



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

File No.: 25-19/5/2025-NT-DGS

Date: 30.06.2026

Merchant Shipping Notice No. 04 of 2026

Subject: Reporting of Marine Casualties and incidents through the eNAVIK Portal
Crisis Management Module - reg.

1. The Directorate General of Shipping issued Merchant Shipping Notice No. 12 of 2020, dated 30.09.2020, introducing the online Marine Casualty Reporting System, and providing the procedure for reporting a casualty. As part of the Directorate's ongoing digital transformation initiatives, the eNAVIK Portal has been developed to provide an integrated digital platform for maritime administration and stakeholder interface. The eNaviK portal presently provides modules for 24x7 Marine Casualty Reporting and Crisis Management in addition to the comprehensive Seafarer Grievance Redressal system.
2. Accordingly, in supersession of the MS notice 12 of 2020, the Directorate General of Maritime Administration (DGMA) hereby notifies all shipowners, operators, managers, Masters of Indian and foreign flag vessels, Recognized Organizations, Port Authorities and other maritime stakeholders regarding the revised procedures for online reporting marine casualties to the DGMA and the 24x7 DGComm Centre.
3. With effect from 01 July 2026, all marine casualties, marine incidents and emergencies required to be reported to the Directorate General of Shipping and the DGComm Centre shall be reported exclusively through the Marine Casualty Reporting and Crisis Management Module available on the eNAVIK Portal. The portal enables authorized users and other key stakeholders to submit the First Information Report (FIR), upload supporting documents, receive acknowledgements and track the status of the case during the course of emergency response, inquiry or investigation.
4. The Crisis Management Module facilitates coordinated communication and dissemination of information during maritime emergencies, enabling timely interaction between the Directorate, coastal authorities and other concerned stakeholders. The Seafarer Grievance Redressal Module provides an online mechanism for seafarers to register, monitor and obtain redressal of grievances in a transparent and time-bound manner.

 ..2/-

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

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..2..

5. Accordingly, with effect from 01 July 2026, all stakeholders are required to register on the eNAVIK Portal and submit all future reports relating to marine casualties, security incidents and other incidents through the said portal. The eNAVIK Portal may be accessed at: <https://beta-enavik.dgma.gov.in>. The user manual of the module is enclosed herewith for ready reference.

6. It is further clarified that all marine casualty cases reported prior to 01 July 2026 shall continue to be dealt with through the existing reporting and monitoring mechanism, and only new cases reported on or after 01 July 2026 shall be processed through the eNAVIK Portal. All concerned stakeholders are advised to ensure strict compliance with the above procedure.

This issues with the approval of the Competent Authority.



20/06/2026

Capt. Harinder Singh
Nautical Surveyor and DDG (Tech)



Directorate General of Shipping: Govt. of India

User Manual

Ver 1.0, Date: 29-06-2026

Module:

Crisis Management
(Incident Reporting Portal)
(Unregistered User)



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1 VERSION HISTORY

VER NO	CHANGE SUMMARY	DATE	PREPARED BY	REVIEWED BY	APPROVED BY
1.0	Draft Version	29-06-2026	Sreeram Surendran	Vishnu K S	Lokanath S

2 INTRODUCTION

2.1 PRODUCT FUNCTION

The *Crisis Management* module enables users to report maritime incidents, submit the First Information Report (FIR), update person details when required, upload supporting documents, and track the status of each case throughout its lifecycle. It allows users to review submitted records in a centralized location, monitor action log updates, add remarks and attachments, and download a PDF preview of the FIR entry, ensuring that each report remains complete, organized, and traceable from submission to closure

2.2 INTENDED AUDIENCE

This user manual is intended for **Unregistered User** who need to report incidents, submit incident-related information, track application status, upload supporting documents, and view updates related to registered incidents through the eNavik system.

3 LOGIN – UNREGISTERED USER

Click **[Report Incident]** button to access portal.

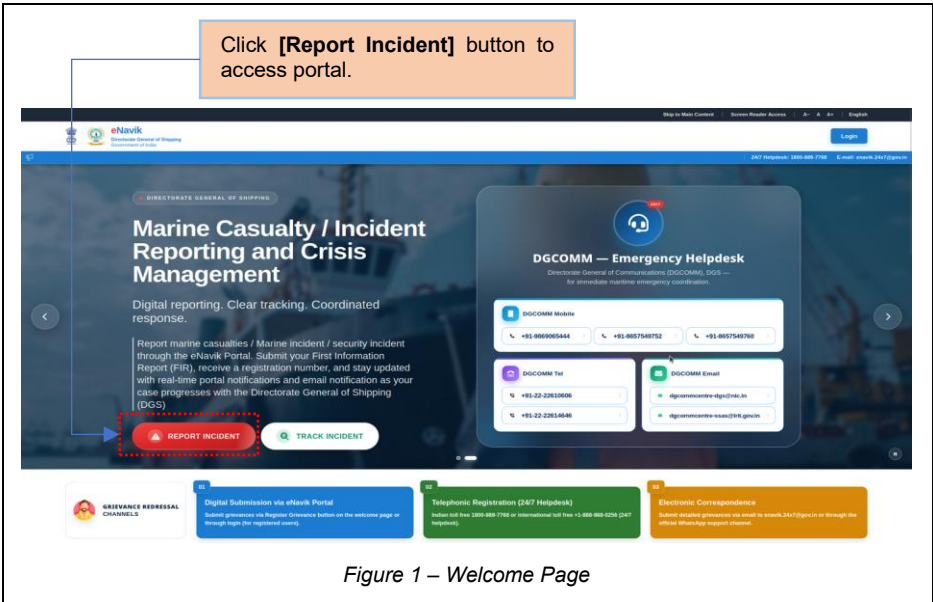
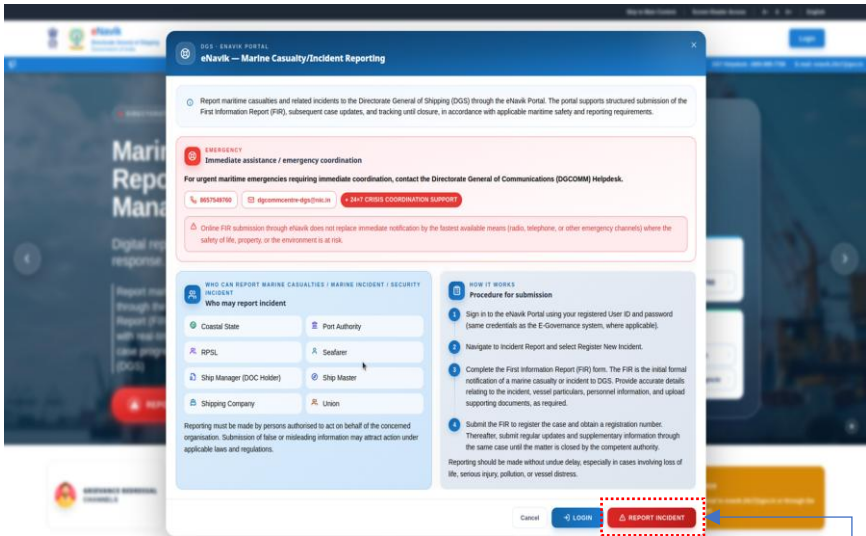


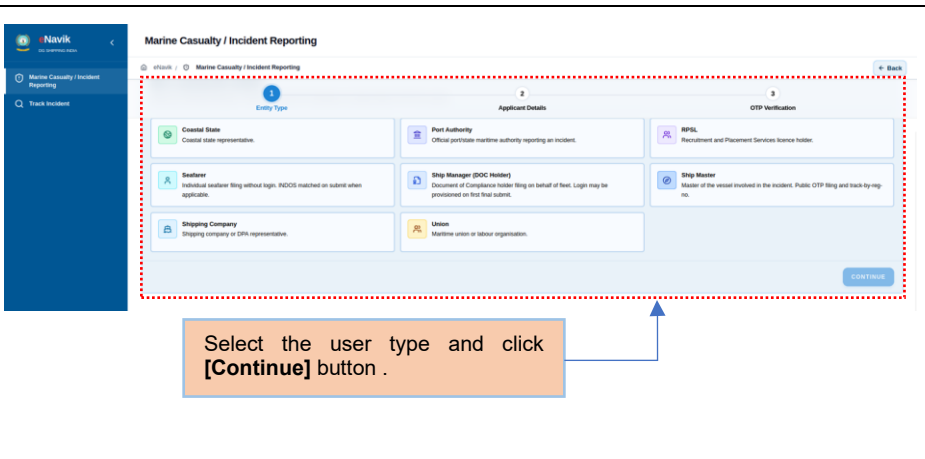
Figure 1 – Welcome Page

To report an incident without registering on the eNavik Portal, click the **[Report Incident]** button.



Click **[Report Incident]** button to access portal.

Figure 2 – Report Incident



Select the user type and click **[Continue]** button .

Marine Casualty / Incident Reporting

Home / Marine Casualty / Incident Reporting

1 Entry Type 2 Applicant Details 3 OTP Verification

Applicant details CHASTAL STATE

Your verified email will be used for OTP tracking and status notifications. Mobile is optional.

Full name* Designation* Email*
Email address is required.

Mobile (optional)
e.g. +44207134567 (optional)

Reporting organization / company / person
Organization or person name (if applicable)

Enter the applicant details such as **Full Name, Designation, Email, Mobile** and click **[Send OTP]** button.

Figure 3 – Send OTP

The system sends an OTP to the entered email address and mobile number.

The logo for the eNavik Portal, featuring the text "eNavik Portal" in white on a dark blue rectangular background.

eNavik Portal

Dear User,

Your One-Time Password (OTP) for login verification on the eNavik Portal is:

A dark blue rounded rectangular box containing the white text "364073", representing the One-Time Password (OTP).

3 6 4 0 7 3

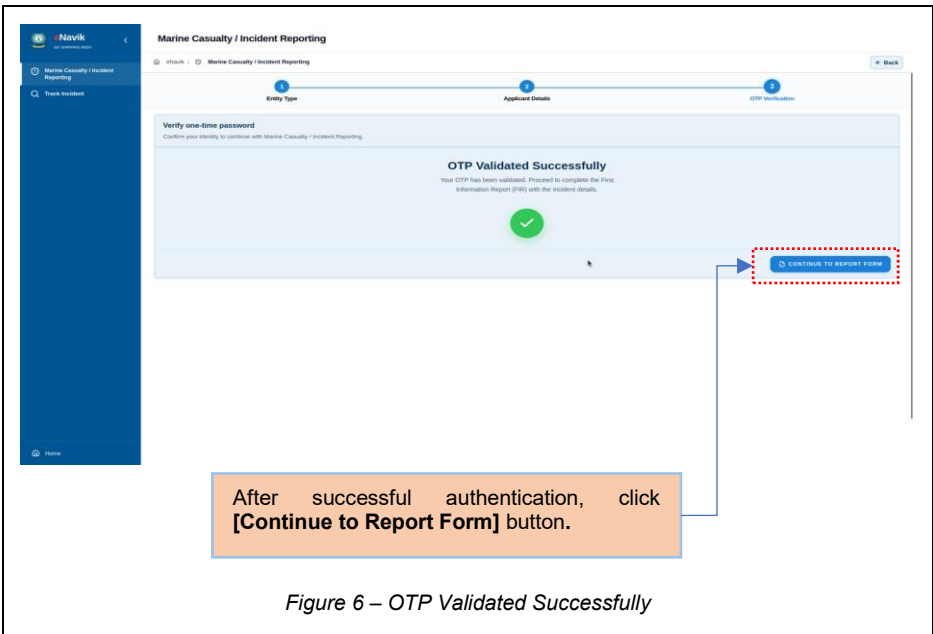
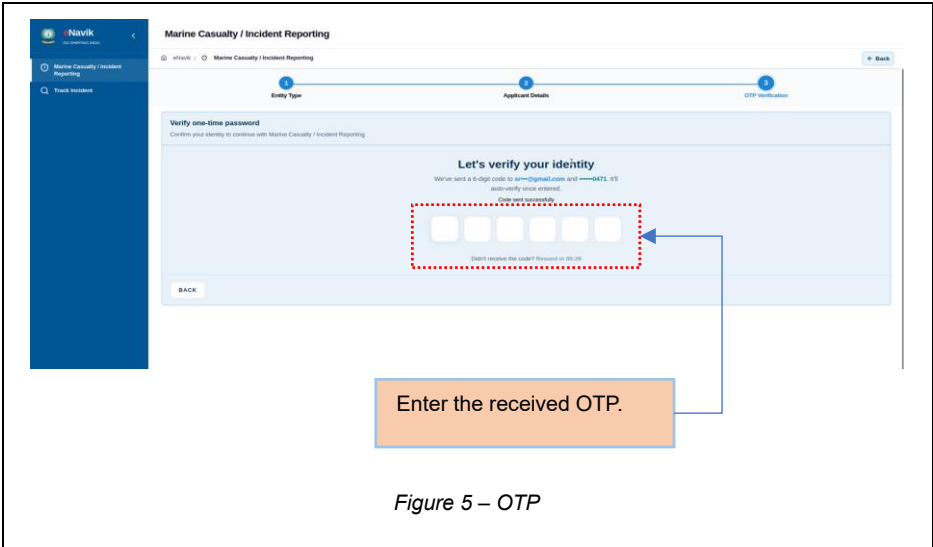
This OTP is valid for **5 minutes**. Please do not share it with anyone for security reasons.

If you did not request this, please ignore this email.

Warm Regards

DG Shipping
eNavik Team

Figure 4 – Generate OTP



The FIR form for reporting an incident is now open. Fill in all nine sections

with valid information

3.1 REGISTER INCIDENT

3.1.1 VESSEL PARTICULARS

Provide the **vessel particulars**, including the vessel name, type, flag, IMO number, location, and other relevant details.

