



Directorate General of Shipping: Govt. of India

User Manual

Ver 1.0, Date: 16-04-2026

Module:

Grievance Redressal Management

(Registered Users)

(MTI, RPSL, Seafarers, Shipping Company, Unions)



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1 VERSION HISTORY

VER NO	CHANGE SUMMARY	DATE	PREPARED BY	REVIEWED BY	APPROVED BY
1.0	Draft Version	16-04-2026	Ruthwik P	Vishnu K S	Lokanath S

2 INTRODUCTION

2.1 PRODUCT FUNCTION

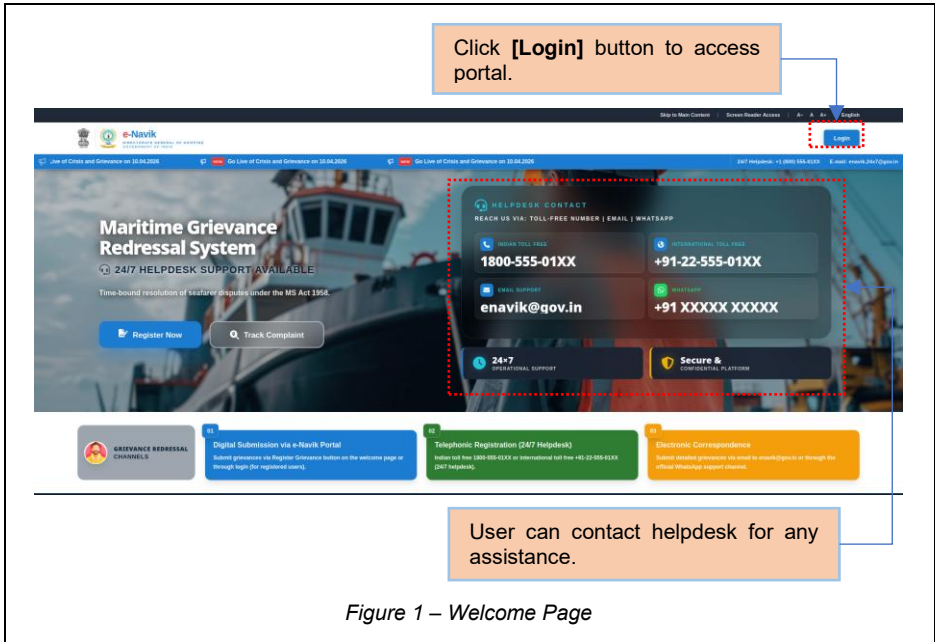
A grievance refers to a formal complaint or concern raised by Registered Users such as MTI, RPSL, seafarers, shipping companies, and unions regarding issues related to services, rights, or suggestions. Users submit grievances to seek appropriate resolution.

All grievances are submitted to the Authorized User for review and necessary action. After receiving a grievance, the Authorized User can view and process it and has the authority to resolve and close the grievance. The user who raised the complaint can track the status of the grievance through the available tracking facility

2.2 INTENDED AUDIENCE

The user manual is intended for Registered Users, including MTI, RPSL, seafarers, shipping companies, and unions. It enables them to raise grievances and submit them to the Authorized User for resolution. Registered Users can also review grievance details and track the status of their submitted grievances using the available tracking facility.

3 LOGIN – REGISTERED USER (MTI, RPSL, SEAFARERS, SHIPPING COMPANY & UNIONS)



Users can click on the login button to proceed with grievance registration.

