



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

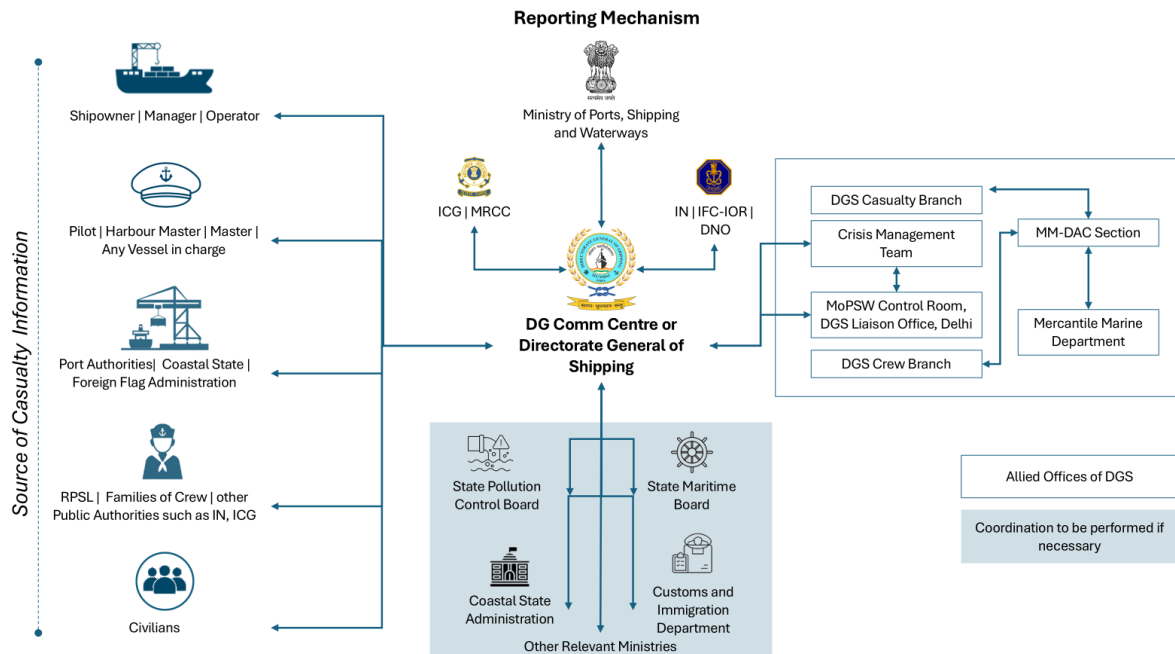
नौवहन महानिदेशालय, मुंबई
DIRECTORATE GENERAL OF SHIPPING, MUMBAI

No.25/1/2020-NT-DGS(comp. no.4944)

16.04.2026

**SOP to Handle a Crisis and its Management 2024
Addendum 1**

1. The Standard Operating Procedures to Handle a Crisis and its Management, 2024 issued by the Directorate General of Shipping lays down the institutional mechanism, reporting structure, communication flow, and action framework to be followed in the event of maritime casualties and crisis situations. The SOP defines the role of DG Comm Centre, DDG-NS (Casualty Branch), DG Shipping, and coordination with national and international stakeholders.
2. The Section 3.2 titled To Illustrate the Flow of Communication has been amended. The flow chart shows the different stakeholders who need to be communicated with under circumstances of crisis. The updated flow chart incorporates the communication channel through the MoPSW Control Room at DGS Liaison Office, Delhi, which shall function as the interface between DG Shipping and MoPSW. as follows:



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

9th Floor, BETA Building, I-Think Techno Campus, Kanjur Village Road, Kanjurmarg (E), Mumbai-400042

फ़ोन/Tel No.: +91-22-2575 2040/1/2/3 फ़ैक्स/Fax.: +91-22-2575 2029/35 ई-मेल/Email: dgship-dgs@nic.in वेबसाइट/Website: www.dgshipping.gov.in

3. A new section has been inserted after existing Section 6 and before existing Section 7. The new section shall be numbered as Section 7- Communication and Coordination with MoPSW Control Room at DGS Liaison Office, Delhi. The subsequent sections shall be renumbered accordingly.