The screenshot displays the 'First Information Report (FIR)' interface for 'VESSEL PARTICULARS'. The form is organized into several sections:

- Date & Time Incident Reported (24 hrs):** 26-08-2026 11:54
- Ship's Name:** Includes fields for Name, IMO, and Call Sign.
- Flag:** Select flag dropdown.
- Type of Ship:** Select ship type dropdown.
- Type of Registration:** Foreign Going-Inland Flag dropdown.
- Vessel's Condition:** Select condition dropdown.
- Classification Society:** Enter classification society text field.
- Weather Owned / Leased / Chartered:** Select ownership type dropdown.
- BUNKERS (IN METRIC TONNES):** Includes input fields for VLSFO, HFO, VLSMGO, MSO, DO, LO, and LNG.

A red dashed box encloses the 'VESSEL PARTICULARS' section. A blue arrow points from the text box below to the 'Classification Society' field.

Provide the required *Vessel Particulars* details.

Figure 7 – Vessel Particulars

Provide the required vessel details and click the **[Next]** button.

Figure 8 – Vessel Particulars

3.1.2 ABOUT INCIDENT

Provide a detailed description of the incident, including the time, location, nature of the incident, and other relevant information.

The screenshot shows the 'First Information Report (FIR)' form in the iNavik system. The form is titled 'STEP 2 OF 5 About Incident' and is part of the 'MARINE CASUALTY & INCIDENT REPORTING' process. It includes fields for 'Date & Time Incident Occurred (24 hrs)', 'Incident Timezone', 'Incident Category', 'Marine Casualty Severity Classification', 'Location', 'Remarks', 'Vessel Name (Please)', 'Position - latitude & longitude (DMS)', and 'Area of the Incident'. A 'Next' button is visible at the bottom right of the form. A red dashed box highlights the main form area. A blue arrow points from a text box below to the 'Next' button. A 'Registration Progress' sidebar on the right shows a list of steps, with 'About Incident' currently selected.

Provide the required details about incident and click the **[Next]** button.

Figure 9 – About Incident

3.1.3 INCIDENT DESCRIPTION

Provide a detailed description of the incident, such as cases involving death, missing persons, or other related situations.

Provide the required **Personal Matters Details**, **Damage to Any Property Details** and **Environmental Damage** about incident.

Figure 10 – Incident Description

If **Personal Matters** is selected, enter the number of persons affected under each applicable category and provide a consolidated description of the incident in the **Description** box.

If **Property Damage** is selected, indicate whether the damage involves **Own Ship**, **Other Ship**, or **Third-Party Property**, as applicable. Then, provide a brief description of the damage in the relevant description field.

If **Environmental Damage** is selected, enter a brief description of the environmental impact under the **Environmental Damage Details**

section. This may include information about pollution, spills, contamination, or any other environmental effects caused by the incident.

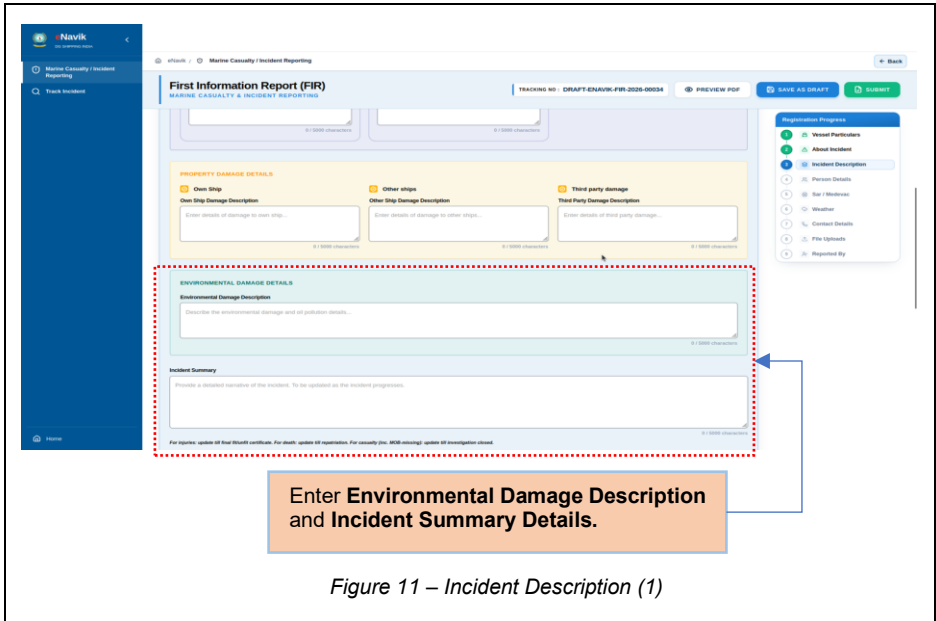


Figure 11 – Incident Description (1)

First Information Report (FIR)

TRACKING NO : DRAFT-ENAVIK-FIR-2025-00034

ACTIONS TAKEN LOG

ADD NEW ACTIONS OR VIEW THE ACTIONS TAKEN TABLE. ACTIONS ARE SAVED TO YOUR CRISIS RECORD.

ADD ACTION | ACTION TAKEN LOG 2

#	Timestamp	Name/ Designation	Action Remarks	Docs
1.	25/06/2025 21:43	owner capt	UNREGISTERED SAGA	
2.	25/06/2025 11:15	Unregistered reporter	UNREGISTERED HE	

Show 0 entries | Showing 1 to 2 of 2 entries | Prev | Next

Lessons Learned

To be updated after the incident investigation is completed.

Media URLs

https://example.com/asset1, https://example.com/asset2

* Incident covered by media, add links reported by contact

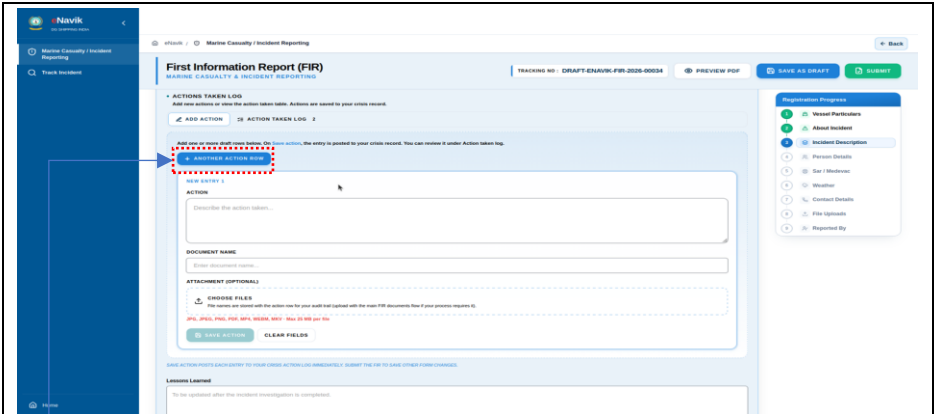
Registration Progress

- Vessel Particulars
- About Incident
- Incident Description
- Person Details
- Sea / Weather
- Contact Details
- File Uploads
- Reported By

Provide the required details and click **[Next]** button.

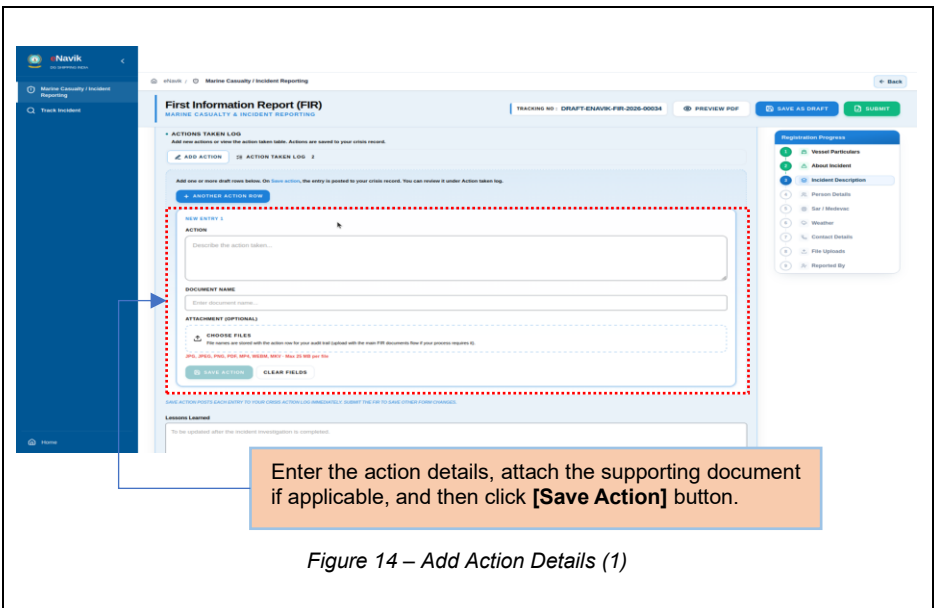
Figure 12 – Incident Description (2)

In the **Summary** section, provide details of the events that occurred, the impact of the incident, and the actions taken at the time of occurrence.



Click **[+Another Action Row]** button to add the action taken in response to the incident.

Figure 13 – Add Action Details



Enter the action details, attach the supporting document if applicable, and then click **[Save Action]** button.

Figure 14 – Add Action Details (1)

After saving, the action details will be displayed in the **Action Taken Log**

section.

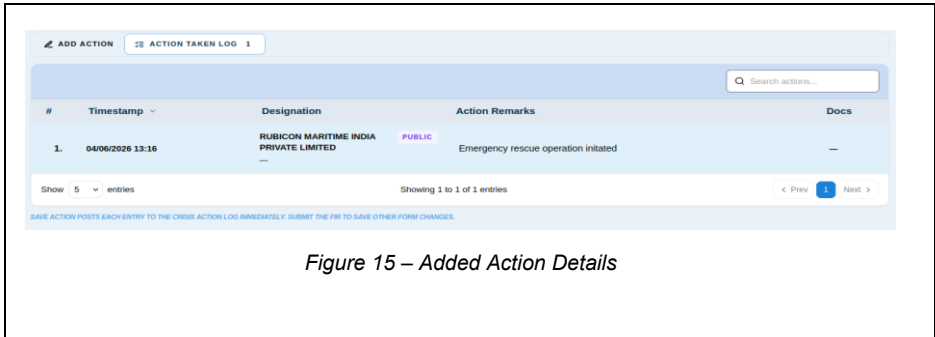
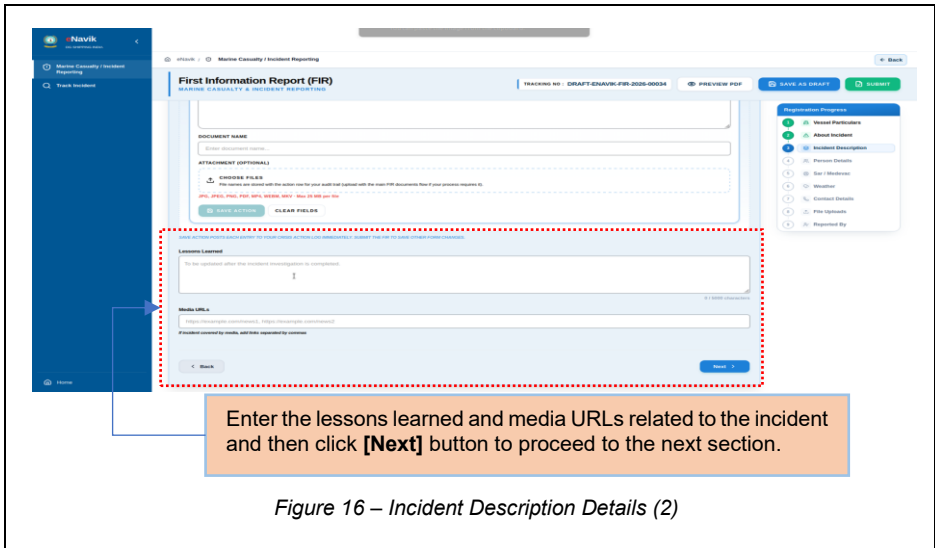


Figure 15 – Added Action Details

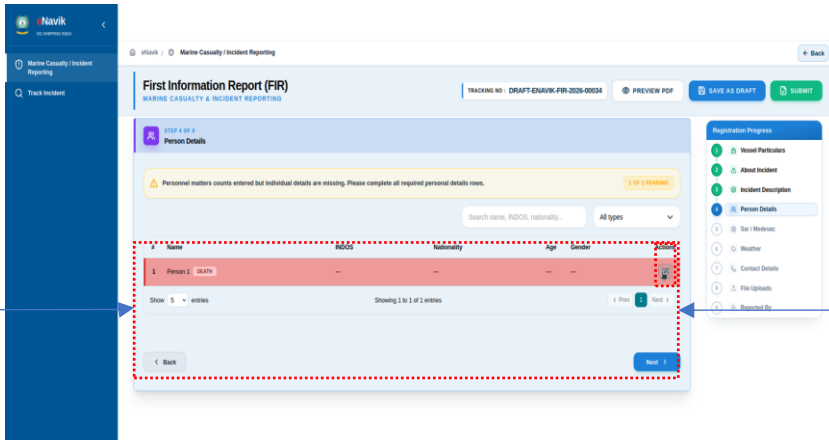


Enter the lessons learned and media URLs related to the incident and then click **[Next]** button to proceed to the next section.

Figure 16 – Incident Description Details (2)

3.1.4 PERSON DETAILS

Provide the **person details**, including the name, designation, nationality, condition, and other relevant information related to the individual involved in the incident. Provide the person details in this section.



Based on the personnel matter counts specified in the **Incident Description** section, the corresponding **Person Details** forms will be added for entering the affected personnel information.


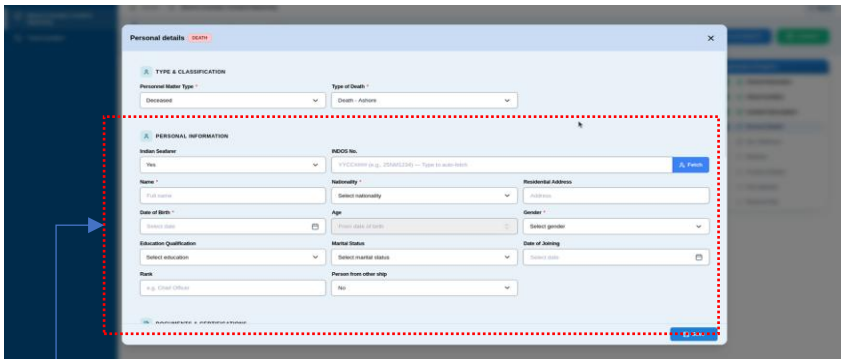
click  button to edit the person details.