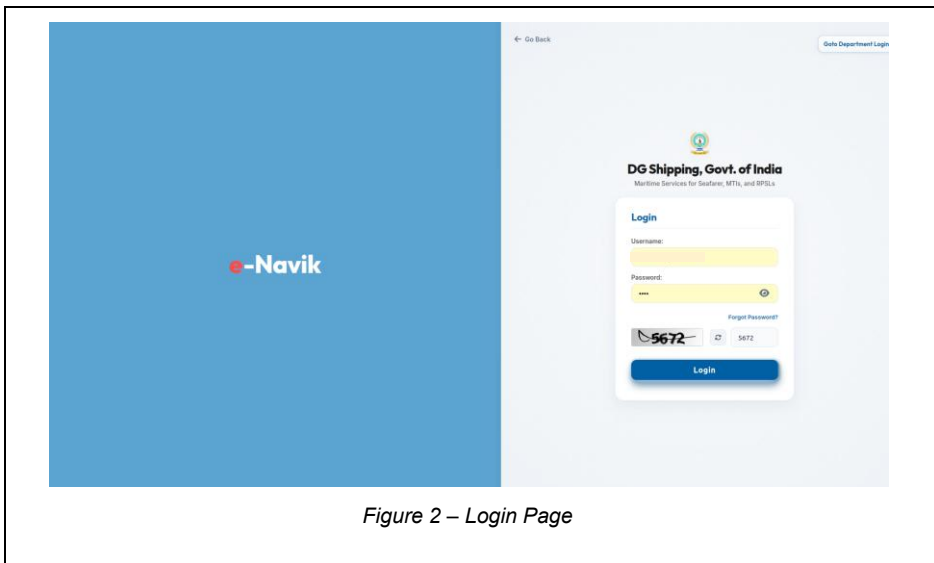
The **Helpdesk Contact** section provides support channels for seafarers who may require assistance while operating within the Indian Ocean region or internationally.

In case of any issue, emergency, or assistance related to grievances/services, users may contact the helpdesk through the

following channels:

- **Indian Toll-Free Number:** 1800-889-7768
- **International Calls:** +1-888-988-0256
- **Email Support:** enavik.24x7@gov.in

These support channels are available to ensure timely assistance and resolution irrespective of the user's location.



Upon successful login using the username and password, the system displays the home page.

3.1 REGISTER GRIEVANCE

Click *Register Grievance* tab to register new grievance.

Figure 3 - Register Grievance

The guidelines are displayed after clicking the **Register** button.

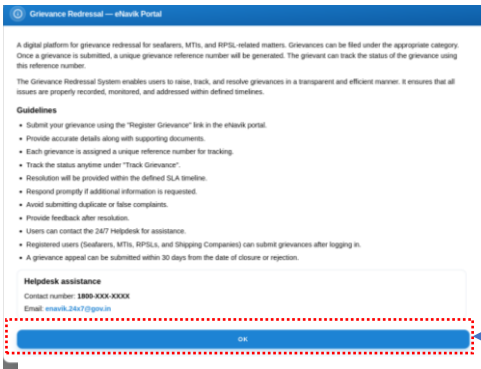
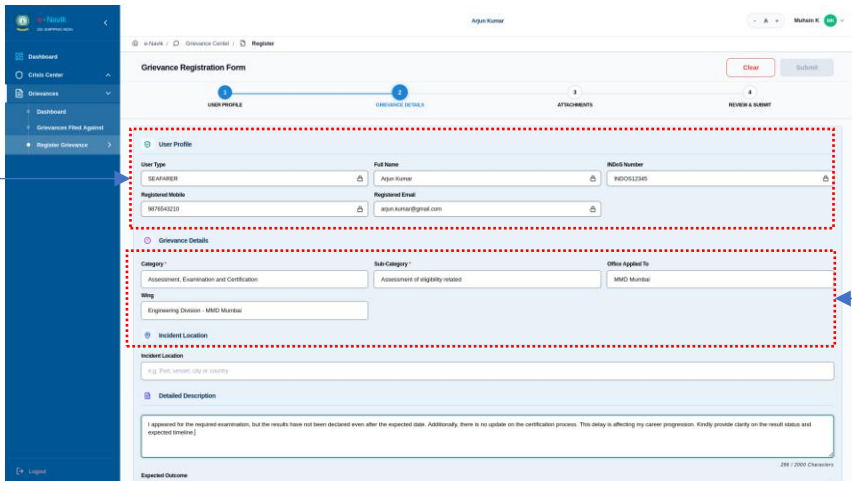


Figure 4 – Grievance Guidelines



The information is automatically fetched based on the user type.