Section 7- Communication and Coordination with MoPSW (Through DGS Liaison Office, Delhi).

MoPSW Control Room at the DGS Liaison Office, Delhi is designated as the official communication interface between Directorate General of Shipping (DGS) and MoPSW during crisis situations.

Composition

- Surveyor (I/C) – MMD Noida
- Two Assistants responsible for documentation, message handling, and secure communication

This team will operate under functional oversight of Nautical Advisor (NA) and administrative supervision of DG(S).

7.1. Role and Responsibilities

The MoPSW Control Room, DGS Liaison Office, Delhi, shall serve as the nodal unit for all MoPSW communication related to management of crisis.

(i) At Directorate General of Shipping, Mumbai

- DG Comm Centre receives information, processes it as per Section 6 procedures.
- The NS–DDG (Casualty Branch) issues formal updates and SITREPs to designated stakeholders after approval from Nautical Advisor (NA) and DG(S).

(ii) Transmission to DGS Liaison Office (Delhi)

- All formal communications intended for MoPSW are simultaneously sent to the Crisis Management Team, Delhi.

(iii) At MoPSW Control Room, DGS Liaison Office (Delhi)

- Act as the single point of contact for MoPSW on all maritime casualty, maritime security, and crisis-related matters.
- Facilitate urgent coordination with DG Comm Centre, Crisis Management Team, and other agencies when instructed.
- Ensure timely, accurate, and secure transmission of verified information received from DGS, Mumbai.
- Maintain communication continuity during evolving, dynamic, or multi-agency situations.
- Relay directions, queries, clarifications, and decisions from MoPSW to DG(S)/NA/ DDG (Casualty Branch) for immediate action.

- Address and respond to the queries raised by MoPSW in coordination with DG(S)/NA/ DDG (Casualty Branch).
- Receive formal communications as mentioned below, from the NS–DDG (Casualty Branch)/ NA/ DG(S) and communicate verified updates to MoPSW as required:
 - Situation Reports (SITREP)
 - Incident status updates (periodic, emergency, or event-driven)
 - Security/ Safety Advisories/ Circulars/ Notices/ Orders issued.
 - Updates on Indian seafarers in distress, injury, or detention
 - Inter-ministerial coordination updates (where applicable)
 - Special emphasis shall be placed on communications concerning:
 - International maritime security developments
 - High-threat regions (e.g., Strait of Hormuz, Persian Gulf, Red Sea)
 - Detention, arrest, abandonment, or crisis involving Indian crew
 - Cases requiring engagement with MEA, Indian Missions, Navy, or ICG
 - Consolidate inputs arising from the *Weekly Crisis Management and Grievance Redressal Meeting* in coordination with DDG (Crew) and share with MoPSW

4. Section 7 titled Crisis Management Team has been amended as follows:

Section 8. titled Crisis Management Team

1. Crisis Management Team is headed by D.G(S) and comprises of Nautical Advisor;
 2. (NA), Chief Surveyor (CS), additional D.G, Chief Ship Surveyor (CSS), NS (Casualty and Response), DDG (Crew) and Officer (I/C), MoPSW Control Room, DGS Liaison Office, Delhi.
 3. 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.
 4. To provide technical assistance.
 5. To provide advise in regard to the casualty for minimising the damage to life, property and the environment.
 6. Assist in coordinating with Authorities and External parties as required.
 7. To provide regular updates to MoPSW.
 8. To interact with Media.
5. Section 8 titled Contact Points and Escalation Levels has been amended to **Section 9, titled 'Contact Points and Escalation Level'** and the content remains the same.

(Capt. Harinder Singh)
Nautical Surveyor and DDG(Tech)