Figure 17 – Person Details



Enter the **INDOS Number** in the *Personnel Information* section. If the personnel details are available in the system, the corresponding information will be auto-populated. Complete any remaining fields by entering the required information manually.

Figure 18 – Person Details (1)

Provide the required details of *Documents & Certifications* section.

Figure 19 – Person Details (2)

After entering all the required details, click the **[Save]** button to save the information.

Figure 20 – Person Details (3)

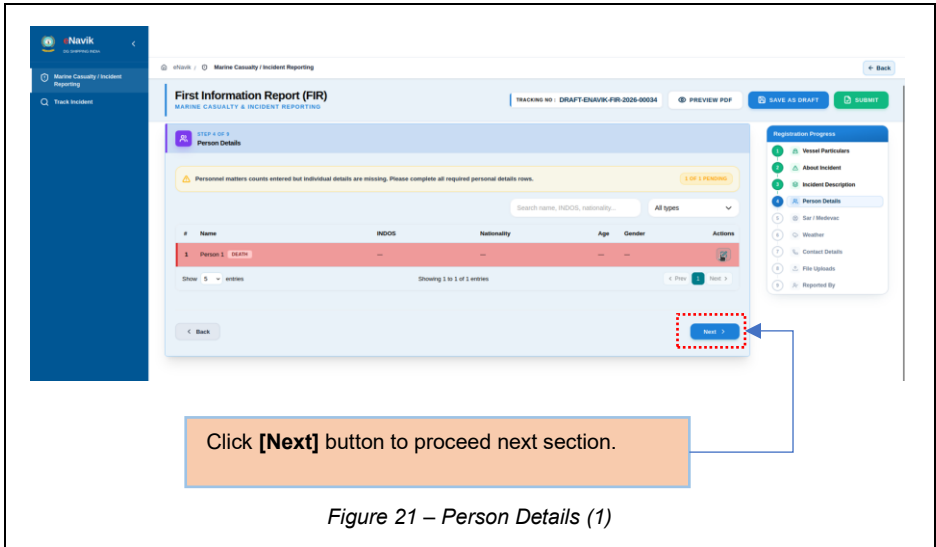


Figure 21 – Person Details (1)

3.1.5 SAR/MEDEVAC

Provide the SAR / MEDEVAC details, including information related to search and rescue or medical evacuation requirements for the affected person.

The screenshot shows the 'First Information Report (FIR)' form for 'MARINE CASUALTY & INCIDENT REPORTING'. The 'SAR / MEDEVAC' section is highlighted with a red dashed box. It includes a dropdown menu for 'SAR / Salvage / Oil Pollution Containment Services Required?' with 'Yes' selected. Below this are two date pickers for 'SAR Commented (Date & Time LT) (24 hrs)' and 'SAR Completed (Date & Time LT) (24 hrs)'. A text area for 'Conducted under which MEDEVAC' is also visible. On the right, a 'Registration Progress' sidebar shows a list of steps: Vessel Particulars, About Incident, Incident Description, Person Details, SAR / MEDEVAC (highlighted), Weather, Contact Details, File Uploads, and Reported By.

Choose requirement and click the **[Next]** button to proceed to the next section.

Figure 22 – SAR/MEDEVAC Details

The screenshot shows the 'First Information Report (FIR)' form for 'MARINE CASUALTY & INCIDENT REPORTING'. The 'SALVAGE' section is highlighted with a red dashed box. It includes two date pickers for 'Salvage Commented' and 'Salvage Completed (24 hrs)'. Below these are text areas for 'Salvage outcome' and 'Extent of Oil Pollution'. The 'Extent of Oil Pollution' section has a 'Description entered' field and two date pickers for 'Cleanup Commented (24 hrs)' and 'Cleanup Completed (24 hrs)'. The 'CARGO POLLUTION' section includes a text area for 'Extent of Cargo Pollution' and a date picker for 'Amount of material collected (no. of containers, cargo & other materials in metric tonnes)'. The right sidebar is identical to Figure 22, with 'SAR / MEDEVAC' highlighted.

Figure 23 – SAR/MEDEVAC Details (1)

Provide the required details and click **[Next]** button to proceed to the next section.

Figure 24 – SAR/MEDEVAC Details (2)

3.1.6 WEATHER DETAILS

Provide the weather details at the time of the incident, including sea conditions, visibility, wind status, and other relevant information.

The screenshot shows the 'Weather' section of a 'First Information Report (FIR)' form. The form is titled 'First Information Report (FIR)' and 'MARINE CASUALTY & INCIDENT REPORTING'. It includes a tracking ID 'DRAFT-ENAVIK-FIR-2025-00054' and buttons for 'PREVIEW PDF', 'SAVE AS DRAFT', and 'SUBMIT'. The 'Weather' section contains the following fields:

- Sea State:** Select sea state (dropdown)
- Wind:** Direction, height band, and wave length (text input)
- Wind:** Select Beaufort scale (dropdown)
- Cloud Cover:** (text input, e.g., Overcast, Scattered (2-3000))
- Precipitation:** (text input, e.g., None, Drizzle, Heavy rain)
- Temperature (C):** (text input, e.g., 20)
- Ice Conditions / Chill Factor:** (text input, e.g., None, Light superstructure icing)
- Other Atmospheric Phenomena:** (text input, e.g., None, Fog, Squall)
- Tidal Current Prevailing:** Setting, direction, speed, surge effects (text input)

A red dashed box highlights the entire weather section. A blue arrow points from a text box below to the 'Next' button.

Provide the required weather details and click the **[Next]** button to proceed to the next section.

Figure 25 – Weather Details

3.1.7 CONTACT DETAILS

Provide the **contact details**, including the name, phone number, email address, and other relevant contact information of the concerned person.

First Information Report (FIR)
MARINE CASUALTY & INCIDENT REPORTING

TRACKING NO: DRAFT-ENAVIK-FIR-2026-00034 PREVIEW PDF SAVE AS DRAFT SUBMIT

STEP 7 OF 9
Contact Details

COMPANY
ORGANIZATION CONTACT INFO

Name of Company Name of Person in Charge Mobile Phone (247)
 Enter company name Person in charge 4545454545442

Office Phone Number Email
 Office phone Email address

Office Address
 Full office address

DPA/AUTHORIZED PERSON
ORGANIZATION CONTACT INFO

Name of DPA/authorized person Name of Contact Person Mobile Phone (247)
 Enter organization/authorized person name Contact person name 0000 00000

Office Phone Number Email
 Office phone Email address

Office Address
 Full office address

COMPANY SECURITY OFFICER / ASSISTANT CSO
ORGANIZATION CONTACT INFO

Name of Company Security Officer / Assistant CSO Name of Contact Person Mobile Phone (247)
 Enter company security officer / assistant csd name Contact person name 00000 00000

Office Phone Number Email
 Office phone Email address

Registration Progress

- 1. Select Particulars
- 2. About Incident
- 3. Incident Description
- 4. Person Details
- 5. Size / Mediums
- 6. Weather
- 7. **Contact Details**
- 8. File Uploads
- 9. Reported By

Figure 26 – Contact Details

First Information Report (FIR)
MARINE CASUALTY & INCIDENT REPORTING

TRACKING NO: DRAFT-ENAVIK-FIR-2026-00034 PREVIEW PDF SAVE AS DRAFT SUBMIT

Office Phone Number Email
 Office phone Email address

Office Address
 Full office address

COMPANY SECURITY OFFICER / ASSISTANT CSO
ORGANIZATION CONTACT INFO

Name of Company Security Officer / Assistant CSO Name of Contact Person Mobile Phone (247)
 Enter company security officer / assistant csd name Contact person name 00000 00000

Office Phone Number Email
 Office phone Email address

Office Address
 Full office address

RPS AGENCY
ORGANIZATION CONTACT INFO

Name of RPS Agency Name of Contact Person RPS No.
 Enter rps agency name Contact person name RPSL Number

Mobile Phone (247) Office Phone Number Email
 00000 00000 Office phone Email address

Office Address
 Full office address

LOCAL AGENCY
ORGANIZATION CONTACT INFO

Name of Local Agency Name of Contact Person RPS No.
 Enter local agency name Contact person name RPSL Number

Mobile Phone (247) Office Phone Number Email
 00000 00000 Office phone Email address

Office Address
 Full office address

Registration Progress

- 1. Select Particulars
- 2. About Incident
- 3. Incident Description
- 4. Person Details
- 5. Size / Mediums
- 6. Weather
- 7. **Contact Details**
- 8. File Uploads
- 9. Reported By

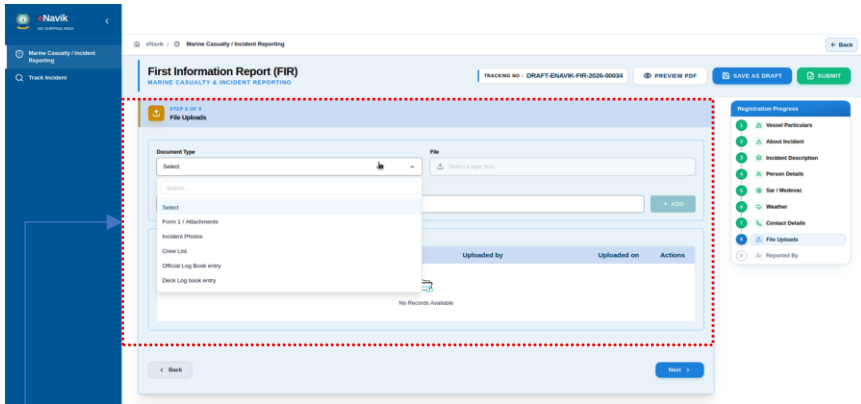
Figure 27 – Contact Details (1)

Provide the required details of *RPS Agency* and *Local Agency* contact details and click the **[Next]** button to proceed to the next section.

Figure 28 – Contact Details (3)

3.1.8 FILE UPLOADS

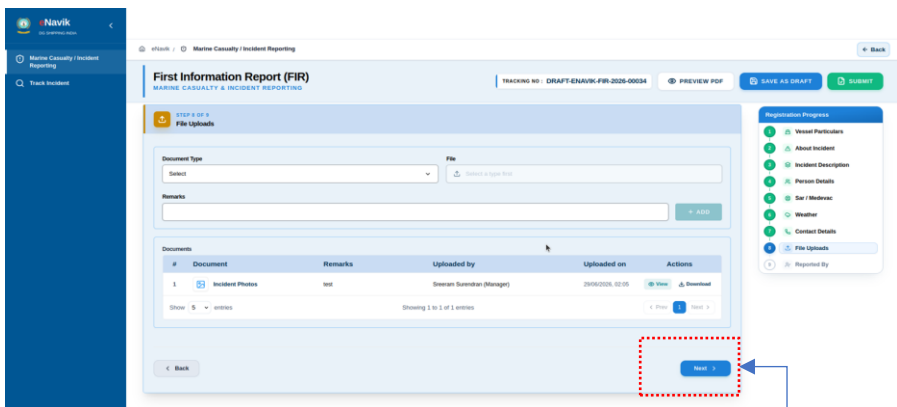
Upload the required supporting documents in the file uploads section.



Select & upload the relevant document.

Figure 29 – File Upload

Upload the documents to view them in the **File Upload** section.



Click the **[Next]** button to proceed to the next section.

Figure 30 – File Upload Details

3.1.9 REPORTED BY

Provide the **reported by** details, including the name and contact information of the person reporting the incident.

The screenshot displays the 'First Information Report (FIR)' interface for 'MARINE CASUALTY & INCIDENT REPORTING'. The 'Reported By' section is highlighted with a red dashed box and contains the following fields:

- Reported By *** (Section Header)
- Name of person reporting** (Text input field)
- Designation *** (Text input field)
- Email *** (Text input field, containing 'reporter@example.com')
- Company Name *** (Text input field)
- Contact Number *** (Text input field, containing '00000 00000')

A callout box with an orange background and blue border points to the 'Reported By' section with the text: "Provide the required reporter detail."

