



Directorate General of Shipping: Govt. of India

User Manual

Ver 1.0, Date: 16-04-2026

Module:

Grievance Redressal Management

(Unregistered User)

(Student, Next of Kin, Flag State, Foreign Seafarer, ITF, International Association & Foreign NGO)



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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

The eNavik portal facilitates the submission of grievances by unregistered Users such as a Student, Next of Kin, Flag State, Foreign Seafarer, ITF, International Association, or Foreign NGO, regarding issues related to rights, services, or suggestions. Users submit grievances to seek appropriate resolution.

All grievances are submitted to DG Shipping for review and necessary action. Upon receipt, DG Shipping reviews and processes the grievance and has the authority to resolve and close it.

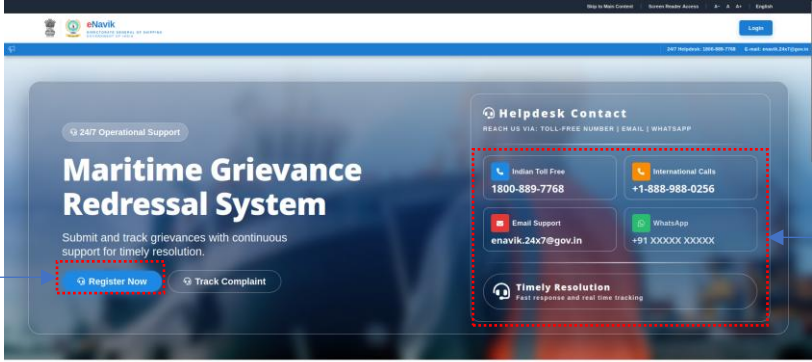
The user who raised the complaint can track the status of the grievance through the available tracking facility.

2.2 INTENDED AUDIENCE

The user manual is intended for Unregistered Users, such as Students, Next of Kin, Flag State representatives, Foreign Seafarers, ITF, International Associations, and Foreign NGOs. It enables them to raise grievances and submit them to the Authorized User for resolution. If any query is raised by the Authorized User, they can respond through the

system. They can also review grievance details and track the status of their submitted grievances using the available tracking facility.

3 REGISTER A GRIEVANCE



The screenshot shows the eNavik website's home page. The main heading is "Maritime Grievance Redressal System". Below it, there are two buttons: "Register Now" and "Track Complaint". The "Register Now" button is highlighted with a red dashed box. To the right, there is a "Helpdesk Contact" section with a red dashed box around it. This section includes contact information for Indian Toll Free (1800-889-7768), International Calls (+1-888-988-0256), Email Support (enavik.24x7@gov.in), and WhatsApp (+91 XXXXX XXXXX). Below the main content, there are four service channels: Digital Submission via eNavik Portal, Telephonic Registration (24/7 Helpdesk), and Electronic Correspondence. Two callout boxes are present: one pointing to the "Register Now" button and another pointing to the "Helpdesk Contact" section.

Click **[Register Grievance]** button to register a new grievance as an unregistered user.

User can contact helpdesk for any assistance.

Figure 1 – Welcome Page

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

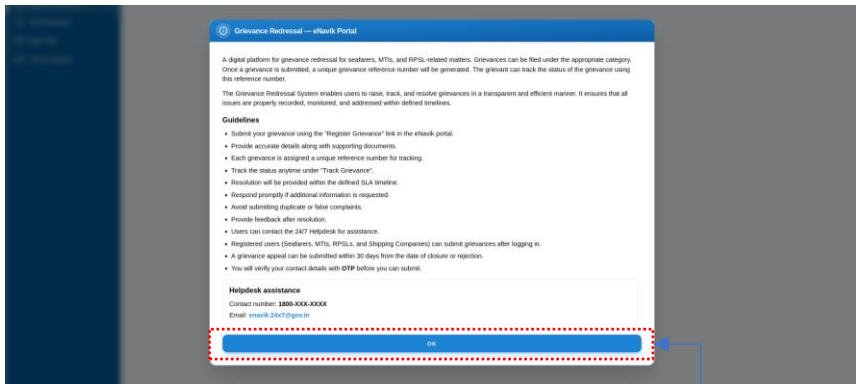
In case of any issue, emergency, or assistance related to grievances/services, users may contact the helpdesk through the following channels:

- **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.

After clicking the **[Register]** button, the guidelines are displayed.



Upon reading the guidelines, click **[OK]** button to proceed further.