The user provides the grievance details such as **Category, Subcategory, and Office Applied To.**

Figure 5 – Grievance Registration Form

The screenshot shows the 'Grievance Registration Form' with a progress bar at the top indicating four steps: 1. USER PROFILE, 2. GRIEVANCE DETAILS, 3. ATTACHMENTS, and 4. REVIEW & SUBMIT. The 'Grievance Details' section is expanded, showing fields for 'Category' (Assessment, Examination and Certification), 'Sub-Category' (Assessment of eligibility related), and 'Office Applied To' (MND Mumbai). Below this, the 'Incident Location' and 'Detailed Description' sections are highlighted with a red dashed box. The 'Detailed Description' field contains the text: 'I appeared for the required examination, but the results have not been declared even after the expected date. Additionally, there is no update on the certification process. This delay is affecting my career progression. Kindly provide clarity on the result status and expected timeline.'

Provide the details of **Incident Location**, **Detailed Description** and **Expected Outcome**.

Figure 6 – Grievance Location Details

The screenshot shows the 'Supporting Documents' section of the form, which is highlighted with a red dashed box. It features a large dashed blue box with the text 'Click to upload or drag and drop' and a file icon. Below this, there are sections for 'Declaration & Comment' and 'WhatsApp Notifications'. The 'Declaration & Comment' section includes a checkbox for 'FINAL DECLARATION & COMMENT' and a text area for the user's declaration.

Here, the user attaches the supporting documents.

Figure 7 – Upload Documents

Note: Once all required details and supporting documents are uploaded,

the Submit button is enabled to submit the grievance.

The screenshot shows the 'Grievance Registration Form' interface. At the top, there is a progress bar with four steps: 1. USER PROFILE, 2. GRIEVANCE DETAILS, 3. ATTACHMENTS, and 4. REVIEW & SUBMIT. The 'SUBMIT' button is highlighted with a red dashed box and an arrow pointing to it from the right. Below the progress bar, the 'User Profile' section contains the following fields:

- User Type: SELECTER
- Full Name: Ajay Kumar
- REGID Number: INDC0512345
- Registered Mobile: 9876543210
- Registered Email: ajay.kumar@gmail.com

 Below this, the 'Grievance Details' section is partially visible with fields for Category, Sub-Category, and Officer Applied To.

After uploading and providing all details, click **[Submit]** button to submit the grievance.

Figure 8 – Submit Grievance



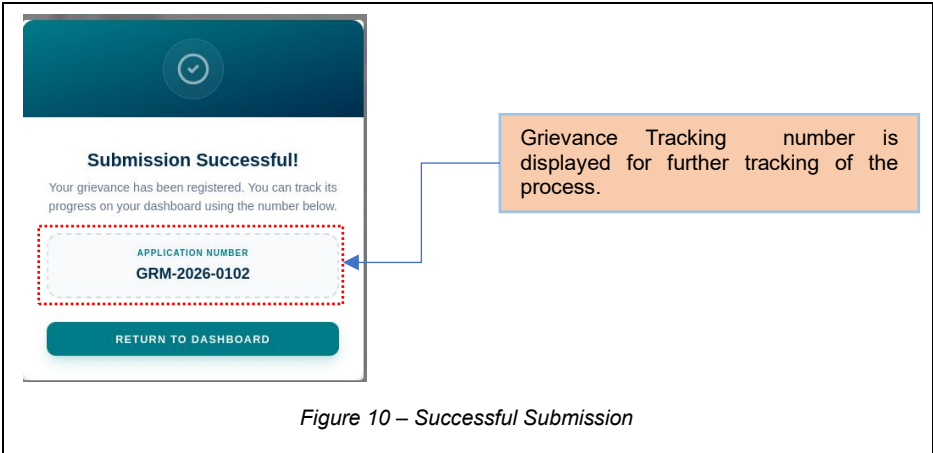
Confirm Submission

Are you sure you want to submit this grievance?
Please ensure all information provided is accurate.

The confirmation dialog box contains two buttons: a white 'Cancel' button and a blue 'Submit' button. The 'Submit' button is highlighted with a red dashed box and an arrow pointing to it from the right.

