

DG Shipping “Seafarers Grievance Redressal Mechanism”

1. Possible means of receipt of “Seafarers Grievances” may be by following means:

- a. DGS Online grievance portal
- b. Email
- c. Twitter
- d. Hard copy (letter)
- e. Social media (as Whatsapp etc.)

2. On receipt of grievance by other means than the “**Online grievance portal**” such as other means as Emails, Tweet, Hard copy (letter) and Social media etc., the concerned seafarer who has raised grievance by other means may be advised by email or call by DG Shipping Official / Shipping Master to raise the grievance through the “DGS Online grievance portal” for quick and easy disposal of case online.

3. Step by step process guide for raising online grievance:

- a) Login to E-Governance system by using User Id and Password provided by DG Shipping for other modules (www.dgshipping.gov.in → E-Governance)
- b) Go to the link → “Grievance Redressal Mechanism”
- c) Enter relevant details (* marks details are compulsory)
- d) Select Company Name
- e) Select the option “type” of grievance
- f) Fill up all relevant details and ‘Submit’
- g) Upon submission of data, system would display “Reference No.” and same application would be sent to the concerned “Shipping Master”
- h) The concerned “Shipping Master” would examine the matter within two (02) working days and provide necessary solutions
- i) Grievances would be processed and seafarer would be queried back within two (02) working days with details or closure details would be communicated online
- j) Seafarer can “view” the status of grievance by clicking “view” status
- k) If queried back requesting further details, the same may be provided by the seafarer
- l) If grievances are un-answered, you may contact the respective jurisdictional Shipping Masters by following email id after two (02) working days:
sm-mum-ship@gov.in for Mumbai,
sm-kol-ship@gov.in for Kolkata,
sm-chn-ship@gov.in for Chennai

Step 1: visit www.dgshipping.gov.in

The screenshot shows the homepage of the Directorate General of Shipping, India. The header includes the organization's name in Hindi and English, along with the Ministry of Shipping and Government of India. A navigation menu at the top lists various sections, with 'E-GOVERNANCE' highlighted. A dropdown menu is open under 'E-GOVERNANCE', showing options like 'e-governance', 'INDoS online', 'Anti-piracy escort', 'Seafarers Registration', and 'e-Governance related information to all Seafarer/Stakeholders'. A yellow arrow points to the 'e-governance' option. Below the navigation, there are portraits of the Hon'ble Minister of State and the Director General of Shipping. A 'New Initiatives' banner is visible on the right. The main content area contains a welcome message and a brief description of the Directorate's role.

Step 2: Log in using user id / password (after clicking 'e-governance' tab)

<http://220.156.189.33/esamudraUI/well.do?method=loadPage>

The screenshot shows the login page of the Directorate General of Shipping. The page title is 'DG Shipping' and the subtitle is 'Directorate General of Shipping, Mumbai'. The main content area features a login form with fields for 'User Id' and 'Password', and a 'Login' button. A yellow arrow points to the 'Login' button. Below the login form, there are several sections: 'Internal Reference Links', 'Ships', 'Seafarer', and 'Independent Modules'. The 'Ships' section includes links for 'Ship Registration & Mortgage', 'Licensing & Chartering', 'Ship Survey', 'Coastal Shipping', and 'Plan and Manual Approval'. The 'Seafarer' section includes links for 'SMO-Other Activities', 'CDC Management & CoC as Cook', 'Update Seafarer Profile', 'Request for Personal Details Correction in Seafarer Profile', 'Examination', 'CoC and CoC Revalidation', 'DC Endorsement GMDSS Radio Operator', 'eMigration declaration for Master & Chief Eogg', 'Grievance Report for Female Seafarer', 'Grievance Redressal Mechanism', 'Training', 'Recruitment and Placement Services', 'Sailing Vessel Identity Card', 'e-Pass for Seafarer and Non Seafarer', and 'Stranded Seafarer Details for Repatriation'. The 'Independent Modules' section includes links for 'Administration', 'Equipments & Service Station', 'PortNet', 'Meetings & Resolutions', 'Rules & Regulation Information System', 'MPSQ', 'MTO Renewal', 'CP Reporting', 'Medical Fitness', and 'Liferaft Service Station'. The page also includes a 'Contact Us' section with email and phone numbers, and a footer with 'DGS e-Learning program' and 'Request all the seafar'.

Step 3: Logged in

Directorate General of Shipping

Welcome MID TEST2 SUR

The Directorate General of Shipping Government of India

The Director General of Shipping is the statutory Maritime authority, appointed by Govt. of India under the Merchant Shipping act 1958 and is responsible for implementation of the provisions of the act . The Directorate General ensures implementation of various international Conventions, relating to safety requirements for prevention of pollution and other mandatory requirements of International Maritime Organization.

Internal Reference Links

Ships

- Ship Registration & Mortgage
- Licensing & Chartering
- Ship Survey
- Coastal Shipping
- Plan and Manual Approval

Seafarer

- SMO-Other Activities
- CDC Management & CoC as Cook
- Update Seafarer Profile
- Request for Personal Details Correction in Seafarer Profile
- Examination
- CoC and CoC Revalidation
- DC Endorsement GMDSS Radio Operator
- eMigration declaration for Master & Chief Engg.
- Grievance Report for Female Seafarer
- Grievance Redressal Mechanism
- Training
- Recruitment and Placement Services
- Sailing Vessel Identity Card
- e-Pass for Seafarer and Non Seafarer **NEW**
- Stranded Seafarer Details for Repatriation **NEW**
- Crew Manifest for Charter Flight **NEW**

Independent Modules

- Administration
- Equipments & Service Station
- PortNet
- Meetings & Resolutions
- Rules & Regulation Information System
- MPSO
- MTO Renewal
- CIP Reporting
- Medical Fitness
- Liferaft Service Station

Contact Us

governance-dgs@nic.in
Tel.:91-22-25752040/41/42/43/45
Fax: :91-22-25752029/35

Note : Modules indicated as "Red" colour are not accessible.

