 Legal Provisions Under Merchant Shipping Act, 1958

2.4.2 Powers Granted under MS Notice 11 of 2024 (03.06.2024)

DG Shipping may take the following disciplinary actions:

- **Debarment** of seafarers or RPSL agencies involved in:
 - Forgery or falsification of documents.
 - Human trafficking or abandonment of seafarers.
 - Submission of false data or misrepresentation.
- **Cancellation of CDCs** of individuals found guilty of:
 - Misconduct, desertion, criminal activity.
 - Use of forged documents for obtaining CDC or CoC.
- **Maintenance of a blacklist** of defaulting entities and individuals.
- **Public notice** and alerting port authorities, immigration offices, and foreign missions where required.

2.4.3 Step-wise Disciplinary Action Procedure

- **Reporting the Offence**
 - Complaint or report received by DG Shipping through internal monitoring, port authorities, RPSL audits, or seafarer grievances.
- **Preliminary Investigation**
 - DGS conducts a preliminary fact-check using internal systems like Seafarer Profile System, eGOV data, RPSL history, or direct correspondence.
- **Initiation of Formal Inquiry**
 - If prima facie evidence is found, DG Shipping formally issues a Show Cause Notice under Sections 178/179.
 - The notice includes allegations, documents relied upon, and opportunity to submit defence.
- **Right to Defence (Section 181)**
 - The accused (seafarer or RPSL) may:
 - Submit written representation.
 - Present supporting documents or evidence.
 - Engage legal counsel or authorised representative.
- **Hearing by Competent Authority**
 - DGS or authorised Inquiry Officer may hold a virtual/in-person hearing.
 - Examination of witnesses, evidence, and verification of documents.



- **Decision and Penalty**
 - After evaluation, the DG may issue:
 - **Warning or censure** recorded in the individual's profile.
 - **Temporary or permanent debarment** from maritime employment.
 - **Suspension or cancellation of CDC, RPSL license** or other documents.
- **Record in e-Governance Profile**
 - Final order is digitally updated in the **Seafarer Profile**, which reflects status like “Suspended”, “Blacklisted”, or “Debarred”.
- **Communication to Stakeholders**
 - DG Shipping communicates the disciplinary order to:
 - Port authorities
 - Indian Missions abroad
 - RPSL companies
 - MMDs and Shipping Masters
- **Additional Safeguards**
 - **Transparency:** All actions are backed by digital records and document trails.
 - **Fair Hearing:** No penal action is taken without giving the party a fair chance to defend.
 - **Public Interest:** Repeat offenders or agencies involved in human rights violations may be flagged to international organisations (e.g., ILO, IMO).

2.5 Seafarer Certification under MS Rules

Based on MS (CDC) Rules, 2017, MS Notices 03 of 2015 & 11 of 2016, and current DG Shipping practice) Seafarer certification in India is governed by a framework under the Merchant Shipping Act, 1958 and associated Rules and Notices. All certification processes are integrated into the DG Shipping e-Governance portal and require strict compliance with eligibility, training, and verification protocols.

2.5.1 Continuous Discharge Certificate (CDC)

- **Governing Rule:** Merchant Shipping (Continuous Discharge Certificate) Rules, 2017
- **Purpose:** A mandatory identity and service record document for all Indian seafarers employed on board vessels.
- **Eligibility Requirements:**
 - Completion of DG-approved pre-sea training
 - Possession of a valid INDoS Number
 - Medical Fitness Certificate from a DGS-approved doctor
- **Application Steps:**



1. Login to DG Shipping e-Governance Portal.
2. Select “Apply for New CDC” under Seafarer Certification services.
3. Upload:
 - Pre-sea course certificate
 - INDoS number
 - 10th class certificate
 - Aadhaar/passport
 - Passport-size photograph
4. Submit the application and pay applicable fees online.
5. Track status via dashboard. Once approved, CDC is dispatched by post and updated digitally.

2.5.2 Certificate of Competency (CoC)

- **Governing Provisions:**
 - Officers and Engineers: STCW Convention & MS (Exam) Rules.
 - Cooks: As per MS Notice 03 of 2015 and MS Notice 11 of 2016 (compliant with Regulation 3.2 of MLC, 2006).
- **Purpose:** A CoC certifies that the seafarer is qualified to perform duties specific to their rank or trade onboard ships
- **Key Requirements:**
 - Valid CDC and INDoS number.
 - Approved sea service experience.
 - Completion of competency training programs.
 - Clearance of written and oral examinations by DG Shipping.
- **Cook-Specific Requirements:**
 - Mandatory basic STCW courses and Cookery Course from DGS-approved institute.
 - Assessment of skills per MLC norms—food preparation, hygiene, dietary standards.
 - Issuance or endorsement of CoC by DG Shipping on successful completion.
- **Application Steps (General):**
 1. Login to e-Governance portal.
 2. Select “CoC Application” or “Cook CoC”.
 3. Fill form, upload documents (sea service letters, course completion, identity proofs).
 4. Schedule exam and pay fees.
 5. Appear for the competency test.
 6. CoC is issued digitally post-verification.
- **Seafarer Identity Document (SID)**
 - Governing Rule: In compliance with ILO Convention No. 185, introduced via DGS Circular and coordinated with Indian Seamen Welfare Board.



- Purpose: A biometric-enabled, globally verifiable ID document mandatory for seafarers working internationally.

- **Features:**

- Unique ID number
- Machine-readable
- Linked to INDoS and Aadhaar

Application Steps:

1. Visit <https://www.dgshipping.gov.in> → “SID” section.
2. Register with INDoS credentials.
3. Upload biometrics, ID proof, and photograph.
4. Book an appointment at SID issuance centre (Mumbai, Chennai, Kolkata, etc.).
5. Appear for biometric verification.
6. SID is issued and linked to the seafarer profile.

2.6 Penalty and Appeals Mechanism

Penalties and the appeal process for Indian seafarers and Recruitment & Placement Service License (RPSL) holders are codified under Sections 178 to 183 of the Merchant Shipping Act, 1958, and its associated Rules. These provisions are enforced by the Directorate General of Shipping, Shipping Masters, and Principal Officers of MMDs.

2.6.1 Legal Authority for Disciplinary Action

1. Relevant Provisions from the MS Act, 1958:

Sl. No.	Section	Description
1	Sec 178	Procedure for inquiry into misconduct, desertion, disobedience, or incompetence of seafarers.
2	Sec 179	Powers to impose penalties including wage forfeiture, detention, or imprisonment.
3	Sec 180	CDC/CoC suspension or cancellation for proven misbehaviour or fraud.
4	Sec 181	Seafarer's right to legal representation during inquiry.
5	Sec 182	Rights of the accused to defend and cross-examine.
6	Sec 183	Right to appeal against penalty to DG Shipping or Appellate Tribunal.

Table 15 Legal Authority for Disciplinary Action

2. Offences Attracting Penalties

Penalties may be imposed in the following scenarios:

- Submission of forged certificates, fake sea service documents, or tampered CDC/CoC/SID.
- Desertion, indiscipline, or refusal to join duty onboard.
- Misconduct such as harassment, intoxication, or non-compliance with shipboard duties.



- Non-compliance or fraudulent recruitment practices by RPSL companies.

Penalties may include:

- Suspension or cancellation of CDC/CoC/SID.
- Fines or wage forfeiture.
- Debarment of RPSL license or blacklist of seafarer.
- Reporting to international bodies under MLC, STCW, or Port State Control cooperation.

3. Step-Wise Appeal and Grievance Redressal Mechanism

- **Step 1: Filing a Representation**

- Submit a written representation to the Shipping Master or Principal Officer of the MMD with all relevant documents.
- Must be filed within 15 to 30 days from the date of receipt of penalty order, depending on the nature of penalty.

- **Step 2: Appeal to DG Shipping**

- If not satisfied with the outcome, file an appeal before the Director General of Shipping.
- Attach:
 - Copy of original penalty order
 - Supporting evidence or new facts
 - Legal justification or counterarguments

- **Step 3: Appeal to Merchant Shipping Appellate Tribunal**

- If the DG Shipping decision is also unsatisfactory, appeal can be filed before the Merchant Shipping Appellate Tribunal.
- The tribunal's decision is binding, subject to judicial review in higher courts.

4. Filing Mode:

All appeals must be submitted through the e-Governance portal of DG Shipping with auto-generated tracking IDs. Hard copies may be required to be sent to the relevant MMD or DG(S) office depending on the case.

5. Key Guidelines for Appeals

- Timely submission is essential—delayed appeals may be summarily rejected.
- Appeals without documents or without addressing specific charges are not entertained.
- Seafarer's profile is digitally updated with the status of the inquiry or appeal.



- The decision and communication are made available on the DG Shipping dashboard of the applicant.

6. Summary Table

S.No.	Action	Authority	Appeal Forum
1	CDC/ CoC/ SID Suspension	Shipping Master/ PO-MMD	DG Shipping → Appellate Tribunal
2	Blacklisting/ Debarment	DG Shipping	Appellate Tribunal
3	Fine / Wage Penalty	PO or Master	DG Shipping
4	Disciplinary Inquiry	As per Sec 178	Representation + Legal Counsel allowed

Table 16 Summary Table



3

Key Circulars and E-Governance Systems (Old and New)



3 Key Circulars and E-Governance Systems (Old and New)

3.1 Important Crew-related Circulars

3.1.1 Crew Circular 23 of 2022 – Issuance of Seafarer’s Identity Documents (SID)

This circular introduced a revised and technology-driven framework for the issuance of Seafarer’s Identity Documents (SID) to Indian nationals, aligning with the standards laid down in ILO Convention 185. It mandated biometric data capture and security integration, including fingerprint and facial recognition, to enhance identity verification. The SID issuance process was fully migrated to the DG Shipping’s e-Governance portal, eliminating manual paperwork and reducing delays. RPSL companies were instructed to verify SID authenticity before deploying seafarers, and MMDs/Shipping Offices were designated as biometric enrolment centres. The move strengthened global acceptance of Indian seafarers’ credentials and facilitated secure international maritime travel.

3.1.2 Crew Circular 3 of 2023 – Modification of Online e-Governance Module for RPSL

This circular revised the e-Governance module used for monitoring and managing Recruitment and Placement Service License (RPSL) agencies. It introduced new digital workflows to automate the processing of license applications, renewal audits, and monitoring of compliance with crew engagement rules. The system also enabled integration of sea service verification modules and raised audit transparency by recording agency activities in real time. The reforms promoted efficiency, accountability, and data reliability across RPSL operations and enhanced DG Shipping’s oversight capabilities.

3.1.3 Crew Circular 7 of 2023 – Statistics of Indian Seafarers (2010–2022)

Through this circular, the Directorate General of Shipping released a comprehensive statistical report covering 12 years (2010–2022) of Indian seafarers’ deployment. It categorized seafarers based on ship type (foreign-flagged vs Indian-flagged), rank (officer, ratings, trainee), and RPSL engagement patterns. The data was intended to inform stakeholders—policy makers, unions, and maritime training institutes—about sector trends, training needs, and demand-supply gaps. It also enhanced India’s ability to advocate in global maritime forums with accurate workforce evidence.

3.1.4 Crew Circular 6 of 2024 – Issue of E-Migrations due to E-Migrate Portal Upgrade

Due to a significant upgrade in the Ministry of External Affairs’ e-Migrate portal, this circular provided operational guidance to seafarers and RPSL agencies. It laid out steps to ensure continuity in migration approvals for Indian seafarers despite ongoing system updates. Key actions included use of interim clearance certificates, revised timelines for AoA validation, and



provision of direct helplines for technical support. The circular also directed RPSLs to maintain detailed communication logs in case of delays and to coordinate with Protector of Emigrants (PoE) for manual clearances where required. This temporary arrangement aimed to prevent voyage cancellations and protect seafarers' employment.

3.1.5 Crew Circular 8 of 2024 – Constitution of Seafarers Welfare Board Audit Team (SWBAT)

This landmark circular constituted the Seafarers Welfare Board Audit Team (SWBAT)—a multi-disciplinary inspection body under the aegis of DG Shipping. SWBAT was tasked with conducting periodic audits at Indian ports, focusing on the availability and quality of seafarer welfare facilities such as accommodation, sanitation, medical access, rest areas, recreation spaces, and grievance redress infrastructure. The circular mandated port authorities and shipping companies to extend full cooperation. Findings from SWBAT inspections would be submitted to the DG Shipping and used for further policymaking. The aim was to ensure compliance with Regulation 4.4 of the Maritime Labour Convention (MLC), 2006 and Sections 157–159 of the Merchant Shipping Act, 1958, thus strengthening welfare delivery on-ground.

3.1.6 Crew Circular 25 of 2024 – Changes to E-Migrate System: Alerts, Port/Country Join Info, Sea Service Viewing by Seafarers

This circular introduced a set of crucial reforms in the e-Migrate system to enhance seafarer awareness, safety, and control over their employment records. It mandated the implementation of real-time SMS alerts for seafarers upon sign-on or sign-off, indicating the port and country of joining. Additionally, it introduced a dedicated dashboard within the DG Shipping portal where individual seafarers could view and acknowledge their sea service details, voyage history, and RPSL engagement status. These features aimed to minimize data manipulation, increase transparency, and empower seafarers with direct access to their employment records. The move also helps resolve disputes over service documentation and reduces dependence on intermediaries.

3.1.7 Crew Circular 11 of 2024 – Disciplinary Framework for Seafarers and RPSL Agencies

This circular provided a comprehensive legal framework for disciplinary proceedings against seafarers and RPSL agencies involved in misconduct, abandonment, forgery, or regulatory non-compliance. Under Sections 178–181 of the Merchant Shipping Act, 1958, DG Shipping was empowered to:

- Cancel or suspend CDCs and CoCs,
- Blacklist individuals or companies,
- Impose penalties or initiate legal action. It also laid out a procedural roadmap: preliminary inquiry, opportunity to be heard, legal representation, final decision, and public disclosure of disciplinary action. The circular marked a shift toward stricter governance and higher professional standards in Indian seafaring



3.1.8 Crew Circular 13 of 2024 – Mandatory Uploading of Articles of Agreement (AoA)

This circular mandated that all Articles of Agreement (AoA) between the seafarer and the employer must be uploaded to the DG Shipping portal prior to sign-on. The AoA must include voyage-specific details, wages, duration, and mutual obligations, and must be signed by both parties digitally. This initiative aimed to reduce contract-related disputes and allow seafarers to verify the exact terms of employment before boarding. RPSL agencies were held responsible for compliance, with failure leading to suspension of recruitment privileges.

3.1.9 Crew Circular 15 of 2024 – Revised Guidelines for Cookery Certification

This circular introduced updated certification norms for shipboard cooks, aligning them with Maritime Labour Convention (MLC), 2006 standards. It required all cooks to undergo training from MLC-compliant institutes. The circular also stated that any duplication of cook certificates must be requested through the DG Shipping portal, with biometric verification and supporting affidavits. This regulation addressed rising complaints of forged cook certifications and aimed to standardize food safety and hygiene on board vessels.

3.1.10 Crew Circular 19 of 2024 – Mandatory Reporting of Medical Repatriation Cases

This circular emphasized that all cases of seafarer medical repatriation must be reported to the DG Shipping Medical Cell along with full treatment records, nature of illness, hospital details, and repatriation logistics. The directive applied to both RPSL agencies and shipowners. Non-compliance would invite scrutiny and possible penalties under the MS Act's welfare and safety provisions. The objective was to strengthen oversight of onboard health conditions and facilitate better data for maritime health policy planning.

3.1.11 Crew Circular 2 of 2025 – Seafarers' Financial & Mental Well-being Data Collection

This circular proposed a structured initiative to collect data on the financial and mental well-being of Indian seafarers. RPSL agencies were directed to administer self-declaration forms and report cases of stress, financial hardship, or mental health challenges faced by crew members. The objective was to create a national baseline for policy interventions, support programs, and mental health services in collaboration with the Ministry of Ports, Shipping and Waterways (MoPSW) and other stakeholders. It marked the first formal attempt by DG Shipping to integrate wellness metrics into seafarer policy.

3.1.12 Crew Circular 8 of 2025 – Extension of Articles of Agreement Beyond 9 Months

These circular addressed complications arising when crew Articles of Agreement (AoA) exceeded 9 months due to force majeure (e.g. port delays, medical emergencies). It permitted shipping companies and RPSL agencies to apply for special approvals from DG Shipping for



contract extensions. The requests had to be justified with documentation and crew consent. The circular provided a clear framework for handling such exceptions while ensuring crew rights were not compromised, in line with Regulation 2.1 of MLC and Indian MS Act norms.

3.1.13 Crew Circular 12 of 2025 – Visa Exemption for Maltese Port Joining

This circular formalized visa exemption procedures for Indian sea crew traveling to join vessels at ports in the Republic of Malta, under a bilateral facilitation agreement. It clarified the documentation required for airport transit, port authorities, and Maltese immigration. The exemption was aimed at streamlining crew movement, preventing port delays, and ensuring legal entry without additional visa processes. RPSL companies were instructed to ensure crew had valid SID, CDC, employment contract, and company letters at embarkation.

3.1.14 Crew Circular 13 of 2025 – Employment Statistics of Indian Seafarers (2010–2024)

This statistical circular published year-on-year data of Indian seafarer deployment across Indian and foreign-flagged vessels from 2010 to 2024. It included detailed tables by rank, vessel type, flag, and RPSL company. The circular served as a key reference for manpower forecasting, training policy, and India's positioning in the global maritime labour market. It reflected increasing Indian seafarer presence, especially in tankers and cruise segments.

3.1.15 Crew Circular 14 of 2025 – Constitution of Expert Committee for Seafarers Manual

This circular announced the formation of an Expert Committee tasked with drafting a comprehensive Seafarers Manual for India. It invited nominations from maritime training institutes, unions, RPSL companies, and shipping operators. The committee's mandate included compiling operational, legal, welfare, and grievance redressal processes for Indian seafarers in one structured document. The final Manual was to be published under the guidance of DG Shipping and MoPSW for public use and institutional reference.

3.1.16 Crew Circular 28 of 2025 – Maritime Advisory on Persian Gulf Deployment

Based on advisories from the Ministry of External Affairs (MEA) and the Indian Embassy in Tehran, this circular warned Indian seafarers and companies against taking up employment on vessels heading to high-risk zones in the Persian Gulf and surrounding waters. The circular flagged the risk of detentions, blacklisting, and imprisonment due to regional tensions. RPSL agencies were instructed to obtain seafarer consent and share voyage details with DG Shipping in such cases. It highlighted safety, security, and diplomatic coordination priorities in crew deployment.

3.2 E-Governance System (Old and New)

3.2.1 E-Governance System (Old) for Crew-Related Modules

The E-Governance System implemented by the Directorate General of Shipping aimed to digitize and streamline services related to Indian seafarers. Before the introduction of



upgraded systems, the old E-Governance platform facilitated several crew-related processes through defined modules. The key modules were:

3.2.1.1 INDOS (Indian National Database of Seafarers)

7. Objective:

To maintain a centralized and unique identification system for all Indian seafarers.

8. Key Features and Steps:

- INDOS number was mandatory for admission into DG-approved maritime courses.
- Maritime Training Institutes (MTIs) had login access to register candidates.
- Steps:
 - i. MTI logs into the portal with credentials.
 - ii. Fills candidate details along with photograph and documents.
 - iii. System validates and generates a unique INDOS number.
 - iv. Candidate receives INDOS Certificate online or via MTI.
- Linked with Aadhaar and biometric data (in later years) for authentication.

3.2.1.2 CDC (Continuous Discharge Certificate)

9. Objective:

To issue and track CDCs in a secure, transparent manner under the MS (CDC) Rules, 2017.

10. Key Features and Steps:

- Applications could be filed by:
 - Individual seafarers, or
 - MTIs and RPSL companies for batch applications.
- Digitally verified documentation, including sea service, medicals, and pre-sea training.
- Steps:
 - i. Applicant logs into DG Shipping portal.
 - ii. Uploads scanned copies of required documents.
 - iii. System checks training completion and INDOS linkage.
 - iv. Application is reviewed by the Seafarer Branch.
 - v. CDC is generated and dispatched after approval.
- Reduced chances of forgery through real-time verification with INDOS data.

3.2.1.3 RPSL Companies Module

11. Objective:

To manage and regulate Recruitment and Placement Service Licence (RPSL) processes.

12. Key Features and Steps:



- Enabled online application, renewal, and compliance monitoring for RPSL agencies.
- Maintained database of active and blacklisted RPSLs.
- Steps:
 - i. RPS agency applies for fresh license or renewal via portal.
 - ii. Uploads documents (bank guarantee, infrastructure details, compliance history).
 - iii. System checks for previous defaults and active grievances.
 - iv. On approval, RPSL number is issued and displayed on the portal.
 - v. RPSL logs into the portal to:
 - Manage crew lists.
 - Upload Articles of Agreement (AoA).
 - Report sign-on/sign-off events.
 - Submit quarterly and annual compliance reports.
- Integrated with grievance redressal and audit systems.

13. System Limitations:

- The old E-Governance platform lacked real-time integration with immigration and port databases.
- Manual verification delays, especially for CDC processing and AoA uploads.
- Gradual transition to newer systems began around 2023–2024, with improved dashboards and automated alerts (e.g., SMS updates for sign-on).

3.2.2 E-Governance System for Seafarers – e-Samudra (New System)

14. Introduction

The e-Samudra system is the next-generation e-Governance platform launched by the Directorate General of Shipping (DGS), Ministry of Ports, Shipping & Waterways. It replaces the legacy systems and offers an integrated digital framework for all services related to seafarer certification, documentation, and regulatory compliance.

Developed in line with Digital India and MLC (Maritime Labour Convention) guidelines, e-Samudra enhances transparency, security, and efficiency in maritime governance.

15. Scope of the System

The e-Samudra platform is built to cover the complete lifecycle of a seafarer's interaction with DGS services, including but not limited to:

- CDC Application and Renewal
- Issue of Certificate of Competency (CoC) & Proficiency (CoP)
- Cook CoC Issuance (MLC-Compliant)
- Suspension/Revocation Process of CoC/CDC



- Document Authentication and e-Verification
- Automated e-Mail/SMS Alerts for Document Status
- BharatKosh and PFMS linked platform for smooth processing of payments.

The platform links with INDoS, Aadhaar, and biometric systems, ensuring seamless verification and digital records.

16. Objectives

- Streamline seafarer services under a single digital umbrella.
- Automate and standardize procedures to reduce human interface.
- Enable real-time data sharing between DGS, MMDs, RPSL agencies, and Training Institutes.
- Eliminate manual delays, ensure security of data, and enable prompt decision-making.
- Empower seafarers to track their own documentation lifecycle and grievances online.

17. Key Modules under e-Samudra

The following modules and sub-modules are in the application development phase and expected to Go-Live by last quarter of 2025:

- **Seafarer and Related Processes and Available Services, CDC Sub-Module**
 - Apply for fresh CDC
 - Apply for revalidation/lost/damaged CDC
 - Upload training and medical records
 - Track status through SMS/e-mail alerts
- **CoC / CoP / GMDSS / Cook Certificate Module**
 - Apply for Certificate of Competency or Proficiency
 - Upload training, STCW compliance documents
 - Schedule examination and oral interview dates
 - Download result and verification letter digitally
- **Suspension & Cancellation Module**
 - Enables automated triggers for suspension due to:
 - Grievance redressal decisions
 - Abandonment cases
 - Forgery or fraud



- Sends automated show-cause notices
- Captures officer remarks, supporting documents
- Records DG/MMD approval digitally
- **Document Verification & Authentication**
 - Allows ports, embassies, and employers to verify SID, CoC, CDC online
 - Ensures authenticity of documents through digitally signed QR codes
- **Seafarer Dashboard**
 - Unified dashboard for each seafarer
 - Access to all past and ongoing applications
 - Grievance status, sea service logs, certificate expiry alerts

18. Steps in Using e-Samudra for Seafarers

- i. **Step 1: Registration**
 - Seafarer registers on the e-Samudra portal using INDoS Number and Aadhaar credentials.
- ii. **Step 2: Profile Completion**
 - Uploads photo, biometric data, training details, medical certificate, and documents.
- iii. **Step 3: Service Selection**
 - Selects service: e.g., CDC Issue/Revalidation, CoC Application, Suspension Response.
- iv. **Step 4: Document Upload**
 - Scanned copies of required certificates, affidavits, and STCW courses are uploaded.
- v. **Step 5: Payment & Submission**
 - Fee payment via digital gateway.
 - Application is submitted to nearest MMD for digital scrutiny.
- vi. **Step 6: Verification & Approval**
 - MMD official reviews documents, schedules oral/written exams (where required).
 - Final approval granted via system with digital certificate issued.
- vii. **Step 7: Digital Delivery**
 - Seafarer can download certificates or receive digitally signed copy via email/SMS.
- viii. **Step 8: Tracking & Appeals**
 - All actions recorded.
 - If suspended, the seafarer can upload explanation and initiate appeal via dashboard.

