



Technology Partner



CMS - Ahead of the Technology Curve

CMS Computers, established in 1976, is a pioneer and leader of the IT movement. From inception, CMS has scripted India's digital story with a "Design in India" and "Make in India" approach. Over 5000 employees and operations across 100+ locations have helped clients across industries succeed through economic cycles. We offer integrated services that combine cutting edge technology with deep sector expertise across our businesses – E-Governance, Smart Cities, Industry Solutions, IT, Software and Digital Services. CMS is a partner in our client's Digital Transformation journey, making the best use of digital and cognitive capabilities with Software and Hardware assets around Digital Governance, Smart City, Public Safety, Smart Grids, Climate Resilience, Public Health and Digital Agriculture segments.



e-Samudra: Pioneering Maritime Digital Transformation

“
India is committed to becoming one of the world’s leading maritime nations.

The maritime sector will play a pivotal role in building a **Viksit Bharat 2047**.

Technology and digital innovation will be the driving force behind the next phase of India’s maritime growth.

”

— **Shri Narendra Modi**
Prime Minister of India

e-Samudra – Enabling a Future-Ready Maritime India



DIGITAL

End-to-end digital services



TRANSPARENT

Clear processes and real-time tracking



EFFICIENT

Faster turnaround time



CITIZEN-CENTRIC

Simplified experience for all stakeholders



FUTURE-READY

Driving maritime growth for Viksit Bharat

ONE PLATFORM.
MANY SERVICES.
LIMITLESS POSSIBILITIES.



Secure
& Reliable



Paperless
& Green



Integrated
Ecosystem



Stronger
Maritime India



VISION STATEMENT

To be recognized globally as a highly **effective**, **efficient**, responsible, and **progressive** maritime administration.



e-Samudra
Digital Maritime Solution



पत्तन, पोत परिवहन
एवं जलमार्ग मंत्रालय
MINISTRY OF
**PORTS, SHIPPING
AND WATERWAYS**
सत्यमेव जयते

“

Our vision is to make India a global maritime leader by strengthening our ports, empowering our people and embracing digital transformation.

”

— Shri Sarbananda Sonowal
Union Cabinet Minister for Ports, Shipping and Waterways



Building a Stronger Maritime Future for India



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End-to-end digital services



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Simplified experience for all stakeholders



FUTURE-READY
Driving innovation for a stronger maritime India

**ONE PLATFORM.
MANY SERVICES.
LIMITLESS POSSIBILITIES.**

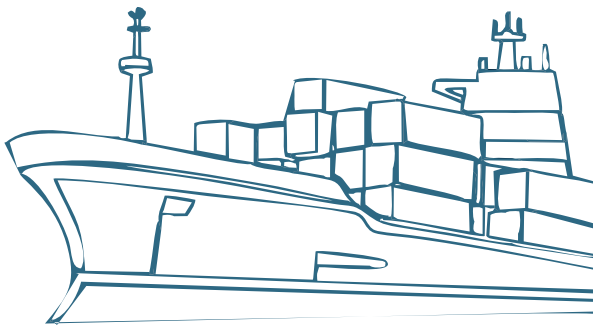
- Secure & Reliable
- Paperless & Green
- Integrated Ecosystem
- Stronger Maritime India

MODULES

- 01 SHIP REGISTRATION & MORTGAGE
- 02 CHARTER PERMISSIONS & LICENSING
- 03 SEAFARER
- 04 MULTIMODAL TRANSPORT OPERATORS (MTO)
- 05 SAILING VESSEL SEAMEN
- 06 TONNAGE TAXATION
- 07 MEDICAL PRACTITIONER
- 08 FINANCE, ACCOUNTS, AUDIT & PUBLIC PROCUREMENT (FAAPP)
- 09 ISM/DSM AUDITS
- 10 PORTS
- 11 RECOGNISED ORGANIZATIONS (RO)
- 12 SERVICE PROVIDERS
- 13 SURVEY & CERTIFICATION
- 14 COMMON PROCESSES FOR DEPARTMENTS
- 15 COMMON PROCESS FOR USERS

COMMON PROCESSES (PROFILE CREATION & AVAILING SERVICES)

One Digital Identity for Every Maritime Stakeholder



MODULE OVERVIEW

The **Common Processes (Profile Creation & Availing Services)** module serves as the unified entry point for all external stakeholders accessing the e-Samudra Portal. It enables users to create and manage a single digital profile while providing centralized access to applications, certificates, documents, and maritime services through a secure, integrated platform.

