

1.4	<b>Norms for discharge of functions[section 4(1)(b)(iv)]</b>	<p>(i) <b><u>Nature of functions/services offered</u></b></p> <p style="text-align: center;"><b><u>&amp;</u></b></p> <p>(ii) <b><u>Norms/ Standards for functions /service delivery</u></b></p> <p>The Directorate General of Shipping has definite objectives and set statutory functions to perform under the rules and regulations prescribed by the Government of India and the regulations of the International Maritime Organization and International Labour Organization, etc. to fulfill its objectives.</p> <p>As other central Government Departments, the DG Shipping also discharges its designated functions strictly in accordance with the provisions contained in the Supplementary Rules and Fundamental Rules, General Financial Rules, Delegation of Financial Powers Rules, Central Civil Service (Classification, Control and Appeal) Rules, Central Civil Service (Conduct) Rules and the instructions, orders and guidelines stipulated by the Government of India from time to time.</p> <p>In the case of technical and statutory matters, the Merchant Shipping Act, 1958, META Manual and the guidelines and regulations of the International Maritime Organization (<b>IMO</b>) under various International Conventions like STCW 1995, MARPOL, SOLAS and the such issued by the International Labour Organization (<b>ILO</b>) are relevant.</p> <p>The DG Shipping, from time to time, has brought out Rules framed under the Merchant Shipping Act on various matters like Examination, CDC, regulation of Recruitment and Placement of Seafarers, etc.</p> <p>In addition to the above, the Department used to layout norms on shipping development, coastal shipping, sailing</p>
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vessel industry, maritime training, implementation of ISM Code, ISPS Code, PSC, FSI inspections, IMO auditing, etc. All such norms are aimed at the overall development of the shipping industry, augmentation of tonnage, prevention of marine environmental pollution, safety of ships and shipping, etc.			
<b><u>(iii) Process by which these services can be accessed</u></b>			
<b>&amp;</b>			
<b><u>(iv) Time limit for achieving the targets</u></b>			
BRANCH	ITEM NUMBER	NAME OF THE SERVICE/ACTIVITY	TIME REQUIRED
SHIPPING DEVELOPMENT	1	Issuance of Charter permission.	02 days
CREW	1	Disposal of representations with all requisite details from the next of kin of the deceased seafarers.	15 days
	2	Disposal of references on CDC matters..	02 days
MULTI MODEL OPERATORS (MTO)	1	Recognition of MTO under Multi Model Goods (MMTG) Act, 1993	20 days.
	2	Renewal of recognition of MTO.	20 days
TRAINING	1	In principle approval for pre-sea and post-sea Maritime Training	<b>90 days</b> (ADG [Trgl – 8 days [for scrutiny of documents}, DDG [Trg]- 3 days, MMD office -70 days DDG [Trgj – 3 days Ad(11.DG [Trg] – 3 days DG – 3 days

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				Institutes.	
			2	Approval of pre-sea and post-sea courses of approved Maritime Training Institutes.	60 days (ADG [Trg] – 3 days DDG [Trg] – 3 days MMD office -45 days DDG [Trg] – 3 days Addl.DG ITrg] – 3 days DG – 3 days
			3	clarification on any matter of course admission/ result/ compliant by student etc.	15 working days **
			4	Clarification any institute or any matter.	<b>30 working days. **</b>
			5	Complaint and grievance redressal timeline.	30 working days. **
			6	STCW matters end publication on website.	15 days. **
		NAUTICAL			
		EXAMINATION	1	Number of days prior to the examination when examination slots can be booked by the candidates.	90 days
			2	Declaration of results.	25th of the following month.
			3	Dispatch of competency certificate.	14 days.
		APPROVAL OF PLANS	1	Shipboard Oil Pollution Preparedness Energy Plan (SOPEP) / Shipboard Marine Pollution Preparedness Energy Plan (SMPEP) / Review	15 days .
			2	Procedure and Arrangement (P&A) manual.	15 days
			3	Global Maritime Distress Safety	15 days

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				System (GMDSS) retrofit plans	
			4	Automatic Identification System (AIS) plans	15 days
			5	Life Saving Appliance (LSA) plans	30 days.
		<b>BRANCH</b>	<b>ITEM NUMBER</b>	<b>NAME OF</b>	<b>TIME REQUIRED</b>
		APPROVAL OF PLANS	6	Light and Sound Signal Plan (L&SS) plans	30 days

			7	Bridge layout plans	30 days
			8	Cargo securing manuals	30 days
		MEDICAL EXAMINATION	1	Approval of medical examiners.	15 days
			2	Disposal of Appellate cases.	20 days
		LIFE SAVING APPLIANCES, RADIO EQUIPMENT AND SERVICE STATION.	1	Issuance of dispensation / exemption letters.	30 days
			2	Approval of Shore	30 days
			3	Approval for servicing of Emergency Position Indicating Radio Beacon (EPIRB), Search and Rescue Transponder (SART) and Testing of AIA and other Radio Communication Equipment Service Stations.	30 days
			4	Shore Wireless	03 days
			5	Approval of navigational equipments.	30 days.
			6	Issuance of acceptance letter for Life Saving Appliances, Radio Equipment	30 days.
		MANNING DISPENSATION	1	Issuance of	03 days
		ENGINEERING BRANCH	1	Approval of Fire Fighting Appliances / Fire Control Plan.	30 days
			2	Approval of Fire detection	30 days