Figure 2 – Grievance Guidelines

3.1 REGISTER GRIEVANCE

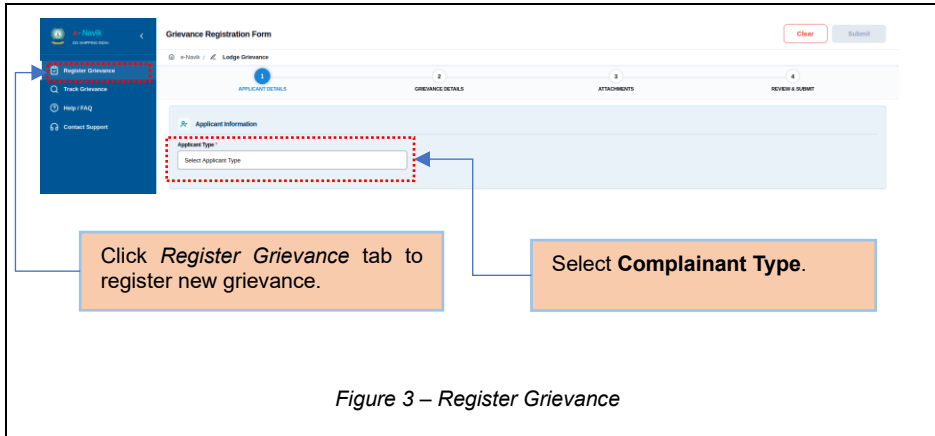


Figure 3 – Register Grievance

Select the Complainant type from the available options: **Student**, **Next of Kin**, **Flag State**, **Foreign Seafarer**, **ITF**, **International Association**, or **Foreign NGO**. Based on the selected complainant type, the complainant information fields are displayed.

3.1.1 NEXT OF KIN

If the user selects **Next of Kin**, the system displays the following details.

User provides the grievance information by selecting the **complainant Type, Title, Full Name, Relationship To Seafarer, Mobile Number, Email Address, Address, City, State and Pincode** and then click **[Request OTP]** button.

Figure 4 – Register Grievance (1)

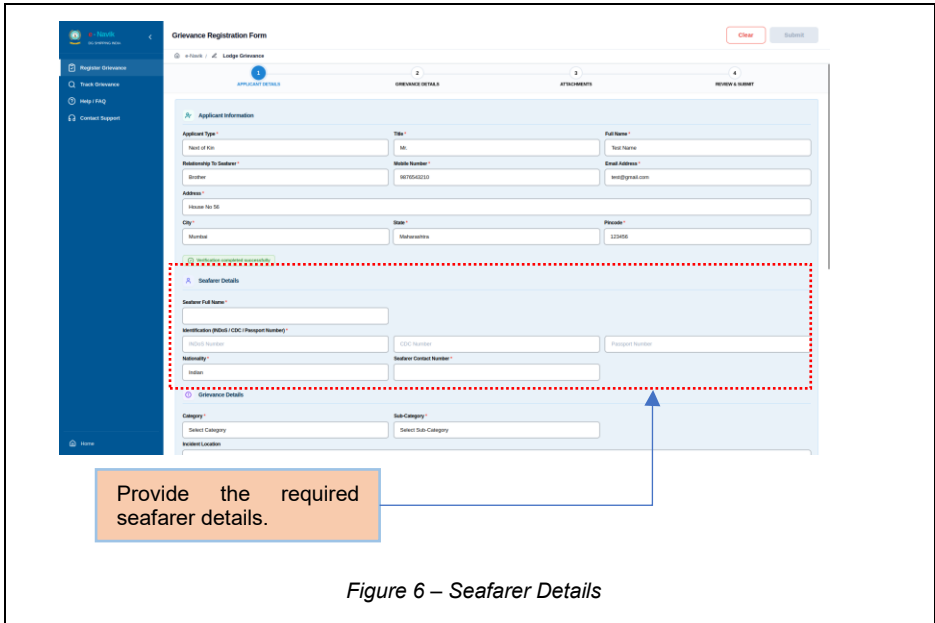
The system sends the requested OTP to the registered mobile number and email address.

Enter the OTP and click **[verify]** button.

Figure 5 – OTP Verification

Once the verification is completed, the user provides the grievance

details.



Provide the required seafarer details.

