



भारत सरकार / GOVERNMENT OF INDIA
पत्तन, पोत परिवहन और जलमार्ग मंत्रालय
MINISTRY OF PORTS, SHIPPING AND WATERWAYS

नौवहन महानिदेशालय, मुंबई
DIRECTORATE GENERAL OF SHIPPING, MUMBAI

F. No.: 19-18011/2/2026-MTO-DGS (Comp No.: 38630)

Date: 13.04.2026

OFFICE ORDER No. 600F 2026

In pursuance of this Directorate's Office Order No. 58 of 2026 dated 10.04.2026 issued for establishment of a dedicated mechanism for handling exporter grievances and in continuation of the directions of the Competent Authority for ensuring effective coordination with stakeholders, it has been decided to map officers of the Directorate General of Shipping with major ports and related stakeholders for streamlined communication and expeditious resolution of issues.

- The objective of this mapping is to establish a Single Point of Contact (SPOC) system to facilitate prompt coordination between DG Shipping, port authorities, shipping lines, customs and other concerned agencies.
- Accordingly, the following officers are hereby designated as Single Point of Contact (SPOC) for the respective ports/areas:

Sr. No.	Name of Officer	Contact Details of the DGS Officer	Email ID of the DGS Officer	Port/Area Assigned
1.	Capt. Bipin Kumar, NS-cum-DDG (Tech.)	9867002698	bipin.kumar-dgs@gov.in	JNPA
2.	Shri Ankur Anal- JSS	7738076483	ankuranal.dgs@gov.in	Mundra Port
3.	Shri Nikhil Kumar, SS-cum-DDG (Tech.)	8800679397	nikhil.kumar-dgs@gov.in	
4.	Shri Gopinandan Papineni, E&SS	7738889744	gopinandanp-dgs@gov.in	
5.	Capt. Mahadev Dhandhiya	9699841581	rmdhandhiya-dgs@gov.in	
6.	Shri Mugilrajan, E&SS-cum-DDG (Tech.)	9791227711	mugilrajan.mmd@gov.in	
7.	Shri Niket Pathak, E&SS	9981946660	niketpathak-dgs@gov.in	All Other Ports

4. Roles and Responsibilities

The designated SPOC officers shall:

- Contact the complainant exporter first and coordinate with the ports for resolution of the issue.
- Liaise with port authorities, shipping lines, customs and other agencies for resolution of exporter grievances received through FIEO and other channels.
- Monitor all grievances related to their assigned port/area and ensure timely follow-up and closure.

13/4/26

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

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4.4. Ensure that each grievance is tracked through its Unique Identification Number (UIN) and regularly updated.

4.5. Escalate critical or unresolved issues to senior officers for appropriate intervention.

4.6. Provide daily updates on the status of grievances pertaining to their assigned jurisdiction.

5. General Instructions

5.1. The above officers shall perform these duties in addition to their existing responsibilities.

5.2. The system shall function in a mission mode for efficient and time-bound resolution of issues.

5.3. Any matter requiring higher-level intervention shall be immediately brought to the notice of DDG (MTO).

This Office Order shall come into force with immediate effect and remain in force until further orders.


(Dr Sudhir Kohakade)

Dy. Director General of Shipping/MTO

To,
All the concerned officers

Copy to;

1. Director General of Shipping
2. Additional Director General of Shipping
3. NA/CS/CSS
4. All Ports