19. Benefits of e-Samudra for Seafarers



- Fully online, paperless, and faster processing.
- One-click access to all records and pending applications.
- Integrated with DG Shipping databases and Aadhaar for identity verification.
- Real-time SMS/email updates on progress.
- Minimizes corruption or manual delay.
- Direct access to grievance, disciplinary notices, and appeal functions.

20. Key Improvements with e-Samudra

- **Unified Access:** One platform for all services with seamless navigation.
- **Self-Reliance:** Seafarers empowered to manage and track their documents.
- **Transparency:** Reduces manual interference; digitally timestamped decisions.
- **Efficiency:** System-driven verification speeds up approvals.
- **Compliance & Safety:** Direct linkages to welfare audits, medical repatriation reports, and RPSL monitoring.

3.2.3 Comparison of Old vs New e-Governance Systems for Seafarers

S. No.	Aspect	Old e-Governance System	New e-Samudra System
1.	Platform Name	DG Shipping e-Governance Portal (legacy modules)	e-Samudra Portal
2.	Launch Period	Initiated in early 2010s	Phased rollout from August 2025 onwards
3.	Key Modules	INDOS, CDC, CoC, CoP, GMDSS, RPSL licensing, MLC inspection, Grievance	Seafarer related processes and available services (CDC, CoC Suspension), Shipping Entity and available services (Ship Registration, Charter Permissions and Licensing), Ports and SBFA (Shipbuilding financial assistance)
4.	User Interface	Outdated interface with multiple login modules and poor navigation	Modern, responsive UI with single sign-on and role-based dashboards
5.	Document Uploads	Limited formats; required PDF uploads separately for each module	Unified digital document upload with format validation and single upload point
6.	Verification Mechanism	Manual verification at MMDs; limited online tracking	Real-time status tracking with e-signatures, officer comments, and automatic QR verification



S. No.	Aspect	Old e-Governance System	New e-Samudra System
7.	Alerts & Notifications	No real-time alerts; relied on email or physical visits	SMS/email alerts at every milestone – application submission, processing, approval, rejection
8.	Data Integration	Partial integration; duplication of training and personal records	Fully integrated with INDoS, Aadhaar, biometric verification; centralized seafarer profile
9.	Grievance/Disciplinary	Managed via emails or manual uploads; delay in responses	Built-in modules for disciplinary show-cause notices, suspension, appeals, and case tracking
10.	Seafarer Dashboard	Not available; users had to check each module separately	Central dashboard for all documents, applications, exams, and grievances
11.	Authentication	Required visits to MMDs or physical signature verifications	Fully digital with OTP-based Aadhaar login and e-authentication of documents
12.	RPSL Oversight	Basic licensing module, no live compliance tracking	Includes sea service records
13.	Port Welfare Compliance (SWBAT)	New module for auditing seafarer welfare at ports under SWBAT	Not Covered
14.	Transparency & Self-Service	Low – relied on MMD office for updates	High – seafarers can view service history, and download documents directly
15.	Time Taken for Certificate Issue	20–45 days depending on MMD load	5–10 days on average (post-document upload & verification), with real-time status updates

Table 17 Comparison of Old vs New E-Governance Systems for Seafarers



4

Governance of Welfare Schemes and Provident Fund



4 Governance of Welfare Schemes and Provident Fund

4.1 Memorandum of Association of Seafarers' Welfare Fund Society (SWFS)

The Seafarers' Welfare Fund Society (SWFS) was established as a registered society under the Societies Registration Act, 1860, and functions under the administrative control of the Directorate General of Shipping, Ministry of Ports, Shipping and Waterways (MoPSW), Government of India.

1. Name and Registration

- **Name:** Seafarers' Welfare Fund Society (SWFS)
- **Registered Under:** Societies Registration Act, 1860
- **Jurisdiction:** Entire territory of India, with its headquarters at Mumbai.

2. Objectives of the Society

The core objectives of SWFS are as follows:

- To promote and implement welfare schemes for Indian seafarers and their families.
- To disburse benefits related to education, health, housing, death compensation, and other social welfare services.
- To manage and utilise the Seafarers Welfare Fund collected under the Merchant Shipping Act, 1958 (particularly under **Section 161**).
- To coordinate with other national and international welfare agencies and maritime bodies for improving seafarer welfare.
- To take up welfare measures as directed by the Government of India, including emergency relief in cases of natural calamities or industrial disasters involving seafarers.

3. Scope of Welfare Activities

Welfare schemes operated by SWFS may include:

- Educational assistance (school fees, scholarships)
- Medical grants
- Insurance support
- Housing or marriage-related grants
- Compensation in case of death, injury, or disability
- Any other scheme as approved by the Board of SWFS

4. Structure and Governance



- **Chairman:** Director General of Shipping (ex-officio)
- **Vice Chairman:** Additional DG or nominated official
- **Members:** Representatives from MoPSW, seafarers' unions, shipowners, and nominated experts
- **Secretary:** Appointed by DG Shipping to manage day-to-day operations
- **Board Meetings:** At least once every six months or as decided by the Chairman

5. Financial Administration

- Funds are maintained under a dedicated corpus called **Seafarers Welfare Fund**.
- Contributions come from:
 - Government grants
 - Contributions under Section 161 of the MS Act, 1958 (collected from shipping companies)
 - Voluntary donations
 - Interest income and investment returns
- Audits are conducted annually by a government-authorised agency.
- Utilisation is monitored through quarterly reports submitted to the DG Shipping and Ministry.

6. Amendments and Dissolution

- Any amendment to the MoA can be carried out by the Governing Body with a two-thirds majority.
- Dissolution of the society, if required, will be as per the provisions of the Societies Registration Act, 1860, and remaining funds will be transferred to another government-designated body working for maritime welfare.

7. Key Operational Steps

- **Proposal of Scheme:** A proposal for a new welfare scheme is initiated by DG Shipping or SWFS Board members.
- **Board Approval:** The SWFS Board reviews and approves the scheme after financial feasibility analysis.
- **Notification:** Approved scheme is notified through official DG Shipping circulars or website.
- **Application:** Eligible seafarers/families apply via prescribed forms available on DG Shipping/SWFS portals.



- **Verification:** Applications are verified against eligibility and supported with INDOS, CDC, and bank documents.
- **Disbursal:** Fund disbursement is done via DBT (Direct Benefit Transfer) to the beneficiary's bank account.
- **Audit and Review:** Each scheme undergoes quarterly monitoring and annual financial audit.

4.2 List of Welfare Schemes (Education, Insurance, etc.)

The Seafarers Welfare Fund Society (SWFS) operates a comprehensive range of welfare schemes for Indian seafarers and their dependents. These schemes span across education, medical support, insurance, and social security. Below is a detailed overview:

1. Education Assistance Scheme

- **Objective:** To support the children of seafarers in pursuing education at various levels.
- **Coverage:** School (Class I–XII), Undergraduate, Postgraduate, Professional courses (like Engineering, Medicine, Law).
- **Eligibility:**
 - Must be a child of a registered Indian seafarer (INDoS/CDC holder).
 - Minimum eligibility marks apply (e.g., 60% for UG/PG).
- **Benefits:**
 - Scholarships ranging from ₹5,000 to ₹50,000 depending on level and performance.
- **Steps:**
 - i. Submit application form with academic transcripts.
 - ii. Attach parent's seafarer documents (INDoS, CDC, RPSL Letter).
 - iii. Approval by SWFS Committee and direct bank transfer to beneficiary.

2. Medical Assistance Scheme

- **Objective:** To assist seafarers and their families in managing major medical treatments and expenses.
- **Coverage:** Life-threatening ailments such as cancer, heart surgery, dialysis, organ transplants, etc.
- **Eligibility:**
 - Seafarer must have minimum sailing tenure as per SWFS norms.
- **Benefits:**
 - Up to ₹2,00,000 provided as one-time support.



- **Steps:**
 - i. Submit medical documents (diagnosis, treatment plan, cost estimate).
 - ii. Verification of seafarer service history.
 - iii. Medical Board approval and sanction of financial assistance.

3. Death and Disability Compensation Scheme

- **Objective:** To provide financial relief to families of deceased or disabled seafarers.
- **Eligibility:**
 - Registered Indian seafarers with valid CDC who die or suffer total/partial disability due to maritime service.
- **Benefits:**
 - ₹2–5 lakh depending on nature of disability or death.
- **Steps:**
 - i. Application by legal heir or guardian.
 - ii. Submission of death certificate, post-mortem report, employer letter.
 - iii. Committee decision and direct disbursement.

4. Natural Calamity Relief Scheme

- **Objective:** To offer relief to seafarers or families affected by natural disasters (floods, earthquakes, etc.).
- **Benefits:**
 - ₹25,000–₹50,000 based on severity.
- **Steps:**
 - i. Submit damage report and location proof.
 - ii. SWFS field verification.
 - iii. One-time grant approval.

5. Assistance to Women Seafarers

- **Objective:** Special support for Indian women seafarers during maternity, employment gaps, or emergency conditions.
- **Benefits:**
 - Maternity benefit up to ₹50,000.
 - Temporary unemployment stipend for max 6 months.
- **Eligibility:**
 - Valid INDoS number and sailing record.



6. Insurance Cover Linked with SPFO

- **Objective:** Life cover linked to savings under the Seafarers Provident Fund Organisation (SPFO).
- **Coverage:**
 - ₹1.5 lakh life insurance for all active contributors.
- **Steps:**
 - Automatic coverage on SPFO account activation.
 - Nominee details must be submitted during enrolment.

7. Financial Assistance to Stranded/Abandoned Seafarers

- **Objective:** Emergency support to Indian seafarers abandoned abroad without salary or food.
- **Process:**
 - Case referred by DG Shipping or Indian Mission.
 - Support includes repatriation costs, food allowance, legal aid.

8. Special One-Time Schemes (Time-Bound)

- **Examples:**
 - COVID-19 Relief Fund (2020–2021).
 - Pandemic Compensation for stranded seafarers.
- **Note:** These are notified via DGS Orders and operate with specific deadlines.

4.3 SPFO – Roles, Contributions, Withdrawals

1. Roles and Structure

- **Establishment & Objective:** The Seamen's Provident Fund (SPF) was instituted under The Seamen's Provident Fund Act, 1966 to provide long-term savings and retirement benefits for seafarers.
- **Governing Body:**
 - **Board of Trustees** (Section 5) – A corporate body with perpetual succession, comprising:
 - Chairman (appointed by the Central Government)
 - Up to 3 Government officials
 - 3 employer representatives
 - 3 seafarer representatives



- Head Office – Located in Mumbai unless otherwise notified.
- **Administration:** The Fund vests in and is administered by the Board, which also performs functions assigned under the Act/Scheme.
- **Committees:** The Board may form committees for specific functions, which can include non-members (not exceeding half of committee strength).
- **Key Officers:**
 - **Seamen's Provident Fund Commissioner** – Chief Executive Officer of the Board.
 - **Deputy Commissioners** – Assist in operations.
 - Other officers and staff appointed for administration.

2. Contributions

- **Applicability:** All employers and seamen covered under the Act/Scheme.
- **Rates of Contribution:**
 - Pre-1968: 6% of wages
 - 1968–1977: 8% of wages
 - Post-1977: 10% of wages (or higher rate specified in the Scheme)
- **Equal Contribution:** The seaman contributes an amount equal to the employer's contribution.
- **Payment Method:**
 - Employer pays both shares (employer + employee) and recovers the employee's share from wages.
 - Additional sums towards administrative expenses as per Scheme.
- **Rounding Off:** Amounts of ₹0.50 or more rounded to next rupee; less than ₹0.50 ignored.
- **Determination of Dues:** SPFO Commissioner/Deputy Commissioner can determine dues after inquiry.
- **Recovery of Arrears:** Treated as arrears of land revenue and recoverable by Government.

3. Withdrawals

- **Eligibility & Conditions:**
 - Conditions for withdrawal are set in the Scheme (Schedule Item 8).



- Withdrawals allowed under specific circumstances (e.g., retirement, permanent disablement, death, or as per other Scheme provisions).
- **Nomination:** Every member nominates a person to receive the balance in case of death. Nominations can be updated.
- **Deductions & Forfeitures:** May be applied in accordance with Scheme provisions; the maximum deduction amount is also prescribed.
- **Interest:** Rate fixed by the Government in consultation with the Board.
- **Transfer of Account:** If a seaman permanently leaves the profession for employment under EPF Act establishments, balance can be transferred to the new PF account upon request.

4. Protections & Restrictions

- **Non-attachment of Funds:** Balance in a member's account is protected from legal attachment for debts/liabilities.
- **Priority in Insolvency/Winding Up:** SPF dues have priority over other debts.
- **Employer Restrictions:** Cannot reduce wages or other retirement benefits due to SPF liability.

5. Compliance & Oversight

- **Inspectors:** Appointed by Government to ensure compliance, inspect records, and investigate breaches.
- **Penalties:** False statements, defaults, or contraventions can lead to fines or imprisonment.
- **Damages for Default:** Government may levy damages (up to 25% of arrears).
- **Exemptions:** Granted if alternate provident fund/pension benefits are not less favourable than SPF.

4.3.1 SPFO – Roles, Contributions, Withdrawals (Process Flow)

1. Contribution Process

i. Step 1 – Applicability Check

- Confirm the seafarer is covered under the Seamen's Provident Fund Act, 1966.
- Verify employer registration with SPFO.

ii. Step 2 – Wage & Contribution Calculation

- Calculate 10% of monthly wages (or rate prescribed in the Scheme).
- Employer's share = Employee's share.

iii. Step 3 – Employer Payment



- Employer deposits both shares (employer + employee) to the SPF account within due dates.
- Deduct employee's share from wages.
- iv. **Step 4 – Documentation**
 - Maintain wage records, contribution challans, and employee-wise registers.
- v. **Step 5 – Remittance**
 - Submit contributions (with administrative charges) to SPFO through authorised banking channels or e-payment (if enabled).
- vi. **Step 6 – Confirmation**
 - Employer receives acknowledgement/receipt from SPFO.
 - Update employee's passbook/account.

2. Withdrawal Process

- i. **Step 1 – Eligibility Check**
 - Seafarer meets withdrawal conditions under the SPF Scheme (retirement, disablement, death, or other permitted reasons).
- ii. **Step 2 – Application Submission**
 - Seafarer or nominee submits withdrawal form (as per Scheme) to SPFO through employer or directly (if permitted).
 - Attach required documents (identity proof, nomination, bank details, supporting medical/death certificate if applicable).
- iii. **Step 3 – Verification**
 - SPFO verifies membership status, contribution history, and withdrawal eligibility.
- iv. **Step 4 – Approval**
 - Withdrawal sanctioned by SPFO Commissioner/Deputy Commissioner.
 - Any deductions (as per Scheme) applied.
- v. **Step 5 – Payment**
 - Amount credited directly to member's bank account or paid via approved method.
- vi. **Step 6 – Record Update**
 - SPFO updates member account to reflect withdrawal and closure (if applicable).

3. Compliance & Monitoring

- **Employer:** Ensure timely contributions and maintain accurate records.
- **SPFO:** Conduct inspections, audits, and enforce penalties for defaults.
- **Member:** Keep nomination details updated to avoid disputes.

4.4 Constitution of SWFS and SPFO Boards

4. Seafarers' Welfare Fund Society (SWFS) Board



- **Legal Status & Registration:**

- Registered under the Societies Registration Act, 1860 in 1964.
- Registered as a Trust under the Bombay Public Trusts Act, 1950 in 1966.
- Governed by its Memorandum of Association (MoA) and Rules under the Societies Registration Act, 1860.

- **Composition (as per MoA and current governance structure):**

- Director General of Shipping – Ex-officio Chairman
- Additional Director General of Shipping – Ex-officio
- Deputy Director General of Shipping (Crew) – Ex-officio, Member Secretary
- Shipping Master, Mumbai – Ex-officio, Member Treasurer
- Chief Surveyor-cum-Addl. DG Shipping (Engineering) – Ex-officio
- Nautical Advisor-cum-Addl. DG Shipping (Nautical) – Ex-officio
- Chief Ship Surveyor-cum-Jt. DG Shipping (Technical) – Ex-officio Principal Officers-cum-Jt. DG Shipping (Technical) for Mumbai, Chennai, Kolkata, Kandla, Kochi – Ex-officio
- Director – Maritime Administration, Ministry of Ports, Shipping & Waterways – Ex-officio
- Director – Finance, Ministry of Ports, Shipping & Waterways – Ex-officio
- Representative of Indian Shipowners – Nominated by Central Government
- Representative of Indian Coastal Shipowners – Nominated by Central Government
- Representative of Public Sector Undertaking (SCI) – Nominated by Central Government
- Seafarers' Union (Officers) – Nominated by Central Government
- Representatives of Foreign Shipowner Associations – Nominated by Central Government

- **Special Notes:**

- If FSUI or Jahaji Mazdoor Union positions are vacant, up to two members can be co-opted (currently from FOSMA).
- Legal opinion suggests only members directly linked to seafarer welfare or contributing stakeholders should have voting rights; others may act as observers.
- Clarification required on veto powers in case of voting ties.



5. Seafarers' Provident Fund Organisation (SPFO) Board of Trustees

- **Legal Basis:**
 - Constituted under the Seafarers' Provident Fund Act, 1966 (as amended).
 - Administers the Seafarers' Provident Fund and related schemes for the welfare of seafarers.
- **Composition:**
 - Chairman – Appointed by Central Government.
 - Central Government Representatives – Up to three members.
 - Employers' Representatives – Appointed by Central Government after consultation with shipowner associations.
 - Seafarers' Representatives – Appointed by Central Government after consultation with recognised seafarer unions.
 - Other Members – As notified, ensuring balanced representation from administration, employers, and employees.
- **Key Roles:**
 - Oversee fund administration, investment, and withdrawals.
 - Approve annual budgets, accounts, and policy decisions.
 - Ensure compliance with the SPFO Act and scheme provisions.



5

Rules for Recruitment and Placement Service License (RPSL)



5 Rules for Recruitment and Placement Service License (RPSL)

5.1 Eligibility and Registration Criteria

To engage in the recruitment and placement of Indian seafarers on national and international ships, companies must obtain a valid Recruitment and Placement Service License (RPSL) from the Directorate General of Shipping (DG Shipping), Government of India. The eligibility criteria are outlined in the latest version of the Functional Requirements Standard (FRS v5.4) and are summarized below:

5.1.1 Eligibility Requirements

1. Legal Incorporation

- The applicant must be a registered entity under the Companies Act, 2013 (or earlier versions, if applicable).
- It must operate from a physical office in India, which will be verified during inspection by DG Shipping/MMD authorities.

2. Mandatory Tax and Government Registrations

- The company must possess:
 - PAN (Permanent Account Number) – issued by the Income Tax Department
 - TAN (Tax Deduction Account Number)
 - GSTIN (Goods and Services Tax Identification Number)
- These must be valid and match the company details filed with the Registrar of Companies (RoC).

3. Financial Eligibility

- The company should have a minimum Net Worth of INR 20 lakhs, validated through:
 - The latest audited balance sheet, certified by a Chartered Accountant
 - CA-issued Net Worth Certificate with UDIN (Unique Document Identification Number)

4. Maritime Domain Experience

- At least one key managerial person (Director/Partner/Owner) must have:
 - Previous sea-service experience (as an officer or rating), or
 - Minimum of three years of experience in the maritime recruitment/placement sector.
- Relevant certificates or sea service letters must be submitted.



5. Infrastructure & Office Setup Requirements

- The company must maintain an independent, functional, and accessible office, compliant with DG Shipping norms:
- Minimum Office Specifications
 - Floor Area: At least 200 square feet of dedicated office space.
 - Privacy & Functionality: A partitioned room or area for interviews and seafarer counselling.

5.2 Submission of Application

To legally operate as a Recruitment and Placement Service (RPS) agency in India, an applicant company must apply for a license from the Directorate General of Shipping (DG Shipping) through its official e-Governance portal. The process includes registration, documentation, inspection, and compliance verification.

5.2.1 Step-by-Step Application Process

i. Step 1: Portal Registration

- Visit the DG Shipping e-Governance portal: <https://www.dgshipping.gov.in>
- Create an account for the company with the following:
 - Company Name and Contact Details
 - PAN, TAN, GST credentials
 - Authorized Signatory information

ii. Step 2: Documentation Preparation

- Prepare and scan the following documents (in PDF/JPEG formats), duly signed:
 - Certificate of Incorporation and MoA/AoA
 - PAN, TAN, and GST Registration Certificates
 - Latest Audited Balance Sheet
 - Net Worth Certificate from Chartered Accountant
 - Proof of Maritime Experience for at least one director/partner
 - Registered Office Address Proof – Lease deed or ownership document
 - Office Infrastructure Photographs – Interview room, reception, etc.
 - Fire Safety Compliance Certificate
 - CCTV Setup Proof – Retention and backup systems
 - Standard Operating Procedures (SOPs) including:
 - Recruitment & onboarding process
 - Grievance redressal mechanism
 - Data privacy and document retention policy
 - Emergency repatriation and abandonment response

**iii. Step 3: Online Form Submission**

- Log in to the DG Shipping portal.
- Navigate to: RPSL > Apply for New License
- Fill the application form covering:
 - Company profile
 - Infrastructure and IT capability
 - Director and staff details
- Upload the required documents as attachments in each section.

iv. Step 4: Application Fee Payment

- Make the payment via the portal's integrated online system.
- Retain the Payment Transaction ID for your records and future reference.

v. Step 5: Acknowledgment

- After submission, you will receive:
 - An Application Reference Number (ARN)
 - Email confirmation acknowledging receipt

vi. Step 6: MMD Pre-Licensing Inspection

- The local Mercantile Marine Department (MMD) schedules an inspection visit.
- They will assess:
 - Validity and authenticity of documents
 - Infrastructure adequacy
 - Safety and IT readiness
 - Maritime experience of leadership

vii. Step 7: Issuance of License

- Upon successful inspection and approval by DG Shipping:
 - A formal RPSL number is assigned (e.g., RPSL-DEL-001)
 - The license certificate is uploaded on the DG portal
 - The license remains valid for a fixed term from the date of issuance

5.3 Key Compliance Notes

- The RPSL number must be displayed at the office and printed on all official materials.
- Agencies must not operate or recruit until the RPSL license is granted.
- All uploaded data and information must be accurate misrepresentation may lead to disqualification.

5.4 Renewal and Annual Inspections

The Recruitment and Placement Service License (RPSL) issued by the Directorate General of Shipping (DG Shipping) is valid for a fixed term and must be renewed before its expiry. In addition to license renewal, all RPSL agencies are subject to annual inspections by the



Mercantile Marine Department (MMD) to ensure ongoing compliance with national and international maritime standards, including the Maritime Labour Convention (MLC), 2006.

5.4.1 RPSL Renewal Process

1. Timeline for Renewal

- The renewal application must be submitted at least six months before the license expiry date to avoid disruption in operations.
- Renewal can be initiated via the DG Shipping e-Governance portal.

2. Documentation for Renewal

- Prepare and upload the following updated documents:
 - Renewal Application Form (online)
 - Latest Audited Balance Sheet
 - Internal Audit Report (Compliance with FRS and MLC standards)
 - Updated Director/Partner Information
 - Proof of Office Continuity – lease renewal or ownership documents
 - Fire Safety and CCTV compliance certificates
 - Declaration of number of seafarers placed
 - Complaint records and their resolution status
 - Updated SOPs if modified
 - Affidavit stating no criminal case pending against directors or agency

3. Payment of Renewal Fees

- Pay the renewal fee online.
- Retain the Renewal Payment Transaction ID for reference.