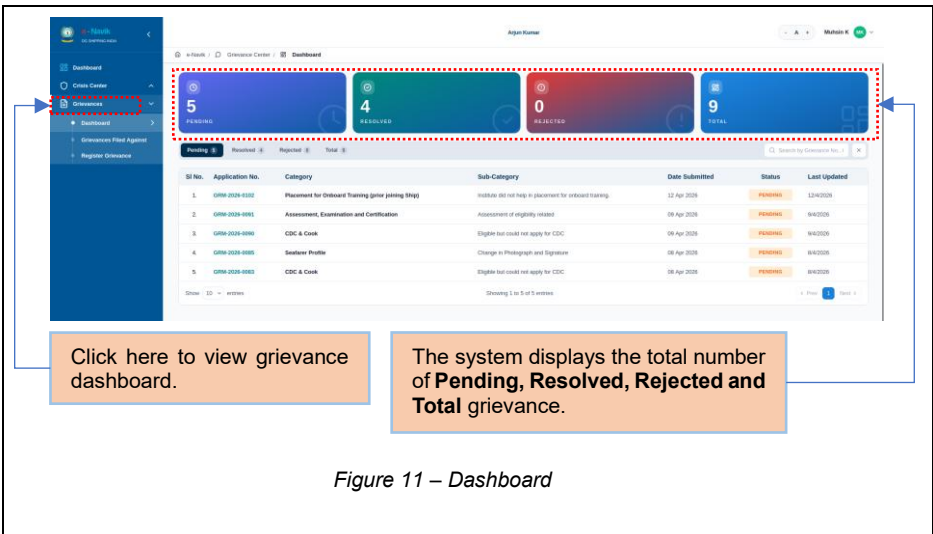
Click **[Submit]** button again to confirm the submission.

Figure 9 – Grievance Submission



Once the grievance is submitted, the authorized user reviews the grievance. The grievance tracking number is used to track the grievance.

3.2 DASHBOARD



3.2.1 PENDING

The user can view the pending grievance and query raised grievance

The screenshot shows the Grievance Center Dashboard with the following data:

Sub-Tab	Count
PENDING	5
RESOLVED	4
REJECTED	0
TOTAL	9

Sr No.	Application No.	Category	Sub-Category	Date Submitted	Status	Last Updated
1	GRM-2020-0102	Placement for Onboard Training (Senior Jetter Ship)	INDOIS did not help in placement for onboard training.	12 Apr 2020	PENDING	12/04/2020
2	GRM-2020-0101	Assessment, Examination and Certification	Assessment of Onboard Training	09 Apr 2020	PENDING	09/04/2020
3	GRM-2020-0090	CDC & Cook	Eligible but could not apply for CDC	09 Apr 2020	PENDING	09/04/2020
4	GRM-2020-0088	Seafarer Profile	Change in Photograph and Signature	08 Apr 2020	PENDING	08/04/2020
5	GRM-2020-0083	CDC & Cook	Eligible but could not apply for CDC	08 Apr 2020	PENDING	08/04/2020

Click **Pending** sub-tab to access pending grievance details.

Click the **Grievance ID** to view grievance details.

Figure 12 – Pending

The screenshot shows the 'View Grievance' details for application GRM-2020-0091. Key information includes:

- Reference Number:** GRM-2020-0091
- Date Submitted:** 09 Apr 2020
- Current Status:** PENDING
- Category:** Assessment, Examination and Certification

Applicant & grievance information:

- Applicant Type:** Seafarer
- Full Name:** Arjun Kumar
- INDOIS Number:** INDOIS2345
- Mobile Number:** 9870543210
- Email ID:** arjun.kumar@gmail.com

Grievance information:

- Category Of Grievance:** Assessment, Examination and Certification
- Sub-Category:** Assessment of eligibility related
- Against Entity:** N/A
- Entry Name:** N/A
- Office Applied To:** IIMD Mumbai

Status timeline:

- SUBMITTED:** 09 Apr 2020, 11:00:07 AM
- Submitted by:** Arjun Kumar
- Reviewed by:** GRM-2020-0091
- Created at:** 09 Apr 2020, 11:06

Expected Outcome: Not provided.

Need Help? For urgent queries regarding this application, please contact our helpline during the hours 10:00 AM - 06:00 PM. Contact: 1800-123-4567 or support@shipingov.in

Figure 13 – Grievance Details

If any query is raised by the officer, it will be displayed in the

correspondence history section.