By eliminating multiple registrations and login credentials, the module delivers a seamless and user-friendly experience across all DGMA digital services.



Services Covered

- Creation of User Profile
- Existing User Migration
- New User Registration
- Profile Correction & Updates
- Single Sign-On for e-Samudra Services
- Centralized Document Repository
- Application Tracking
- Digital Certificate Repository



Challenges with the Previous System

- Multiple login credentials for different services
- Separate user registration for individual modules
- Repeated submission of stakeholder information
- Fragmented storage of certificates and documents
- Limited visibility of application history



How e-Samudra Provides the Solution

- Unified digital profile for every stakeholder
- Single login for all e-Samudra services
- Centralized repository of applications, certificates, and documents
- Easy profile management and updates
- Real-time tracking of all submitted applications
- Secure and paperless digital experience



KEY BENEFITS

For External Stakeholders

- One-time profile creation
- Single access point for all maritime services
- Reduced paperwork and duplication
- Faster service access
- Improved transparency
- Secure digital document management

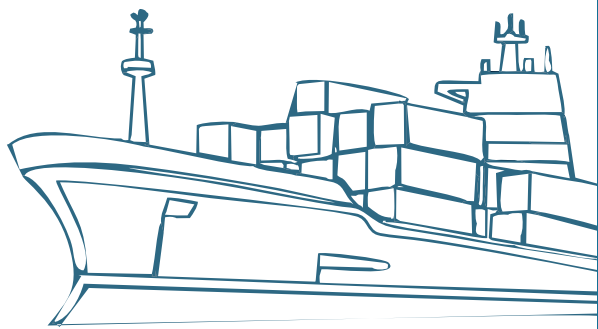
For DGMA

- Standardized stakeholder database
- Improved data quality
- Elimination of duplicate records
- Better regulatory oversight
- Centralized stakeholder information



COMMON PROCESSES FOR DEPARTMENTS

Unified Digital Workflow for Faster Decision-Making



MODULE OVERVIEW

The **Common Processes for Departments** module provides a centralized workflow platform for DGMA officials to process, review, approve, and monitor applications across all e-Samudra modules. It standardizes internal operations by offering a common interface for approvals, delegation, query management, and regulatory actions, enabling faster and more efficient service delivery.

The module improves coordination across departments while ensuring consistent, transparent, and accountable processing of maritime services.

**Services Covered**

- Officer Login & Authentication
- Delegation of Access
- Application Processing & Approval
- Query Management
- Suspension / Debarment of Seafarers
- Suspension / Debarment of Officers
- Flag State Approvals
- Port State Approvals
- Department-wise Workflow Management

**Challenges with the Previous System**

-  Multiple logins for different departmental modules
-  Manual coordination between departments
-  Disconnected approval workflows
-  Limited visibility of pending applications
-  Time-consuming processing and follow-ups
-  Inconsistent processing across departments

**How e-Samudra Provides the Solution**

-  Unified digital workspace for DGMA officials
-  Standardized workflow across all departments
-  Online application processing and approvals
-  Digital query management
-  Centralized task allocation and monitoring
-  Real-time status tracking and notifications

**KEY BENEFITS**

For DGMA Officials

- Single login for departmental activities
- Faster application processing
- Improved collaboration across departments
- Standardized approval workflows
- Better visibility of pending tasks
- Reduced manual effort