Figure 6 – Seafarer Details

The screenshot shows the 'Grievance Registration Form' with a progress bar at the top indicating four steps: 1. APPLICANT DETAILS, 2. GRIEVANCE DETAILS, 3. ATTACHMENTS, and 4. REVIEW & SUBMIT. The 'GRIEVANCE DETAILS' section is highlighted with a red dashed box. It contains the following fields and text:

- Sustainer Full Name:** Text input field.
- Identification (DOB/ICCID/Passport Number):** Text input field.
- Nationality:** Text input field with 'Indian' selected.
- Sub-category:** Text input field with 'Death compensation not paid as per the agreement' selected.
- Category:** Text input field with 'Compensation for Death and Disability, Missing Sustainer' selected.
- Against Entity:** Text input field with 'NPSL (Recruitment and Placement Service Licence holder)' selected.
- Incident Location:** Text input field with 'ABC Shipping Services Pvt Ltd' selected.
- Grievance Description:** Text area with a placeholder: 'A claim for compensation was submitted in relation to a sustainer 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 facing financial hardship due to this delay. Kindly expedite the process.'
- Expected Outcome:** Text area with a placeholder: 'The claimant expects expedited processing of the compensation claim and timely financial support to the affected family.'

Provide the required Grievance details, incident location, grievance description and expected outcome.

Figure 7 – Grievance Details

The screenshot shows the 'Supporting Documents' section. A red dashed box highlights the document upload area, which includes a 'Click to upload or drag and drop' instruction and a file named 'sample.pdf'. Below this, there is a 'WhatsApp Notifications' section with a phone number '+91 9876543210' and a 'Send' button. At the bottom, there is a 'FINAL DECLARATION & CONSENT' checkbox with the text: 'I declare that the information provided is true and correct to the best of my knowledge. I agree to the Privacy Policy and Terms & Conditions.'

Upload the supporting document and select the declaration and consent checkbox.

Figure 8 – Upload Documents

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

The screenshot shows the 'Grievance Registration Form' with a progress bar at the top indicating four steps: 1. APPLICANT DETAILS, 2. GRIEVANCE DETAILS, 3. ATTACHMENTS, and 4. REVIEW & SUBMIT. The 'APPLICANT INFORMATION' section is active, containing the following fields:

- Applicant Type: * (Dropdown menu)
- Title: * (Dropdown menu, value: Mr)
- Full Name: * (Text field, value: Test Name)
- Next of Kin: * (Text field)
- Relationship To Ombuds: * (Dropdown menu)
- Mobile Number: * (Text field, value: 9876543210)
- Email Address: * (Text field, value: test@gmail.com)
- Brother: (Text field)
- Address: * (Text field)
- Phone No 98: (Text field)
- City: * (Text field)
- State: * (Dropdown menu, value: Maharashtra)
- Pincode: * (Text field, value: 123456)
- Member: (Text field)

A green message at the bottom left states: 'Verification completed successfully'. At the top right, there are 'Clear' and 'Submit' buttons. The 'Submit' button is highlighted with a red dashed box and an arrow points to it from the instruction box above.

Figure 9 – Submit Grievance



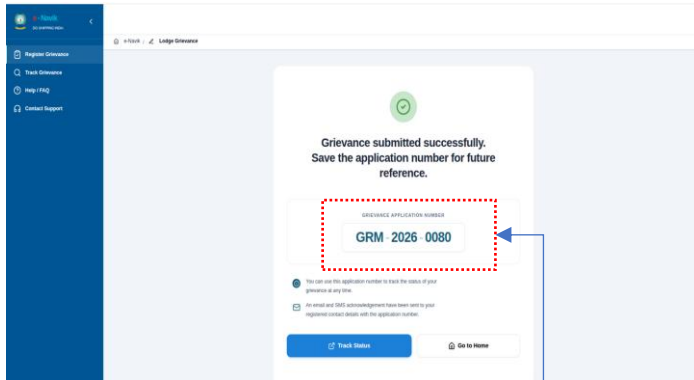
Confirm Submission

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

Buttons: Cancel, **Submit** (highlighted with a red dashed box and an arrow pointing to it from the instruction box above)

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

Figure 10 – Confirm Submission



Grievance tracking number is displayed for further tracking of the process.

Figure 11 – Successfully Submitted Confirmation

3.1.2 STUDENTS

If the user selects **Students**, the system displays the following details.