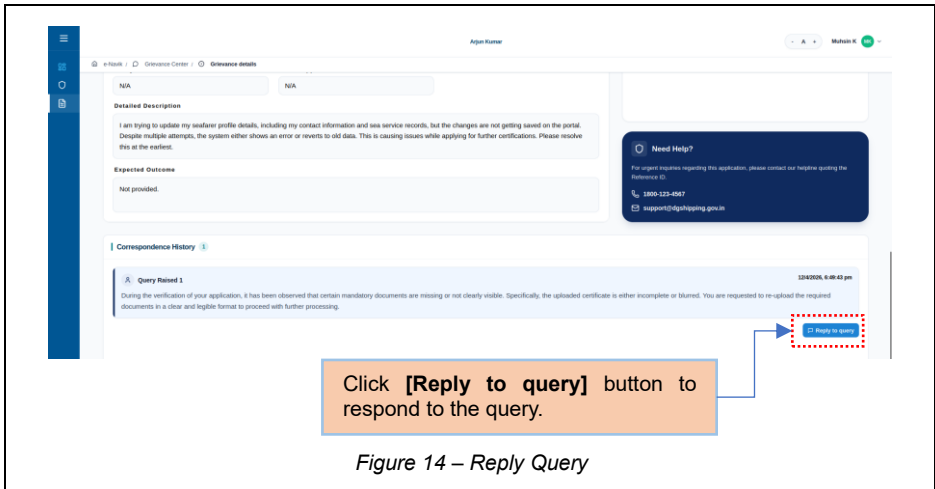


Figure 14 – Reply Query

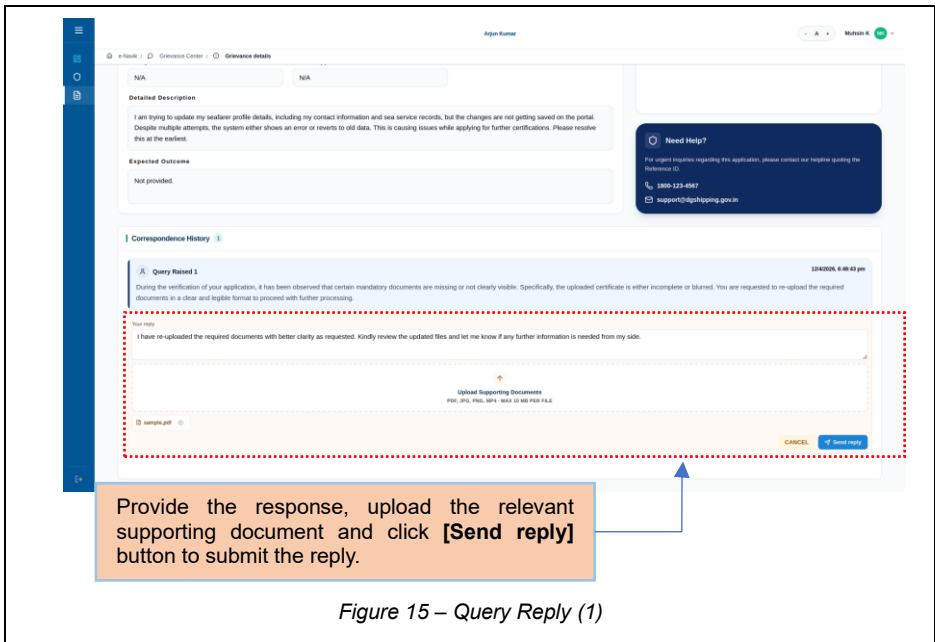


Figure 15 – Query Reply (1)