For Maritime Stakeholders

- Faster application approvals
- Improved response timelines
- Transparent application status
- Consistent service delivery
- Better communication with DGMA

e-Samudra: Pioneering Maritime Digital Transformation

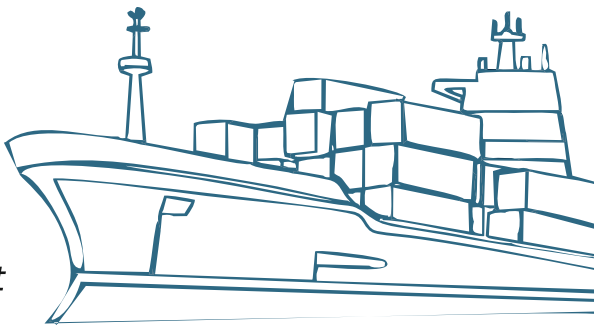
The **Directorate General of Maritime Administration (DGMA)**, under the Ministry of Ports, Shipping and Waterways, has partnered with **CMS Computers**, one of India's foremost software development and system integration companies, to launch **e-Samudra** - a comprehensive next-generation digital governance platform for India's maritime sector.

Designed in alignment with **IMO regulations** and the revised **Merchant Shipping (MS) Act**, e-Samudra seeks to standardize and digitize critical DGMA operations, ensuring transparency, operational efficiency, and seamless inter-departmental collaboration.



SHIP REGISTRATION & MORTGAGE

Digital Vessel Registration, Mortgage Management & Statutory Certification



MODULE OVERVIEW

The **Shipping Entity Profile & Available Services – Ship Registration & Mortgage** module of the **e-Samudra Portal** provides a comprehensive digital platform for managing the complete lifecycle of Indian ship registration. It enables shipping entities to maintain their organization and vessel profiles while accessing statutory registration, mortgage, tonnage measurement, and vessel identification services through a secure, transparent, and paperless workflow.

The module supports online application submission, system-based validation, digital document management, online payments, multi-level approvals, and issuance of statutory certificates, significantly improving efficiency, transparency, and regulatory compliance.

 **Sub-Modules / Services**

Shipping Entity

- Shipping Entity Profile Management

Ship Registration

- Registration of Indian Ships
- Transfer of Port of Registry
- Closure of Registry
- Extract from Central Registry

Mortgage Services

- Registration of Mortgage
- Discharge of Mortgage
- Other Mortgage-related Services

Vessel Identification

- Approval of Vessel Name
- Allotment of Official Number
- Allotment of Call Sign
- Allotment of MMSI / DSC Number

Certification

- International Tonnage Certificate
- Measurement of Ship Tonnage

 **Challenges with the Previous System**

 Manual submission of registration applications

 Physical movement of files between offices

 Paper-based document verification

 Multiple office visits by applicants

 Manual update of vessel and mortgage records

 Separate processing of vessel identifiers

 Limited application visibility

 **How e-Samudra Provides the Solution**

 Fully online application process

 Workflow-based digital verification

 Secure digital document repository

 Automated multi-level approvals

 Centralized digital vessel registry

 Integrated allocation of Name, Call Sign, Official Number & MMSI

 Real-time application status monitoring

 Digital certificate generation



CITIZEN CHARTER

#	Sub Modules	Citizen Charter Timeline (old)	eSamudraTurnaround time
1	Statutory Survey under SOLAS / MARPOL / AFS / BWM	As requested by Owners	Turnaround time depends upon availability of Company personnel, surveyor completion of the survey submission and review of the survey report.
2	Issue of Certificate after Survey	01 day	Instantaneous after approval of the survey report and completion of the applicable requirements
3	Flag State Inspection	As requested by Owners	Turnaround time depends upon availability of Company personnel, surveyor completion of the Survey, submission review of the survey report.
4	Issue of Certificate after Inspection	01 day	Instantaneous after approval of the inspection report and completion of the applicable requirements
5	Industrial Surveys & Inspections for Safety Equipment	As requested by Owners	Turnaround time depends upon availability of Company personnel, surveyor, completion of the Survey, submission review of the survey report.
6	Issue of Certificate after Survey	01 day	Instantaneous after approval of the survey report and completion of the applicable requirements
7	Inspection & Certification of Sailing Vessels	As requested by Owners	Turnaround time depends upon availability of Company personnel, surveyor, completion of the Survey, submission review of the survey report.
8	Issue of Certificate after Survey	01 day	Instantaneous after approval of the survey report and completion of the applicable requirements
9	Short Certificate for Single Voyage Term	07 days	03 working days
10	Grant of Technical Clearance for Acquisition of vessels over 25 years of age subject to fulfilling all the prescribed conditions.	30 Days	21 Working Days