4. Inspection and Verification

- MMD will conduct a renewal inspection of the office premises.
- Key areas of inspection:
 - Record keeping
 - Grievance resolution
 - Data privacy protocols
 - Staff awareness and training
 - Seafarer welfare support infrastructure

5. Issuance of Renewal Certificate

- On successful review and inspection, DG Shipping will issue the Renewed RPSL Certificate with a new validity term.
- This certificate is uploaded on the DG portal and must be displayed in the office.

5.4.2 Annual Inspections by MMD

1. Scheduling



- MMD will schedule an annual inspection (usually unannounced).
- Agencies may also be inspected on complaint-based grounds.

2. Areas Covered in Inspection

- The inspection team will verify:
 - Recruitment Records: Seafarer deployment logs, voyage data
 - Compliance with MLC, 2006 and FRS
 - Infrastructure Status: CCTV, biometric systems, interview room
 - SOP Implementation: Especially grievance redressal and abandonment
 - Documentation: AoAs, medicals, sea-service, placement registers
 - Digital Systems: Secure backup, online profile updates
 - Office staff: Knowledge of procedures and compliance

3. Inspection Report & Compliance

- An Inspection Report is shared with the agency.
- Agencies must close non-compliances (if any) within a specified timeline.
- Repeat violations may lead to suspension or cancellation of RPSL.

4. Key Compliance Notes:

- Non-submission of renewal in time leads to automatic expiry of RPSL.
- Annual inspection reports must be archived and made available to DG Shipping on request.
- The agency must cooperate fully during inspections to avoid administrative action.

5.5 Change of Name/Address:

RPSL-licensed agencies must maintain accurate and up-to-date records with the Directorate General of Shipping (DG Shipping). Any change in the company name, registered office address, or branch office address must be reported and updated promptly to ensure legal and operational compliance.

5.5.1 Step-by-Step Process for Change of Name or Address

1. Step 1: Identify Nature of Change

- Change of Name: Applicable when the company changes its registered name with the Ministry of Corporate Affairs (MCA).
- Change of Address: Applicable for a shift in:
 - Registered office,
 - Branch office,
 - Interview/operations site used for DG-approved activities.

2. Step 2: Update in MCA Records

- First, complete the required changes with the Registrar of Companies (RoC) through MCA filings.



- Obtain updated:
 - Certificate of Incorporation (in case of name change),
 - Address change acknowledgement,
 - Board resolution approving the change.

3. Step 3: Notify DG Shipping

- Submit an online request for update via the DG Shipping e-Governance portal under RPSL profile section.
- Attach the following documents as applicable:
 - Updated Certificate of Incorporation (for name change)
 - Board Resolution approving the change
 - Updated GST registration copy
 - Updated Rent Agreement/Lease Deed or Ownership Proof (for new address)
 - Photograph of new premises showing nameboard and infrastructure
 - Undertaking for continuity of operations and data security

4. Step 4: Physical Verification (if required)

- The concerned MMD or DG Shipping may inspect the new premises to verify:
 - Office infrastructure,
 - Data systems,
 - Biometric and CCTV setup,
 - Accessibility and legitimacy of the new office.

5. Step 5: DG Shipping Approval

- After review, DG Shipping will approve the change request.
- The RPSL profile on the e-Gov portal will be updated accordingly.

6. Step 6: Display and Communication

- The updated name and/or address must be:
 - Printed on all official documentation, website, and communications.
 - Displayed prominently on office premises.
 - Communicated to seafarers engaged by the agency.

7. Compliance Note:

- Timeline: The change must be reported within 30 days of the change taking effect.
- Failure to notify DG Shipping may result in show-cause notices, penalties, or suspension of license.

5.6 Updating Company Profile

All RPSL-licensed recruitment and placement agencies are required to maintain accurate and updated information on the DG Shipping e-Governance portal. This ensures transparency, traceability, and compliance with applicable guidelines issued by the Directorate General of



Shipping under the Merchant Shipping (Recruitment and Placement of Seafarers) Rules and the latest Functional Requirements Standards (FRS).

Failure to update the company profile in a timely and truthful manner may lead to suspension, show-cause notice, or cancellation of the RPSL license.

5.6.1 Step-by-Step Process for Updating Company Profile

1. Step 1: Login to DG Shipping e-Governance Portal

- Visit the official portal: <https://www.dgshipping.gov.in>
- Log in using the agency's RPSL credentials (User ID and Password).

2. Step 2: Navigate to the Profile Section

- After logging in, go to the “RPSL Profile Management” module.
- Select “Update Profile” or the equivalent tab available.

3. Step 3: Review Existing Information

- Carefully review each field of your currently listed profile:
 - Registered office and branch address
 - Contact details (phone, email)
 - Name of authorized contact person
 - Website and GSTIN
 - Infrastructure and systems available
 - Maritime experience of directors or proprietors

4. Step 4: Update the Following Details (as required)

- **Contact Person Details:** Change in authorized signatory or SPOC (Single Point of Contact).
- **List of Seafarers Deployed:** Upload or update the record of seafarers placed within the last year.
- **Ship/Vessel Information:** Include vessel names, IMO numbers, and names of principal employers.
- **Complaint Records:** Number and nature of grievances handled and action taken.
- **Infrastructure and Systems:** If upgraded, attach supporting images and evidence (e.g., CCTV, Biometric, Fire Safety).
- **Office Photographs:** Showing name board, seating area, and IT setup.
- **Audit Status:** Update last internal audit details and dates.

5. Step 5: Upload Supporting Documents

- Documents may include:
 - Updated Board Resolution (if contact person changed)
 - Latest GST certificate or ROC filing
 - Complaint register summary
 - Proof of biometric setup or CCTV maintenance log (if claimed)



6. Step 6: Save and Submit

- Once all relevant updates are made, click on “Save”.
- After verifying all entries, click on “Submit” for review.
- A reference number or acknowledgment will be generated upon submission.

7. Step 7: Await Approval

- DG Shipping may verify details before updating the public-facing profile.
- In case of discrepancies, a clarification or physical inspection may be requested.

8. Compliance Notes:

- **Frequency:** It is advised to update the RPSL profile at least once every 6 months or immediately after any operational change.
- **Consequences for Non-Compliance:**
 - Issuance of Show-Cause Notice
 - Temporary suspension from the e-Governance portal
 - License revocation in case of repeated non-update or false information

5.7 Specified Categories and Responsibilities

(As per DG Shipping Functional Requirements Standard - FRS for RPSL & MLC Regulation 1.4) Recruitment and Placement Service (RPS) companies licensed under DG Shipping are expected to operate within specified categories of responsibility that ensure legal compliance, welfare protection, ethical conduct, and transparency in recruitment of Indian seafarers. These responsibilities are governed by the Merchant Shipping (Recruitment and Placement of Seafarers) Rules, 2005 (as amended), the Maritime Labour Convention (MLC), 2006, and Functional Requirements Standard (FRS) issued by DG Shipping.

1. Permitted Scope of Services

RPSL license holders are permitted to engage in:

- Recruitment and placement of Indian seafarers on Indian and foreign flag ships.
- Placement of repair teams and technical workers (non-seafarers) with appropriate emigration clearance.
- Engagement only for seafaring ranks and departments authorized under DGS-STCW norms.

2. Core Responsibilities of RPSL Holders

- Seafarer Recruitment & Documentation
 - Screen and select only medically fit, STCW-compliant, and certified seafarers.
 - Verify all credentials including:
 - CDC, CoC, Passport, INDOS, STCW courses, Medical certificate.
 - Digitally store and manage recruitment records.
- Verification of Shipowner Contracts



- Ensure presence of a valid Article of Agreement (AoA) between the shipowner and the seafarer.
- Terms must include:
 - Wages and salary structure
 - Onboard service duration
 - Repatriation terms
 - Insurance and accident coverage
- RPSL must act as intermediary to safeguard both parties.

3. Mandatory Digital Submissions

- Upload AoA, embarkation details, repatriation data, and sea service to DG Shipping's e-Governance Portal.
- Generate voyage-wise seafarer deployment reports.

4. Ethical Conduct & Anti-Exploitation

- No fees or commission to be charged from seafarers.
- No false offers, coercion, or blacklisting without procedure.
- Display helpline/contact board at office for grievance assistance.

5. Grievance Redressal

- Maintain a dedicated Grievance Redress Officer.
- Provide seafarers a mechanism for complaint registration and follow-up.
- Escalate unresolved grievances to DGCOM, MMD, or Shipping Master.

6. Emergency & Repatriation Support

- Coordinate immediate repatriation in case of:
 - Injury, medical emergencies, termination, or abandonment.
- File Form 18A and other incident reports with DGS for:
 - Death, disappearance, abandonment, wage complaints.

7. Periodic Reporting and Audit

- Submit quarterly and annual performance reports to DG Shipping.
- Allow surprise inspections by Mercantile Marine Department (MMD).
- Maintain records for a minimum of five years for audit.

8. Handling of Repair Technicians

- Ensure clearance from Protector of Emigrants (PoE) for technical crew not classified as seafarers.
- Adhere to emigration protocols and ensure STCW safety course attendance.

9. Step-by-Step Responsibility Cycle for RPSL Agencies



Step	Responsibility	Key Action	Tool/Platform
Step 1	Seafarer Verification	Verify all original documents	Physical + digital checks
Step 2	Contract Validation	Match AoA with MLC-compliant terms	HR team cross-check
Step 3	Digital Upload	Submit AoA & voyage info	DG e-Gov Portal
Step 4	Deployment	Issue orders and inform vessel owners	Email + system
Step 5	Post-Placement	Monitor well-being, repatriation rights	Grievance tracking
Step 6	Incident Reporting	File abandonment, injury, or death reports	Form 18A / DG portal
Step 7	Compliance	Submit inspection, audit, and performance reports	MMD inspection

Table 18 Step by Step Responsibility Cycle for RPSL Agencies

10. Regulatory Obligations

- Operate in full compliance with:
 - Regulation 1.4 of MLC, 2006
 - FRS V5.4 for RPSL
 - Merchant Shipping Act, 1958
- Failure to comply may lead to:
 - Suspension or cancellation of RPSL
 - Debarment of directors from future license applications
 - Legal action under MS Act Sections 95, 109, 178–183

5.8 Article of Agreement (AoA) Submission & Updates

As per the Merchant Shipping (Recruitment and Placement of Seafarers) Rules and Functional Requirement Standards (FRS) for RPSL companies, every seafarer engagement must be backed by a duly executed Article of Agreement (AoA). This ensures legal protection, clarity of contractual terms, and regulatory traceability.

The AoA is a mandatory legal document governed under Section 100 of the Merchant Shipping Act, 1958, and its format and submission are monitored via the DG Shipping e-Governance platform.

1. Key Requirements for AoA

- AoA must be executed before the sign-on of the seafarer.
- Must include signatures from:
 - The seafarer
 - The RPSL company representative (authorized signatory)
 - The shipowner or master (if applicable)
- AoA must comply with the provisions of MLC, 2006.

2. Step-by-Step Process for AoA Submission & Update

**i. Step 1: Preparation of Agreement**

- Draft the AoA using the standard DG Shipping-approved format (available on the e-Gov portal).
- Ensure it includes:
 - Seafarer's personal details (as per INDOS and CDC)
 - Employer details and RPSL license number
 - Vessel details (name, IMO number, flag)
 - Period of employment
 - Rank and duties
 - Wages and leave entitlements
 - Repatriation conditions and insurance coverage
 - Signatures from all parties

ii. Step 2: Digital Upload Before Sign-On

- Log into the DG Shipping e-Governance portal.
- Navigate to the RPSL AoA upload module.
- Upload scanned signed copy of the AoA (PDF format).
- Input mandatory metadata:
 - INDOS No.
 - CDC No.
 - Voyage dates
 - Sign-on port
 - STCW compliance confirmation
- Save and submit for system validation.

iii. Step 3: Physical Record Maintenance

- Retain a physical copy of the signed AoA at the RPSL office for at least 3 years from the date of sign-off.
- The document should be available for inspection by DG Shipping or Mercantile Marine Department (MMD) officials.

iv. Step 4: Updating AoA Records

- **Premature Discharge:** Update the portal with discharge date, reason, and repatriation details.
- **Voyage Extension:** Submit a revised AoA or amendment.
- **Death/Injury Cases:** Ensure AoA is linked to the crew member's case documentation for insurance/welfare follow-up.

3. Regulatory Obligations

- RPSL agencies are responsible for ensuring that all AoAs are uploaded digitally and submitted before deployment.
- Failure to submit or incorrect AoA data can lead to penalties, suspension of the RPSL license, or blacklisting.

4. Best Practices for Compliance



- Maintain an internal AoA register (physical or digital).
- Periodically verify AoA uploads on the DG Shipping portal.
- Notify the seafarer of his/her rights under the AoA during onboarding.

5.9 Nil Declaration and Record Keeping

Recruitment and Placement Service (RPS) License holders are obligated to ensure robust documentation and reporting compliance, even during periods when no seafarer deployment occurs. The system of “Nil Declaration” is introduced to ensure that there is no ambiguity or data gap in monthly reporting and to maintain regulatory oversight.

5.9.1 Nil Declaration Requirement

If an RPSL company does not deploy any seafarer in a given calendar month, it is mandatory to file a Nil Declaration via the DG Shipping e-Governance portal.

1. Step-by-Step Process: Filing Nil Declaration

- i. Login
 - Access DG Shipping’s e-Governance portal using authorized RPSL credentials.
- ii. Navigate to RPSL Module
 - Select “Monthly Return” or “Nil Declaration” tab.
- iii. Choose Reporting Month
 - Select the specific month for which there was no seafarer recruitment/deployment.
- iv. Declare Nil Activity
 - Tick the declaration box confirming that no seafarer was placed during the selected period.
- v. Submit and Generate Acknowledgement
 - Submit digitally and download the acknowledgement receipt for record keeping.

Note: Failure to file the Nil Declaration will be treated as non-compliance and may attract issuance of a Show Cause Notice (SCN) by the Competent Authority.

5.9.2 Record-Keeping Requirements

RPSL companies must maintain complete, updated, and auditable records of all their operations, including seafarer engagements and grievance redressals.

1. Documents to be Maintained (digital or physical)

Sl. No.	Category	Required Documents
1	Seafarer Documentation	AoA, CDC, INDOS, Medical fitness, STCW Certificates, Repatriation records
2	Employment Data	Onboard records, sea-service verification, salary disbursement reports



Sl. No.	Category	Required Documents
3	Grievance Management	Complaint register, closure reports, investigation notes
4	Company Compliance	Monthly return submissions, Nil Declarations, Inspection reports
5	Audit Reports	Internal audit logs and corrective actions undertaken
6	Safety and Welfare	Insurance details, accident reports, rest hour records

Table 19 Documents to be maintained

Documents should be retained for a minimum of 3 years, or longer if stipulated by DG Shipping.

2. System Backup and Security

- Ensure encrypted digital backups of all records.
- Maintain access logs for audit trail.
- Store physical copies in fireproof and secure filing systems.

3. Inspection & Verification

- MMD or DG Shipping officials may conduct random or scheduled inspections.
- Inadequate record maintenance or non-filing of Nil Declaration may result in:
 - Suspension of RPSL
 - Penalties or blacklisting proceedings

5.10 Emigration Process for Repair Technicians

Recruitment and Placement Service (RPS) agencies are not limited to deploying seafarers alone. In special cases, they may deploy repair technicians, riding squads, or workshop personnel who work temporarily onboard ships but are not classified as “seafarers” under the Merchant Shipping Act. These individuals fall under the jurisdiction of the Protector of Emigrants (PoE) and the Ministry of External Affairs (MEA), and must undergo a separate emigration process.

5.10.1 Who Qualifies as a Repair Technician?

- Riding squad technicians
- Hull or engine room welders/fabricators
- Electrical repairmen or fitters
- Temporary floating staff not holding STCW-compliant CoCs

They are not governed under MLC or STCW, but must comply with safety, visa, and emigration protocols.

5.10.2 Step-by-Step Emigration Clearance Process

i. Step 1: Candidate Identification



- Identify the individual's category: repair technician or non-seafarer riding staff.
- Ensure the role is project-specific and duration-based.
- ii. **Step 2: Document Collection**
 - Valid Indian passport
 - Employment contract specifying role, duration, and vessel details
 - Proof of visa or joining letter from foreign shipowner/manager
 - Minimum STCW Familiarization (Personal Safety, Fire Prevention, PSSR, PST) recommended
 - Vaccination and Medical fitness certificate (DG-approved doctor)
- iii. **Step 3: Approval by Protector of Emigrants (PoE)**
 - Submit the case to PoE via the eMigrate portal (<https://emigrate.gov.in>)
 - Upload supporting documents and apply for Emigration Clearance (EC)
- iv. **Step 4: Approval from DG Shipping**
 - RPSL agency must inform DG Shipping online about the deployment:
 - Role, port of joining, ship name and IMO number
 - Duration of contract
 - Justification that person is non-seafarer under Indian MS Act
- v. **Step 5: Clearance Issuance**
 - Once PoE grants Emigration Clearance:
 - Share the clearance document with the technician
 - Notify shipowner/operator
 - Keep a copy uploaded on RPSL portal and stored for inspection

1. Post-Deployment Reporting

- After the technician signs off, RPSL agency must update the e-Governance portal with:
 - Date of joining and sign-off
 - Any medical/disciplinary events during the voyage
 - Ensure repatriation in case of abandonment or accident

2. Non-Compliance Consequences

- Deploying repair technicians without emigration clearance or DG notification may lead to:
 - Suspension or cancellation of RPSL
 - Blacklisting of agency
 - Legal liability under Emigration Act and MS Act

5.11 Suspension and Cancellation of License

The Directorate General of Shipping (DGS) reserves the right to suspend or cancel the RPSL of any recruitment and placement agency that fails to comply with the guidelines and functional standards defined in the Merchant Shipping Act and relevant DG Shipping Orders.



5.11.1 Grounds for Suspension/Cancellation

An RPSL may face suspension or cancellation if:

- The agency engages in unauthorized recruitment of seafarers.
- The agency fails to submit Articles of Agreement (AoAs) within the stipulated time.
- There is submission of forged or false documents (CDC, CoC, medicals, etc.).
- The RPSL fails to respond to DG Shipping notices or show-cause letters.
- Involvement in cases of abandonment, wage denial, or mistreatment of seafarers.
- Repeated non-compliance with the Maritime Labour Convention (MLC), 2006 or the STCW Convention.
- Breach of any condition set under the RPSL license or the latest Functional Requirement Standard (FRS).

1. Step-by-Step Process: Suspension or Cancellation

i. Step 1: Identification of Non-Compliance

- The Crew Branch or regional Maritime authorities (e.g., MMD, Shipping Masters) detect a serious breach of licensing terms or receive complaints.
- Internal audits, inspections, or grievance redressals may also flag irregularities.

ii. Step 2: Issuance of Show Cause Notice (SCN)

- A formal SCN is issued to the RPSL company by DG Shipping.
- The company is provided with a timeframe (usually 7 to 15 working days) to respond with justifications or corrective measures.

iii. Step 3: Evaluation of Reply

- DG Shipping evaluates the explanation/documentation submitted.
- If the response is unsatisfactory or no reply is received, the matter is escalated for disciplinary action.

iv. Step 4: Suspension of RPSL License

- If interim measures are needed (e.g., for seafarer safety), the license may be temporarily suspended pending further investigation.

v. Step 5: Final Order of Cancellation (If Applicable)

- Upon confirmation of serious breach, a final order cancelling the RPSL is issued.
- The agency name is blacklisted and published on DG Shipping's website.
- All associated directors/owners may also be barred from reapplying for a defined period.

2. Post-Cancellation Obligations

- The agency must:
 - Cease operations immediately.
 - Cooperate in repatriating or resolving issues of any deployed seafarers.
 - Return original documents to the concerned seafarers or authorities.



- Respond to pending grievances and provide closure documentation.

3. Appeal Mechanism

- An appeal may be filed with the Director General of Shipping or higher maritime tribunals as per the Merchant Shipping Act.
- The agency must submit the appeal within the prescribed deadline (usually 30 days from the date of cancellation).

5.12 Blacklisting Procedure

(As per DG Shipping Guidelines and Functional Requirement Standard for RPSL Agencies) The blacklisting of a Recruitment and Placement Service License (RPSL) holder is the most serious regulatory action taken by the Directorate General of Shipping (DGS) against agencies that persistently violate maritime recruitment norms or jeopardize the welfare of Indian seafarers. This action is initiated in cases where suspension or cancellation has already occurred or the violations are grave and repetitive in nature.

5.12.1 Grounds for Blacklisting

An RPSL company may be blacklisted if:

- It has repeatedly placed seafarers using forged documents (e.g., CDC, CoC, Medical).
- It has shown willful negligence in resolving seafarer abandonment, unpaid wages, or denied repatriation.
- The agency has operated without a valid license or after cancellation.
- There is fraudulent misrepresentation of shipowners, manning arrangements, or AoA terms.
- It has failed to respond to multiple show-cause notices and final orders.
- It has failed to maintain essential recordkeeping or misreported placement data.

5.12.2 Step-by-Step Blacklisting Process

i. Step 1: Identification of Chronic Violations

- DGS receives reports via:
 - Grievance platforms (DGCOM),
 - Port authorities, or
 - Field inspections (MMD, Shipping Masters).
- Cases where an agency was previously suspended or warned are escalated.

ii. Step 2: Review by Crew Branch / Legal Division

- A detailed review of the agency's history of violations is undertaken.
- Patterns of misconduct and lack of corrective compliance are documented.

iii. Step 3: Recommendation to DG Shipping

- The Crew Branch prepares a proposal for blacklisting with:
 - Evidence of repeated breaches,



- Failure to resolve abandonment/wage issues,
- Correspondence logs (including unanswered SCNs).

iv. Step 4: Issuance of Blacklisting Order

- DG Shipping issues a Blacklisting Order, specifying:
 - Period of blacklisting (commonly 5 years),
 - Impact on reapplication eligibility for RPSL,
 - Prohibition from offering manning services under any other name.

v. Step 5: Public Notification

- The name of the blacklisted RPSL agency, along with names of directors/proprietors, is published on:
 - DG Shipping website,
 - DGCOS dashboard, and
 - Internal circulars to MMDs and embassies.

1. Post-Blacklisting Consequences

- The company:
 - Cannot reapply for an RPSL during the blacklisting period.
 - Is monitored for any covert activity under proxy or associated firms.
- Directors or owners may also be barred from association with any other maritime placement firm.
- Affected seafarers (placed through forged documents) may also be blacklisted individually under MS Act Sections 95, 109, or 178–183, depending on the severity.

2. Appeal Mechanism

- The blacklisted agency may appeal to the DG Shipping or maritime appellate authorities within 30 days.
- The appeal must include proof of corrective measures, affidavits, or third-party audit reports.



6

INDOS, CDC and Other Crew Documentation



6 INDOS, CDC and Other Crew Documentation

6.1 INDOS Registration Process

The Indian National Database of Seafarers (INDOS) is a unique lifelong identification number allotted by the Directorate General of Shipping (DG Shipping). It is mandatory for any individual aspiring to undergo pre-sea maritime training at DG-approved institutes.

1. Purpose:

- Centralizes identity and tracking of Indian seafarers.
- Links with all future certifications: CDC, CoC, STCW, etc.
- Enables verification by authorities, training institutes, and RPSL agencies.

6.1.1 Stepwise Application Procedure:

- i. **Step 1: Access DG e-Governance Portal**
 - Visit: <https://www.dgshipping.gov.in>
 - Navigate to the INDOS/Seafarer Registration section under e-Governance services.
- ii. **Step 2: Create/Access User Login**
 - New users must register using their email ID and mobile number.
 - Existing users can log in with credentials.
- iii. **Step 3: Fill Online Application Form**
 - Select the option for INDOS Registration.
 - Fill in basic personal details, education, and contact information.
- iv. **Step 4: Upload Required Documents**
 - Upload scanned copies in PDF/JPEG format:
 - Passport-size photograph (recent, white background),
 - Class 10th pass certificate or equivalent,
 - Aadhaar Card or Passport copy (ID proof),
 - Medical fitness certificate from a DG Shipping–approved doctor.
- v. **Step 5: Payment of Fees**
 - Pay the prescribed application fee (as per current DG Shipping norms) through the online payment gateway.
- vi. **Step 6: Submission and Acknowledgment**
 - Submit the completed form.
 - An acknowledgment receipt will be generated with tracking details.
- vii. **Step 7: Verification and INDOS Number Generation**
 - DG Shipping verifies documents and application.
 - Upon approval, a unique INDOS number is issued via email and available on the DG portal.