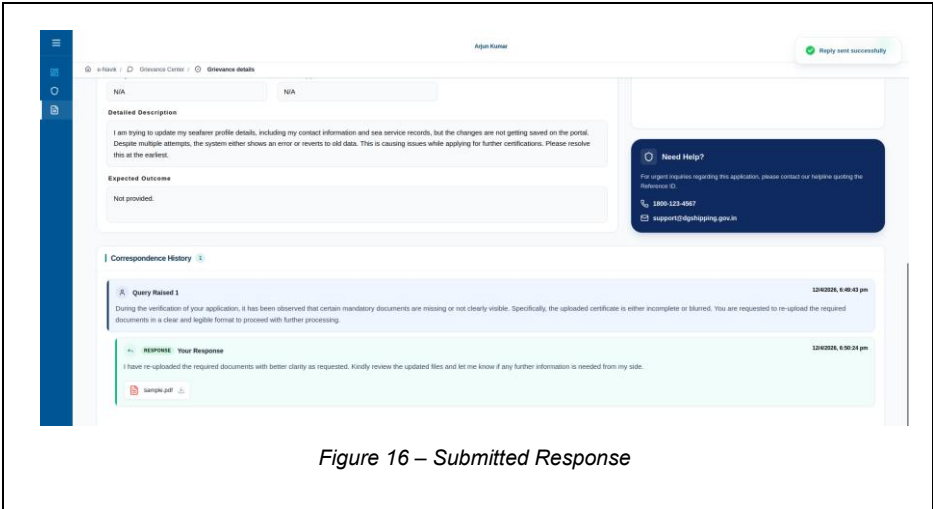
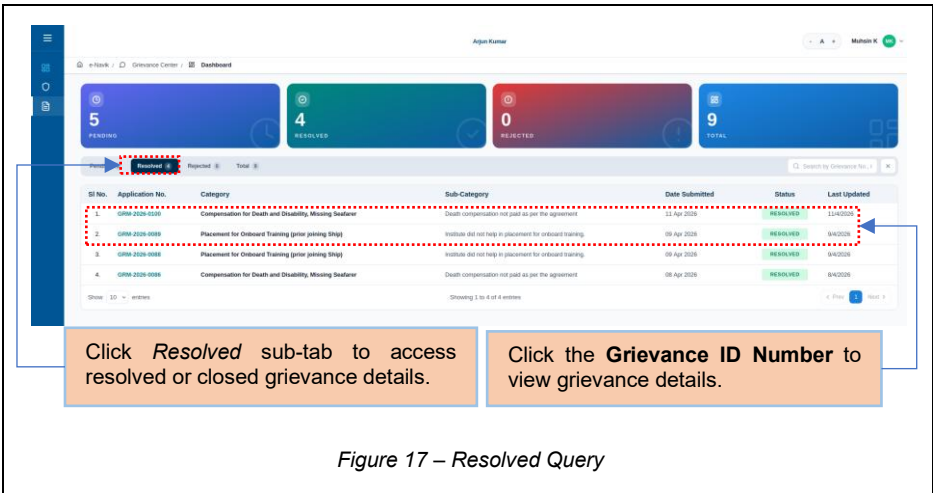


Figure 16 – Submitted Response

3.2.2 RESOLVED

The closed Grievances are listed in the *Resolved* sub-tab.



Click *Resolved* sub-tab to access resolved or closed grievance details.

Click the **Grievance ID Number** to view grievance details.

Figure 17 – Resolved Query

Upon resolution of the grievance by the concerned department, the

resolution details are made available to the user. If the user is satisfied with the resolution provided, the user can review the remarks and submit feedback. If the user is not satisfied with the resolution, the user can file an appeal against the grievance decision.

Click the **[Appeal]** button to appeal against the grievance decision. If the resolution is satisfactory, click the **[Feedback]** button to submit feedback.

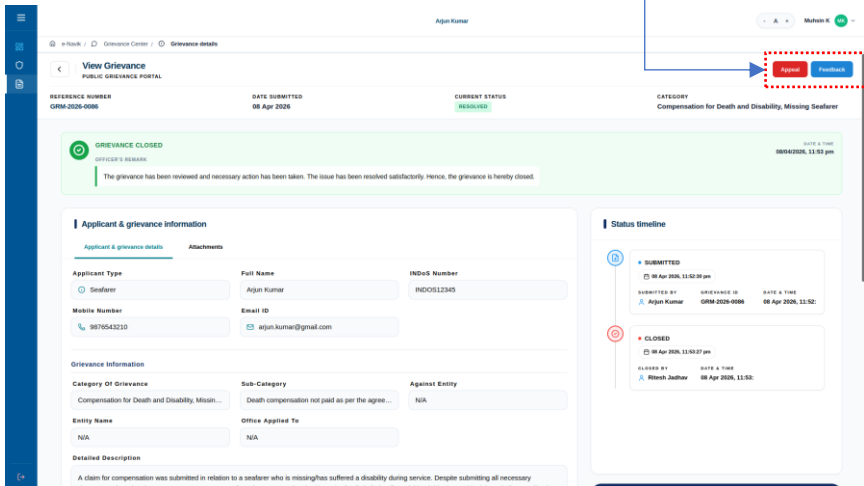


Figure 18 – Appeal/Feedback

3.2.3 REJECTED

The rejected Grievances are listed in the *Rejected* sub-tab.