*Subject to Surveyor / Inspector availability and complete documentation. Certificate generation is immediate once the survey or inspection report is approved and all statutory requirements are fulfilled.



KEY BENEFITS

For Ship Owners & Operators

- Online survey requests
- Faster survey scheduling
- Reduced paperwork
- Real-time application tracking
- Transparent deficiency management
- Instant certificate generation after approval

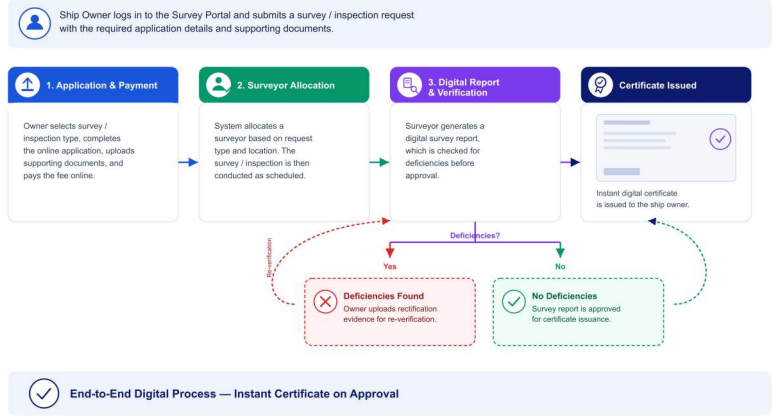
For DGMA & Surveyors

- Digital survey allocation
- Centralized vessel and survey records
- Standardized inspection workflows
- Improved monitoring and compliance
- Digital audit trail
- Enhanced transparency and operational efficiency

KEY SERVICE IMPROVEMENTS

- Digital Survey Management**
 - Online survey requests
 - Digital Surveyor allocation
 - Online survey scheduling
 - Centralized vessel records
- Inspection & Deficiency Management**
 - Digital inspection reports
 - Online deficiency recording
 - Electronic submission of rectification evidence
 - Real-time compliance tracking
- Instant Certification**
 - Immediate certificate generation after approval
 - Automatic mapping of certificates to the vessel profile
 - Paperless statutory certification

Ship Survey & Certification Process Flow



DIGITAL TRANSFORMATION AT A GLANCE With e-Samudra

- Online survey applications
- Digital Surveyor assignment
- Digital survey reports
- Online rectification workflow
- Instant digital certificate generation
- Real-time tracking and notifications
- Integrated digital workflow across Ship Owner, Surveyor & DGMA

SURVEY & CERTIFICATION

Digital Survey Management & Statutory Certification of Indian Vessels



MODULE OVERVIEW

The **Survey & Certification** module of the **e-Samudra Portal** provides a unified digital platform for planning, conducting, and managing statutory surveys, inspections, and certification of Indian vessels. It supports the complete lifecycle—from online survey requests and surveyor allocation to deficiency management, report approval, and issuance of statutory certificates.

The module covers passenger ships, cargo ships, fishing vessels, high-speed craft, river-sea vessels, coastal vessels, and other vessel categories, ensuring faster service delivery, improved transparency, and compliance with national and international maritime regulations.