Figure 12 – Complainant Type Student

Grievance Registration Form [Clear] [Submit]

1 APPLICANT DETAILS 2 **GRIEVANCE DETAILS** 3 ATTACHMENTS 4 REVIEW & SUBMIT

Applicant Information

Applicant Type* Foreign Seafarer Title* Mr. Full Name* Test Name
 Email ID* test@gmail.com Contact Location* Mumbai

Verification completed successfully

Additional Details

Nationality* SINGAPORE Passport Number* M7654321 Passport Issuing Country* SINGAPORE

Grievance Details

Category* Foreign Seafarers in India Sub-Category* Others
 Incident Location: Port, Vessel or City
 Grievance Description: As a foreign seafarer working in India, I am facing difficulties related to documentation and compliance requirements. There is a lack of clear guidance regarding the procedures, and my requests for assistance have not been addressed properly. I request the concerned authorities to provide clarification and support in resolving this issue.

341 / 2000 Characters

Figure 14 – Complainant Type Foreign Seafarer

3.1.5 ITF

If the user selects **ITF**, the system displays the following details.

Grievance Registration Form [Clear] [Submit]

1 APPLICANT DETAILS 2 **GRIEVANCE DETAILS** 3 ATTACHMENTS 4 REVIEW & SUBMIT

Applicant Information

Applicant Type* ITF Organization Name* ITF
 Representative Full Name* Test Name Designation* Test Designation Official Email ID* test@gmail.com

Verification completed successfully

Additional Details

Office Location (City/Country)* London, UK

Grievance Details

Category* Others Sub-Category* Others
 Incident Location: Port, Vessel or City
 Grievance Description:

Figure 15 – Complainant Type ITF User

3.1.6 INTERNATIONAL ASSOCIATION

If the user selects **International Association**, the system displays the following details.

The screenshot shows the 'Grievance Registration Form' with a progress indicator at the top showing four steps: 1. APPLICANT DETAILS (active), 2. GRIEVANCE DETAILS, 3. ATTACHMENTS, and 4. REVIEW & SUBMIT. The form is divided into three main sections:

- Applicant Information:**
 - Applicant Type: International Association
 - Organization Name: Test Organization Name
 - Authorized Representative Name: Test Name
 - Designation: Test Designation
 - Official Email ID: test@gmail.com
 - Registered Address: London, UK
 - Notification completed successfully.
- Additional Details:**
 - Registration License Number: YJYFEN787232322
 - Country Of Registration: SINGAPORE
- Grievance Details:**
 - Category: Select Category
 - Sub-Category: Select Sub-Category
 - Incident Location: Place, Street or City
 - Grievance Description: (empty text area)

Figure 16 – Complainant Type International Association

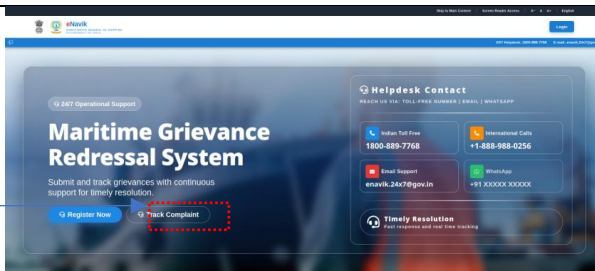
3.1.7 FOREIGN NGO

If the user selects **Foreign NGO**, the system displays the following details.

Figure 17 – Complainant Type Foreign NGO

For all user categories, the complainant information fields displayed shall depend on the complainant type selected by the user. Other than this, the grievance submission workflow remains the same for all complainant types.

3.2 TRACK GRIEVANCE



Click [Track Grievance] button to view grievance status.

Figure 18 – Welcome Page

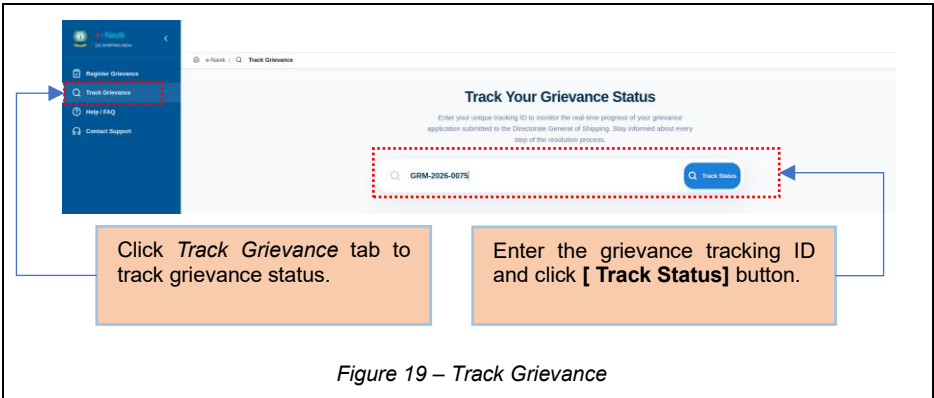


Figure 19 – Track Grievance

After providing the Grievance Tracking ID to track the grievance, the system sends an OTP to the registered email address and mobile number.