				arrangement plans.		
			3	Plan approval of Propellers & Stern Gear arrangement.	30 days	
			4	Plan approval of Oily Bilge Water Separator/Oily Water separating equipment and its arrangement.	30 days	
			5	Plan approval of Steering Gear arrangement.	30 days	
			6	Approval of Engine room ventilation arrangement plan.	30 days	
			7	Plan approval of Electrical system layout, main and emergency arrangement.	30 days	
			8	Plan approval of Bilge and ballast pumping arrangements.	30 days	
			9	Plan approval of Machinery layout including stern gear arrangement.	30 days	
			10	Plan approval of Fixed deck foam system or fixed foam system for machinery spaces.	30 days	
			11	Plan approval of Fixed water spray system for passenger spaces.	30 days	
			12	Plan approval of Fixed gas extinguishing system.	30 days	

BRANCH	ITEM NUMB ER	NAME OF	TIME REQUIRED
ENGINEERIN G BRANCH	13	Issuance of International Safety Management (ISM) certificates under ISM	03 days
	14	Examination of	Conduct of exam as per monthly schedule except in the month of May.
	15	Declaration of	25 <sup>th</sup> of the following month
	16	Review of results.	03 days
	17	Issuance of fresh or duplicate/ Re-validation of CoC.	07 days
	18	Issuance / Re-validation of D.C. Endorsements for officers and ratings. Issuance of Certificate of Recognition to officers.	07 days
	19	Approval of Fire Fighting Appliances (FFA) & Launching appliances for survival crafts service stations.	15 days
	20	Registration of	15 days
	21	Dispensation requirements of Engineers and other statutory requirements.	05 days
	22	Extension of surveys, audits & validity of certificates	15 days

			23	Dispensations / Exemptions related to pertaining to Fire Fighting  Appliances, Emergency source of power, LSA launching appliances, Oily water separator, Sewage treatment plant, Incinerator etc within the ambit MARPOL, AFS and Ballast water conventions.	03 days
			24	Exemptions pertaining to STCW convention and Safe Manning Document.	03 days
			25	Permission for issuance of short term certificates	07 days
		NAVAL ARCHITECTURE	1	Scrutiny and approval of Trim & Stability Booklets and Damage Stability Booklet of passenger vessels.	30 days
			2	Scrutiny and approval of ships	30 days
			3	Issue of Document	07 days.
			4	Scrutiny and approval	15 days.

			passenger vessels.	
	<b>BRANCH</b>	<b>ITEM NUMB ER</b>	<b>NAME OF</b>	<b>TIME REQUIRED</b>
	NAVAL ARCHITECTU RE	5	Scrutiny and approval of Crew & Passenger Accommodation Plans.	30 days
		6	Scrutiny and approval	30 days.
		7	Scrutiny of Structural Protection, Doors and Escape Plans.	30 days
		8	Scrutiny and approval of Cargo Securing Manual.	20 days.
		9	Scrutiny and approval	30 days.
		10	Scrutiny and approval subdivision calculations of passenger ships.	30 days.
		11	Scrutiny and approval ships.	30 days.
		12	Scrutiny and approval Rescue Boat / Fast Rescue Boat Plans.	30 days.
		13	Scrutiny and approval of Life Boat Plans.	60 days.
		14	Scrutiny and endorsement of Enhanced Survey	30 days

15	Exemptions	15 days
	Exemption from	15 days
	Extension of statutory surveys & validity of certificates, exemption from dry-docking surveys, surveys of hull structure	15 days
	Exemptions / extensions related to Load Line Convention, MS Load line rules, inclining test.	15 days
	Approval of fire protection materials such as insulation, flooring, fire class panels, ceiling, fire doors and other furnishing materials.	15 days.
	Assignment of Govt. of India load line.	30 days on receipt of full survey reports and load line forms from MMDs.
<b>Notes(s):</b> (1) The time allocation mentioned above commences from the receipt of mail in the Directorate. (2) For availing services within stipulated period kindly ensure that all “relevant documents/ relevant information” are submitted as per DGS Order / Circular / SOP wherever applicable  <a href="https://dgshipping.gov.in/Content/StandardOperatingProcedures.aspx">https://dgshipping.gov.in/Content/StandardOperatingProcedures.aspx</a>		

	<div data-bbox="560 275 1414 310" data-label="Text"><p><a href="https://dgshipping.gov.in/Content/ShippingNotices.aspx">https://dgshipping.gov.in/Content/ShippingNotices.aspx</a></p></div> <div data-bbox="535 352 1104 392" data-label="Section-Header"><p><b><u>(v) Process of redress of grievances:</u></b></p></div> <div data-bbox="535 436 1521 514" data-label="Text"><p>In the directorate following grievances redress Helpdesk system is available</p></div> <div data-bbox="680 520 1570 819" data-label="List-Group"><ol style="list-style-type: none"><li>1. Public Grievances Portal</li><li>2. Online Concurrent feedback Grievances redress mechanism is established in 2016- monitored by Ministry of Shipping and Dept of AR &amp; PG</li><li>3. Through Twitter grievances are redressed and it is monitored by Ministry of Shipping.</li><li>4. Query/grievances received through e-mail are redressed.</li></ol></div>
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