Sub-Modules / Services

Survey Management

- Statutory Surveys (SOLAS / MARPOL / AFS / BWM)
- Flag State Inspections
- Industrial Surveys & Safety Equipment Inspections
- Inspection & Certification of Sailing Vessels

Certification Services

- Issue of Statutory Certificates
- Endorsement & Renewal of Certificates
- Digital Certificate Generation

Compliance Management

- Surveyor Allocation
- Deficiency Management
- Rectification Submission
- Survey Report Approval
- Vessel Compliance Records

Challenges with the Previous System

Manual survey scheduling

Physical submission of documents

Manual coordination between owners, surveyors, and MMD

Paper-based survey reports

Manual deficiency tracking

Physical certificate generation

Limited application visibility

How e-Samudra Provides the Solution

Fully online application process

Digital survey request and allocation

Secure online document management

Digital survey reporting

Online deficiency tracking and rectification

Instant digital certificate generation after approval

Real-time application tracking and notifications



CITIZEN CHARTER

#	Sub Modules	Citizen Charter Timeline(old)	eSamudra-Turnaround time
1	Registration of Indian Ships	01 day	01 working day
2	Plan Approval	30 Days	21 working days
3	Registration of Mortgages	03 days	01 working day
4	Issuance of International Tonnage Certificate	01 day	01 working day
5	Registration of Sailing/Fishing Vessels (>20m)	02 days	01 working day
6	Change of Port of Registry	07 days	02 Working days
7	Closure of Registry Matters	03 days	01 Working days
8	Discharge of Mortgage	07 days	01 working day
9	Extract from Central Registry	03 days	01 Working days
10	Approval of Name	01 day	Approval of Name, Official Number, MMSI
11	Approval of Call Sign	01 day	& Call Sign- 01 working day
12	Approval of Official Number	01 day	
13	Allotment of MMSI / DSC Number	01 day	
14	Measurement of Tonnage of Ships	01 day	01 working day

*Turnaround time represents a complete application under a positive workflow. Timelines may vary where applications require clarification, additional documentation, statutory verification, or survey.