The dashboard shows a table with columns: Sl No., Application No., Category, Sub-Category, Date Submitted, Status, and Last Updated. The 'Rejected' tab is selected. A callout box points to the 'Rejected' tab with the text: "Click *Rejected* sub-tab to access rejected grievance details." Another callout box points to the 'GRI-2026-0085' application number with the text: "Click the **Grievance ID Number** to view grievance details."

Figure 19 – Rejected Query

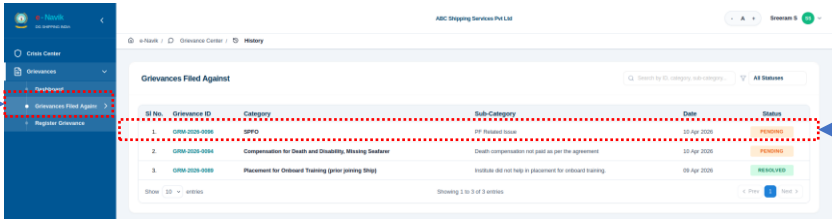
If the grievance is rejected by the concerned officer, the user can view the rejection reasons. If the user is dissatisfied with the rejection of the grievance, the user can submit an appeal against the grievance decision

The 'View Grievance' page displays a 'GRIEVANCE REJECTED' message: "The grievance cannot be processed due to insufficient or incomplete information. Kindly resubmit with complete details." Below this, there is an 'Appeal' button highlighted by a red dashed box and a callout box that says: "Click **[Appeal]** button to appeal against the grievance decision." The page also shows applicant details, grievance information, and a status timeline.

Figure 20 – Rejected Grievance Details

3.3 GRIEVANCE FILED AGAINST

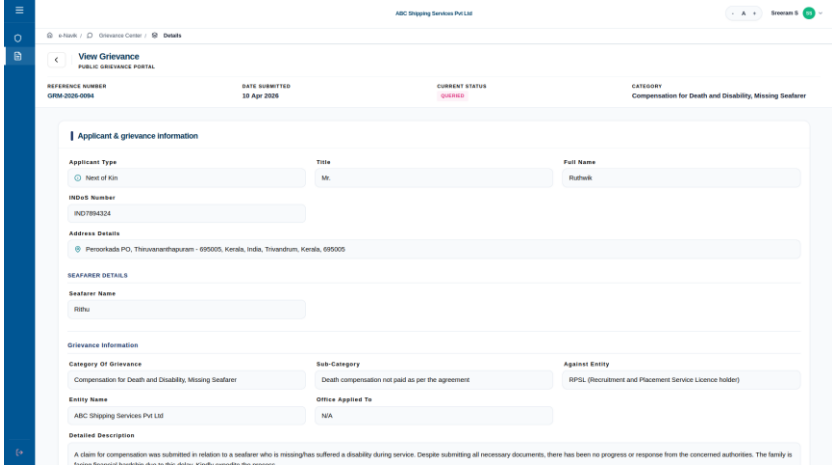
In the *Grievance Filed Against* tab, grievances filed against the user are displayed. Here, the user can reply to any queries raised or submit supporting documents.



Click *Grievance Filed Against* tab to access grievance filed against details.

Click the Grievance ID to view grievance details.