1. Post-Issuance Guidelines:



- The INDOS number must be used for:
 - CDC Application
 - STCW Training Courses
 - CoC Applications
 - Sea Service Recording
- INDOS details can be verified via the public search feature on the DG portal.
- Corrections (if any) must be submitted through a formal correction request with valid proof.

2. Important Notes:

- INDOS is a one-time, permanent ID and cannot be changed or re-issued.
- Misuse, duplicate applications, or submission of false documents may attract penalties under the Merchant Shipping Act, 1958.

6.2 New CDC Application Procedure

The Continuous Discharge Certificate (CDC) is a mandatory official document issued by DG Shipping that certifies a person as a qualified seafarer eligible to serve onboard Indian or foreign ships. It functions like a seafarer's passport, recording all sea service details.

1. Eligibility Criteria:

Before applying, the applicant must:

- Possess a valid INDOS number
- Have successfully completed pre-sea training from a DG-approved institute
- Be medically fit, certified by a DG-approved medical examiner
- Be an Indian citizen and at least 18 years old

2. Stepwise CDC Application Process:

- i. **Step 1: Log in to DG Shipping e-Governance Portal**
 - Go to: <https://www.dgshipping.gov.in>
 - Use your registered seafarer login credentials.
- ii. **Step 2: Navigate to CDC Application**
 - Select "Apply for New CDC" under Seafarer Services.
 - Ensure your INDOS profile is updated with training and medical details.
- iii. **Step 3: Fill the Online Application Form**
 - Provide the following:
 - Personal details: Name, DOB, gender, nationality
 - Educational qualification
 - Passport number and address



- Pre-sea course details and training institute
- Medical certificate details
- iv. **Step 4: Upload Required Documents (in PDF/JPEG format):**
 - Passport-size photograph (white background)
 - Self-attested copy of:
 - Passport
 - INDOS certificate
 - 10th Std mark sheet
 - Pre-sea course completion certificate
 - Medical fitness certificate
- v. **Step 5: Payment of CDC Fee**
 - Pay the prescribed fee (approx. ₹700–₹1500) using the online payment gateway.
- vi. **Step 6: Submit the Application**
 - Review details and click submit.
 - An application reference number will be generated.
- vii. **Step 7: Verification & Issuance**
 - DG Shipping verifies the application.
 - Upon successful verification, the CDC is:
 - Issued and dispatched to the registered address via Speed Post, or
 - Made available for download (e-CDC copy) under your login.

Important Notes:

- CDC Number is permanent and must be used for all shipboard engagements.
- Any errors or data mismatch should be immediately reported using the correction request module on the portal.
- CDC must be renewed after the expiry date or if all pages are used up.

6.3 Renewal, Duplicate & Replacement of CDC

The Continuous Discharge Certificate (CDC) is a vital document issued by the DG Shipping to Indian seafarers for maintaining records of their sea service. Over time, a CDC may need to be renewed, replaced (due to damage), or reissued as a duplicate (in case of loss). The process must be carried out strictly through the DG Shipping e-Governance portal.

6.3.1 Renewal of CDC

1. When is Renewal Required?

- CDC has expired (typically valid for 10 years from date of issue).
- There are no pages left for sea service entries.
- There is a change in seafarer's personal details (such as passport number, address, etc.).

2. Stepwise Process:



- i. **Step 1: Log in to <https://www.dgshipping.gov.in>**
 - Go to the Seafarer Profile section using your login.
- ii. **Step 2: Navigate to Renew CDC**
 - Select the option under “CDC Management” → “Renew CDC”
- iii. **Step 3: Fill in Renewal Details**
 - Include passport details, reasons for renewal, address, and seafarer’s declaration.
- iv. **Step 4: Upload Required Documents**
 - Scanned copy of old CDC (front and relevant pages)
 - Passport-size photo (white background)
 - Self-attested passport copy
 - Updated medical fitness certificate (if needed)
- v. **Step 5: Pay Application Fee**
 - Use the online payment gateway (as per the latest DG Shipping fee structure).
- vi. **Step 6: Submit and Track**
 - Submit the application. A reference number will be generated for tracking.
- vii. **Step 7: Issuance**
 - The renewed CDC will be printed and dispatched to the seafarer’s registered address via Speed Post.

6.3.2 Duplicate CDC (Lost/Stolen)

1. When to Apply?

- Original CDC is lost, stolen, or irreparably damaged.
- A duplicate copy is required for official or visa processes.

2. Stepwise Process:

- i. **Step 1: File an FIR and Obtain Affidavit**
 - File a police complaint in case of loss or theft.
 - Get an affidavit on ₹100 stamp paper stating the circumstances of the loss and affirming ownership.
- ii. **Step 2: Log in to DG Shipping Portal**
 - Select the option “Apply for Duplicate CDC”.
- iii. **Step 3: Upload the Following Documents:**
 - Copy of FIR (signed and stamped)
 - Affidavit (notarized)
 - Copy of old CDC (if available)
 - Passport-size photo
 - Passport copy
 - INDOS certificate
 - Medical fitness certificate (optional)



iv. Step 4: Pay Fee and Submit

- Complete the online fee payment and submit the application.

v. Step 5: Verification and Issuance

- DG Shipping will verify documents and issue the duplicate CDC. Delivery is usually by Speed Post.

6.3.3 Replacement CDC (Damaged/Change of Details)

1. When is this Used?

- CDC is damaged, illegible, or worn out.
- Change required in entries (like passport number, name correction, etc.).

2. Process:

Same as duplicate CDC process, but instead of FIR, a damage explanation letter and the original damaged CDC must be uploaded.

3. Important Notes:

- All applications must be submitted online—no manual process is allowed.
- Processing time: 7–15 working days post successful verification.
- Misrepresentation or fake FIRs will attract penalties under the MS Act, 1958.
- For foreign CDC holders wanting an Indian CDC, DG Shipping provides separate instructions.

6.4 Cookery Certificate Issuance & Duplication

The Cookery Certificate is issued by the Directorate General of Shipping to seafarers who wish to serve as Ship's Cooks, as per the Maritime Labour Convention (MLC), 2006 – Regulation 3.2. It certifies that the individual has undergone adequate training in food preparation, nutrition, hygiene, and galley operations in accordance with international standards.

6.4.1 Issuance of Cookery Certificate

1. Eligibility Criteria:

- Must be an Indian national with a valid INDOS number.
- Should have completed a Ship's Cook Course from a DG Shipping-approved maritime training institute.
- Must possess:
 - Valid Passport
 - Valid Medical Fitness Certificate from a DGS-approved doctor
 - CDC and any applicable sea-service proof (if required)

2. Stepwise Application Process:

i. Step 1: Login to DG e-Governance Portal

- Visit <https://www.dgshipping.gov.in>



- Use Seafarer login credentials.
- ii. **Step 2: Access "Cook Certificate Application" Module**
 - Go to "Seafarer Services"
 - "Cookery Certificate Application"
- iii. **Step 3: Fill in the Required Details**
 - Provide personal details, INDOS number, training course details, and upload institute completion certificate.
- iv. **Step 4: Upload the Required Documents**
 - Passport-size photograph (white background)
 - Copy of:
 - Passport
 - CDC
 - INDOS certificate
 - Medical fitness certificate
 - Ship Cook training course completion certificate (DGS-approved institute)
- v. **Step 5: Make Online Payment**
 - Pay the application processing fee via the payment gateway (~₹1000 as per prevailing norms).
- vi. **Step 6: Submit Application**
 - After successful submission, an application reference number is generated.
- vii. **Step 7: Verification and Certificate Issuance**
 - DG Shipping verifies the authenticity of the training and documents.
 - Upon approval, the Cookery Certificate is issued and available under your login.
 - Hard copy may be dispatched or a digital copy (PDF) may be downloadable.

6.4.2 Duplication of Cookery Certificate (Lost or Damaged)

1. When Required:

- The original Cookery Certificate is lost, stolen, or damaged beyond usability.
- Duplicate is required for documentation or visa purposes.

2. Stepwise Process for Duplicate Certificate:

- i. **Step 1: Prepare Affidavit & FIR**
 - File a police complaint (FIR) if lost/stolen.
 - Prepare a notarized affidavit on ₹100 stamp paper explaining the loss and affirming authenticity.
- ii. **Step 2: Log in to DG Shipping Portal**
 - Navigate to "Duplicate Cookery Certificate" under Seafarer services.
- iii. **Step 3: Upload the Following Documents:**



- FIR copy
 - Affidavit (notarized)
 - Previous Cookery Certificate copy (if available)
 - Passport copy
 - INDOS number and CDC
 - Photograph (as per standard)
 - Any other relevant document (proof of course completion, sea service etc.)
- iv. **Step 4: Make Payment**
- Pay the applicable duplicate issuance fee online.
- v. **Step 5: Submit and Track Application**
- Once submitted, a reference number will be issued for tracking.
 - After verification, DG Shipping will issue a duplicate certificate.

3. Important Notes:

- Cookery Certificates are issued only for training completed at DGS-approved institutes.
- Any fraudulent claim will lead to blacklisting under MS Act Sections 95 & 178–183.
- All records are maintained digitally under e-Governance Seafarer Profile for future verification by employers or authorities.

6.5 Uploading Supporting Documents

Uploading supporting documents is a mandatory step in all DG Shipping-related online applications such as CDC, CoC, INDOS registration, Cookery Certificate, Course Approvals, Sea Service Records, and Profile Updation. The DG e-Governance portal requires digital document uploads in standard format to maintain a centralized verified seafarer record.

6.5.1 Objective

To ensure transparency, reduce forgery, and build a secure, authenticated digital repository of seafarer documents accessible to DG Shipping, RPSL agencies, MMDs, and foreign authorities.

6.5.2 Types of Documents Commonly Uploaded

- Passport (front & back)
- INDOS Certificate
- 10th Std Certificate (or educational proof)
- CDC (first & last pages)
- Pre-Sea Training Certificate
- STCW Course Certificates
- Medical Fitness Certificate (DGS-approved)
- Photographs (passport size, white background)
- Aadhaar / PAN / Voter ID (for address proof)
- Affidavit / FIR (for duplicate requests)



6.5.3 Stepwise Document Upload Process:

- i. **Step 1: Login to DG Shipping e-Governance Portal**
 - Visit: <https://www.dgshipping.gov.in>
 - Click on “e-Governance” → Login under Seafarer Registration section.
- ii. **Step 2: Go to “Upload Document” Section**
 - Navigate to “Seafarer Profile” → “Upload Supporting Documents”
 - Select the relevant document category (e.g., Passport, INDOS, CDC, etc.)
- iii. **Step 3: Scan Documents as per Required Format**
 - File type: PDF/JPEG/JPG
 - File size: Usually below 500 KB–1 MB (varies by module)
 - File name format: Suggested to follow this format – [Name][DocumentType]YYYYY.pdf
e.g., Rohit_Passport_2025.pdf
- iv. **Step 4: Upload Each Document**
 - Select the correct document type from the dropdown
 - Browse and upload the scanned copy
 - Click “Submit”
 - A success confirmation and upload reference will be shown
- v. **Step 5: Repeat for Each Document Type**
 - Make sure all mandatory documents are uploaded and marked “Approved” before applying for any service like CDC, Cookery Certificate, or CoC renewal.

6.5.4 Document Verification Status:

- Uploaded documents are auto-synced to your DG profile.
- Status shown as:
 - Uploaded
 - Approved by DG Shipping
 - Rejected (with reason)

If rejected, revise and re-upload with corrections (e.g., blur, name mismatch, wrong certificate type).

6.5.5 Recommended Practices:

- Use color scanned copies.
- Avoid overlapping text, poor lighting, or handwritten scans.
- Ensure name, INDOS, and passport number match across all documents.
- Keep your profile always updated with new documents (e.g., renewed passport, medical cert).



6.5.6 Common Upload Portals on DG Site:

- Seafarer Profile → Upload Documents
- Apply for CDC/CoC/Cook Certificate → Upload Documents tab
- Grievance Filing / RTI Application → Attach supporting evidence

6.6 Updating Passport or Personal Details

It is essential for all Indian seafarers to maintain accurate and up-to-date personal records in the DG Shipping e-Governance system. Any changes in personal details like passport number, address, contact information, marital status, etc., must be updated promptly to ensure consistency across CDC, CoC, RPSL documentation, and port inspections.

6.6.1 Details That Can Be Updated:

- Passport number, issue date, expiry date
- Mobile number, email ID
- Permanent/temporary address
- Name correction (only minor clerical errors)
- Marital status
- Emergency contact details
- Educational qualification (if new degree added)

Note: Name, DOB, and nationality changes require stricter documentation and are allowed only in rare, legally justified cases.

6.6.2 Stepwise Process to Update Passport or Personal Details:

- Step 1: Visit DG Shipping e-Governance Portal**
 - URL: <https://www.dgshipping.gov.in>
 - Click on “e-Governance”
 - Login under Seafarer Registration
- Step 2: Navigate to “Seafarer Profile” Section**
 - Go to: Seafarer Profile → View / Edit Profile
 - Click on the field you want to update (e.g., Passport, Address)
- Step 3: Edit the Required Fields**
 - Enter updated passport number, issue/expiry dates, or new address
 - For name corrections, use official government spellings
 - For email and mobile, ensure OTP verification is completed
- Step 4: Upload Supporting Documents**
 - Documents required (as applicable):
 - Scanned copy of new Passport
 - Aadhaar card / Address proof
 - Affidavit in case of name correction
 - Marriage certificate (for marital status update)
 - File format: PDF or JPEG (under 500KB)



- v. **Step 5: Submit the Request**
 - Click Submit
 - You will receive an acknowledgment with reference number
 - The change request is forwarded to DG Shipping for approval
- vi. **Step 6: Track the Status**
 - Visit the “Track Profile Update Request” tab
 - Status will show:
 - Under Review
 - Approved
 - Rejected (with remarks)

6.6.3 Important Notes:

- Passport validity must be updated before it expires to avoid issues in CDC, CoC renewal, or joining vessel.
- Ensure the INDOS and CDC data match with updated details.
- Wrong or mismatched entries may result in rejection of applications for CoC, MLC inspections, or foreign visa clearance.
- Always keep your mobile number and email updated to receive system notifications and alerts.

6.7 Correction Mechanism and Timelines

Seafarers are responsible for ensuring that all personal and professional details entered in the DG Shipping e-Governance portal are accurate. However, in case of inadvertent errors, typographical mistakes, or incorrect uploads, a correction mechanism exists within the DG Shipping system to allow rectification with official verification.

6.7.1 Types of Corrections Allowed:

Sl. No.	Category	Examples
1	Personal Details	Name (spelling), Gender, DOB, Nationality
2	Passport Details	Passport Number, Issue/Expiry Date
3	Address	Permanent/Correspondence Address
4	Educational Qualification	10th/12th/Degree updates
5	INDOS Details	INDOS number mismatch, date error
6	Course Certificate Correction	Wrong course code, issue date, or document not visible
7	CDC Details	Name mismatch, expired date, incorrect issuing authority

Table 20 Types of Corrections Allowed

6.7.2 Stepwise Correction Process

- i. **Step 1: Login to DG Shipping Portal**
 - Go to: <https://www.dgshipping.gov.in>
 - Click on “e-Governance”
 - Login using Seafarer Registration ID and password



- ii. **Step 2: Navigate to “Request for Correction”**
 - Click on “Seafarer Profile” → “Profile Correction”
 - Select the category of correction (e.g., Name, Passport, CDC)
- iii. **Step 3: Enter Correct Details**
 - Input correct information in the editable fields
 - Give a short reason for correction (e.g., name misprinted, wrong expiry date)
- iv. **Step 4: Upload Supporting Documents**
 - Mandatory to attach clear scanned proof as per the correction
 - Upload in PDF/JPEG format, size less than 500 KB per file
- v. **Step 5: Submit Request**
 - Review all entries and click “Submit”
 - A correction request reference number is generated
- vi. **Step 6: Track Status**
 - Use the “Track Correction Request” link under Seafarer Dashboard
 - Status stages:
 - Pending Review
 - Under Verification by DG(MIS) or MMD
 - Approved
 - Rejected (with remarks for re-submission)

6.7.3 Timelines for Correction Approval

Sl. No.	Type of Correction	Expected Timeline (Working Days)
1	Minor personal data (email/mobile)	Instant to 2 days
2	Document-based corrections	5–10 working days
3	CDC/INDOS-linked correction	10–15 working days (manual vetting)
4	Affidavit-based name change	15–30 working days (legal review)

Table 21 Timelines for Correction Approval

Note: Corrections may be delayed if documents are unclear, incomplete, or not matching existing data.

6.7.4 Escalation Mechanism

- If no response is received within 30 days:
 - Send a mail to: seafarer@dgshipping.gov.in with reference ID and proof
 - Call or visit nearest Mercantile Marine Department (MMD)
 - Raise grievance via Seafarer Grievance Module on DG Portal

6.7.5 Recommended Practices:

- Always double-check entries before submission.



- Keep all records and uploads clear, recent, and matching official formats.
- Name, DOB, and nationality changes should match across Passport, INDOS, CDC, and Academic Records.

6.8 Linking of Seafarer Profile with eGovernance

The Directorate General of Shipping (DG Shipping) has established a centralized e-Governance platform to manage the lifecycle of Indian seafarers—from training to certification, placement, and grievance redressal. Linking an individual's seafarer profile with the DG Shipping e-Governance system is mandatory to access all online services such as CDC issuance, CoC applications, course registration, sea service tracking, and MLC compliance.

6.8.1 Purpose of Linking Profile:

- Creates a single digital identity for each seafarer.
- Enables tracking of training, certification, placement history, and grievances.
- Ensures seamless communication with DG Shipping and RPSL agencies.
- Prevents duplicate records and fraud through Aadhaar and document validation.
- Acts as the gateway to services like:
 - INDOS registration
 - CDC application/renewal
 - CoC and watchkeeping certification
 - STCW course tracking
 - MLC documentation
 - RPSL job data submission

6.8.2 Who Must Link the Profile?

- All Indian nationals aspiring to become seafarers.
- Existing seafarers who received their CDC/CoC before e-Governance rollout.
- Foreign nationals working on Indian vessels under special endorsements.

6.8.3 Stepwise Process to Link Seafarer Profile with e-Governance

- Step 1: Access the DG Shipping Portal**
 - Visit: <https://www.dgshipping.gov.in>
 - Click on “e-Governance” portal link
- Step 2: Create Seafarer Profile**
 - Click “Seafarer Registration”
 - Fill in basic details:
 - Full Name (as per Passport)
 - Date of Birth
 - Nationality
 - Email ID and mobile number (OTP verified)
 - Set login password
- Step 3: Complete INDOS Linking**
 - If INDOS number already issued:



- Select “Link Existing INDOS”
- Provide INDOS number and date of birth
- System fetches data and links automatically
- If new seafarer:
 - Apply for INDOS and it will auto-link once generated
- iv. **Step 4: Fill Detailed Profile Information**
 - Under “Seafarer Profile” tab:
 - Enter details for passport, education, address, next of kin, etc.
 - Upload scanned documents:
 - Passport, Aadhaar, 10th Certificate, Photograph
 - Medical Certificate (from DGS-approved doctor)
- v. **Step 5: Submit for Review**
 - After entering all information and uploading documents, click “Submit for Verification”
 - A reference number will be generated
- vi. **Step 6: Verification and Activation**
 - DG Shipping backend (MIS Cell or MMD) will verify documents
 - Upon approval:
 - The profile is marked as “Verified”
 - User gets access to all seafarer modules (CDC, CoC, Grievances, etc.)

6.8.4 Important Notes:

- Profile completion and linking is mandatory before applying for any DGS-recognized course or certificate.
- Incomplete or unverified profiles will not be allowed to proceed with applications.
- Mobile number and email ID must remain active and up-to-date for OTP verifications and communication.
- In case of mismatch in INDOS or CDC records, seafarer must initiate correction (see Section 5.7).

6.8.5 Frequently Used Linked Modules Post-Activation:

Sl. No.	Module	Service Provided
1	INDOS	Registration, verification, update
2	CDC	New, duplicate, renewal
3	CoC	Application, watchkeeping endorsement
4	STCW Course Tracker	Approved training courses history
5	RPSL Voyage Record	Job history, AoA uploading
6	Seafarer Grievance Module	Complaint filing, tracking, response escalation

Table 22 Frequently Used Linked Modules Post-Activation



7

Modules and Legacy Systems



7 Modules and Legacy Systems

7.1 CDC Module

The CDC module has been introduced as an eGovernance initiative for multiple services pertaining to new application, application for duplicate CDC or replacement of CDC. The detailed workflows for the various services under this module are explained in 6.2.

7.2 INDOS System

The Indian National Database of Seafarers (INDOS) is a unique lifelong identification number allotted by the DGS. It is mandatory for any individual aspiring to undergo pre-sea maritime training at DG-approved institutes. An online module has been introduced to digitalise the process of application for INDOS. The detailed workflow is explained in 6.1.

7.3 e-Samudra (Seafarer Portal)

The e-Samudra portal is a comprehensive portal being developed in which certain modules are dedicated to cater to the various seafarer related process. These various modules are being developed under the portal pertaining to crew that includes the creation of new seafarer's profile for both Indian and foreign seafarers, updating seafarer's profile, creation of profile for sailing vessel seamen, issue of new ID cards, generate duplicate and renewed cards CoC, CDC and COPs etc. The e-Samudra portal would be integrated to various internal portals (such as Shipping entity, Ship Building Financial Assistance, etc.) and external applications (such as UIDAI/ Aadhar, banks etc.)

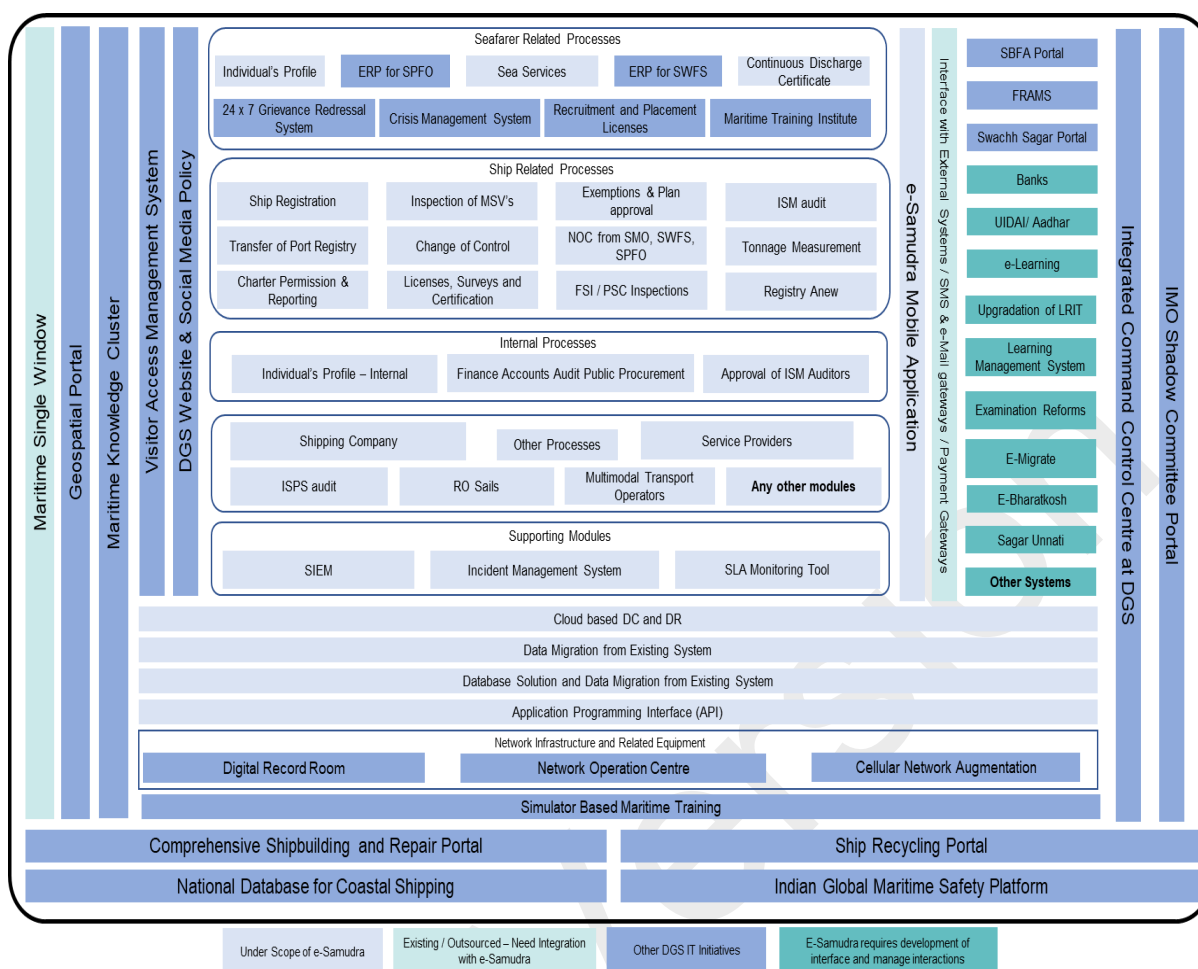


Figure 1- e-Samudra Architecture

7.4 RPS Module

Manning agencies or any other firms / agencies organization involved in recruitment and placement of seafarers must obtain registration from the DG Shipping under the Merchant Shipping (Recruitment and Placement of Seafarers) Rules, 2005 as amended to carry out their respective functions. There are various processes involved for these RPS activities. They include the creation of RPS profile, approval of RPS, renewal of RPS, change of details in RPS license, grievance redressal and correction of seafarer details in Form I. To cater to these services, an eGovernance platform has been created. The workflows of these services are explained below.