Figure 31 – Reported By Details

The screenshot shows the 'First Information Report (FIR)' form in the Navik application. The form is titled 'First Information Report (FIR)' and includes a tracking ID 'DRAFT-ENAVIK-FR-2028-00034'. A red dashed box highlights the 'PREVIEW PDF' button in the top right corner. The form is divided into several sections: 'VESSEL PARTICULARS', 'VESSEL INFORMATION', 'VESSEL DETAILS', 'VESSEL STATUS', 'VESSEL TYPE', 'VESSEL CLASSIFICATION', 'VESSEL OWNER / CHARTERED', 'VESSEL CARGO', 'VESSEL CREW', 'VESSEL EQUIPMENT', and 'VESSEL DOCUMENTS'. The 'VESSEL PARTICULARS' section includes fields for 'Date & Time Incident Reported (24 hrs)', 'IMO Number', 'Flag', 'Year Built', 'Deadweight (in Metric Tonnes)', 'P & I Club (Name and Full Style)', 'Cargo Type and Quantity', 'VESSELERS (IN METRIC TONNES)', 'VESSEL NAME', 'VESSEL TYPE', 'VESSEL CLASSIFICATION', 'VESSEL OWNER / CHARTERED', 'VESSEL CARGO', 'VESSEL CREW', 'VESSEL EQUIPMENT', and 'VESSEL DOCUMENTS'. The 'VESSEL INFORMATION' section includes fields for 'VESSEL NAME', 'VESSEL TYPE', 'VESSEL CLASSIFICATION', 'VESSEL OWNER / CHARTERED', 'VESSEL CARGO', 'VESSEL CREW', 'VESSEL EQUIPMENT', and 'VESSEL DOCUMENTS'. The 'VESSEL DETAILS' section includes fields for 'VESSEL NAME', 'VESSEL TYPE', 'VESSEL CLASSIFICATION', 'VESSEL OWNER / CHARTERED', 'VESSEL CARGO', 'VESSEL CREW', 'VESSEL EQUIPMENT', and 'VESSEL DOCUMENTS'. The 'VESSEL STATUS' section includes fields for 'VESSEL NAME', 'VESSEL TYPE', 'VESSEL CLASSIFICATION', 'VESSEL OWNER / CHARTERED', 'VESSEL CARGO', 'VESSEL CREW', 'VESSEL EQUIPMENT', and 'VESSEL DOCUMENTS'. The 'VESSEL TYPE' section includes fields for 'VESSEL NAME', 'VESSEL TYPE', 'VESSEL CLASSIFICATION', 'VESSEL OWNER / CHARTERED', 'VESSEL CARGO', 'VESSEL CREW', 'VESSEL EQUIPMENT', and 'VESSEL DOCUMENTS'. The 'VESSEL CLASSIFICATION' section includes fields for 'VESSEL NAME', 'VESSEL TYPE', 'VESSEL CLASSIFICATION', 'VESSEL OWNER / CHARTERED', 'VESSEL CARGO', 'VESSEL CREW', 'VESSEL EQUIPMENT', and 'VESSEL DOCUMENTS'. The 'VESSEL OWNER / CHARTERED' section includes fields for 'VESSEL NAME', 'VESSEL TYPE', 'VESSEL CLASSIFICATION', 'VESSEL OWNER / CHARTERED', 'VESSEL CARGO', 'VESSEL CREW', 'VESSEL EQUIPMENT', and 'VESSEL DOCUMENTS'. The 'VESSEL CARGO' section includes fields for 'VESSEL NAME', 'VESSEL TYPE', 'VESSEL CLASSIFICATION', 'VESSEL OWNER / CHARTERED', 'VESSEL CARGO', 'VESSEL CREW', 'VESSEL EQUIPMENT', and 'VESSEL DOCUMENTS'. The 'VESSEL CREW' section includes fields for 'VESSEL NAME', 'VESSEL TYPE', 'VESSEL CLASSIFICATION', 'VESSEL OWNER / CHARTERED', 'VESSEL CARGO', 'VESSEL CREW', 'VESSEL EQUIPMENT', and 'VESSEL DOCUMENTS'. The 'VESSEL EQUIPMENT' section includes fields for 'VESSEL NAME', 'VESSEL TYPE', 'VESSEL CLASSIFICATION', 'VESSEL OWNER / CHARTERED', 'VESSEL CARGO', 'VESSEL CREW', 'VESSEL EQUIPMENT', and 'VESSEL DOCUMENTS'. The 'VESSEL DOCUMENTS' section includes fields for 'VESSEL NAME', 'VESSEL TYPE', 'VESSEL CLASSIFICATION', 'VESSEL OWNER / CHARTERED', 'VESSEL CARGO', 'VESSEL CREW', 'VESSEL EQUIPMENT', and 'VESSEL DOCUMENTS'.

Click [Preview PDF] button to View the application as PDF format.

Figure 32 – Preview Application

The screenshot shows the 'FIR Form - Preview' window. The preview displays the 'VESSEL PARTICULARS' section, which includes the following data:

Field	Value
Date & Time Incident Reported	20/09/2028 11:56
Vessel Name	SEA
IMO Number	23121
Call sign	SP
Type of Registration	Foreign Going Indian Flag
Year Built	2000

The preview also displays the 'VESSEL INFORMATION' section, which includes the following data:

Field	Value
Date & Time Incident Occurred (24)	20/09/2028 09:00
Incident Category	Marine Casualty
Marine Casualty Severity Classification	Severe Marine Casualty (SMC)
Location	IND
Remarks	IND
Position - Latitude	SP 30 22' N
Position - Longitude	SP 81 0' E
Sea Name Reported	INDIAN OCEAN
Location of Vessel at Time of Incident	IN SEA
Area of the Incident	Indian Territorial Waters (Up to 12nm from baseline)

The preview also displays the 'VESSEL DETAILS' section, which includes the following data:

Field	Value
Personnel Matters	Yes
Property Damage	Yes
Environmental Damage	Yes
Personnel/Incident Information	Multiple Particulars

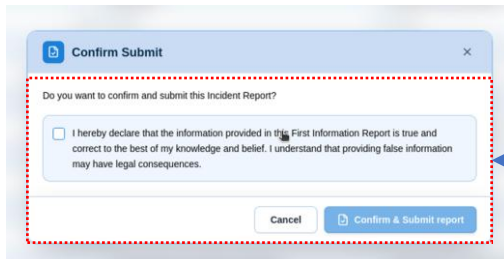
Figure 33 – Preview PDF

After verifying the details, click the **Submit** button to submit the incident report.

After entering all details, click **[Save As Draft]** button to save the details as draft and click **[submit]** button to submit the incident.

Figure 34 – Submit Incident

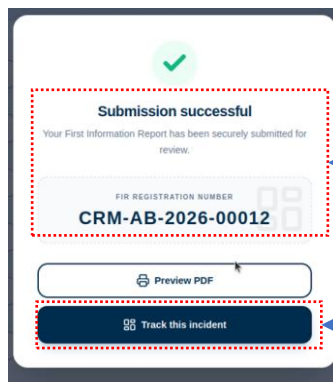
After clicking **[Submit]** button, accept the declaration and proceed with the submission.



Select the Declaration checkbox, then click **[Continue and Submit Report]** to submit the report to the department.

Figure 35 – Confirm Submit

After successfully submitting the incident report, note the registration number displayed in the success pop-up. Use this registration number to track the incident.

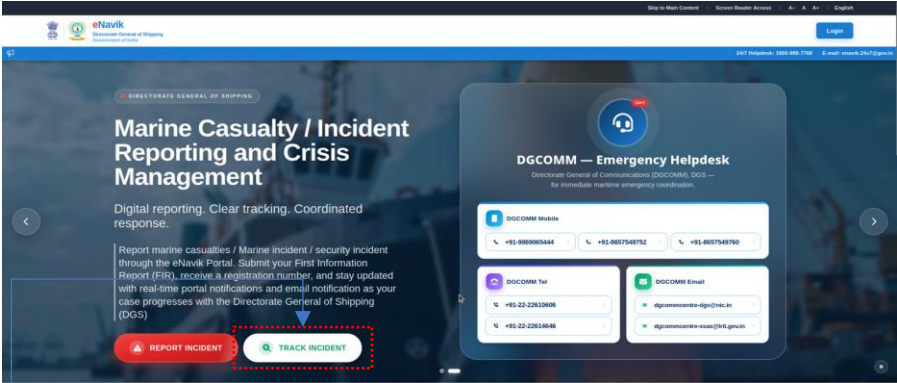


View the generated registration number for further updates.

Click **[Track the Incident]** button to track the incident.

Figure 36 – Submission Confirmation

3.2 TRACK INCIDENT



Marine Casualty / Incident Reporting and Crisis Management

Digital reporting. Clear tracking. Coordinated response.

Report marine casualties / Marine incident / security incident through the eNavik Portal. Submit your First Information Report (FIR), receive a registration number, and stay updated with real-time portal notifications and email notification as your case progresses with the Directorate General of Shipping (DGS).

REPORT INCIDENT **TRACK INCIDENT**

GRIVANCE REDRESSAL CHANNELS
Submit grievances via Regional Grievance Subunit on the welcome page or through 'griev' from the registered events.

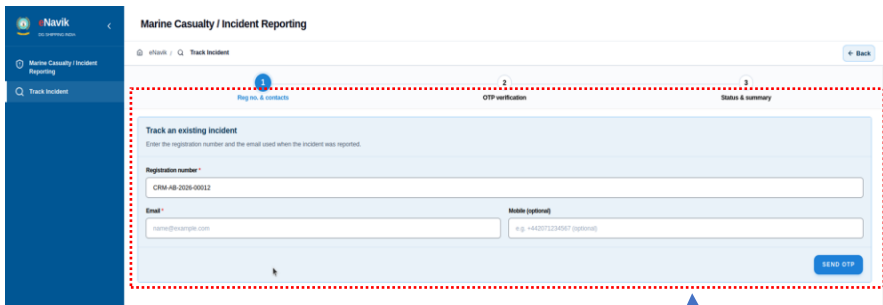
Digital Submission via eNavik Portal
Submit grievances via Regional Grievance Subunit on the welcome page or through 'griev' from the registered events.

Telephonic Registration (24/7 Helpdesk)
Toll-free toll free 1800-89-7192 or international toll free +1-800-949-1236 (24/7 helpdesk).

Electronic Correspondence
Submit grievance/progress via email to search.24x7@gpsc.in or through the office. 24x7 support channel.

Click **[Track Incident]** button to track the incident.

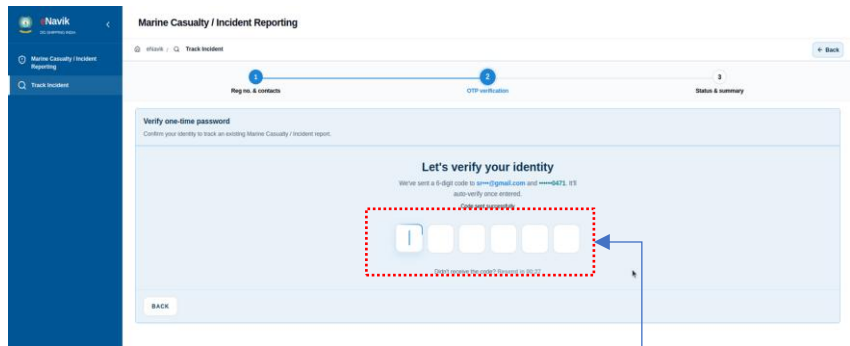
Figure 37 – Welcome Page



Enter the **Incident Number, Registered Email Address and Registered Mobile Number**, then click **[Send OTP]** button.

Figure 38 – Track Incident

The system sends an OTP to the entered email address and mobile number.



Enter the received OTP.

Figure 39 – Send OTP

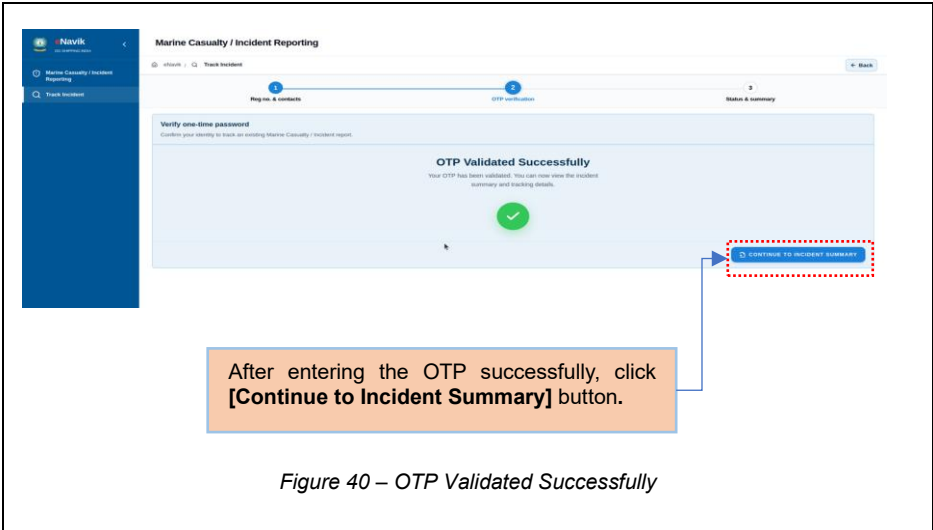


Figure 40 – OTP Validated Successfully

View the incident summary page to see basic incident information and the incident timeline, which displays the current status of the incident. Click **[View Full Incident Details]** button to view complete information about the incident.

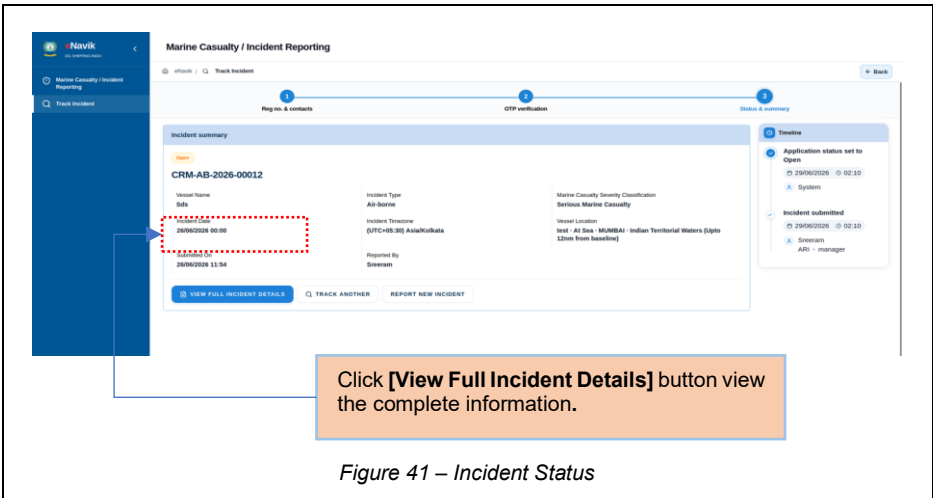


Figure 41 – Incident Status

3.2.1 OVERVIEW

View all the information submitted in the FIR form on this page.