DGS e-Learning program

Request all the seafar...

No new notifications (Off)

Step 4: Click "Grievance Redressal Mechanism" option

Directorate General of Shipping

Welcome MID TEST2 SUR

The Directorate General of Shipping Government of India

The Director General of Shipping is the statutory Maritime authority, appointed by Govt. of India under the Merchant Shipping act 1958 and is responsible for implementation of the provisions of the act . The Directorate General ensures implementation of various international Conventions, relating to safety requirements for prevention of pollution and other mandatory requirements of International Maritime Organization.

Internal Reference Links

Ships

- Ship Registration & Mortgage
- Licensing & Chartering
- Ship Survey
- Coastal Shipping
- Plan and Manual Approval

Seafarer

- SMO-Other Activities
- CDC Management & CoC as Cook
- Update Seafarer Profile
- Request for Personal Details Correction in Seafarer Profile
- Examination
- CoC and CoC Revalidation
- DC Endorsement GMDSS Radio Operator
- eMigration declaration for Master & Chief Engg.
- Grievance Report for Female Seafarer
- Grievance Redressal Mechanism
- Training
- Recruitment and Placement Services
- Sailing Vessel Identity Card
- e-Pass for Seafarer and Non Seafarer **NEW**
- Stranded Seafarer Details for Repatriation **NEW**
- Crew Manifest for Charter Flight **NEW**

Independent Modules

- Administration
- Equipments & Service Station
- PortNet
- Meetings & Resolutions
- Rules & Regulation Information System
- MPSO
- MTO Renewal
- CIP Reporting
- Medical Fitness
- Liferaft Service Station

Contact Us

governance-dgs@nic.in
Tel.:91-22-25752040/41/42/43/45
Fax: :91-22-25752029/35

Note : Modules indicated as "Red" colour are not accessible.

DGS e-Learning program

Request all the seafar...

No new notifications (Off)

Step 7: Select Office applied, fill up grievance details, upload docs (if any) and “submit”

Grievance Redressal Report Detail

Name of Seafarer*: Gopinandan TEST2 MID TEST2 (Name from Seafarer profile i.e.Given name+Surname / Last Name)

INDoS No.*: IND_02 CDC No.*: CDC_02

Mobile No.*: Email Id*: bnfn@sfd.dgf

Grievance Type*: Select

Company Type: Select Name of Company: [Dropdown]

Office Applied To.*: Select

Grievance Report*:

Upload Document (If any)

Document 1 : Browse... No file selected. (.pdf file Only)

Document 2 : Browse... No file selected. (.pdf file Only)

Document 3 : Browse... No file selected. (.pdf file Only)

Submit Reset

Step 8: Once submitted, Ref. No. will be received (note it down for reference)

Grievance Report successfully submitted, Reference No.GRS/SMO(M)/2020/899

Step 9: Status of application can be tracked with ref. no. in same grievance menu below

Grievance Redressal Mechanism

Grievance Redressal Report Detail

Name of Seafarer* : _____ (Name from Seafarer profile i.e.Given name+Surname / Last Name)

INDoS No.* : _____ CDC No.* : _____

Mobile No.* : _____ Email Id* : _____

Grievance Type* : Select

Company Type : Select Name of Company : _____

Office Applied To.* : Select

Grievance Report* : _____

Upload Document (If any)

Document 1 : Browse... No file selected. (.pdf file Only)

Document 2 : Browse... No file selected. (.pdf file Only)

Document 3 : Browse... No file selected. (.pdf file Only)

Submit Reset

List of Grievance Redressal Reported

Show 25 entries

Report Date	Grievance No.	Grievance Type	Office Applied	Company Type	Name of Company	Current Status	Details
2020-07-28 21:05:14	GRS/SMO(M)/2020/899	Others	SHIPPING MASTER OFFICE MUMBAI	RPSL Agency	_____	Submitted	View

Showing 1 to 1 of 1 entries

Step 10: Click “view” and status of the grievance can be viewed

Grievance Reported Details (GRS/SMO(M)/2020/899)

Grievance Redressal Report Detail

Name of Seafarer* : _____

INDoS No.* : _____ CDC No.* : _____

Mobile No.* : _____ Email Id* : _____

Category* : Others Specify Other Category* : Test

Company Type : RPSL Agency Name of Company : _____

Office Applied To.* : Test

Grievance Report* : Test

Uploaded Document(s) No Document uploaded

Back

History of query received and reply for Application No. (GRS/SMO(M)/2020/899)

Sr No.	Query Back By	Date	Query Received	Replied Date	Replied	Uploaded Document
No Data found.						

Notes:

- Seafarer can “view” the status of grievance by clicking “view” status
- If queried back requesting further details, the same may be replied/ provided by the seafarer
- If grievances are un-answered, you may contact the respective jurisdictional Shipping Masters by following email id after two (02) working days:

sm-mum-ship@gov.in for Mumbai,

sm-kol-ship@gov.in for Kolkata,

sm-chn-ship@gov.in for Chennai