7.4.1 Application for New Application:

- i. **Step 1:** Visit the Directorate General of Shipping (DGS) website.
- ii. **Step 2:** Click on “e-Governance” under the “I.T AND E-GOVERNANCE” menu.
- iii. **Step 3:** Navigate to Internal Reference Links, select RPSL from the drop-down menu, and click the Go button.
- iv. **Step 4:** Click the link “Application for RPS License”
- v. **Step 5:** On the displayed page, click the link “New Application”



- vi. **Step 6:** Fill in all the required details in the Company Profile section and click “Save and Next” button to proceed.
- vii. **Step 7:** In the Liaison/Branch Address section, fill in the address details and click “Add to List” button to add to the details to a list, same process can be done for multiple address if needed. Click “Next” button to continue.
- viii. **Step 8:** In the Authorized Signatory section, enter the required details and select the signature file to upload. Click “Add to List” button to add the details. Repeat the same process for multiple records if needed. Click the 'Next' button to continue.
- ix. **Step 9:** In the Manning Agreement with the Employer section, fill in the agreement details and select the agreement file to upload. Click the 'Add to List' button to add the details. Repeat the same process for multiple records if needed. Click the 'Next' button to continue.
- x. **Step 10:** In the Bank(s) section, enter the bank details and click the 'Add to List' button to save them. Repeat the process for multiple records if needed. Click the 'Next' button to continue.
- xi. **Step 11:** In the Payment section, enter the transaction details and select receipt to upload. Click the button “Save and Next.” to continue.
- xii. **Step 12:** Select a Recognized Organization from the drop-down menu and click the button “Save and Next” to continue.
- xiii. **Step 13:** Choose the office under DSEO Branch from the drop-down menu and click the “Submit” button to complete the application submission process.
- xiv. **Step 14:** Upon submission a confirmation message will appear, displaying the Reference Number and Application Date. Note these details for future communications.
- xv. **Step 15:** The system will send the user ID and password to the email address provided in the application upon its approval.

7.4.2 View Application

- i. **Step 1:** Visit the Directorate General of Shipping (DGS) website.
- ii. **Step 2:** Click on “e-Governance” under the “I.T AND E-GOVERNANCE” menu.
- iii. **Step 3:** Navigate to Internal Reference Links, select RPSL from the drop-down menu, and click the Go button.
- iv. **Step 4:** Click the link “Application for RPS License “
- v. **Step 5:** On the displayed page, click the link “View Application”.
- vi. **Step 6:** Enter the application number, application date and click the button “Submit” to view the status of application.

7.4.3 Procedure to take printout of RPS License

- i. **Step 1:** Go to the Directorate General of Shipping website.
- ii. **Step 2:** Click the sub-menu “e-Governance” under the “I.T AND E-GOVERNANCE” menu.



- iii. **Step 3:** Login with the User ID and Password provided by DGS.
- iv. **Step 4:** Navigate to the Seafarer → Recruitment and Placement Services
- v. **Step 5:** Go to Inbox → RPS License.
- vi. **Step 6:** The system will prompt for the profile password. Enter it and click the 'Login' button.
- vii. **Step 7:** Go to Inbox → RPS License.
- viii. **Step 8:** System will display the License; click the “Print” button at the bottom of the page to print the license.

7.4.4 Procedure to apply for Renewal Inspection

- i. **Step 1:** Go to the Directorate General of Shipping website.
- ii. **Step 2:** Click the sub-menu “e-Governance” under the “I.T AND E-GOVERNANCE” menu.
- iii. **Step 3:** Login with the User ID and Password provided by DGS.
- iv. **Step 4:** After login, navigate to the Seafarer → Recruitment and Placement Services (RPS).
- v. **Step 5:** Go to → Inbox → Renewal Inspection.
- vi. **Step 6:** The system will prompt for the profile password. Enter it and click the 'Login' button.
- vii. **Step 7:** Go to → Inbox → Renewal Inspection.
- viii. **Step 8:** Click on the “Apply for renewal” link Under My License Notification(s).
- ix. **Step 9:** Fill in the required details in the form, select the necessary files to upload, read the list of enclosures and the undertaking, mark the checkbox, and click the 'Save and Next' button to continue.
- x. **Step 10:** Select RO under Recognized Organization click the button “Save and Next” to continue.
- xi. **Step 11:** Select Office under DSEO Branch and click the button “Submit” to complete the renewal application submission process.

7.4.5 Procedure to View Application Details

- i. **Step 1:** Go to the Directorate General of shipping website.
- ii. **Step 2:** Click the sub-menu “e-Governance” under the “I.T AND E-GOVERNANCE” menu.
- iii. **Step 3:** Login with the User ID and Password provided by DGS.
- iv. **Step 4:** After login, navigate to Seafarer → Recruitment and Placement Services (RPS).
- v. **Step 5:** Go to → Inbox → View Application Details.
- vi. **Step 6:** The system will prompt for the profile password. Enter it and click the 'Login' button.
- vii. **Step 7:** Go to → Inbox → View Application Details.
- viii. **Step 8:** Enter Application number, date of application and click the button “submit”



- ix. **Step 9:** You can view the status of the application and submit a reply if any query is raised.

7.4.6 Procedure to apply for Annual Inspection

- i. **Step 1:** Go to the Directorate General of shipping website.
- ii. **Step 2:** Click the sub-menu “e-Governance” under the “I.T AND E-GOVERNANCE” menu.
- iii. **Step 3:** Login with the User ID and Password provided by DGS.
- iv. **Step 4:** After login, navigate to Seafarer → Recruitment and Placement Services (RPS).
- v. **Step 5:** Go to → Inbox → Annual Inspection.
- vi. **Step 6:** The system will prompt for the profile password. Enter it and click the 'Login' button.
- vii. **Step 7:** Go to → Inbox → Annual Inspection.
- viii. **Step 8:** Under My License Notification(s). Click on the “Apply for Annual Inspection” link.
- ix. **Step 9:** Select Recognized Organization (RO) from the dropdown and click the button “Save & Next.”
- x. **Step 10:** Select Office under DSEO Branch and click the button “Submit” to complete the Annual Inspection application submission process.

7.4.7 Procedure for change of address/ change of name

- i. **Step 1:** Go to the Directorate General of Shipping website.
- ii. **Step 2:** Click the sub-menu “e-Governance” under the “I.T AND E-GOVERNANCE” menu.
- iii. **Step 3:** Login with the User ID and Password provided by DGS.
- iv. **Step 4:** Navigate to the Seafarer → Recruitment and Placement Services
- v. **Step 5:** Go to Inbox → Change of Address/Change of Name.
- vi. **Step 6:** The system will prompt for the profile password. Enter it and click the 'Login' button.
- vii. **Step 7:** Click the link “Apply for change of address/change of name” under My License Notification(s).
- viii. **Step 8:** Fill in the required details in the form, select the necessary files to upload, read the list of enclosures and the undertaking, mark the checkbox, and click the 'Submit' button to complete the application submission for change of address or change of name.

7.4.8 Procedure for Updating Company Profile

- i. **Step 1:** Go to the Directorate General of Shipping website.
- ii. **Step 2:** Click on the “e-Governance” sub-menu under the “I.T AND E-GOVERNANCE” section.
- iii. **Step 3:** Log in using your User ID and Password provided by DGS.
- iv. **Step 4:** Navigate to the Seafarer ->Recruitment and Placement Services (RPS).
- v. **Step 5:** Go to Profile ->Company Profile



- vi. **Step 6:** The system will prompt for the profile password. Enter it and click the 'Login' button.
- vii. **Step 7:** Click on 'Company Profile', enter the required details, and click the 'Update' button to save in the system will navigate to next tab “Liaison/Branch Address”.
- viii. **Step 8:** In the “Liaison/Branch Address” tab enter the required details and click the button “Add to List” to save in the system. Click the “Next” button to go the next tab i.e. Authorized Signatory.
- ix. **Step 9:** Same process to be followed for other tabs i.e. Authorized Signatory, Manning agreement with the employer, Ship, Management Personnel, Sponsorship Letter(s), MOU (Memorandum of Understanding), Bank Details and Payment Details tabs.

7.4.9 Specified Categories

4. Upload Documents and View Status

- i. **Step 1:** Go to the Directorate General of Shipping website.
- ii. **Step 2:** Click on the “e-Governance” sub-menu under the “I.T AND E-GOVERNANCE” section.
- iii. **Step 3:** Log in using your User ID and Password provided by DGS.
- iv. **Step 4:** Navigate to the Seafarer ->Recruitment and Placement Services (RPS).
- v. **Step 5:** Click the “Submit Application” submenu under Specified Categories menu.
- vi. **Step 6:** The system will prompt for the profile password. Enter it and click the 'Login' button.
- vii. **Step 7:** Click the “Submit Application” submenu under Specified Categories menu.
- viii. **Step 8:** Select a Specified Category from the dropdown and click the “Continue” button to proceed to the concerned application.
- ix. **Step 9:** Fill the required details and note the required documents to be uploaded once the details submitted by clicking the button “submit data and proceed to upload the documents”.
- x. **Step 10:** Can view the status of application and also can upload of documents using the link “Upload Documents and View status”.

5. Cancellation of Commencement of Contract:

- i. **Step 1:** Go to the Directorate General of Shipping website.
- ii. **Step 2:** Click the sub-menu “e-Governance” under the “I.T AND E-GOVERNANCE” menu.
- iii. **Step 3:** Login with the User ID and Password provided by DGS.
- iv. **Step 4:** Navigate to Seafarer → Recruitment and Placement Services.
- v. **Step 5:** Go to Foreign Ship Engagement → Sign-On/Sign-Off.
- vi. **Step 6:** Enter the INDoS number and click the button “Continue”.



- vii. **Step 7:** The system will populate the personal details based on the entered INDoS number, along with the list of sea service details entered earlier
- viii. **Step 8:** Click the “Cancel” link under the “Cancel Date of Commencement of Contract” column.
- ix. **Step 9:** The system populates the previously entered details. Enter the reason for cancellation and click the 'Submit' button to complete the cancellation of Commencement of Contract process.

6. Update Sign on Ship Details:

- i. **Step 1:** Go to the Directorate General of Shipping website.
- ii. **Step 2:** Click the sub-menu “e-Governance” under the “I.T AND E-GOVERNANCE” menu.
- iii. **Step 3:** Login with the User ID and Password provided by DGS.
- iv. **Step 4:** Navigate to Seafarer → Recruitment and Placement Services.
- v. **Step 5:** Go to Foreign Ship Engagement → Sign-On/Sign-Off.
- vi. **Step 6:** Enter the INDoS number and click the button “Continue”.
- vii. **Step 7:** The system will populate the personal details based on the entered INDoS number, along with the list of sea service details entered earlier.
- viii. **Step 8:** Click the link “Click to Sign On Ship” under Date of Sign On Ship column.
- ix. **Step 9:** The system populates the previously entered details. Enter the Sign on Ship Details and click the 'Submit' button to complete the Sign On Ship update process.

7. Update Onboard Change Details:

- i. **Step 1:** Go to the Directorate General of Shipping website.
- ii. **Step 2:** Click the sub-menu “e-Governance” under the “I.T AND E-GOVERNANCE” menu.
- iii. **Step 3:** Login with the User ID and Password provided by DGS.
- iv. **Step 4:** Navigate to Seafarer → Recruitment and Placement Services.
- v. **Step 5:** Go to Foreign Ship Engagement → Sign-On/Sign-Off.
- vi. **Step 6:** Enter the INDoS number and click the button “Continue”.
- vii. **Step 7:** The system will populate the personal details based on the entered INDoS number, along with the list of sea service details entered earlier.
- viii. **Step 8:** Click the link “Onboard Change” under Onboard Change column.
- ix. **Step 9:** Enter the required details and click the button “Submit” to complete the updating of onboard change details process.

8. Update Sign off Ship Details:

- i. **Step 1:** Go to the Directorate General of Shipping website.
- ii. **Step 2:** Click the sub-menu “e-Governance” under the “I.T AND E-GOVERNANCE” menu.
- iii. **Step 3:** Login with the User ID and Password provided by DGS.
- iv. **Step 4:** Navigate to Seafarer → Recruitment and Placement Services.
- v. **Step 5:** Go to Foreign Ship Engagement → Sign-On/Sign-Off.



- vi. **Step 6:** Enter the INDoS number and click the button “Continue”.
- vii. **Step 7:** The system will populate the personal details based on the entered INDoS number, along with the list of sea service details entered earlier.
- viii. **Step 8:** Click the link “Click to Sign off” under Date of Sign Off Ship column.
- ix. **Step 9:** Enter the Sign off details and click the button “Submit” to complete the updating of Sign off Ship details process.

7.4.10 Article of Agreement (AoA)

1. Submission of Sign on Shore Details

- i. **Step 1:** Go to the Directorate General of Shipping website.
- ii. **Step 2:** Click the sub-menu "e-Governance" under the "I.T AND E-GOVERNANCE" menu.
- iii. **Step 3:** Login with the User ID and Password provided by DGS.
- iv. **Step 4:** Navigate to Seafarer -> Recruitment and Placement Services.
- v. **Step 5:** Click the submenu “Sign-On Shore Indian Ship” under the menu “Indian Ship Engagement (Articles of Agreement)”.
- vi. **Step 6:** Enter the required details and click the button “Continue” to proceed.
- vii. **Step 7:** Fill in the required details in each tab and click “Continue” to proceed. In the Final tab click the “Submit” to complete the submission of Sign on Shore Details.
- viii. **Step 8:** Upon submission, the system will generate an application number and display the confirmation message: 'Your application has been successfully submitted, and the eMigrate Reference Number will be generated soon.' At the same time, the system will share the required data with the eMigrate system and update the eMigrate Reference Number and Date of Submission in the system as provided by the eMigrate system.

2. Cancel Sign on Shore Details

- i. **Step 1:** Go to the Directorate General of Shipping website.
- ii. **Step 2:** Click the sub-menu "e-Governance" under the "I.T AND E-GOVERNANCE" menu.
- iii. **Step 3:** Login with the User ID and Password provided by DGS.
- iv. **Step 4:** Navigate to Seafarer -> Recruitment and Placement Services.
- v. **Step 5:** Click the submenu “Cancel Sign-on Shore” under the menu “Indian Ship Engagement (Articles of Agreement)”.
- vi. **Step 6:** The system will display the list of records submitted by the user. Click the link 'Click to Cancel' under the 'Cancel Sign On Shore' column to initiate the cancellation
- vii. **Step 7:** Enter the reason for cancellation and click the 'Submit' button to complete the Cancel Sign On Shore process.

3. Update Sign on Ship Details

- i. **Step 1:** Go to the Directorate General of Shipping website.



- ii. **Step 2:** Click the sub-menu "e-Governance" under the "I.T AND E-GOVERNANCE" menu.
- iii. **Step 3:** Login with the User ID and Password provided by DGS.
- iv. **Step 4:** Navigate to Seafarer -> Recruitment and Placement Services.
- v. **Step 5:** Click the submenu 'Sign-On Ship' under the main menu 'Indian Ship Engagement (Articles of Agreement)'.
- vi. **Step 6:** Enter the seafarer's CDC number and click the 'Continue' button to proceed.
- vii. **Step 7:** Fill in the 'Sign On Ship' details and click the 'Submit' button to complete the Sign On Ship update process

4. Update Sign off Ship Details

- i. **Step 1:** Go to the Directorate General of Shipping website.
- ii. **Step 2:** Click the sub-menu "e-Governance" under the "I.T AND E-GOVERNANCE" menu.
- iii. **Step 3:** Login with the User ID and Password provided by DGS.
- iv. **Step 4:** Navigate to Seafarer -> Recruitment and Placement Services.
- v. **Step 5:** Click the submenu Sign-Off Shore Indian Ship ' under the main menu 'Indian Ship Engagement (Articles of Agreement)'.
- vi. **Step 6:** Enter the seafarer's CDC number and click the 'Continue' button to proceed.
- vii. **Step 7:** Fill in the Sign-Off details and click the 'Continue' button to proceed. Then, enter the fee details and click the 'Submit' button to complete the Sign-Off Ship update process.

5. Nil Declaration

- i. **Step 1:** Go to the Directorate General of Shipping website.
- ii. **Step 2:** Click the sub-menu "e-Governance" under the "I.T AND E-GOVERNANCE" menu.
- iii. **Step 3:** Login with the User ID and Password provided by DGS.
- iv. **Step 4:** Navigate to Seafarer -> Recruitment and Placement Services
- v. **Step 5:** Click the menu "Nil Declaration".
- vi. **Step 6:** Select the month and year from the dropdown, mark the declaration, and click the 'Submit' button to complete the process.

6. Emigration for Repair Technician

- i. **Step 1:** Go to the Directorate General of Shipping website.
- ii. **Step 2:** Click the sub-menu "e-Governance" under the "I.T AND E-GOVERNANCE" menu.
- iii. **Step 3:** Login with the User ID and Password provided by DGS.
- iv. **Step 4:** Navigate to Seafarer -> Recruitment and Placement Services for Non RPSL and for Shipping Company Navigate to Seafarer -> SMO-Other Activities.
- v. **Step 5:** Go to eMigrate for Repair Technician → Data Submit for eMigrate.
- vi. **Step 6:** Enter the Passport No. and click the button "Continue" to proceed.



- vii. **Step 7:** Fill required data in the form and click the button “Submit” to complete the process.
- viii. **Step 8:** Upon submission, the system will display the confirmation message: “Data submitted successfully for Passport No.: XXXXXXXX and eMigrate Reference No. will be generated soon.’ Simultaneously, the system will share the data with the eMigrate system and update the eMigrate Reference Number and Date of Submission in the system as received from the eMigrate system.

7.5 Transition Plan to New Systems

1. Multiple new eGovernance platforms are under development for seafarer-related processes. While certain services would be available under the eSamudra portal, four modules for the welfare of seafarers are being developed- the 24 X 7 Grievance Redressal System, Crisis Management System, Recruitment and Placement License and Maritime Training Institutes. Additionally, a ERP solution is being developed for the SPFO and SWFS.
2. An Integrated Command and Control Centre (ICCC) would be developed in the premises of the DGS.
3. Data would be managed and stored in cloud-based DC and DR and external applications would be integrated through APIs.



8

Grievance Redressal and Crisis Management



8 Grievance Redressal and Crisis Management

8.1 Introduction and Objective

The Directorate General of Shipping (DGS), under the Ministry of Ports, Shipping and Waterways, operates a centralized Grievance Redressal – Support Unit (GR–SU) to handle welfare, operational, and compliance-related grievances of Indian seafarers, RPSL companies, and other maritime stakeholders.

The GR–SU is designed as a single-window platform through the DGS e-Governance / e-Samudra Portal to ensure that all grievances are addressed promptly, fairly, and in compliance with national and international maritime laws, including the Merchant Shipping Act, 1958 and the Maritime Labour Convention (MLC), 2006.

1. Objectives

- **Centralized Handling** – Provide a unified, transparent, and accountable mechanism for receiving, registering, and resolving grievances from seafarers, their families, and maritime stakeholders.
- **Timely Redressal** – Establish fixed timelines for acknowledgment, investigation, escalation, and closure of grievances, ensuring that no complaint remains pending beyond the prescribed resolution period.
- **Transparency and Tracking** – Enable real-time grievance tracking via the e-Governance system, with unique grievance IDs and status updates communicated through SMS/email at each stage.
- **Accountability** – Assign grievance handling responsibilities to specific officers, ensuring structured escalation to higher authorities if the stipulated timelines are breached.

8.2 Types of Grievances Covered

The Directorate General of Shipping (DGS) addresses a wide range of grievances concerning the welfare, certification, documentation, and employment of seafarers. These include but are not limited to:

1. **INDOS** – Issues relating to Indian National Database of Seafarers registration, data correction, duplication, or record retrieval.
2. **Passport** – Delays, rejections, or errors in passport endorsements for seafarers.
3. **Seafarers Profile** – Correction or updating of personal details in the DGS e-Governance/e-Samudra profile.
4. **CDC (Continuous Discharge Certificate)** – New applications, renewals, corrections, or replacement of lost/damaged CDC.



5. **BSID (Biometric Seafarers Identity Document)** – Application, biometric capture, issuance, and replacement issues.
6. **RPSL (Recruitment and Placement Service Licence)** – Complaints against RPSL agencies regarding non-compliance, contractual violations, or fraudulent recruitment.
7. **Fraudulent Cases (Certifications and Documents)** – Fake certificates, forged documents, and unauthorized issuances.
8. **Cheating Cases** – Monetary or employment-related cheating by agents or companies.
9. **COP Engineering (Certificate of Proficiency)** – Application, assessment, or revalidation-related grievances for engineering COP.
10. **COP Nautical** – Application, assessment, or revalidation-related grievances for nautical COP.
11. **COC Engineering (Certificate of Competency)** – Application, issuance, renewal, or assessment-related issues for engineering COC.
12. **COC Nautical** – Application, issuance, renewal, or assessment-related issues for nautical COC.
13. **COC Cookery** – Application, issuance, renewal, or assessment-related issues for cookery COC.
14. **Assessment, Exams, Certification (Engineering)** – Scheduling, conduct, results, or discrepancies in engineering examinations.
15. **Assessment, Exams, Certification (Nautical)** – Scheduling, conduct, results, or discrepancies in nautical examinations.
16. **Placement – Prior Joining** – Contract, documentation, and payment issues before signing on a vessel.
17. **Employment – After Joining** – Wages, onboard conditions, repatriation, or contractual disputes after joining.
18. **Training** – Issues with approved maritime training institutes, course quality, fees, and recognition.
19. **Sea Services (Sign on/Sign off)** – Discrepancies, delays, or disputes in sign-on/sign-off processes.
20. **Death** – Compensation, insurance, and repatriation arrangements in case of death of a seafarer.
21. **Missing Seafarer** – Reporting, investigation, and support processes for missing persons at sea.
22. **Dissertation** – Submission, approval, or evaluation issues for mandatory dissertations.



- 23. Abandonment/Arrest/Detention** – Cases where seafarers are abandoned or detained without proper legal or contractual support.
- 24. Piracy and Hijacking** – Incidents involving maritime security threats, including hijacking or piracy.
- 25. Misconduct, Alcohol** – Disciplinary actions and support in cases involving misconduct or alcohol-related issues.
- 26. SWFS (Seafarers' Welfare Fund Society)** – Disputes or delays in welfare scheme benefits, insurance, or grant claims.
- 27. SPFO (Seafarers' Provident Fund Organisation)** – Issues related to provident fund contributions, withdrawals, or account details.
- 28. Miscellaneous** – Any other grievance not specifically categorized above but related to seafarers' welfare and rights

8.2.1 Submission Process – Online and Offline

The Directorate General of Shipping (DGS) ensures that seafarers can submit grievances through multiple channels to maximize accessibility. The process covers all incoming grievances, whether received digitally or through direct interaction.