Figure 21 – Grievance Filed Against



View Grievance
PUBLIC GRIEVANCE PORTAL

REFERENCE NUMBER: GRM-2020-0004 DATE SUBMITTED: 10 Apr 2020 CURRENT STATUS: OPEN CATEGORY: Compensation for Death and Disability, Missing Seafarer

Applicant & grievance information

Applicant Type: None of kin Title: Mr. Full Name: Rithwik

INDIA'S Number: IND7894324

Address Details: Perorkada PO, Thiruvananthapuram - 695005, Kerala, India, Thiruvandram, Kerala, 695005

SEAFARER DETAILS

Seafarer Name: Ritu

Grievance Information

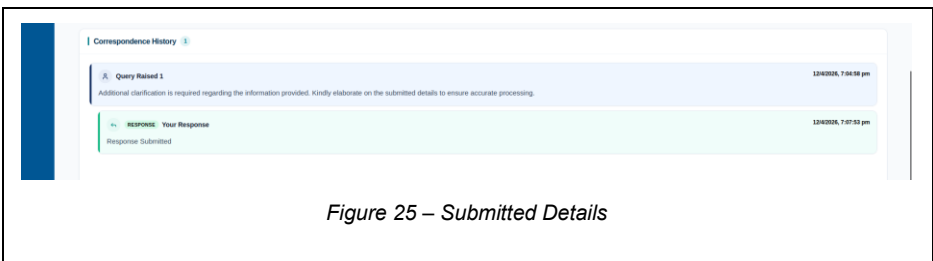
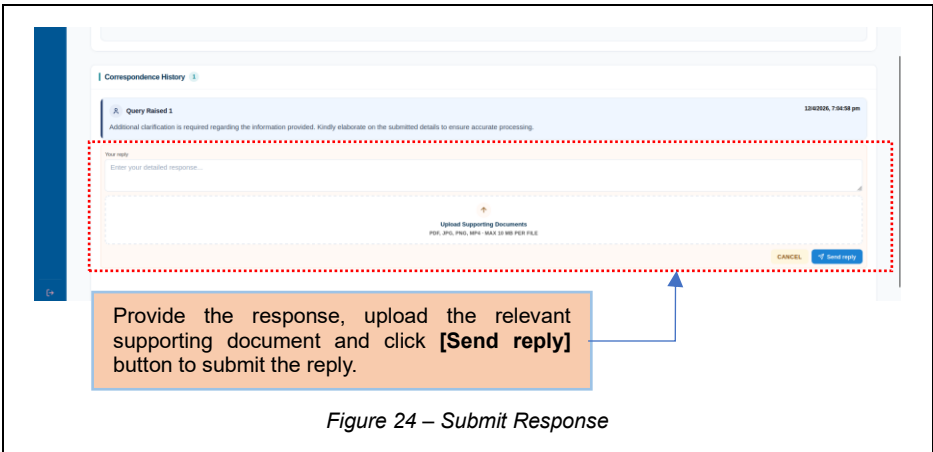
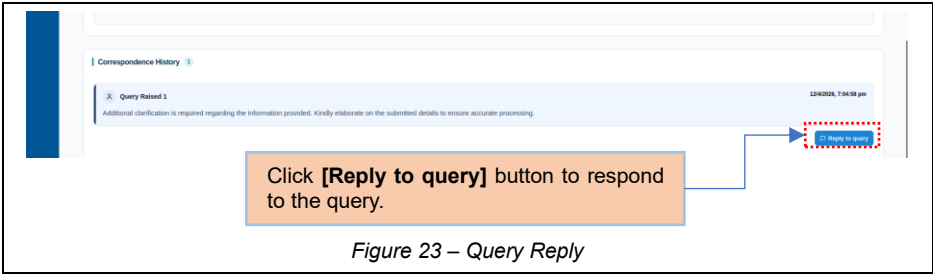
Category Of Grievance: Compensation for Death and Disability, Missing Seafarer Sub-Category: Death compensation not paid as per the agreement Against Entity: RPQL (Recruitment and Placement Service Licence holder)

Entry Name: ABC Shipping Services Pvt Ltd Office Applied To: N/A

Detailed Description

A claim for compensation was submitted in relation to a seafarer who is missing/has suffered a disability during service. Despite submitting all necessary documents, there has been no progress or response from the concerned authorities. The family is further requested to provide their address details to expedite the process.

Figure 22 – Grievance Details



****End Of the Module – e – Navik (Grievance Redressal Management) ****

“Thank you for thoroughly exploring the features and information.”