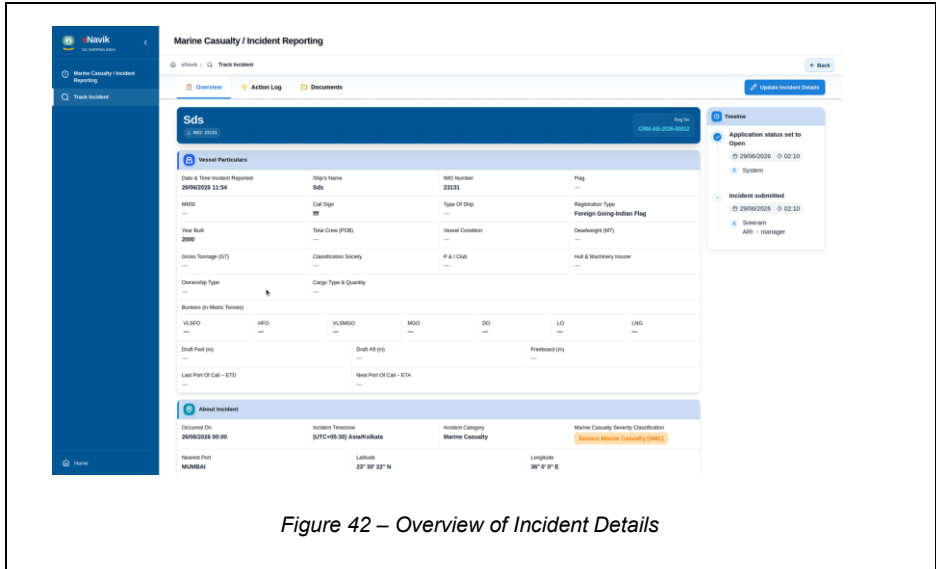


Figure 42 – Overview of Incident Details

3.2.2 ACTION LOG

The *Action Log* tab displays all actions recorded by officers and other stakeholders throughout the incident handling process.

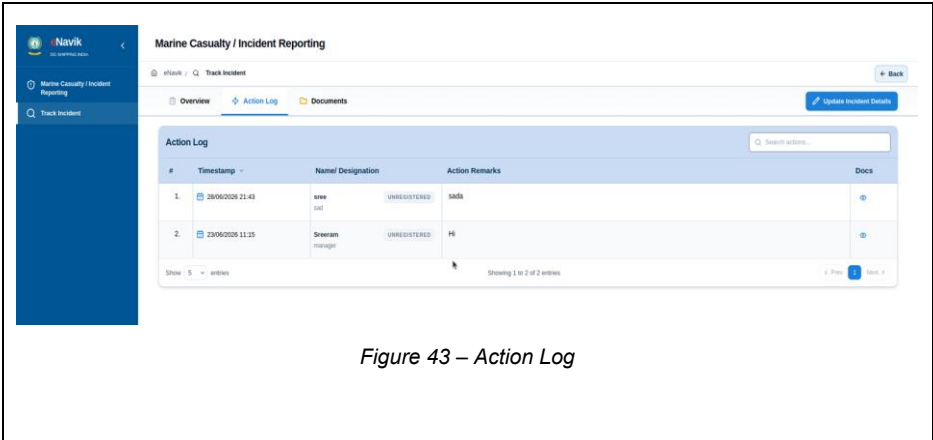


Figure 43 – Action Log

3.2.3 DOCUMENTS

View all documents that have been uploaded, updated, or attached to this incident in the Documents section.

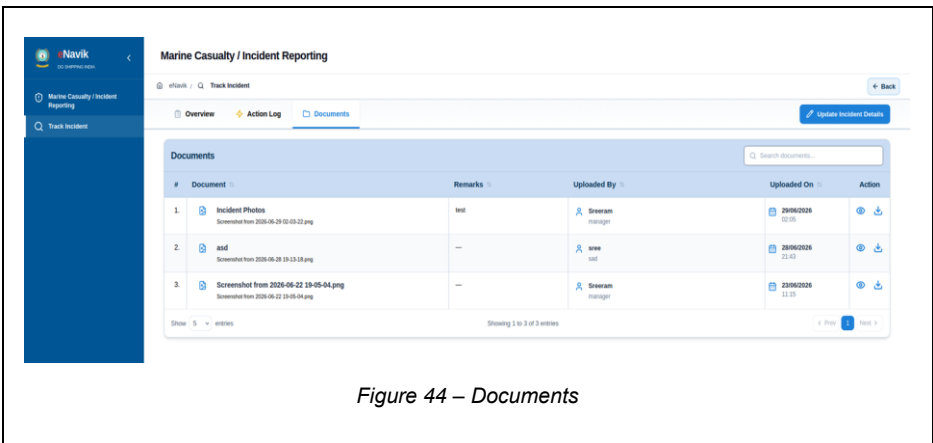


Figure 44 – Documents

Users with the required privilege can click **[Update]** button to open the FIR form and update the incident details.

If any changes are required, update the details and click the **[Update]** button to save the changes.

The screenshot displays the 'First Information Report (FIR)' form for 'Vessel Particulars' in the Navik system. The form is organized into several sections:

- Date & Time Incident Reported (24 hrs):** 29-09-2028 11:54
- Ship's Name:** Solo
- Does the vessel have IMO No? :** Yes
- IMO Number :** 23333
- IMSI:** Enter IMSI
- Call Sign:** M
- Flag:** Select flag
- Type of Ship:** Select ship type
- Type of Registration:** Foreign Going-Indian Flag
- Year Built:** 2000
- Total Crew on Board:** [Empty field]
- Vessel's Condition:** Select condition
- Deadweight (in Metric Tonnes):** [Empty field]
- Gross Tonnage (GT):** [Empty field]
- Classification Society:** Enter classification society
- P & I Club (Name and Full Style):** Enter P & I Club
- Hull & Machinery Insurer (Name and Full Style):** Enter H&M Insurer
- Whether Owned / Leased / Chartered:** Select ownership type
- Cargo Type and Quantity:** e.g. Iron Ore, 50000 MT
- BUNKERS (IN METRIC TONNES):**
 - VLSFO, HFO, VLSMGO, MGO
 - DO, LO, LNG

In the top right corner, there is a 'PREVIEW PDF' button and a green 'UPDATE' button, which is highlighted with a red dashed box. A blue arrow points from the text box above to this 'UPDATE' button. On the right side, there is a 'Registration Progress' sidebar with a list of steps: Vessel Particulars, About Incident, Incident Description, Person Details, Star / Medline, Weather, Contact Details, File Uploads, and Reported By.

Figure 45 – Update Details

****End Of the Module – eNavik (Crisis Management – Unregistered User)**

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



Directorate General of Shipping: Govt. of India

User Manual

Ver 1.1, Date: 29-06-2026

Module:

Crisis Management (Incident Reporting Portal)

ARI[®]
SIMULATION

info@arisimulation.com | www.arisimulation.com

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1 VERSION HISTORY

VER NO	CHANGE SUMMARY	DATE	PREPARED BY	REVIEWED BY	APPROVED BY
1.0	Initial Version	19-04-2026	Sreeram Surendran	Vishnu K S	Lokanath S
1.1	<u>Updates:</u> The screens have been updated to incorporate the newly suggested changes	08-06-2026	Sreeram Surendran	Vishnu K S	Lokanath S

2 INTRODUCTION

2.1 PRODUCT FUNCTION

The *Crisis Management* module enables users to report maritime incidents, submit the First Information Report (FIR), update person details when required, upload supporting documents, and track the status of each case throughout its lifecycle. It allows users to review submitted records in a centralized location, monitor action log updates, add remarks and attachments, and download a PDF preview of the FIR entry, ensuring that each report remains complete, organized, and traceable from submission to closure.

2.2 INTENDED AUDIENCE

This user manual is intended for **Public Users** who need to report incidents, submit incident-related information, track application status, upload supporting documents, and view updates related to registered incidents through the eNavik system.

3 LOGIN – PUBLIC USER

Click **[Login]** button to access portal.

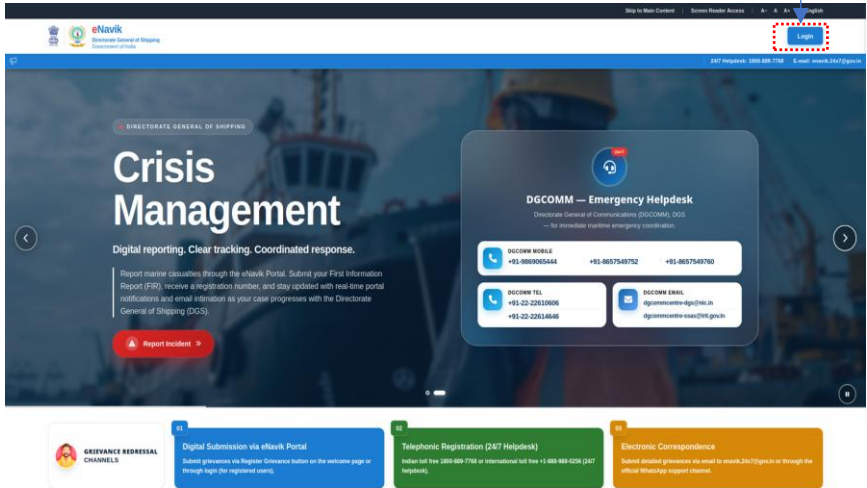


Figure 1 – Welcome Page

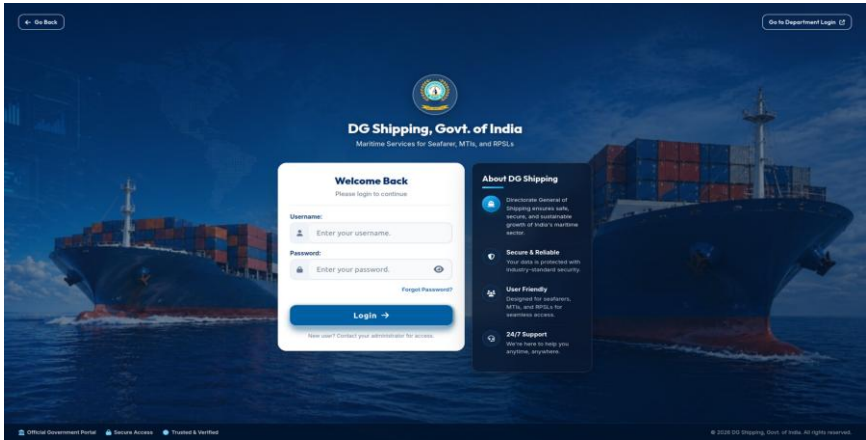
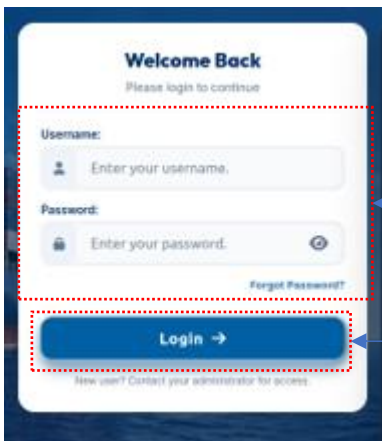


Figure 2 – Login Page



Enter details such as **Username** and **Password**.

Click **[Login]** button to access portal.

Figure 3 – Login Details

After logging in using the username and password, the system displays

the public user home page .

3.1 INCIDENT REPORT

In the **Dashboard** tab, the system displays details of registered incidents and their current status.

The screenshot displays the 'Incident Report' dashboard. On the left, a sidebar contains 'Incident Report', 'Overviews', and 'SYSTEM' with 'Notifications'. The main dashboard area features four summary cards: 'TOTAL REGISTERED' (1), 'CURRENTLY OPEN' (1), 'RESOLVED / CLOSED' (0), and 'REJECTED' (0). Below these are four category-specific cards: 'MARINE CASUALTY' (1), 'OTHER THAN MARINE CASUALTY (NON-OPERATIONAL)' (0), 'SECURITY' (0), and 'ANY OTHER INCIDENT' (0). A table below shows incident details with columns for Reg. No., Date Reported, Reported By, Category, Vessel name / Incident summary, Status, Last Updated, and Actions. A '+ Register New Incident' button is located in the top right corner of the dashboard area.

Click *Incident Report* tab to view the seafarer details.

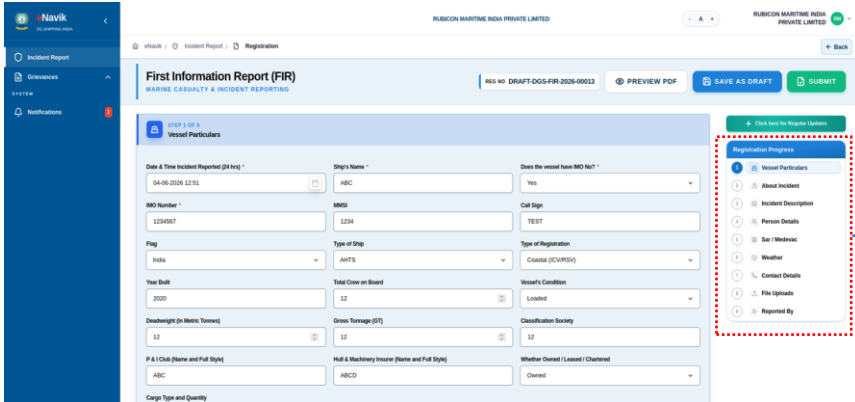
Click **[Register New Incident]** button to register new incident.

Figure 4 – Incident Report

To register a new incident, the user must report the FIR details in the system by providing vessel particulars, incident details, incident description, person details, SAR or MEDEVAC details, weather contact details, file uploads, and reported-by information.

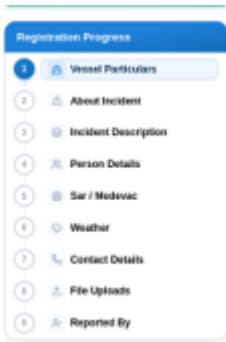
3.1.1 VESSEL PARTICULARS

Provide the **vessel particulars**, including the vessel name, type, flag, IMO number, Year built and other relevant details.



The screenshot shows the 'VESSEL PARTICULARS' section of the 'First Information Report (FIR)' form. The form includes fields for Date & Time Incident Reported (04-09-2020 12:31), Ship's Name (ABC), IMO Number (1234567), Flag (India), Year Built (2020), Deadweight (12), P & I Club (ABC), and other vessel details. A red dashed box highlights the 'Registration Progress' sidebar on the right, which lists various steps including 'Vessel Particulars'. An arrow points from the 'Vessel Particulars' tab in the sidebar to a callout box below the screenshot that reads: "Click Vessel Particular tab to enter the vessel details."

Figure 5 – Vessel Particulars



The screenshot shows the 'Registration Progress' sidebar with a list of nine information categories: 1. Vessel Particulars, 2. About Incident, 3. Incident Description, 4. Person Details, 5. Sar / Medevac, 6. Weather, 7. Contact Details, 8. File Uploads, and 9. Reported By. An orange arrow points from the 'Vessel Particulars' tab in this sidebar to the callout box in Figure 5.