8.2.1.1 Receiving the Grievance

1. Via WhatsApp / Email

- **Acknowledge Receipt**
 - Respond promptly to the sender confirming that their grievance has been received.
 - Use the standard acknowledgment template to maintain consistency.
- **Record in Grievance Master Sheet**
 - Open the Grievance Master Excel Sheet maintained by the Grievance Redressal – Support Unit.
 - Enter all mandatory details, including:
 - Date of receipt
 - Name of complainant
 - INDOS / CDC number
 - Contact number and email address
 - Mode of grievance submission (WhatsApp/Email)
 - Grievance type (as per categorization list)
 - Detailed description of the issue
 - Department assigned for action
 - Current status of grievance
 - Any remarks or follow-up dates
- **Forward to Concerned Department**



- Email the grievance details to the assigned department for necessary action.
- CC the relevant supervisory officials to ensure oversight.
- Attach any supporting documents received from the complainant.

2. Via Phone Call

- **Listen Politely & Understand the Issue**

- Allow the caller to explain their concern without interruption.
- Take note of the key facts.

- **Request Written Submission**

- Politely inform the caller that a written record (WhatsApp or Email) is required for processing.
- Share the standard WhatsApp message template for grievance submission, ensuring all mandatory fields are included.

- **If Caller Insists on Verbal Only**

- Record the grievance details directly during the call.
- Enter all data into the Grievance Master Excel Sheet as per the WhatsApp/Email process.
- Forward details to the concerned department via email

3. Missed Call

- **Call Back Promptly**

- Return the missed call at the earliest opportunity.

- **Guide on Submission Process**

- Explain the WhatsApp/Email grievance process clearly.
- Share the standard template for submission.

4. Additional Notes

- **Confidentiality:** All grievance details must be treated as confidential and shared only with authorized personnel.
- **Time-Bound Entry:** All grievances received must be entered into the system within 24 hours of receipt.
- **Reference Number:** Each grievance should be assigned a unique reference number for tracking.
- **Follow-Up Tracking:** The Excel sheet should be updated regularly to reflect changes in status (e.g., “Forwarded,” “Under Review,” “Resolved”).



8.2.1.2 Lodging in e-Governance System (For Main Grievance Categories)

For grievances that fall under the main operational categories (INDOS, CDC, BSID, RPSL, Fraudulent Cases, Employment, Training, etc.), the process is as follows:

1. Access the DG Shipping e-Governance Portal

- Visit <https://www.dgshipping.gov.in>
- Navigate to: IT & e-Governance → e-Governance

2. Login

- Enter Support Unit credentials (authorized personnel only).

3. Open the Grievance Submission Module

- Path: Administration → Grievance Redressal → Submit Grievance

4. Retrieve Seafarer Profile

- Enter the INDOS number.
- The system will auto-populate the seafarer's profile details (name, DOB, CDC number, etc.).

5. Select Grievance Type

- Choose the relevant grievance category from the dropdown.
- If "Others" is selected, specify the subcategory clearly in the remarks field.

6. Select Relevant Office

- Under "Office Applied To," choose the correct MMD or DGS section responsible for the grievance type.

7. Enter Grievance Details

- Paste the grievance description from the original submission.
- Ensure details are concise, factual, and complete.

8. Upload Supporting Documents

- Attach relevant PDFs (certificates, contracts, payment proofs, correspondence, etc.).

9. Submit Grievance

- Click Submit to generate a ticket ID.

10. Update Master Record

- Enter the submission date, grievance category, status, and ticket ID in the Grievance Master Excel Sheet.



8.2.1.3 CoC / COP Issues

For grievances specifically related to Certificate of Competency (CoC) or Certificate of Proficiency (COP), the following steps apply:

1. Access Seafarer Profile

- From the DG Shipping homepage, open Seafarer Profile.

2. Retrieve Details

- Enter the INDOS number to fetch all relevant seafarer records and certification details.

3. Forward to Relevant Department

- Email the grievance along with profile details to the concerned CoC or COP section within DGS.
- Ensure all attachments (scanned certificates, correspondence, etc.) are included.

4. Update Master Record

- Record the forwarding details, date, and department name in the Grievance Master Excel Sheet

8.3 Timeline and SOP for Redressal

1. Acknowledgement

- Timeline: Within 1 hour of receipt during working hours.
- Action:
 - Respond via the same channel as received (WhatsApp, email, phone).
 - Confirm that the grievance has been received and is under processing.

2. Excel Entry

- Timeline: Within 1 hour of receipt.
- Action:
 - Enter all mandatory details in the Grievance Master Excel Sheet:
 - Date and time of receipt
 - Name of complainant
 - INDOS/CDC number
 - Contact details
 - Mode of receipt (WhatsApp/Email/Call)
 - Grievance type and description



- Assigned department
- Initial status

3. Forwarding to Department

- Timeline: Same day of receipt.
- Action:
 - Forward grievance details via official email to the concerned department, ensuring CC to relevant officials (DDG Crew, section heads).
 - Attach all supporting documents.

4. First Follow-Up

- Timeline: Day 2 after receipt.
- Action:
 - Contact the assigned department to check progress.
 - Record follow-up date and remarks in the Excel sheet.

5. Weekly Review

- Timeline: Every Monday.
- Action:
 - Conduct review of all open grievances in coordination with department heads.
 - Prioritize cases nearing escalation timelines.

6. Closure Update

- Timeline: Within 24 hours of resolution confirmation from the department.
- Action:
 - Update status in Excel as “Closed.”
 - Inform the complainant via the original channel.
 - Archive case files for audit reference.

7. Missed Call Return

- Timeline: Within 2 hours during working hours.
- Action:
 - Call back the complainant.
 - Record interaction in the Excel sheet.
 - Guide them to submit grievance via WhatsApp or email if not yet done.



8. Escalation Protocols

- Trigger: If unresolved beyond 7 days from receipt.
- Action:
 - Escalate to DDG (Crew) with a complete follow-up history.
 - Mark status as “Escalated” in Excel.
 - Maintain daily follow-up until resolution.

9. Shift-Wise Operational SOP (24x7 Unit)

- Morning Shift (07:00 – 15:00)
 - Data entry for new grievances.
 - Respond to emails and WhatsApp messages.
 - Coordinate with departments for pending case updates.
- Evening Shift (15:00 – 22:00)
 - Follow-up calls with departments.
 - Record status updates.
 - Documentation and escalation preparation.
- Night Shift (22:00 – 07:00)
 - Handle urgent/emergency grievances.
 - Return missed calls.
 - Escalate critical unresolved matters to higher authority via night duty officer.

8.4 Process of Related to handling of Grievances of seafarers

1. A grievance redressal mechanism for seafarers was initiated vide DG Shipping Crew Branch Circular No. 03 of 2011(F. No.CR/Misc/10/2011) dated 05.07.2011, Merchant Shipping Notice No. 03 of 2013 dated 30.01.2013 and further incorporated with online grievance redressal mechanism vide Merchant Shipping Notice No. 06 of 2019 dated 21.08.2019. Consolidated guidelines for addressing the seafarer grievances are as follows:
2. The Maritime Labour convention (MLC) addresses the issues and concerns entailing the resolution the grievances of seafarers through onboard complaint procedure as well as on shore seafarer grievance handling procedure.

3. Onboard Grievance Handling procedure:

- Reference to MS Notice No. 04 of 2013 dated 30.01.2013, following complaint/grievance redressal procedures are prescribed for an adoption on board Indian flag vessels, in compliance of the requirements under the MLC, 2006 (Regulation 5.1.5):



- Any aggrieved seafarer serving on board an Indian flag ship shall, as soon as is feasible submit a written complaint to his Head of Department on board (Deck/Engine), which shall be immediately & formally acknowledged by that Head of Department to the seafarer concerned.
- If the Head of Department cannot resolve the seafarer's complaint to the satisfaction of the seafarer, within a prescribed time limit of 3 days of receipt of the complaint, the Head of Department shall refer it to the Master of the ship, who shall handle the matter personally and settle the issue within 7 days of receipt of complaint.
- Seafarer shall, at all times, have the unequivocal right to be accompanied and to be represented by another seafarer of his choice on board the ship concerned, while making the complaint or for the follow - up work there on.
- All complaints and decisions on the complaint shall be duly recorded in the official record book and a copy of the decision taken, in each case, shall be provided to the seafarer concerned by the said issue resolving authority. A proper documentary record of all the complaints and actions taken on each complaint shall be kept on board the vessel and shall be available for an inspection by the authorities concerned for a period of at least three years of receipt of complaint.
- If the Master of the vessel cannot resolve the complaint on board, he shall take it up with to the ship owner concerned, under & due immediate intimation to the seafarer. The ship owner shall resolve the matter, without any delay, but not later than within a maximum period of 1 month of receipt of complaint. Contact details of the ship owner for resolving seafarer's complaints shall be made available onboard, by the Master of the vessel. The ship owner shall, in resolving the complaint, take the assistance of the Committee that may be set up by it, comprising the seafarers union(s) also.
- If the complaint of the seafarer is not resolved by the RPS/ship owner within 1 month, [including the Committee also represented by the seafarers union(s)], the seafarer shall have the right to approach the competent authority, through the Grievance Redressal Mechanism as set out vide this Directorate General's M.S. Notice No.03 of 2013 (F. No. CR/Grievance Redressal/2013) dated 30.01.2013 and DGS MS Notice no. 06 of 2019 dated 21.08.2019. The complaint so registered with the authority shall contain the copies of the complaint made by the seafarer to all his superiors [as mentioned above], including to the RPS/ Ship owner/union (if any) and the replies given thereto by them (if any).
- A seafarer on board a vessel calling at a foreign port, in between a voyage shall also have the right to separately report his complaint alleging breach of the requirement(s) of, the MLC, 2006 (including seafarers' rights) to the authorized officer of that port, under the MLC on-shore seafarer complaint handling procedures.
- In all such cases, seafarers shall also have the right to file their complaints directly with the Master or RPS provider or ship owner or any other legal entity that the seafarers may consider appropriate for the purpose.(DGS MS Notice No. 04 of 2013 dated 30.01.2013 may be referred from the [LINK](#))

4. Onshore Grievance Handling Procedure:



Reference DGS MS Notice No. 03 of 2013 dated 30.01.2013, following complaint/ grievance redressal procedures are prescribed for submission with DG Shipping and allied offices, if not resolved by the Master/RPS/Shipping Co. :

- 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:
 - Surveyor-IN-charge, MMD, Haldia/ Jamnagar /Marmugoa /Mangalore /NOMA /Paradip /Port Blair / Tuticorin / Visakhapatnam.
 - Officers in the offices of the Principal Officers [PO], MMD, Chennai/ Kandla/ Kochi/ Kolkata/ Mumbai specially designated by the respective Principal Officers.
 - Shipping Masters, Chennai/ Kolkata/ Mumbai.
- Any aggrieved seafarer may submit his grievance application, in writing, to the jurisdictional 'Designated Grievance Redressal Officer, as indicated in para 3.4(a) above in the prescribed form (Annexure - I: 1 page).
- 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/ship owner 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.
- Such grievances shall be registered formally & recorded and an acknowledgement & registration no. there to 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.
- 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.
- 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.
- In the event of purported grievance raised by seafarer, any complaint of performance, incompetence, negligence, or breach of the code of conduct against the seafarer, shall be taken into account when inquiring into the same.

5. First Appeal

- 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.



- 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.
- The appeal 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

6. Second appeal:

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

7. Reporting:

- 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, Govt. of India, in the Form prescribed (Annexure - 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 Officer 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. (DGS MS Notice No. 03 of 2013 dated 30.01.2013 may be referred the [LINK](#))

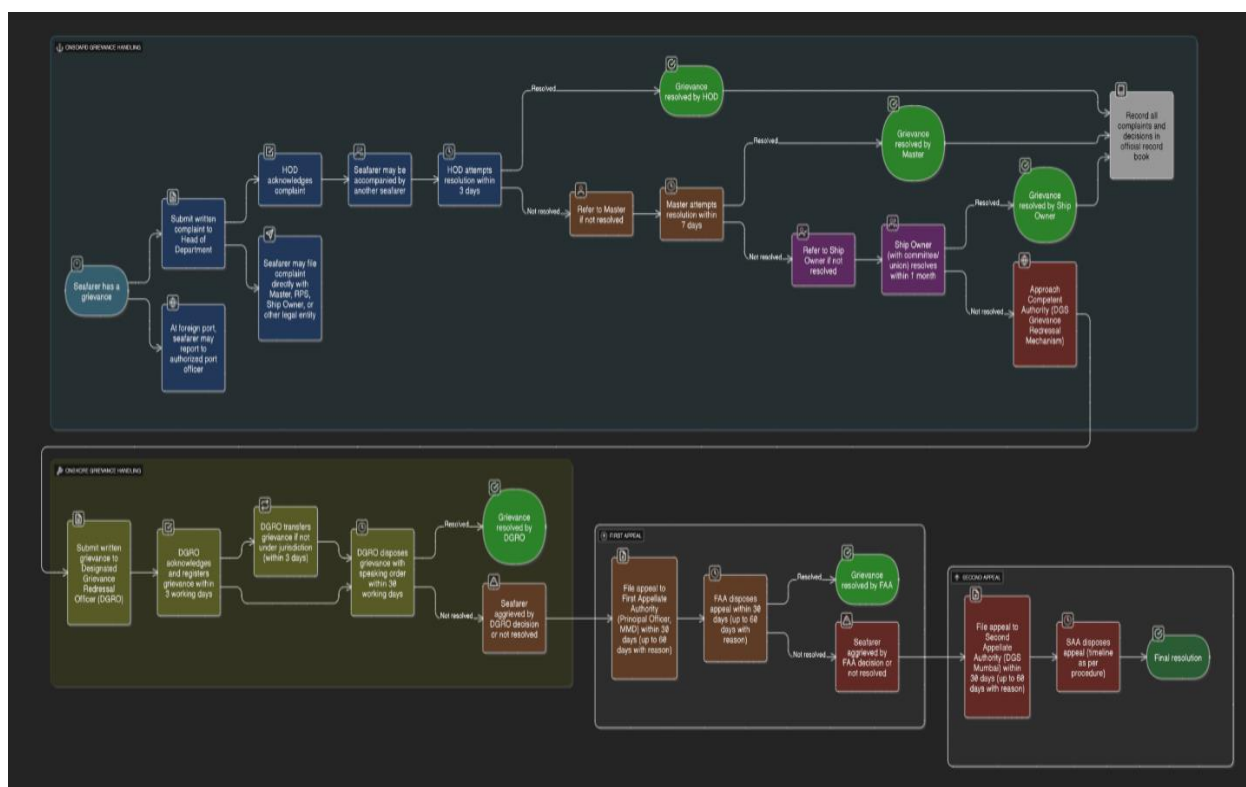


Figure 3- Flow Chart for onboard and onshore offline grievance redressal mechanism is illustrated below for reference

8. Online Grievance redressal Mechanism:

Reference DGS MS Notice No. 06 of 2019 dated 21.08.2019 and Standard Operating Procedure for filing online grievances, following procedure may be adopted by the Indian seafarer for lodging their grievances online:

- Submission of grievances by seafarer online
 - Log in to the e-Governance System.
 - Click the link "Grievance Redressal Mechanism".
 - Fill the required data and submit, upon submission, system generates a Reference No.
 - Status of the application can be viewed by clicking the link "Grievance redressal Mechanism".
 - If any Query raised by the department, seafarer could reply using the link "Grievance Redressal Mechanism".
 - Click “View” in the link to view the Query raised along with reply submitted.
 - Note: For detailed online lodging of seafarer grievances Standard Operating procedure available at DG Shipping website may be referred from the [LINK](#)
- Action taken by the jurisdictional grievance redressal official
 - Verify the data submitted by the seafarer.
 - May send query to applicant, if required.



- May send query to RPSL agency and Shipping company.
- On receipt of response to the query, the grievance may be disposed off.
- Action by the concerned RPSL company
 - Log in to the e-Governance System.
 - Go to the link Recruitment and Placement Services ->Grievance Redressal ->View List
 - Click "Reply" link to submit reply
 - Click "View" link to view the Query raised along with reply submitted.
- Action by the concerned shipping company
 - Log in to the e-Governance System.
 - Go to the link SMO-Other Activities ->Grievance Redressal -> View List
 - Click "Reply" link to submit reply. (DGS MS Notice No. 06 of 2019 dated 21.08.2019 may be referred from the [LINK](#))

9. Grievance Redressal Mechanism for women seafarer:

- Sexual harassment Onboard Complaints and redressal procedure:
 - Every effort should be made by means of set procedures and guidelines, to resolve onboard complaints of sexual harassment on the ship itself in a fair, effective and expeditious manner, keeping the confidentiality of complainant and person against whom complaint is made.
 - An onboard complaint should be submitted to "Shipboard Enquiry Committee" in writing, who will in turn submit its report to shore Internal "Complaints Committee" within 7 days from the date of receipt of complaint in the format prescribed in appendix I. Complaints can also be made online in the "Grievance report for female seafarers" on Directorate General of Shipping e-governance site. However, unresolved complaints should be referred to Internal "Complaints Committee" at the shore office and shall be resolved within defined time period.
 - Guidance on formation of "Shipboard Enquiry Committee" is provided in appendix II 2.1.4 Disembarkation of complainant shall be avoided till the time her safety is not at stake. If signing off is decided by Shipboard Enquiry Committee, then this should be done in safe and secure manner.
 - Notwithstanding above Para, a complainant may report to shore complaints committee directly.
- Shore Complaints and redressal mechanism for Women Seafarer:
 - Once referred ashore, the ship-owners should be guided by The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013 as amended, provided that internal "Complaints Committee" should include 2 senior women seafarers.
 - Rights of complainant should be protected including security of their existing job. At no point shall the complainant be penalized for making a complaint.



- Ship-owners should provide suitable contact person / counsellor ashore for grievance redressal of women seafarers
- Ship-owners should take all adequate measures, by promulgating procedures/ recommendations/ guidelines for prevention of sexual harassment on board.
- Ship- owner should provide contact details of Internal "Complaints Committee" to all persons on board.
- Shore personnel who are part of the Internal "Complaints Committee" should be sensitive to gender related issues on board and periodically undergo training in this regard.
- In order to register complaints by Women seafarers with regard to violations of M.S. Notice 7 of 2019 a separate facility "Grievance Report for Women Seafarer" has been added in the e-governance portal of DG Shipping.
- The women seafarers can register their grievance related to "Sexual Harassment at workplace" and "Infrastructure and Facilities" only with regard to violations of M. S. Notice 7 of 2019 on the "Grievance Report for Women Seafarer" facility. For other grievances Women/Male seafarer are to register their grievance on "Grievance Redressal Mechanism".
- Constitution of Complaint Committee regarding Sexual Harassment on Women seafarer at workplace:
- Following personnel has been nominated for complaint committee for women seafarer in accordance with DGS Order No. 10 of 2024 dated 14.06.2024:

Sr. No.	Name of Person	Organization	Position	Contact Details
1	Ms. H. K. Joshi	Ex-CMD, SCI, Mumbai	Chairperson	Joshi.hkj@gmail.com
2	Capt. Radhika Menon	Founder, International Women Seafarer Foundation (IWSF)	Member	radhikamcmemon@yahoo.com trustee@iwsf.co.in
3	Ms. Sonali Banerjee	IRS	Member	sonali.banerjee@irclass.org
4	Ms. Sandhya Pillai	Maritime Lawyer & Director, M/s SSS Maritime Services	Member	vmtlegal@gmail.com sanndhya24@gmail.com
5	Mr. Mridu Murchhana Sharma	Psychologist	Member	sharmamridum@gmail.com



Sr. No.	Name of Person	Organization	Position	Contact Details
6	Ms. Sanjam Gupta	WISTA and Founder Member of SheEo	Member	sanjam@maritimesheeo.com sanjam@sitarashipping.co.in
7	Capt. Manish Kumar	Nautical Surveyor – cum – Deputy Director General of Shipping.	Member Convener	manish.kumar-dgs@gov.in
8	Mrs. Saleha Shaikh	Head Coordinator, MUI Women's Wing.	Member	muiww@maritimeunionofindia.com
9	Capt. Sankalp Shukla	MD, M/s BSM Ship Management Pvt. Ltd. Mumbai	Member	sankalp.shukla@bsm-shipmanagement.com

Table 23- Complaint Committee for Women as of August 2025

- MS Notice 07 of 2019 dated 25.09.2019- [LINK](#),
- MS Notice 03 of 2023 dated 03.01.2023- [LINK](#)
- DGS Order 10 of 2024 dated 14.06.2024- [LINK](#)

10. Contact Points for Seafarers - Crisis / Grievances Redressal Mechanism:

Sl No.	Name of Office/officers	Subject / Issues	Email ID	Phone Number
DGCOMM 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



Sl No.	Name of Office/ officers	Subject / Issues	Email ID	Phone Number
				+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
3	Capt. PC Meena	Dy Director General of Shipping	pcmeena- dgs@gov.in	+91-22- 25752020 (WhatsApp / Calls) +91- 7039363939
MUMBAI				
4	Seamen's Employment Office, Nau Bhavan, 1st Floor-10, Ramjibhai Kamani Marg, Ballard Estate,	All matters related to RPSL Companies	dirseo-dgs@gov.in	+91-22- 22692984
				+91-22- 22692985
5	Government Shipping Office, Nau Bhavan, 1st Floor-10, Ramjibhai Kamani Marg, Ballard Estate, Mumbai – 40000	All matters related to Shipping Companies / CDC / BSID	sm-mum- ship@gov.in	+91-22- 22697971
				+91-22- 22697972
KOLKATA				



Sl No.	Name of Office/ officers	Subject / Issues	Email ID	Phone Number
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	All matters related to Shipping	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
Director General of Shipping, Mumbai				
10	Shri Shyam Jagannathan, IAS	All matters	dg-dgs@gov.in	+91-22- 25752005 +91-22-

Table 24- Contact Points for Seafarers' Grievances

11. Grievance response Committee:

- The Grievance Response Committee GRC shall comprise of the following:
 - Shri Ajith Kumar Sukumaran, Chief Surveyor - Chairperson
 - Capt S.I. Abul Kalam Azad, Nautical Advisor (I/c) - Member
 - Capt. (Dr.) Daniel J Joseph, Dy. Director General of Shipping - Member Secretary
 - Capt Nitin Mukesh, Dy. Nautical Advisor, DG Shipping - Member



- Capt. Harinder Singh, Nautical Surveyor, DG Shipping - Member
 - Legal Consultant (Crew Branch) - Advocate Vivek Joy and support from legal consultant in Crew Branch
-
- The GRC shall take cognizance of complaints, received before or after constitution of the Committee, with the prior sanction of the Director General of Shipping as the case may be.
 - The GRC shall examine the factual circumstances, involved in the occurrence or likelihood of occurrence of the incidents under consideration of the GRC, including but not limited to the ship board environment, statement of other fellow seafarers and senior officers, any available written, audio, or video evidence and to investigate for the purpose of adopting proactive measures and recommend such measures to be issued by the officers / authorities concerned so as to mitigate, prevent and / or save any seafarer from ongoing victimization.
 - In the event of incidents of the past being considered by the GRC, it shall monitor the adjudicatory process initiated by Director Seamen's Employment Office [DSEO], if any; and in the event of no pending procedures before the DSEO the GRC may make such recommendations to the officers or authorities concerned who shall take such measures in accordance with the applicable law and procedures.
 - The GRC may also recommend measures of general nature including, but not limited to: Advising the concerned seafarer or NOK regarding the possible measures to be adopted; Recommend measures to pre-empt circumstances, involving potential violations of seafarers' rights, breach of duty of care onboard vessels, and general neglect of mental health and wellbeing, whereby the Indian seafarers, including trainees, cadets and such other novices become prone to developing psychological vulnerability and such conditions;
 - Implement methodology to ascertain possible psychiatric screening or evaluations at selections or entry level of career at sea.
 - Closely examine methodology and accessibility of information to DG Comm centre for the purpose of ready reference and response thereof to preempt undesirable acts committed by the victims such as suicide.
 - The GRC upon conclusion of its examination, inquiry and / or investigation shall submit the finalized report with recommendations to the Director General of Shipping. The report so finalized and submitted by GRC may be used for initiating appropriate measures by authorized officer or authority in accordance with the MS Act, 1958 as amended and the Rules made there under. The said report shall form part of internal consultation and reference of the maritime administration for the purpose of taking such measures as deemed fit, to avoid similar instances in future. (DGS Order 04 of 2025 dated 21.04.2025 may be referred from the [LINK](#))



8.5 Process related to crisis management of seafarer

Following guidelines may be followed in case of the following Marine crew Crisis situations:

1. Crew on a merchant ship is abandoned in a foreign port

Reference DG Shipping advisory vide file No. F. No. 23-CIR/1/2024-CREW-DGS (Comp. No.: 29100) dated 03.06.2024, following familiar pattern of events as listed below often unfolds for crew abandonment, following are the warning signs:

- Ships are generally anchored for longer periods with no voyage orders
- Fuel for generators runs out and vessel black outs
- No spares, paints etc. on board to continue onboard maintenance
- Salaries stop being paid (more than 2 months salary not paid)
- Shore leave is denied
- Food and fresh water stops being supplied
- Services provided to the ship go unpaid
- Often the ship owner cannot be traced or remains in the background, sometimes threatening the crew and making false promises
- On board, phone cards run out of credit and seafarers are unable call home
- Relationships suffer as boredom sets in and tempers flare
- Families of seafarers are left begging for help

2. Be alert to the early signs of abandonment and take action as soon as appropriate.

If abandoned, seek outside help immediately from following:

- Port State Control authority
- Flag State of your ship
- Indian embassy or consulate
- DG Shipping (Indian Maritime Administration)
- ITF / your own or local trade union
- Welfare organizations and/or a local lawyer

3. If ship-owners / RPS agents are RESPONDING and vessels P&I certificate is valid and seafarer is not paid for wages, food, accommodation, drinking water supplies, fuel for survival on board the ship & medical care then vessels Master should directly access financial security system under the MLC (for up to four months) for paid wages and repatriation at no cost to seafarer.