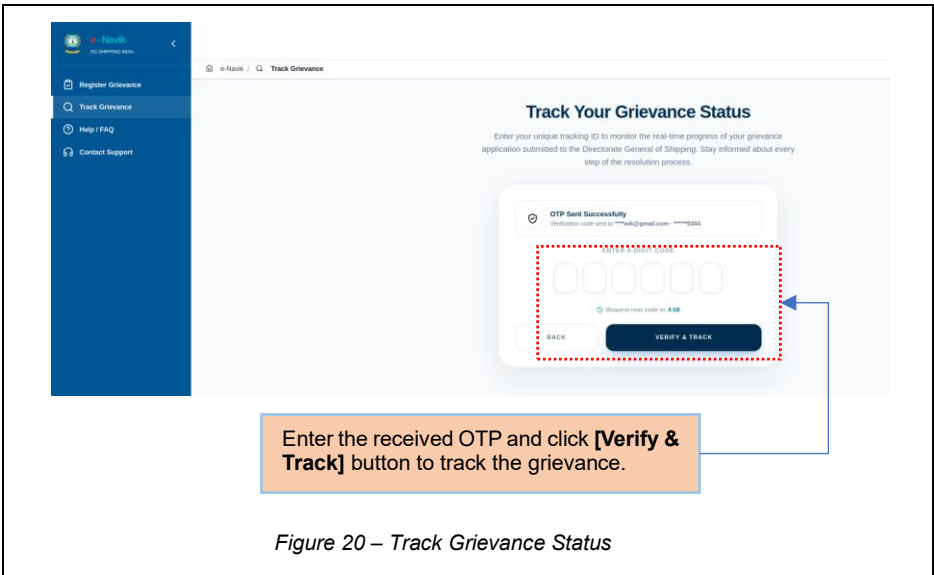


Figure 20 – Track Grievance Status

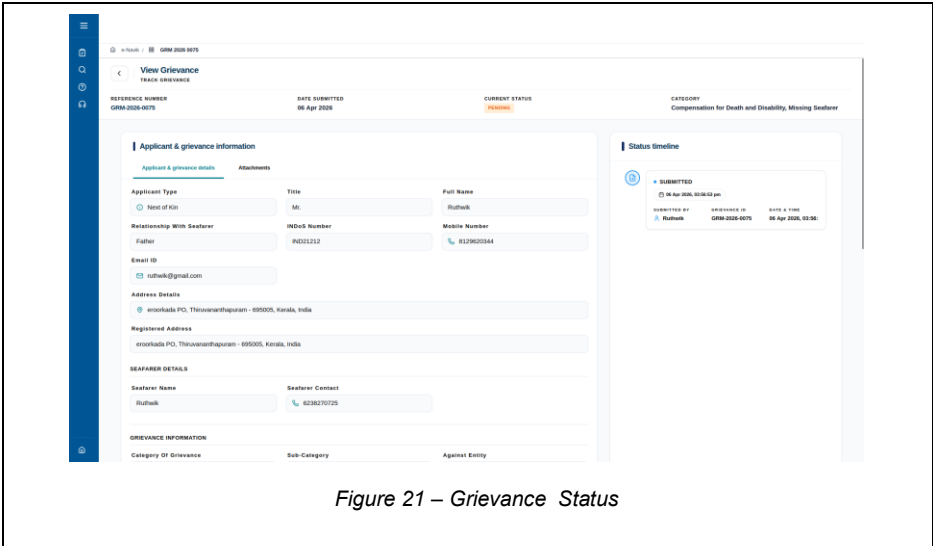


Figure 21 – Grievance Status

If the Authorized User reviews the grievance and raises a query, it can be viewed in the correspondence history section. The user must provide a response with the required reason to address the query.