Figure 6 – Set of Nine Information

Provide the required vessel details and click the **[Next]** button to proceed to the next section.

Figure 7 – Vessel Details

3.1.2 ABOUT INCIDENTS

Provide a detailed description of the incident, including the time, location, nature of the issue, and other relevant information.

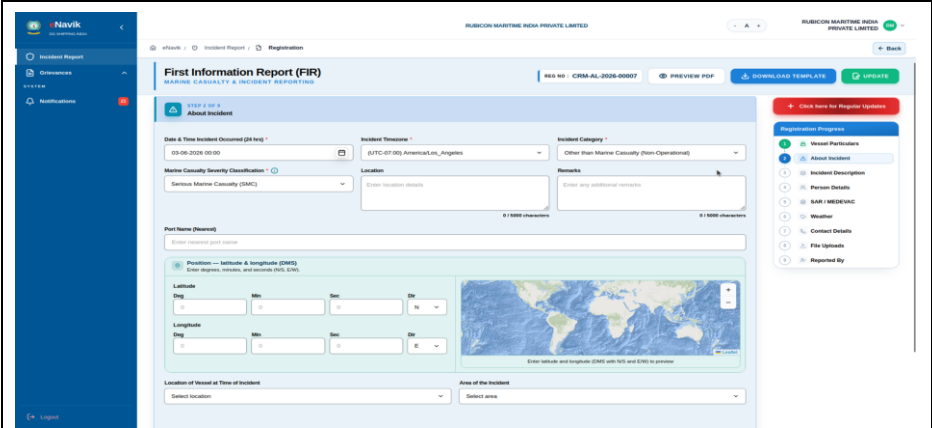
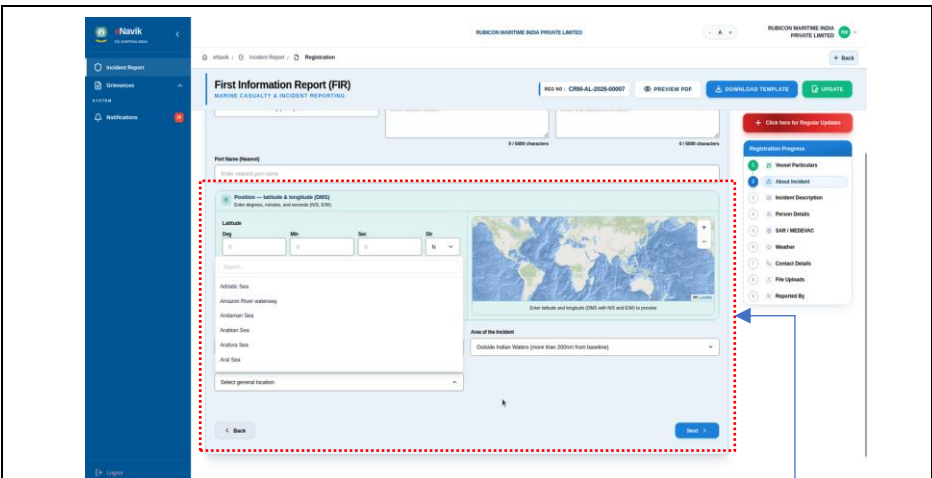


Figure 8 – Incident Details

If the user selects **Outside Indian Waters** as the area of incident, the user must enter the general location of the incident.



Provide the required incident coordinates in DMS format and click the **[Next]** button to proceed to the next section.

Figure 9 – Incident Details (1)

3.1.3 INCIDENT DESCRIPTION

Provide a detailed description of the incident, such as cases involving death, missing persons, or other related situations.

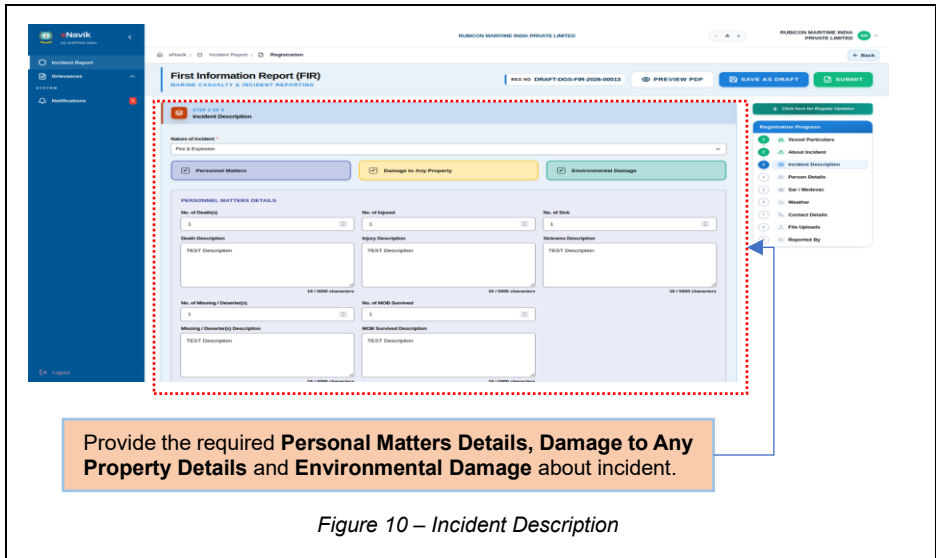


Figure 10 – Incident Description

If **Personal Matters** is selected, enter the number of persons affected under each applicable category and provide a consolidated description of the incident in the **Description** box.

If **Property Damage** is selected, indicate whether the damage involves **Own Ship**, **Other Ship**, or **Third-Party Property**, as applicable. Then, provide a brief description of the damage in the relevant description field.

If **Environmental Damage** is selected, enter a brief description of the

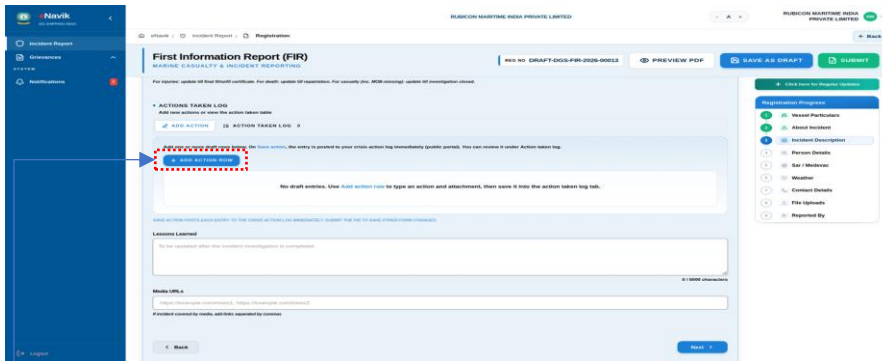
environmental impact under the **Environmental Damage Details** section. This may include information about pollution, spills, contamination, or any other environmental effects caused by the incident.

The screenshot displays the 'First Information Report (FIR)' form in the eNavik system. The form is titled 'MARINE CASUALTY & INCIDENT REPORTING' and includes a 'PROPERTY DAMAGE DETAILS' section with three columns for 'Own ship', 'Other ships', and 'Third party damage'. Below this is the 'ENVIRONMENTAL DAMAGE DETAILS' section, which contains a text area for 'Environmental Damage Description'. The 'Incident Summary' section follows, with a text area for providing a detailed narrative of the incident. A red dashed box highlights the 'Environmental Damage Description' and 'Incident Summary' sections. A blue arrow points from a text box below to the 'Incident Summary' field.

Enter Environmental Damage Description and Incident Summary Details.

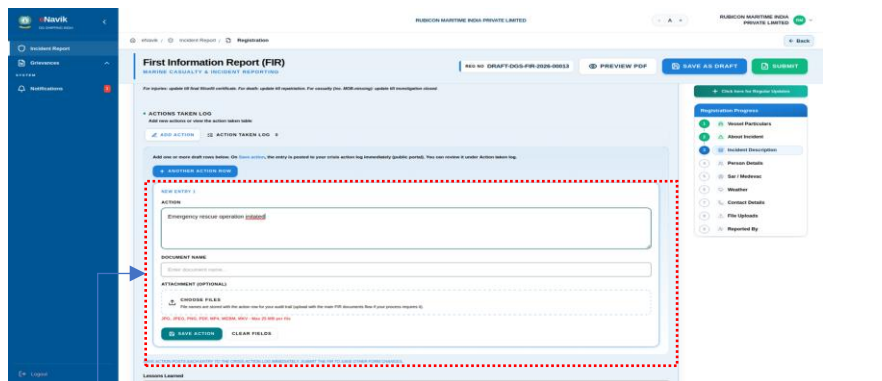
Figure 11 – Incident Description (1)

In the **Summary** section, provide details of the events that occurred, the impact of the incident, and the actions taken at the time of occurrence.



Click **[+Add Action Row]** button to add the action taken in response to the incident.

Figure 12 – Add Action Details



Enter the action details, attach the supporting document if applicable, and then click **[Save Action]** button.

Figure 13 – Add Action Details (1)

After saving, the action details will be displayed in the **Action Taken Log** section.

#	Timestamp	Designation	Action Remarks	Docs
1.	04/06/2026 13:16	RUBICON MARITIME INDIA PRIVATE LIMITED	Emergency rescue operation initiated	---

Showing 1 to 1 of 1 entries

Figure 14 – Added Action Details

First Information Report (FIR)
MARINE CASUALTY & INCIDENT REPORTING

ACTIONS TAKEN LOG

Lessons Learned

Media URLs

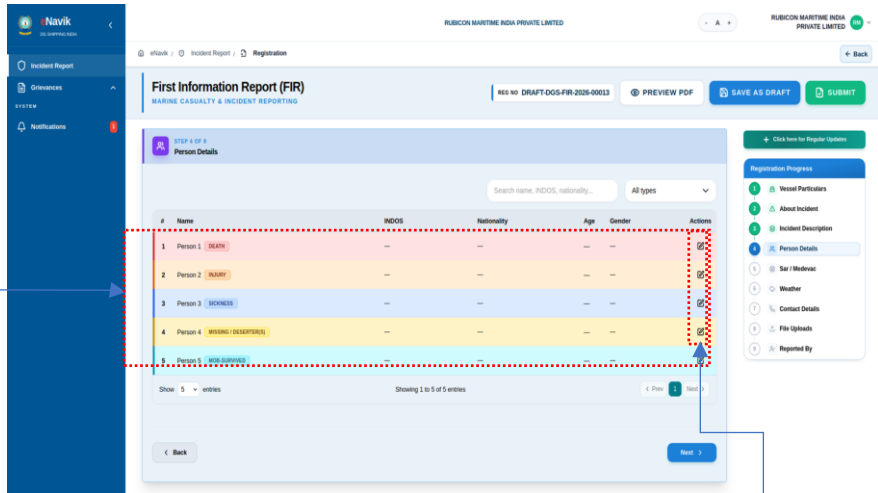
Next

Enter the lessons learned and media URLs related to the incident and then click **[Next]** button to proceed to the next section.

Figure 15 – Incident Description Details (2)

3.1.4 PERSON DETAILS

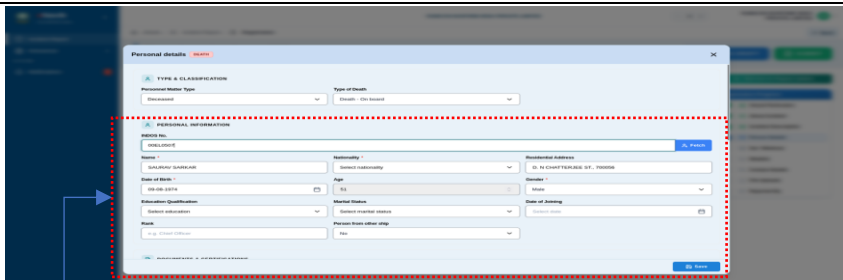
Provide the **person details**, including the name, designation, nationality, condition, and other relevant information related to the individual involved in the incident. Provide the person details in this section.



Based on the personnel matter counts specified in the **Incident Description** section, the corresponding **Person Details** forms will be added for entering the affected personnel information.

click [Edit] button to edit the person details.

Figure 16 – Person Details



Enter the **INDOS Number** in the *Personnel Information* section. If the personnel details are available in the system, the corresponding information will be auto-populated. Complete any remaining fields by entering the required information manually.

Figure 17 – Person Details (1)

Personal details 06/07/20

DOCUMENTS & CERTIFICATIONS

CDC Number	CDC Date of Issue	CDC Place of Issue
EL 73227	30-09-2019	NOR KATA
Passport Number	Passport Date of Issue	Passport Place of Issue
Cent. of Competency Number	CDC Date of Issue	CDC Place of Issue
Maritime / Pre-Sale Training Institute	P & I Insurance Cover	CBA / Articles of Agreement Type

INDIVIDUAL DOCUMENTATION FILES

Document name * File

Support: JPG, JPEG, PNG, PDF - Max 10 MB

Save this person's details -> then you can add files.

NEXT OF KIN

NOK Name NOK Address NOK Contact Details

Provide the required details of *Documents & Certifications* section.

Figure 18 – Person Details (2)

Personal details 06/07/20

Institute name

INDIVIDUAL DOCUMENTATION FILES

Document name * File

Support: JPG, JPEG, PNG, PDF - Max 10 MB

Save this person's details -> then you can add files.

NEXT OF KIN

NOK Name NOK Address NOK Contact Details

NOK DOCUMENTATION FILES

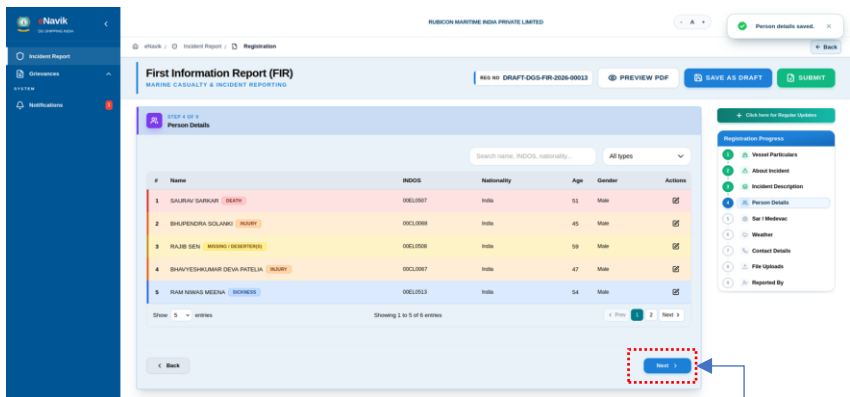
Document name * File

Support: JPG, JPEG, PNG, PDF - Max 10 MB

Save this person's details -> then you can add files.