- Vessels Master should approach the concerned P&I through the flag state to invoke financial security system under the MLC to effect the repatriation of the seafarer.

4. If ship-owners are NOT RESPONDING and vessels P&I certificate is NOT valid

- Vessels Master CANNOT invoke financial security system under the MLC as P&I is invalid
- Immediately approach seafarers trade union or Indian embassy or consulate or Welfare organizations to arrange for a local lawyer to enforce your maritime lien rights by arresting the ship to which the maritime lien attaches, or by arresting a sister ship or ship-owners other vessel if your own ship value is insufficient to pay for your wages and repatriation.
- As the ship owner is evading your claim, you may be able to obtain a court order compelling him not to remove his assets (ship) from the country and pay your dues and repatriation based on your employment agreement you can execute the judgment against those assets.
- Obtain assistance for survival, accommodation, food, water etc. from local port authority, ITF, your own local trade unions and welfare organizations till vessel is arrested and auctioned and your wages (4 months) and repatriation would be settled through auctioning of the vessel
- Obtain assistance from lawyer if you are at risk of detention and deportation to manage these risks and ensure your repatriation.

5. Seafarer found missing at sea:

- Vessels Master will inform all parties and initiate SAR as per IAMSAR and applicable SOP
- On receipt of information from vessel, RPS/ family (NoK) may inform DG Comm and seek updates
- It is ship-owners / RPS agents who are duty bound to provide updates about SAR
- If missing seafarer is found at sea alive, will be rescued & all parties would be informed
- If missing seafarer is found at sea & found dead, body will be retrieved and all parties would be informed, vessel will be diverted to nearest port, flag inspectors, P&I & local law enforcing agencies will board for investigations and then body would be sent for postmortem, after local formalities are completed, mortal remains will be repatriated to back to home town
- If missing seafarer is NOT found after extensive search, search will be called off, all parties would be informed, vessel will proceed to next port of call, flag inspectors, P&I & local law enforcing agencies will board for investigations and submit report to flag state & DG Shipping



- Basis the report (if missing and no suicide), then DG Shipping will direct Shipping Master for cancellation of CDC and passport to MEA, and issuance of Presume Death Certificate (PDC)
- Basis issuance of PDC, P&I will issue compensations to NoK as per applicable CBA

6. Vessel is detained / arrested and crew kept arrested and confined onboard:

Vessel may be arrested for carrying out illegal activities (which are forbidden by law) such as:

- Cargo theft or illegal smuggling
- Illegal cargo / fuel discharge
- Firearms or banned articles smuggling
- Geopolitical issues

In view of above, following actions are to be taken:

- Immediately contact ship-owners / RPS agents to inform Flag State of your ship, Indian embassy or consulate and DG Shipping (Indian Maritime Administration) about situation
- DG Shipping will contact Ministry of External Affairs (MEA) to provide consular access in respective country through Indian Embassy / Consulate and provide necessary support
- DG Shipping through Indian Embassy / Consulate would request to provide seafarers survival, accommodation, food, water etc. in ship and assist in repatriation through diplomatic channels
- All measures will be taken diplomatically for crew welfare, well-being & early repatriation

7. Vessel is detained / arrested and crew taken in jail:

Vessel may be arrested for carrying out illegal activities (which are forbidden by law) such as:

- Narcotics / contraband drugs smuggling
- Cargo theft or illegal smuggling
- Illegal cargo / fuel discharge
- Firearms or banned articles smuggling
- Rape or Murder charges
- Geopolitical issues

In view of above, following actions are to be taken:



- Immediately contact ship-owners / RPS agents to inform Flag State of your ship, Indian embassy or consulate and DG Shipping (Indian Maritime Administration) about situation
- DG Shipping will contact Ministry of External Affairs (MEA) to provide consular access in respective country through Indian Embassy / Consulate and provide necessary legal support
- DG Shipping through Indian Embassy / Consulate would request ship-owners to provide best legal support to defend the case and assist as required
- Closure of matter may take time depending upon the law of the land (court decision)

8. In case of death of an Indian national due to sickness or other non – accidental causes

- Send ‘first information report’ for marine casualty (attached as Annexure II) to owner/ manager/ agent/ master or other concerned, asking them to update all the required information in the ‘online casualty module’ and also to complete the details of the incident, and sent back the dully completed form to ‘DG Comm Centre’ by email. [email ID – dgcommcentre-dgs@nic.in]
- Inform DDG (Crew), about the incident by Phone.
- In case of a foreign flag vessel, confirm from the DGS e-governance module the name of the RPSL.
- In case of occurrence happening on Indian Flag vessels, to confirm instructions from DDG (Crew), and issue notice to the concerned Shipping Master to conduct an inquiry as per Section 452 of the Merchant Shipping Act, 1958, as amended.
- In case of occurrence happening on foreign flag vessel, to confirm instructions from DDG (Crew), and issue a letter to the concerned Flag State to conduct investigation into the incident.
- In case of the occurrence happening in Indian waters, inform the local Authorities as applicable for necessary assistance and for the required formalities.
- In case of occurrence happening in foreign waters, contact the Indian High Commission/ Indian Embassy/ Indian Consulate as applicable, informing regarding the incident and requesting to render assistance as required, and also request to conduct a fact- finding inquiry into the incident.
- Send all correspondence received to DDG (Crew) and copy same to N.A and N.S (Casualty and Response).

9. Making a claim for death or long-term disability: [Ensure you clearly have provided full details of your Next of Kin (NoK) prior joining ship]



- Seafarer death and long-term disability are seafarers rights and would be provided to seafarer/ NoK as per agreed terms & conditions as per applicable CBA
- DG Shipping have adopted compensation due to seafarers and their family in law (MS Rules)
- Seafarer or NoK representative can directly request contractual compensation
- If the nature of long-term disability makes it difficult to assess the full compensation, seafarer must be given an interim payment to avoid undue hardship
- Seafarer of NoK must approach the company for compensation claims and if there are unusual delays, should approach Directorate for expediting the matter Death cases

10. Where NO compensation would be given by ship-owners to NoK

- Seafarer commits suicide (witness / with proof such as CCTV recording etc.)
- Seafarer death due to non occupational disease (suffering from cancer, TB etc. prior joining)
- Seafarer doesn't declare his health / medical issues (due diligence)

11. Medical Emergency at Sea:

- Immediate first aid by the Medical Practitioner/nominated Medical Practitioner/ trained personnel onboard.
- Contact Telemedical Assistance Service (TMAS) or company-appointed medical responder
- Inform DGCOM Centre and DPA (Designated Person Ashore)
- Consider medical evacuation if situation is critical
- Maintain medical log and incident report
- Follow up with port health authorities and insurance claims post-disembarkation.

12. Pirate Attack:

- Action after an attack
 - If crew have apprehended an attacker, he should be placed in secure confinement and well cared for. Arrangements should be made to transfer him to the custody of law enforcement officers of a coastal State at the earliest possible opportunity. Any evidence relating to his activities should also be handed over to the authorities who take him into custody.
 - If an attack has resulted in the death of or serious injury to any person on board the ship or serious damage to the ship itself, an immediate signal should also be sent to the ship's maritime administration as per the statutory requirements.
 - Any CCTV or other recordings of the incident should be secured. If practicable, areas that have been damaged should be secured and remain untouched by



crewmembers pending possible forensic examination by the law enforcement agencies of a coastal State.

- Crewmembers who came in contact with the attackers should be asked to prepare an individual report on their experience noting in particular any distinguishing features, which could help subsequent identification of the attackers.
 - A full inventory of stolen goods including a description of any personal possessions or equipment damaged/stolen should be prepared.
 - Reports to the RCC, coastal State and the ships maritime administration should also be made if an attack has been unsuccessful.
- Reporting a Pirate Attack:
 - Make report to designated Coastal authorities and also to flag administration. Designated Coastal authority for the purpose of reporting of a pirate/armed robbery in an around Indian Ports is the nearest port authority. Flag administration for Indian Ships is the Directorate General of Shipping, Mumbai, Email: support.dgs@gov.in (DG COMM Centre), website: <https://www.dgshipping.gov.in>
 - The International Maritime Organization (IMO) recommends in MSC Circular 623/Rev.3 dt. 29.05.02 that reports concerning attacks by pirates or armed robbers should be made to the relevant Rescue Coordination Centre (RCC) for the area. Information on RCCs may be found in the Search and Rescue Section of volume 5 of the Admiralty List of Radio Signals.
 - If suspicious movements are identified which may result in an imminent attack, the ship is advised to contact the relevant RCC. Where the master believes these movements could constitute a direct danger to navigation, consideration should be given to broadcasting an "All Stations (CQ)" "danger message" as a warning to other ships in the vicinity as well as advising the appropriate RCC. A danger message should be transmitted in plain language on a VHF working frequency following an announcement on VHF Channel 16, and/or transmission of a DSC call on VHF Channel 70 using the "safety" priority. All such messages shall be preceded by the safety signal (Securite).
 - When, in his opinion, there is conclusive evidence that the safety of his ship is threatened, the master should immediately contact the relevant RCC and, if considered appropriate, authorize broadcast of an "Urgency Message" on VHF Channel 16, 2182 kHz, or any other radio communications service he considers appropriate; e.g. 500 kHz, INMARSAT, etc. and/or a DSC call on VHF Channel 70 and/or 2187.5 kHz using the "all ships urgency" category. If the Urgency signal has been used and an attack does not, in fact, develop, the ship should cancel the message as soon as it knows that action is no longer necessary. This message of cancellation should likewise be addressed to "all stations".
 - Should an attack occur and, in the opinion of the master, the ship or crew are in grave and imminent danger requiring immediate assistance, he should immediately authorize the broadcast of a "Distress message", using the radio communication systems most appropriate for the area taking into account its GMDSS designation; i.e. A1, A2, A3 or A4. To minimize delay, if using a ship earth station, ships should ensure the coast earth station associated with the RCC is used.



- (Detailed guidelines in case of Pirate's Attack prescribed vide DGS MS Notice 19 of 2002 dated 06 Sep 2002 may be referred from the [LINK](#))

13. Crisis Management and Reaction group :

Reference [DGS Order No. 10 of 23 dated 11.08.2023](#), for immediate response in the matter of incidents of casualties, loss of lives and missing of Indian seafarers; Abandonment/Stranding of vessel having Indian Seafarers on board; Arrest of Indian Seafarers in foreign land etc. following officers has been nominated for forming Crisis Management and Reaction Group:

Sr. No.	Designation of Officer	Position
1	Director General of Shipping	Chairman
2	Additional Director General of Shipping	Dy. Chairman
3	Deputy Director General of Shipping (Crew Branch)	Member Secretary
4	Deputy Director General of Shipping (Training Branch)	Member Secretary
5	Principal Officer, Mercantile Marine Department	Member
6	Capt. Anish Joseph, Dy. NA	Member
7	Capt. Daniel Joseph, NS	Member
8	Capt. Harinder Singh, NS	Member
9	Director, Seamen's Employment Office (Mumbai/ Chennai/ Kolkata)	Member.
10	Shipping Master, Govt. Shipping Office (Mumbai/ Chennai/ Kolkata)	Member

Table 25- Position of Various Officers at Crisis Management and Reaction Group

The role of this group is it to synergize the collective expertise and efforts dedicate full to ensure the prompt and effective handling of these incidents.

(DGS order 10 of 2023 dated 11.08.2023 may be referred from the [LINK](#))

8.6 Receipt of information regarding Casualty

The Directorate General of Shipping has introduced online 'Marine Casualty Reporting System'. The said online 'Marine Casualty Reporting System' can be accessed through the DG

Shipping portal <https://dgshipping.gov.in> from the link - "DG Comm centre Online Marine Casualty Reporting"

(Detailed guidelines regarding 'Marine Casualty Reporting System' vide MS Notice No. 12 of 2020 dated 30.09.2020 may be referred from the [LINK](#))

‘DG Comm Centre’ is manned 24x7 and is the first point of contact in case of any marine casualty involving ‘Indian vessel’ or ‘any vessel in Indian waters’ or ‘any Indian national’. Casualty information may be received from different sources such as Ship owner, Ship Manager, RPSL, Agent, Master, Crew, Port Authorities, Foreign Flag Administration, Families of crew, and other Public Authorities such as Navy, Coast Guard, Customs.

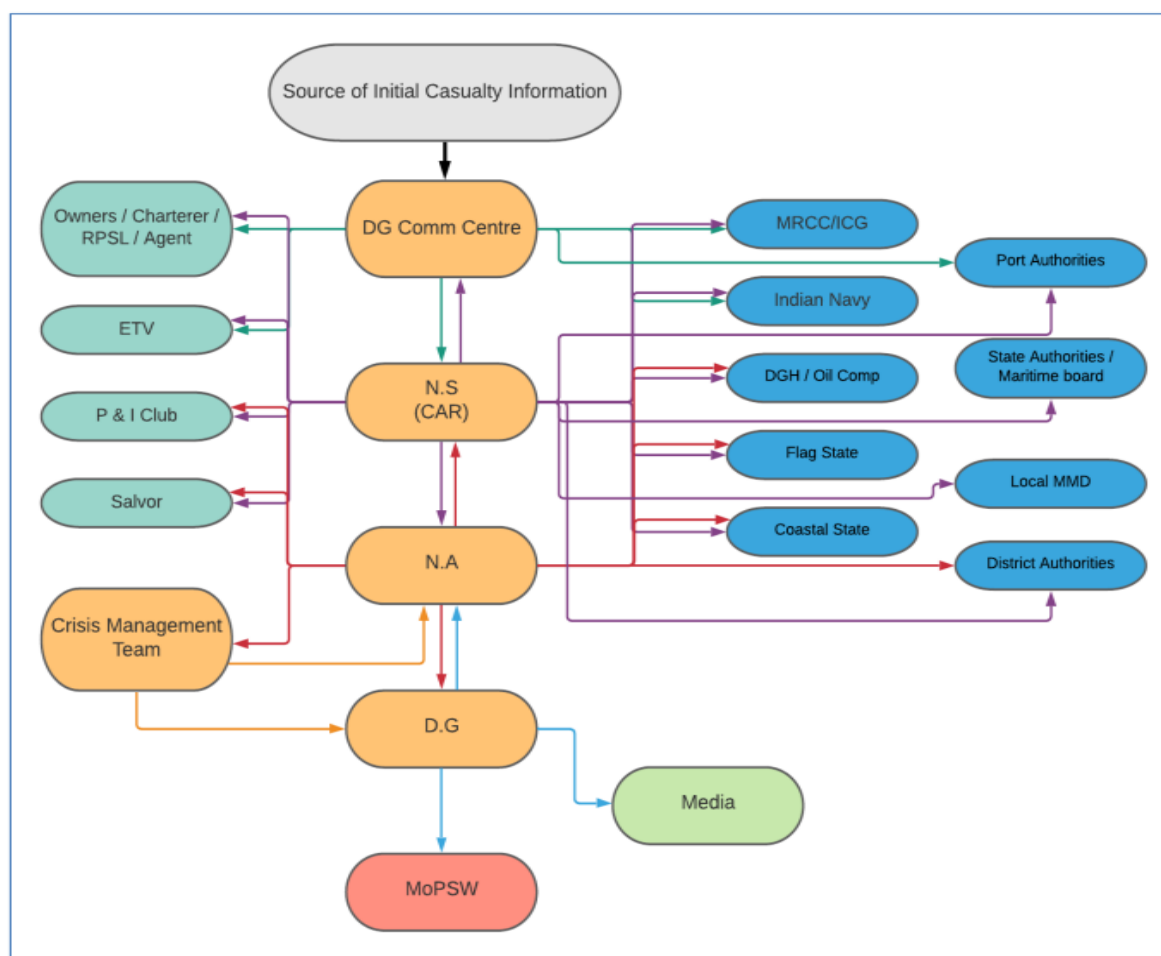


Figure 4- Flowchart Showing Communication Flow

Action of D.G Comm Centre and/or L.R.I.T

1. In case of casualty involving ‘Indian Flag vessel(s) in Indian waters’

- Inform N.A and N.S (Casualty & Response) by phone.
- Send ‘first information report’ for marine casualty (attached as Annexure 2) to owner/ manager/ agent/ master or other concerned, asking them to update all the required information in the ‘online casualty module’ and also to complete the details of the



incident, and sent back the duly completed form to 'DG Comm Centre' by email. [email ID – dgcommcentre-dgs@nic.in]

- Intimate the nearest MRCC.
- Under the directions of N.S (Casualty and Response), mobilise ETV and/or keep at strategic location as required by the circumstances.
- Port Authority (if nearby or within Port limits) to be informed to mobilise resources for rendering assistance if possible.
- Identify vessels nearby the casualty and forward to the MRCC, for requesting the vessels to render assistance as required.
- Owners and Charterers to be informed of the status and ask them to mobilise resources for rendering assistance.
- Inform maritime board/ state authorities regarding the incident and request them to provide assistance if possible.
- To confirm with MRCC as applicable, Navigation Warning through NHO or ISN (International Safety Net) through Coast Guard has been issued.
- Govt. Authorities (as applicable) to be notified of the developing situation as per Contact and Escalation matrix, which is attached as Annex 1.
- To coordinate with jurisdictional MMD's and all concerned sources to obtain regular updates and status of the casualty.
- To gather all relevant details from the Owners / Charterers / Agents etc.
- Draft SITREP and forward to N.S (Casualty and Response) for further processing
- In case of Oil/Chemical pollution coordinate with relevant Authorities including ICG, Port Authorities and all concerned to take immediate action to minimise pollution.
- Under directions of N.S (Casualty and Response), issue Notice under Sections 356(J) and/or 356(K) of the Merchant Shipping Act 1958 as amended, to all concerned (owner, charterers, agents, master, etc). Refer to Annex 3 and 4 for the format of the notice.
- In case of oil pollution incident, which is likely to impact neighbouring countries, under the directions of N.S (Casualty and Response) and with approval of Director General of Shipping, inform the authorities of the neighbouring countries regarding the incident.
- Under directions of N.S (Casualty and Response), as applicable issue instructions to P.O of the jurisdictional MMD to conduct 'Preliminary Inquiry' (P.I) into the incident as per section 359 of the Merchant Shipping Act 1958 as amended.
- To contact Collectorate's office or the S.P's office in case any help is needed from local administration for performing required functions at the site.



- To keep log of all activities including transmission and receipt of messages in chronological order with time stamps, so as to be able to re-create incident using the data logged.
- To have the companies update the incident status / information on the 'online casualty reporting module' including the subsequent updates.
- Update and close the incident in 'online casualty reporting module'
- All message pertaining to incident to be forwarded to N.S (Casualty and Response) and N.A
- To report to and take instructions from N.S (Casualty and Response) at all times

2. In case of casualty involving 'Foreign Flag vessel in Indian waters'

- Inform N.A and N.S (Casualty & Response) by phone.
- Send 'first information report' for marine casualty (attached as Annexure 2) to owner/ manager/ agent/ master or other concerned, asking them to update all the required information in the 'online casualty module' and also to complete the details of the incident, and sent back the dully completed form to 'DG Comm Centre' by email. [email ID – dgcommcentre-dgs@nic.in]
- Intimate the nearest MRCC.
- Under the directions of N.S (Casualty and Response), mobilize ETV and/or keep at strategic location as required by the circumstances.
- Port Authority (if nearby or within Port limits) to be informed to mobilize resources for rendering assistance if possible.
- Using RPSL Module of DGS e-governance, ascertain if there are any Indian nationals on board vessel.
- Identify vessels nearby the casualty and forward to the MRCC, for requesting the vessels to render assistance as required.
- Owners, Charterers, RPSL, Agents to be informed of the status and ask them to mobilize resources for rendering assistance.
- Inform maritime board/ state authorities regarding the incident and request then to provide assistance if possible.
- To confirm with MRCC as applicable, Navigation Warning through NHO or ISN (International Safety Net) through Coast Guard has been issued.
- Govt. Authorities (as applicable) to be notified of the developing situation as per Contact and Escalation matrix, detailed vide para 7.
- To coordinate with jurisdictional MMD's and all concerned sources to obtain regular updates and status of the casualty



- To gather all relevant details from the Owners / Charterers / Agents, RPSL, etc.
- Draft SITREP and forward to N.S (Casualty and Response) for further processing.
- In case of Oil/Chemical pollution coordinate with relevant Authorities including ICG, Port Authorities and all concerned to take immediate action to minimize pollution.
- Under directions of N.S (Casualty and Response), intimate Flag State of the vessel regarding the casualty.
- Under directions of N.S (Casualty and Response), issue Notice under Sections 356(J) and/or 356(K) of the Merchant Shipping Act 1958 as amended, to all concerned (owner, charterers, agents, master, etc). Refer to Annex 3 and 4 for the format of the notice.
- In case of oil pollution incident, which is likely to impact neighbouring countries, under the directions of N.S (Casualty and Response) and with approval of Director General of Shipping, inform the authorities of the neighbouring countries regarding the incident.
- Under directions of N.S (Casualty and Response), as applicable issue instructions to P.O of the jurisdictional MMD to conduct 'Preliminary Inquiry' (P.I) into the incident as per section 359 of the Merchant Shipping Act 1958 as amended.
- To contact Collectorate's office or the S.P's office in case any help is needed from local administration for performing required functions at the site.
- To keep log of all activities including transmission and receipt of messages in chronological order with time stamps, so as to be able to re-create incident using the data logged.
- To have the companies update the incident status / information on the 'online casualty reporting module' including the subsequent updates.
- Update and close the incident in 'online casualty reporting module'
- All message pertaining to incident to be forwarded to N.S (Casualty and Response) and N.A
- To report to and take instructions from N.S (Casualty and Response) at all times.