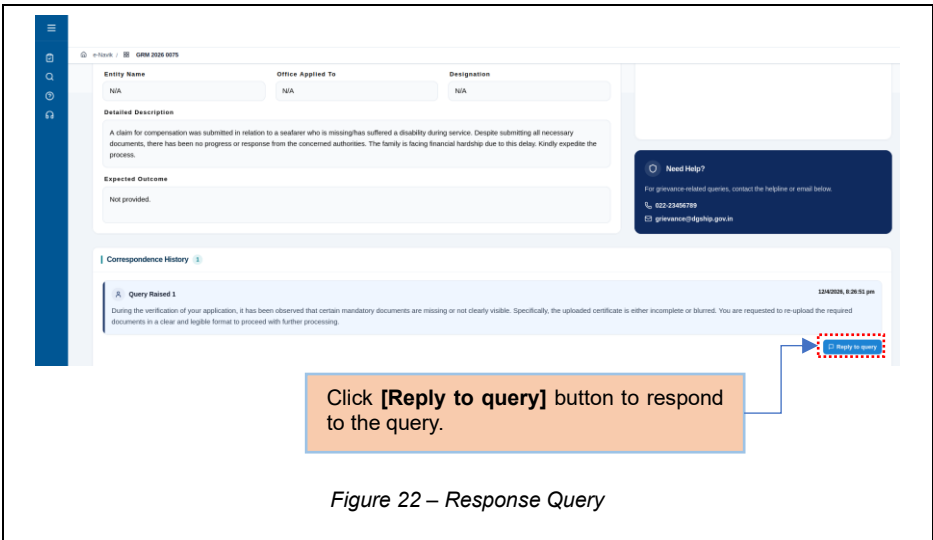


Figure 22 – Response Query

Provide the response, upload the relevant supporting document and Click **[Send reply]** button to submit the reply.

Figure 23 – Submit Response

Figure 24 – Submitted Response

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.

3.2.1 CLOSED GRIEVANCE

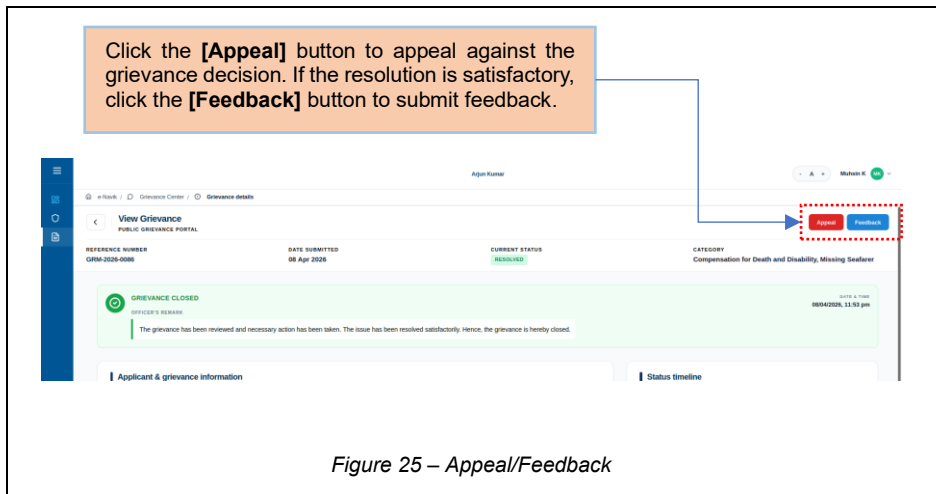


Figure 25 – Appeal/Feedback

3.2.2 REJECTED GRIEVANCE

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

Click **[Appeal]** button to appeal against the grievance decision.

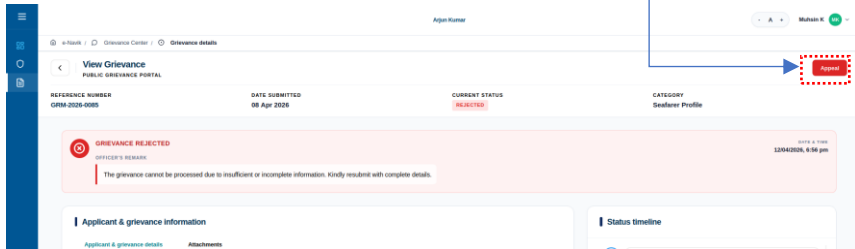


Figure 26 – Rejected Grievance Details

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

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