After entering all the required details, click the **[Save]** button to save the information.

Figure 19 – Person Details (3)



Click **[Next]** button to proceed next section.

Figure 20 – Person Details (1)

3.1.5 SAR/MEDEVAC

Provide the SAR / MEDEVAC details, including information related to search and rescue or medical evacuation requirements for the affected person.

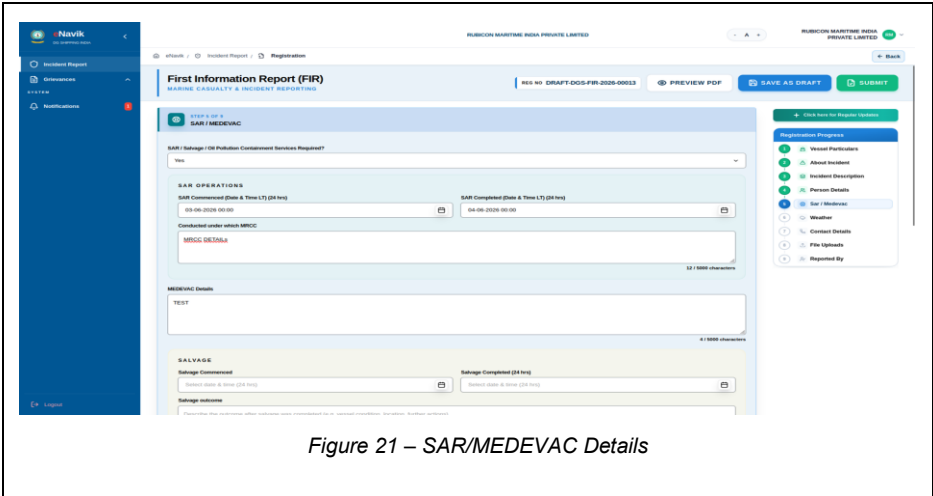


Figure 21 – SAR/MEDEVAC Details

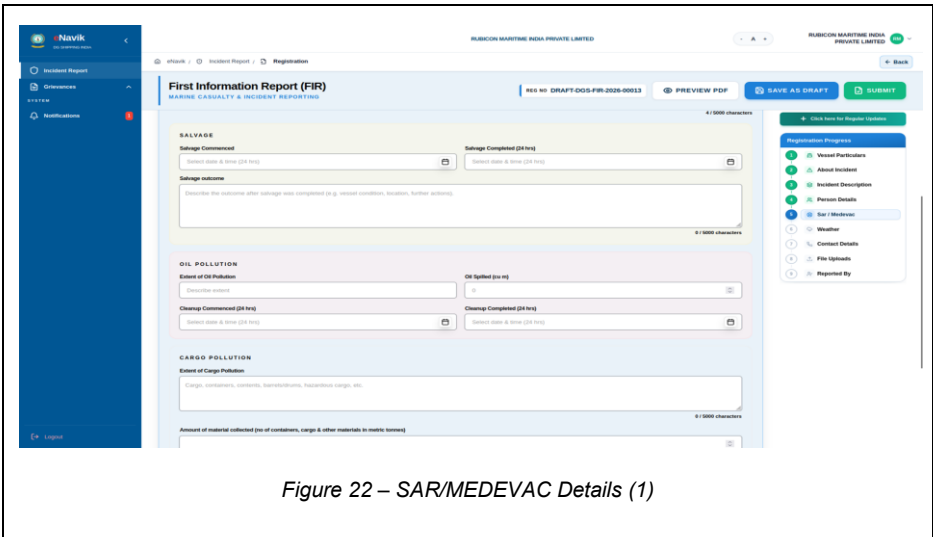


Figure 22 – SAR/MEDEVAC Details (1)

Provide the required details and click **[Next]** button to proceed to the next section.

Figure 23 – SAR/MEDEVAC Details (2)

3.1.6 WEATHER DETAILS

Provide the weather details at the time of the incident, including sea conditions, visibility, wind status, and other relevant information.

Provide the required weather details and click the **[Next]** button to proceed to the next section.

Figure 24 – Weather Details

3.1.7 CONTACT DETAILS

Provide the **contact details**, including the name, phone number, email address, and other relevant contact information of the concerned person.

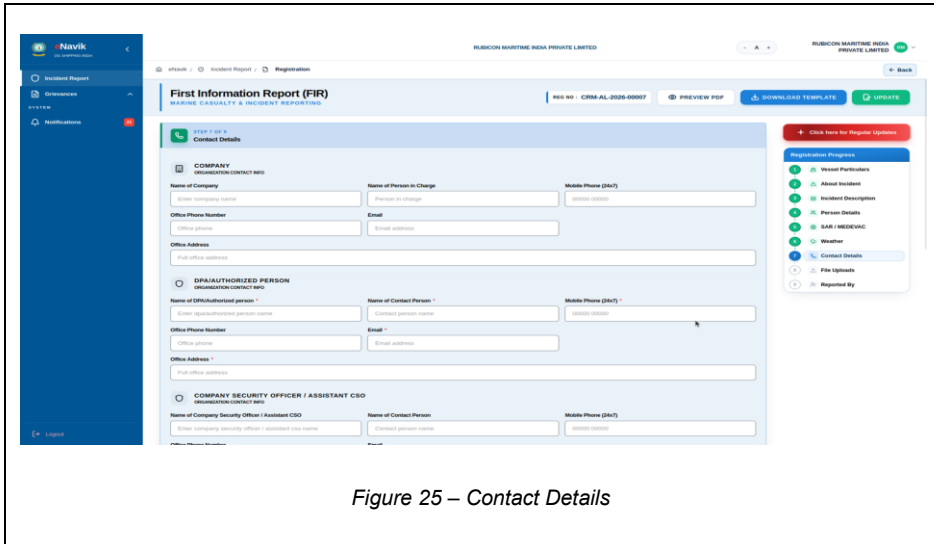


Figure 25 – Contact Details

Select a Company Security Officer (CSO) or Assistant CSO when reporting a security incident, as this selection is mandatory.

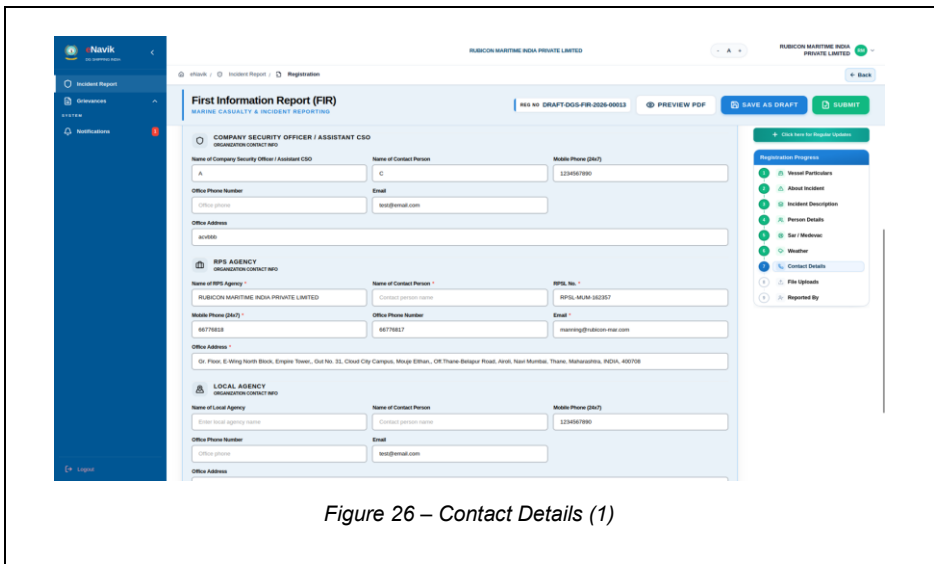


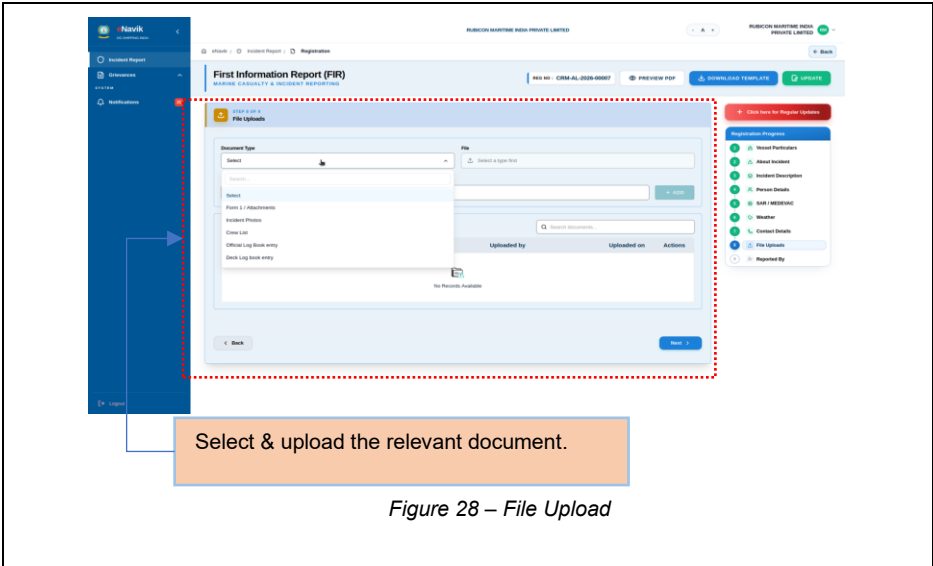
Figure 26 – Contact Details (1)

Provide the required details of *RPS Agency* and *Local Agency* contact details and click the **[Next]** button to proceed to the next section.

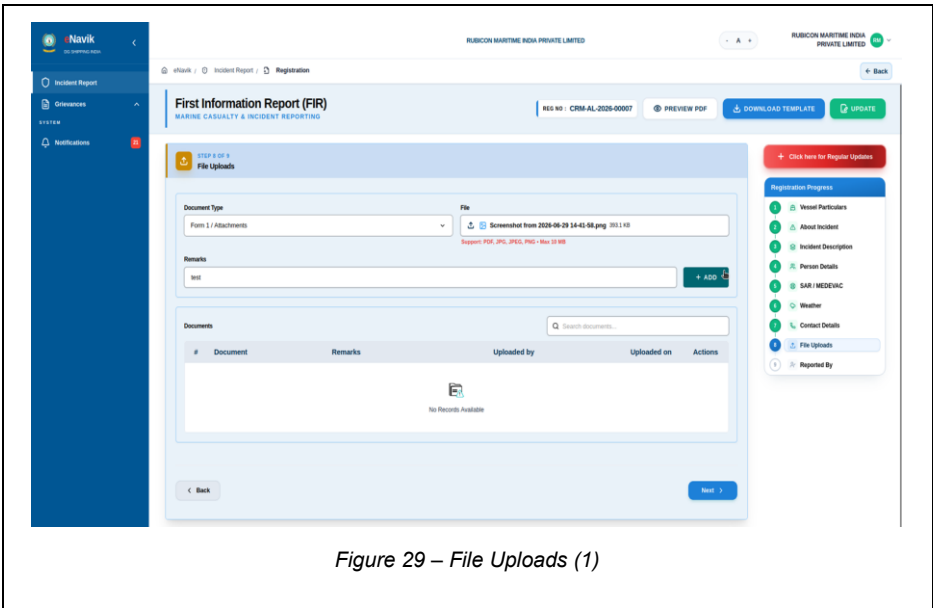
Figure 27 – Contact Details (3)

3.1.8 FILE UPLOADS

Upload the required supporting documents in the file uploads section.



After selecting the document, enter remarks if required.



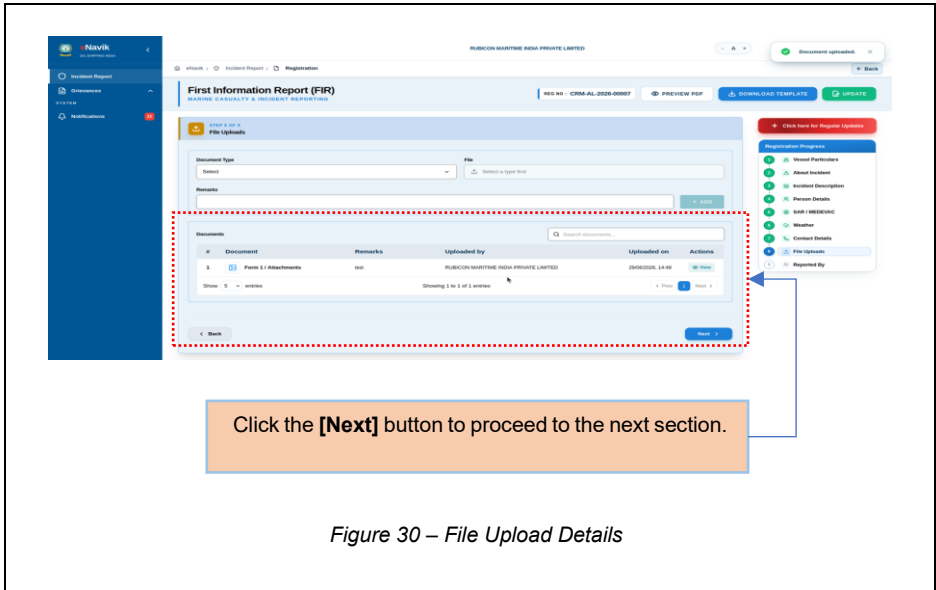


Figure 30 – File Upload Details

Upload the documents to view them in the **File Upload** section.