3. In case of casualty of Indian Flag vessel outside Indian waters or Foreign Flag vessel with Indian national(s) outside Indian waters

- Inform N.A and N.S (Casualty & Response) by phone.
- Send 'first information report' for marine casualty (attached as Annexure 2) to owner/ manager/ agent/ master or other concerned, asking them to update all the required information in the 'online casualty module' and also to complete the details of the incident, and sent back the dully completed form to 'DG Comm Centre' by email. [email ID – dgcommcentre-dgs@nic.in]



- Using RPSL Module of DGS e-governance, ascertain if there are any Indian nationals on board vessel.
- To gather all relevant details from the Owners / Charterers / Agents/ RPSL, etc.
- Under the directions of N.S (Casualty and Response), contact the Coastal State as applicable, informing regarding the incident and requesting to render assistance as required.
- Under the directions of N.S (Casualty and Response), contact the Indian High Commission/ Indian Embassy/ Indian Consulate as applicable, informing regarding the incident and requesting to render assistance as required.
- In case of Foreign Flag vessel with Indian nationals on board, under the directions of N.S (Casualty and Response), contact the Flag State, informing regarding the incident and requesting to mobilise resources for providing necessary assistance and coordinating with other stakeholders in this regard.
- Under the directions of N.S (Casualty and Response), as applicable contact the Flag State and/or Coastal State informing them that India being the substantially interested state, as per the IMO's Casualty Investigation Code, reserves its right to be part of the safety investigation, and also request for the final draft of the investigation report for comments.
- To keep log of all activities including transmission and receipt of messages in chronological order with time stamps, so as to be able to re-create incident using the logged data.
- To have the companies update the incident status / information on the 'online casualty reporting module' including the subsequent updates.
- Update and close the incident in 'online casualty reporting module'
- All message pertaining to incident to be forwarded to N.S (Casualty and Response) and N.A
- To report to and take instructions from N.S (Casualty and Response) at all time

8.7 Crisis Management Team

Crisis Management Team is headed by D.G(S) and comprises of Nautical Advisor (NA), Chief Surveyor (CS), additional D.G, Chief Ship Surveyor (CSS), NS (Casualty and Response) and DDG (Crew).

1. Additional resources as deemed necessary by the D.G(S) may be included in the 'crisis management team'. Such as a suitable member from the IRS and/or any other organization as deemed necessary.
2. To provide technical assistance



3. To provide advice in regard to the casualty for minimising the damage to life, property and environment.
4. Assist in coordinating with Authorities and External parties as required
5. To provide regular updated to MoPSW
6. To interact with Media

8.8 Contact Points and Escalation Levels:

8.8.1 Directorate General of Shipping

Sl. No.	Level	Name/Designation	Contact Number(s)	Email
1	Control Room	D.G Comm Center	022-22614646, 8657549760, 8657549752	dgcommcentre-dgs@nic.in
2	First Escalation	Capt. Harinder Singh	022-25752063	singh.harinder@gov.in
3	Second Escalation	Capt. S.I. Abul Kalam Azad	022-25752009	na-dgs@nic.in , abulkalam.azad@gov.in

Table 26- Contact Points in DGS

8.8.2 Indian Navy – Headquarters

Sl. No.	Level	Name/Designation	Contact Number(s)	Email
1	Control Room	MoC Delhi	011-21411563	dno@navy.gov.in
2	First Escalation	Capt. M.B Dongre	9930640873	muralidhardongre@gmail.com
3	Second Escalation	Cmde Alok Ananda	8527088900, 011-23010100, 23010198, 23011253	dno@navy.gov.in

Table 27- Contact Points in Indian Navy HQ

8.8.3 Indian Coast Guard

1. Headquarters



Sl. No.	Level	Name/Designation	Contact Number(s)	Email
1	Control Room	Ops Centre	011-23384934, 011-23383999	dteops@indiancoastguard.nic.in
2	First Escalation	Duty Staff Officer	011-23384934	dteops@indiancoastguard.nic.in
3	Second Escalation	Comdt Ashok K Bhama	9444409160	dteops@indiancoastguard.nic.in

Table 28- Contact Points in Indian Coast Guard HQ

2. MRCC Mumbai

Sl. No.	Level	Name/Designation	Contact Number(s)	Email
1	Control Room	MRCC Mumbai	022-24383592	mrccwest@indiancoastguard.nic.in
2	First Escalation	Comdt S Samale	9497034845	mrccwest@indiancoastguard.nic.in
3	Second Escalation	DIG T Ashish	8900922220	opswest@indiancoastguard.nic.in

Table 29- Contact Points in MRCC Mumbai

3. MRCC Chennai

Sl. No.	Level	Name/Designation	Contact Number(s)	Email
1	Control Room	MRCC Chennai	044-25395018	mrcccast@indiancoastguard.nic.in
2	First Escalation	Comdt BS Kothari, TM	9625557132	mrcccast@indiancoastguard.nic.in
3	Second Escalation	DIG CD Mohapatra	9650960285	opscast@indiancoastguard.nic.in

Table 30- Contact Points in MRCC Chennai

4. MRCC Port Blair

Sl. No.	Level	Name/Designation	Contact Number(s)	Email
1	Control Room	MRCC Port Blair	03192-245530, 03192-235612	mrccptb@indiancoastguard.nic.in
2	First Escalation	Comdt Vivek Sharma	8500635385	mrccptb@indiancoastguard.nic.in



3	Second Escalation	DIG Ashish Sinha	9437007536	opsan@indiancoastguard.nic.in
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Table 31- Contact Points in MRCC Port Blair

8.8.4 Directorate General of Hydrocarbons

Sl. No.	Level	Name/Designation	Contact Number(s)	Email
1	Control Room	DGH Control Room	0120-2472000, 9821233677	cto.dg@dghindia.gov.in
2	First Escalation	Mr. D D Roy	9711596835	deo.roy@dghindia.gov.in
3	Second Escalation	Mr. Anand Gupta	9428331098	adgdevelopment@dghindia.gov.in

Table 32- Contact Points in Directorate General of Hydrocarbons

8.8.5 ONGC

1. West Coast

Sl. No.	Level	Name/Designation	Contact Number(s)	Email
1	Control Room	Vasudhara Control Room	022-26275900, 022-26562710	vasudhara_vcr@ongc.co.in
2	First Escalation	R Sundar Iyer (Head Offshore Safety)	8332996910	iyer_sundarr@ongc.co.in
3	Second Escalation	K S Pandey	9868282232, 9324398026	pandey_ks@ongc.co.in

Table 33- Contact Points in ONGC (West Coast)

2. East Coast

Sl. No.	Level	Name/Designation	Contact Number(s)	Email
1	Control Room	Radio Room, Kakinada	0884-2373004 / 2373006	radiokkd@ongc.co.in
2	First Escalation	P Suresh Babu	9490168104	babu_polisetty@ongc.co.in
3	Second Escalation	Arvind Morbale	9491069007	morbale_a@ongc.co.in

Table 34- Contact Points in ONGC (East Coast)

(DGS SOP for casualty investigation may be referred from the [LINK](#))

Note: Contact details of Indian Consulates/Embassies and High Commissions overseas may be accessed through the following link: <https://www.mea.gov.in/indian-mission-abroad.htm>



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 :



ANNEXURE-I	
FIRST REPORT OF MARINE CASUALTY/ INCIDENT	
To be completed and faxed/ e-mailed to DG CoMmcentre at the earliest but within 24 hrs. positively dgcommcentre-dgm@nic.in Tel: +91 22 2261 0606, 2261 4646, Fax: +91 22 2261 3636.	
SHIP/OWNERS/CREW DATA	
Name of ship & call-sign	
IMO no.	
Flag	
Official no.	
Registration no. (MSV/SH)	
Year built/Rebuilt/Boose no.	
Classification Society, if applicable	
Type of ship	
GRT	
Gross deadweight	
Loaded/ Light load	
Draft F & A in metres	
Freeboard in metres	
Cargo type & quantity (unless very uncharacteristic)	
Blanks: (HFO/DO/LO) in metric tonnes	
Name & full style of owner	
Name & full style of H&M Machinery Underwriter	
Name & full style of P & I Club (Q or Non Q Group)	
Whether owned/ leased/ chartered	
Recruitment agency full style & RPS Licence no.	
Master's name & Nationality	
Total crew with nationality (attach crew list)	
In service/last voyage/ laid up	
SHIPPING CASUALTY DATA	
Last port of departure date, Next port ETA	
Place of casualty: Indian Coast/EEZ/ Overseas	
Date & time of Casualty	
Location (Latitude Longitude), from nearest landmark	
Port/Sea/Ocean name	
Nature of casualty/ Accident & brief details*	
ISAR /Salvage services required, if applicable	
Extent of oil pollution, if applicable	
Weather conditions prevailing (sea, swell, wind, temperature)	
Tidal current prevailing (L.T.A.Tide table, *use or suggest)	
DETAILS OF SEAFARERS/ PASSENGERS/ SUPERNUMERARIES/ INVOLVED	
No. of deaths/ injuries	
Name/ Nationality of persons involved**	
Date of birth and age	
Rank & date of joining	
P & V other insurance cover for persons applicable	
CDC/ Passport no.	
COC no. & date of issue (if applicable)	
Type of CBA/ Articles of agreement	
Name & full style of next of kin**	
Name of appointed Investigation Officer (if applicable)	
Name & designation of person reporting casualty	
Note: * Additional sheet may be used for detailed information	
** If Indian persons involved, full details of persons & next of kin to be furnished.	



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

**APPENDIX I****Seafarer sexual harassment incident reporting Form**

Employee Data: Date: _____

Complainant: _____ Rank: _____

Date joined: _____

Accused: _____ Rank: _____

Date joined: _____

Date and time of incident: _____ place of incident: _____

Incident: _____

Detailed narrative of how incident occurred (please cover all incident happened in past 90 days)

1. _____
_____2. _____
_____3. _____

Use additional page if required

Nature of offence-

1. Physical contact or advances Yes ☐ No ☐
2. A demand or request for sexual favours Yes ☐ No ☐
3. Making sexually coloured remarks Yes ☐ No ☐
4. showing pornography Yes ☐ No ☐
5. any other unwelcome physical, verbal or non-verbal conduct of sexual nature Yes ☐ No ☐

Witness: (Name, Rank and signed statements)

1. Name: _____ Rank: _____

Statement: _____

2. Name: _____ Rank: _____



Statement: _____

Add more if required.

Following evidences can be considered (enclose with report)

1. Photographs _____
2. Audio _____
3. Video _____
4. Any written Document _____
5. Others _____

Seriousness of Incident

1. Whether complainant is under trauma: Yes ☐ No ☐

2. Complainant wish to signoff Yes ☐ No ☐

**APPENDIX II****Guidelines on formation of shipboard complaints committee**

Complainant against	Shipboard Enquiry Committee lead and members	
	Lead	Member
Deck officer or Crew	Chief Engineer	Master or Chief officer + Chief Cook or one Petty officer
Engine officer or Crew	Master	Chief Engineer or Second Engineer + Chief Cook or Petty officer
Galley	Master	Chief Engineer + Petty officer

Note: Person against whom complaint is received, he should not be part of Shipboard Enquiry Committee.

In accordance to Resolution 14 of STCW 1995 Convention and the International Maritime Organisations medium term plan for the integration of women in the maritime sector and expressing support for the organization's aims of promoting the training of women in maritime industry, the Director General of Shipping has decided to specifically consider to highlight the role of women in the seafaring profession and to promote their greater participation in maritime training and at all levels in the maritime industry.

with officials from DGS, INSA/MASSA/FOSMA and some of training institutes. The Committee unanimously recommended for age relaxation for girl candidates for 2 years to various pre-sea courses. It was also felt that sufficient awareness and information is not available to young women about Merchant Navy. Therefore, it is necessary to launch a suitable awareness drive to promote Indian women seafarers. It would be desirable to give special treatment to potential women seafarers who want to join pre-sea courses in any of the approved training institutes by Directorate.

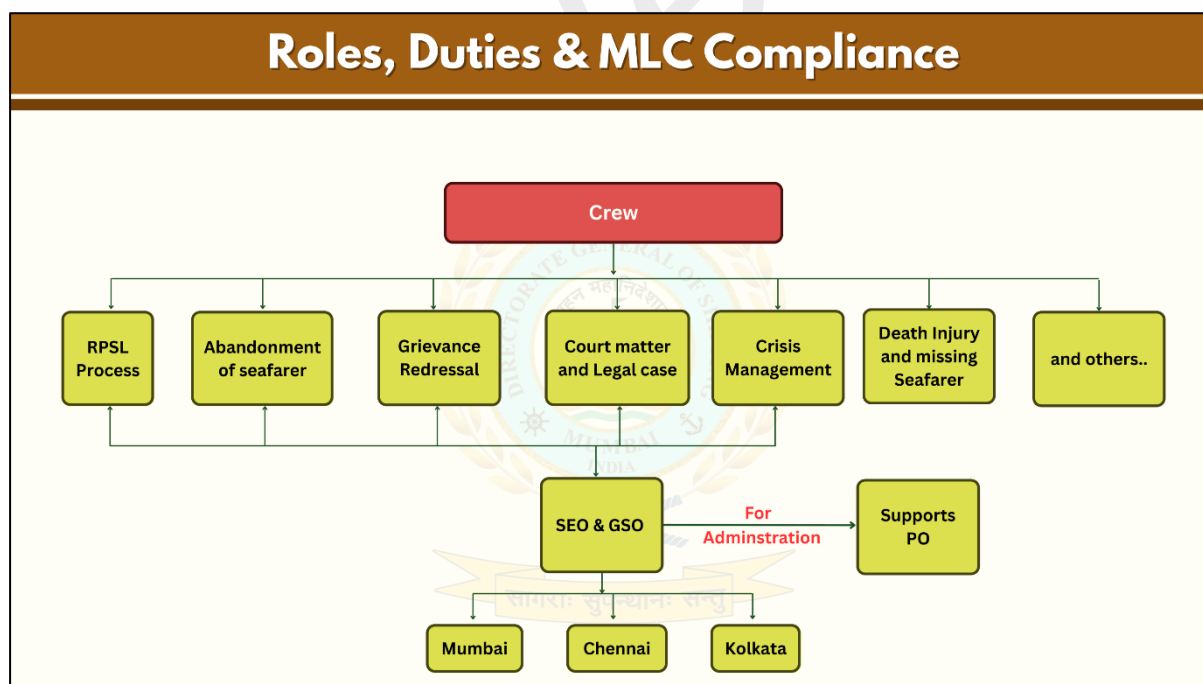
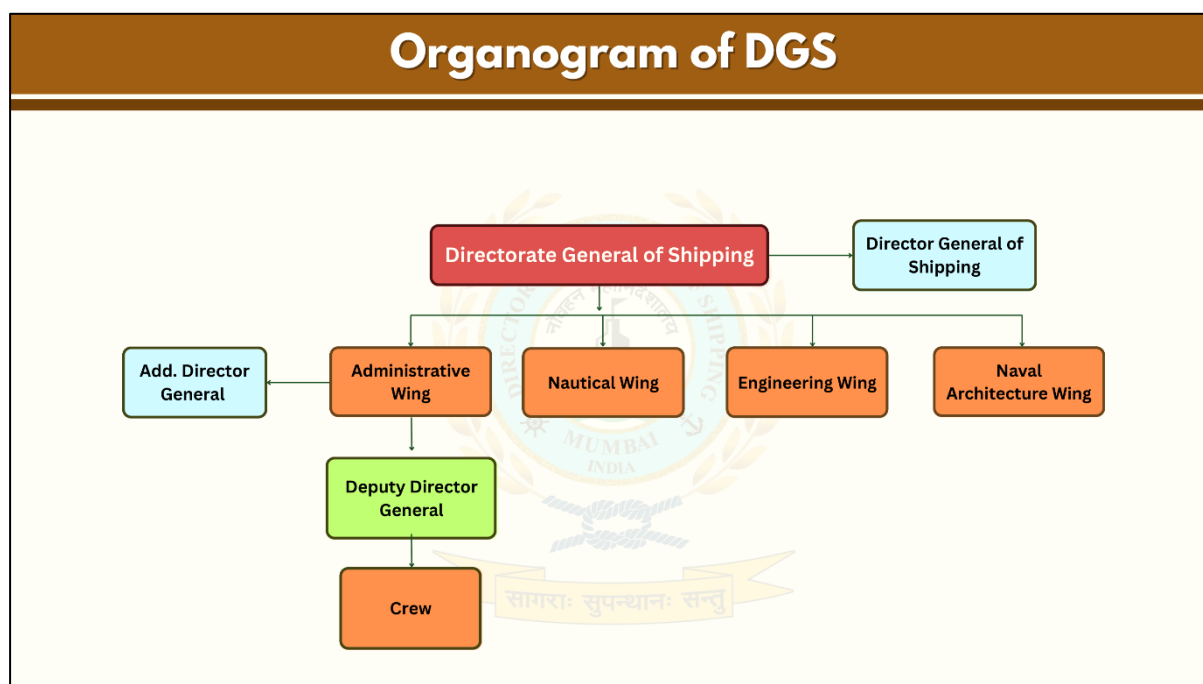


9

Organogram of Crew Branch

9 Organogram of Crew Branch

9.1 DG Shipping and Crew Branch Hierarchy



9.2 Roles of Additional DG, Deputy DGs and Assistant DG

1. Roles of the Additional DG include the following:

- Serves as the Head of Administration Wing



- Administration of the Merchant Shipping Act, 1958 and the Rules framed there under to the extent powers of Central Govt. and Directorate General of Shipping are delegated to Joint Director General.
- Measures to ensure safety of life and ships at sea, coordination with various agencies.
- Evolution of policies for development of Indian Shipping.
- Servicing International Conventions relating to Merchant Shipping.
- Provision of facilities for training of officers and ratings of the Merchant navy.
- Regulation of Employment of Seamen and Welfare of Seamen.
- Regulation of Ocean freight rates in overseas trade/coastal trades.
- Administration of Directorate General of Shipping Headquarters and Allied offices.

2. Roles of Deputy DGs

- **Capt. Nitin Mukesh, Deputy Nautical Advisor-cum-Sr. DDG (Tech.)**
 - Seafarer Welfare Fund Organisation and all matters including ERP and management oversight
 - Seafarer's Provident Fund Organisation and all matters including ERP and management oversight
 - Matters related to Sagar Mey Yog (Seafarer's wellness program)
 - Matters related to Sagar Mey Samman (Gender inclusion for seafarers)
 - Seafarer welfare infrastructure initiatives under SWBAT with the Ports and other authorities
 - Seafarer safety training aspects
 - Matters relating to Crew Manual and compilation and up-dation of all circulars except for Sea farer Processes subdivision circulars and executive orders
 - Support for the increase in the percentage of seafarers to the global pool by India in consultation with the Maritime training Division/ Branch/ Wing
 - Matters related to CPGRAMS, and court cases related to Seafarer's welfare matters
 - Crew Milap program as annual event
 - MoUs with international and national entities like ISWAN, ITWF, GMU, Sailor's Society
- **Capt. (Dr.) Daniel J. Joseph, Dy. Director General of Shipping**
 - Crisis response only in the Crisis Response and Grievance



- Redressal meeting held every Wednesday by the Crisis Management Group
- SWBAT circular
- SWFS Restructuring
- ILO Matters
- IMO Matters
- Sagar Mey Samman
- Sagar Mey Yog
- SPFO Matters
- **Capt. P.C. Meena, Nautical Surveyor-cum-DDG (Tech.)**
 - Dealing with disputes of ship owners/ RPSLs and seafarer's
 - Seafarer's grievances
 - Cases of compensation for wage/ death/ injury etc
 - BSID/ CDC/ INDOS aspects – technical administration related
 - RPSL Matters (Merchant Shipping- Recruitment and placement of Seafarer's Rules)
 - Supervision of the functions of the Seafarer's employment offices and shipping office
 - Merchant Shipping (Maritime Labour Rules)
 - Coordination with DG, COMM and Crisis Response
 - Coordination with Seafarer's Unions and Associations
 - Liaison with MHA for shore leave matters
 - 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
 - Conduct of the weekly Crisis Response and Grievance Redressal system
 - Matters relating to Crew Manual and compilation and up-dation of all circulars except for Seafarer Welfare subdivision circulars and executive orders
 - Conduct of MLC Compliance Board agenda aspects related to Seafarer's Processes



- VIP reference and Parliamentary questions and RTIs related to Seafarer's Processes
- Matters related to CPGRAMS, and court cases related to Seafarer's processes matters

Draft Version



10 Vision and Strategic Objectives

10.1 Vision 2047 for Seafarer Welfare

The Maritime Amrit Kaal Vision 2047 addresses seafarers' welfare through a multifaceted and future-oriented approach integrated into the broader vision of sustainable, inclusive, and globally competitive maritime development. The primary focus of the Vision 2047 is on logistics, infrastructure, and shipping to support India's Blue Economy, however, there are several other initiatives aimed at enhancing seafarers' welfare. These include the Sagar Mey Samman, aimed at enhancing the number of women seafarers in the Indian Maritime Sector, continuous and relentless work for the safety of seafarers abroad etc.

10.2 Targets for Onboarding and Employment Generation

The MIV 2030 aims to promote domestic ship repair facilities, which would potentially generate 30,000 to 35,000 employment opportunities. In addition, steps are being taken to enhance the employment opportunities for Indian seafarers through improvement of global maritime stature and leveraging Ministry of External Affairs (MEA).

Further, Indian seafarers are not able to get e-visa at many countries creating logistics issues and impacts costs for a shipping company during crew exchange. Long duration to obtain visa through consulate also proves to be hindrance for joining onboard vessel at a short duration. Hence, a recommendation to ILO member states was being planned for granting e-visas. E-visa facility is likely to increase the ease of crew exchange thereby increasing employment opportunities and save cost and time.

Further, it is planned to develop the best-in-class seafarers through strengthening of maritime institutes which ensure dissemination of up-to-date knowledge and employment opportunities.

10.3 Gender Inclusion Roadmap

The MIV 2030 states that there is a disparity between male and female Indian seafarers, with only 0.5% being women. The lack of participation is mainly due to limited knowledge of this career opportunity, lack of incentivisation from shipping lines and cultural bias. To address this issue a program called the Sagar Mey Samman has been launched on 30th January 2025.

The Program seeks to create a future ready and equitable Maritime Ecosystem by enhancing Women's participation in the Maritime Sector through Structured Programs and Targeted Interventions and enhance women's share in the seafaring workforce to > 5% and ultimately enhance India's Maritime representation Globally.

10.4 Skilling and Reskilling Goals

The MIV 2030 focuses on multiple aspects of skilling and reskilling of seafarers. Some of the initiatives include:

1. Maritime Education and Training (MET) Expansion and Modernization: Focusing on the enhancement of quality and maritime training, through new age courses, standardised entrance tests, faculty development programs etc, improving on-board training



opportunities and placements, promoting careers about Merchant Navy, scholarships/ benefits to women, providing seafarer welfare activities career counselling etc.

2. **Development of Maritime Knowledge Cluster (MKC):** To drive collaboration across National Technology Centre for Ports, Waterways and Coasts (NTCPWC), Centre for Inland and Coastal Maritime Technology (CICMT), National Institute of Oceanography (NIO), and Indian Maritime Universities (IMUs) for strategic maritime research to focus on Enhancing research and development (R&D) capacities at IMUs/MTIs, have focused research across strategic topics, Onboarding 10+ industry players across 5 research thrusts of ports, ship-building, dredging and logistics industries, creating a taskforce under Indian Maritime Center to drive collaboration across domestic/international network. Additionally, steps to be taken to promote and partner with all public/ private shipyards, ports and logistics service providers (LSPs) to offer customized skill development courses for becoming the best high-end training / upskilling partner for marine / Port sector workers.

Further institutionalize short-term Professional Development/ Certifications for upskilling faculty through higher education institutes (IIM, IITs)

10.5 National Maritime Strategy Alignment

India's National Maritime Strategy aims at multiple aspects such as implementing shipping policies and legislation to ensure the safety of life and vessels at sea, prevent marine pollution, promote maritime education and training in coordination with the International Maritime Organization, regulate the employment and welfare of seamen, develop coastal shipping, increase shipping tonnage, and oversee the examination and certification of Merchant Navy Officers.

The strategy outlines India's plan to meet its International Maritime Organization (IMO) treaty obligations as a Flag, Port, and Coastal State. It focuses on timely adoption of IMO conventions, robust enforcement, and alignment of national laws with international standards. Key priorities include regulatory strengthening, capacity building, seafarer training, environmental protection, and active participation in global maritime forums. The Directorate General of Shipping will coordinate with multiple agencies to ensure compliance, monitor performance via KPIs, and conduct regular reviews. The strategy emphasizes innovation, sustainability, and continuous improvement to make India a globally recognized, efficient, and responsible maritime administration.