3.1.9 REPORTED BY

Provide the **reported by** details, including the name and contact information of the person reporting the incident.

Provide the required reporter detail.

After entering all details, click **[Save As Draft]** button to save the details as draft and click **[submit]** button to submit the incident.

Figure 31 – Reported By Details

Select the Declaration checkbox, then click **[Continue and Submit Report]** to submit the report to the department.

Figure 32 – Confirm Submit

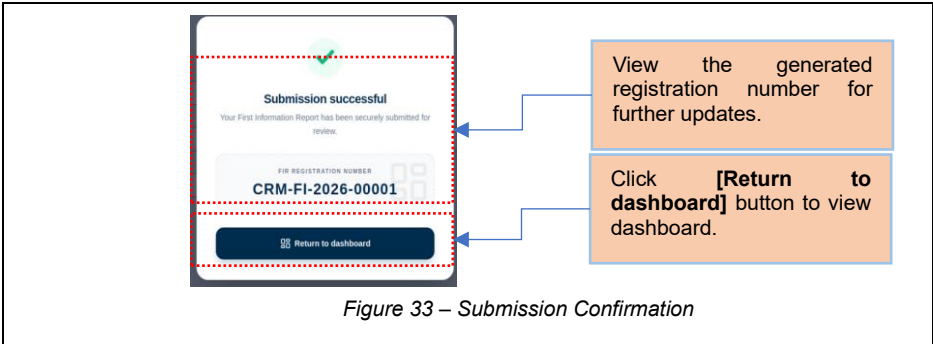


Figure 33 – Submission Confirmation

If any changes are required, update the details before proceeding.

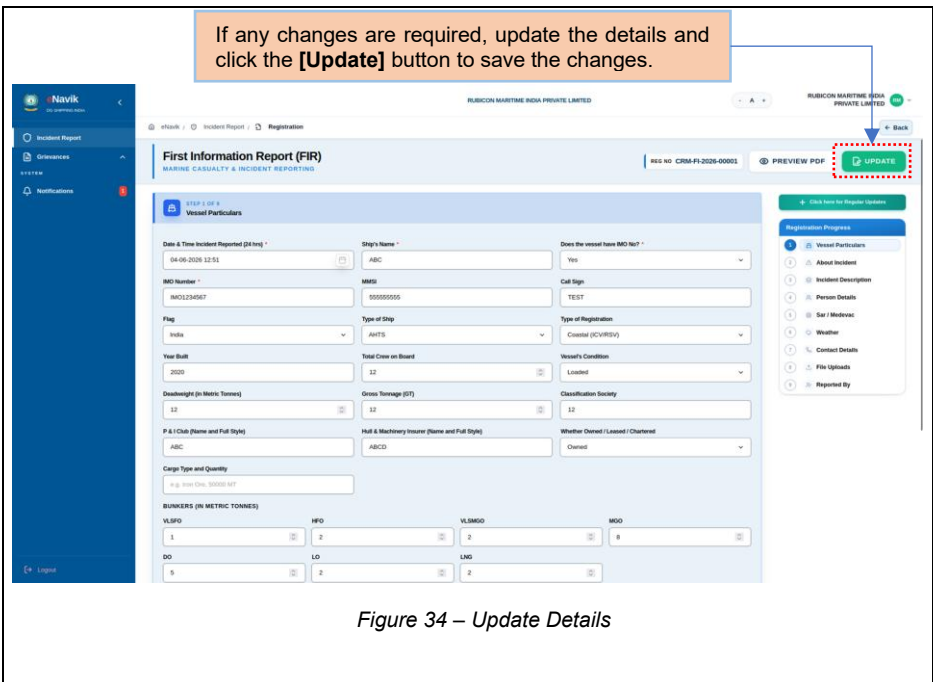


Figure 34 – Update Details

Once the incident is registered, regularly updates the incident details before closing the incident.

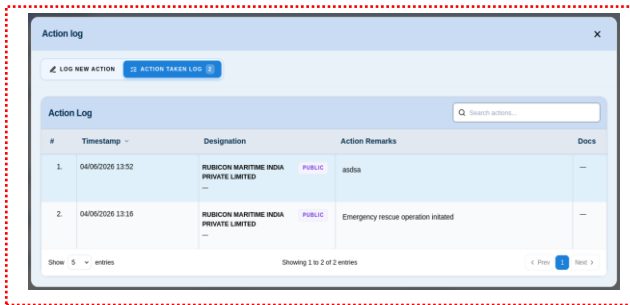
Click the **[+Click Here for Regular Updates]** button to add action log.

Figure 35 – Add Action Log

To log new action, enter the action remarks, attach the relevant document and click the **[Log Action]**

Figure 36 – Action Log

View the saved action under the *Action Taken Log* tab.



Here, the user can view the saved action log.

Figure 37 – Action Taken Log

3.2 DOWNLOAD TEMPLATE

The **Download Template** button allows users to download an Excel template for collecting incident-related information from the vessel manager or crew. The template contains all fields available in the FIR form, organized into separate sheets for easy data entry and submission.

Click [**Download Template**] button to download excel template for collecting incident related information.

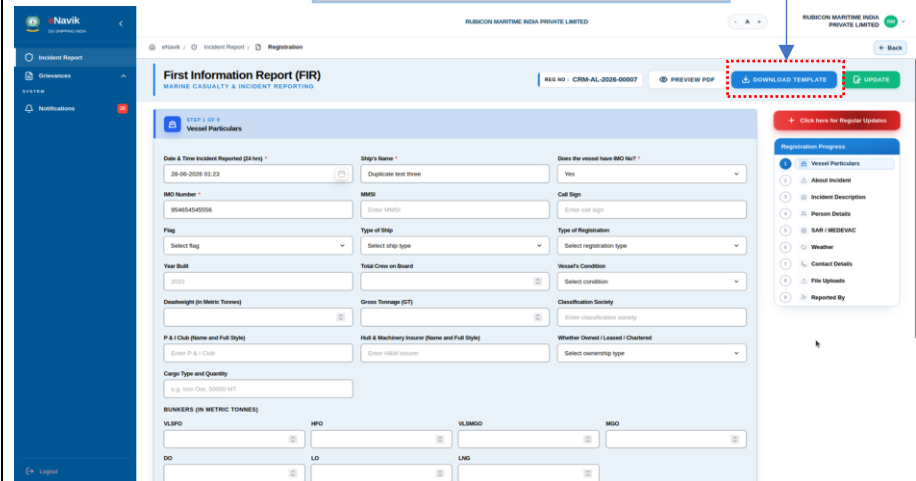


Figure 38 – Download Template

3.2.1 VESSEL PARTICULARS

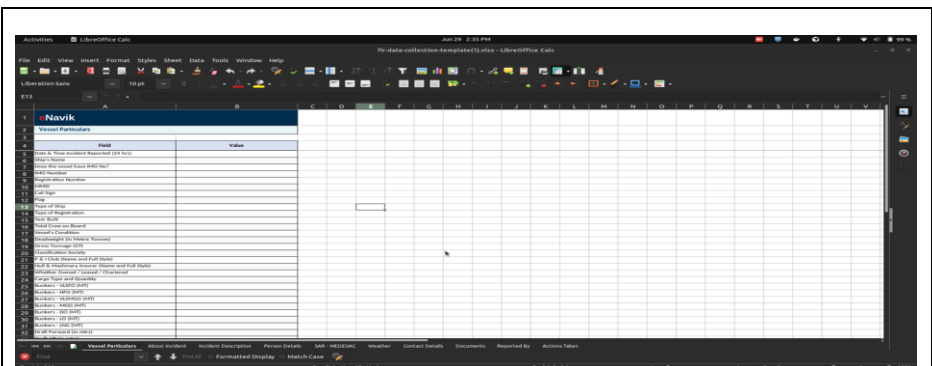


Figure 39 – Vessel Particular Template

3.2.6 WEATHER DETAILS

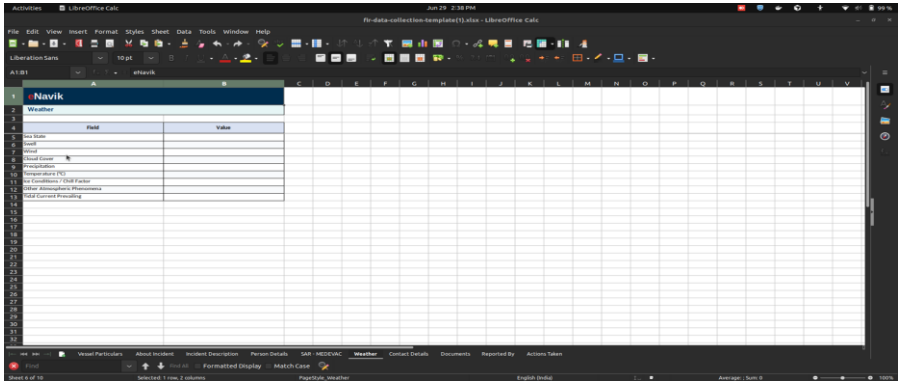


Figure 44 – Weather Details

3.2.7 CONTACT DETAILS

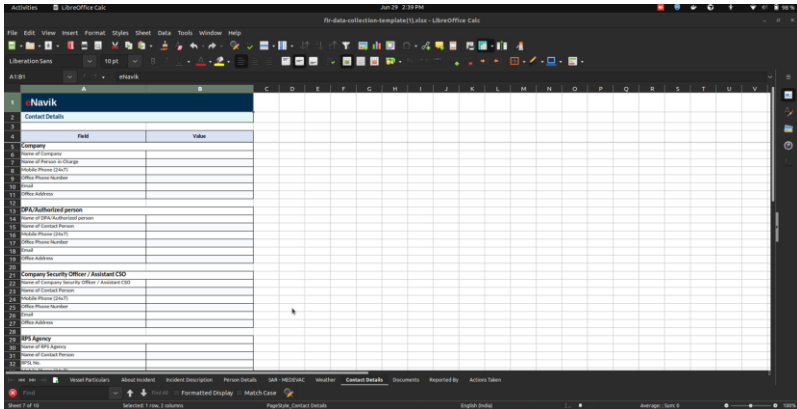


Figure 45 – Contact Details

3.3 DASHBOARD

Once the incident is registered, track the status using the registration number on the home screen.

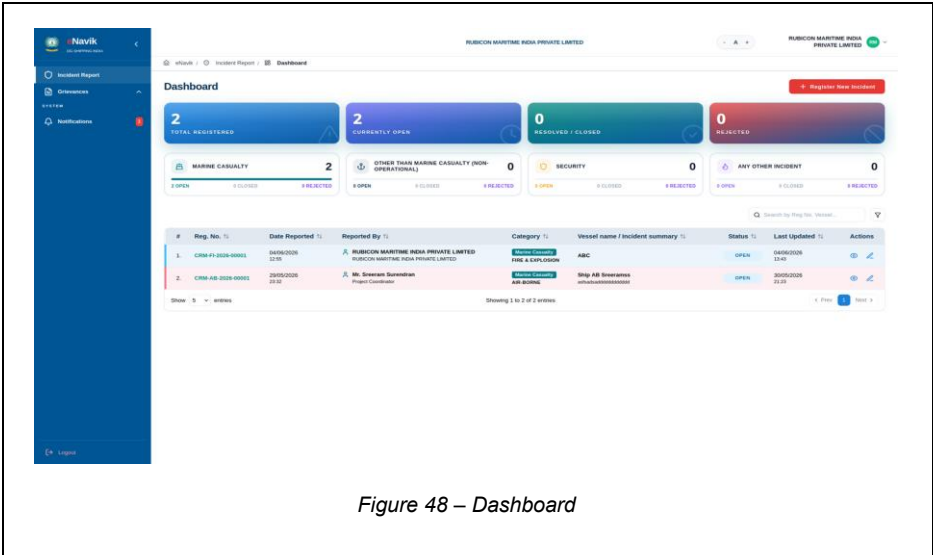


Figure 48 – Dashboard

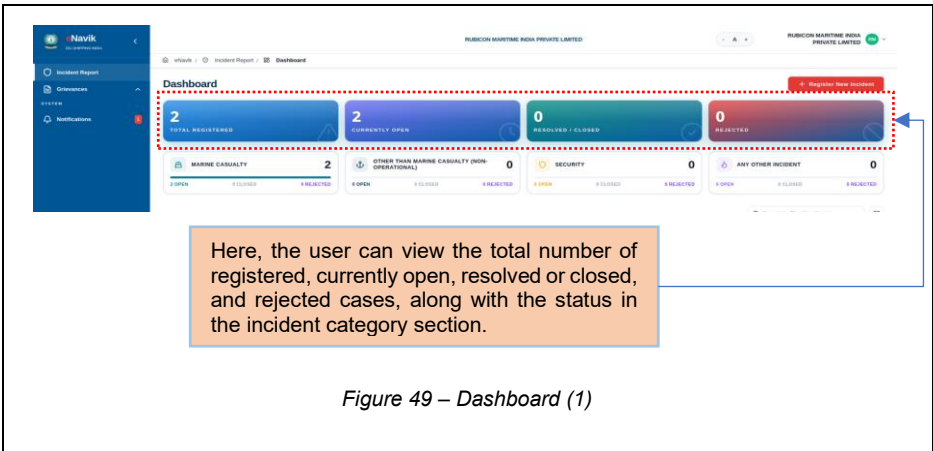


Figure 49 – Dashboard (1)

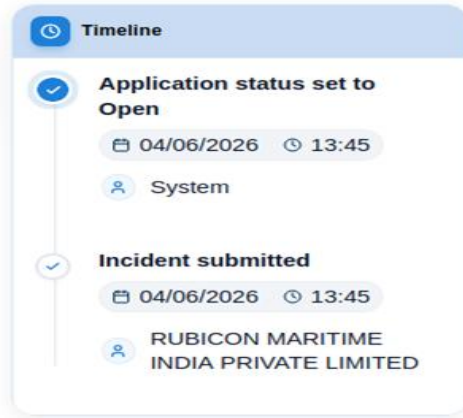


Figure 52 – Timeline

****End Of the Module – eNavik (Incident Reporting Portal) ****

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