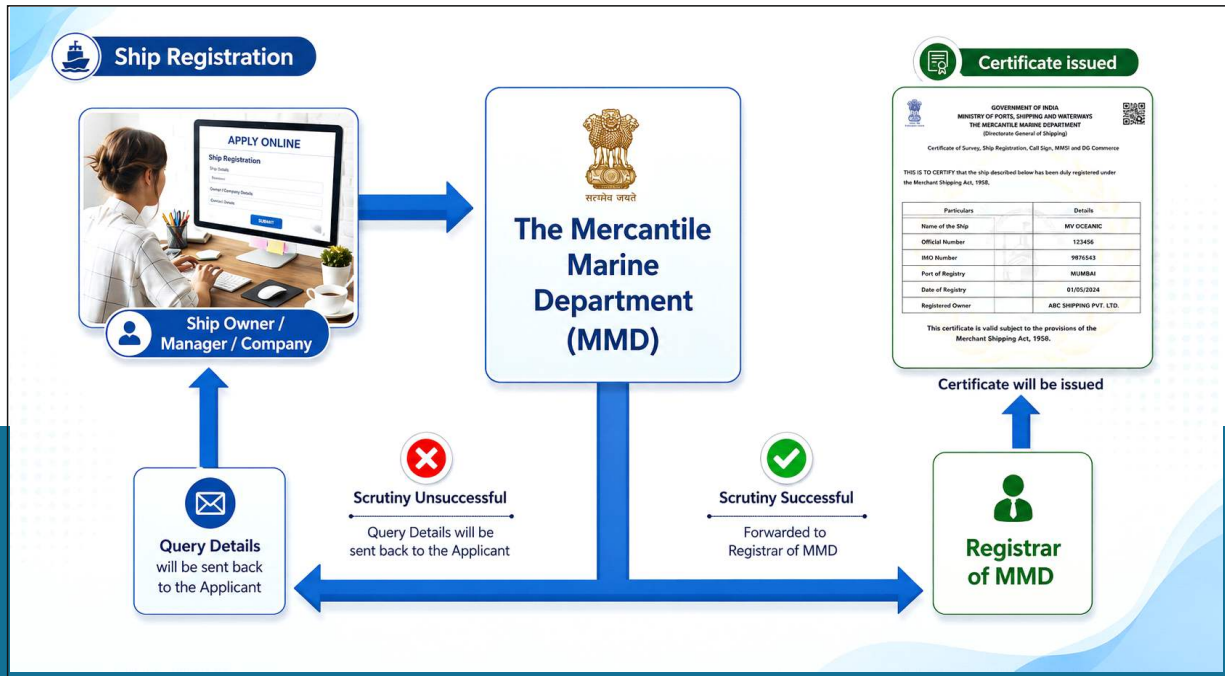
KEY BENEFITS

For Shipping Companies & Vessel Owners

- Single digital platform for vessel registration and mortgage services
- End-to-end paperless application process
- Faster statutory approvals and certificate issuance
- Real-time application tracking
- Secure digital document management
- Reduced office visits and administrative effort

For DGMA

- Centralized digital ship registry
- Automated workflow and approval management
- Improved compliance monitoring
- Digital mortgage lifecycle management
- Enhanced transparency and audit trail
- Better reporting and operational oversight

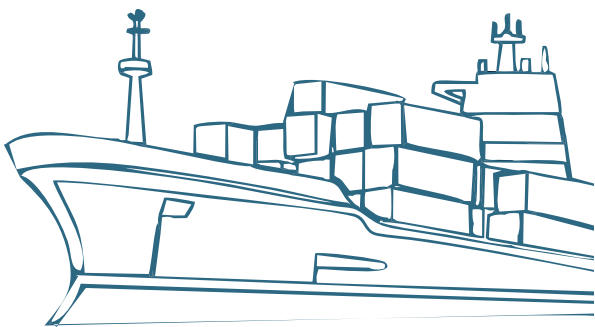


DIGITAL TRANSFORMATION AT A GLANCE With e-Samudra

- Fully digital workflow
- Secure online document management
- Anywhere, anytime access
- Real-time application tracking
- Integrated vessel lifecycle management
- Most services processed within 24 hours (subject to complete applications)

CHARTER PERMISSIONS & LICENSING

Digital Processing of Charter Permissions and Vessel Licensing



MODULE OVERVIEW

The **Charter Permissions & Licensing** module of the **e-Samudra Portal** provides a unified digital platform for processing charter permissions and statutory vessel licensing services. The module enables shipping entities to apply online for charter permissions, sailing licences under the Merchant Shipping Act, 1958, and Short Certificates for Single Voyage Term through secure, transparent, and workflow-driven processing.

By integrating vessel enquiry, automated validation, digital document management, online payments, and multi-level approvals, the module significantly reduces processing time while ensuring regulatory compliance and complete application visibility.

Sub-Modules / Services

Charter Permission Services

- Issuance of Charter Permission
- Vessel Enquiry Process
- Auto-NOC Generation

Licensing Services

- Sailing Licence under Sections 406 & 407 of the Merchant Shipping Act, 1958
- Short Certificate for Single Voyage Term

Challenges with the Previous System

Manual processing of charter permission requests

Multiple stakeholder coordination for vessel enquiry

Physical submission and verification of documents

Manual follow-up for NOC issuance

Limited application visibility

Manual communication between authorities and applicants

Lack of SLA-based monitoring

How e-Samudra Provides the Solution

Fully online application process

Digital vessel enquiry workflow

Secure online document management

Automatic NOC generation where applicable

Automated SMS & Email notifications

Real-time status monitoring

Workflow-based multi-level approvals

Time-bound, rule-driven processing



CITIZEN CHARTER

Service	Citizen Charter	e-Samudra Turnaround
Approval of Cargo Testing Laboratories	15 Days	3–4 Working Days*
Registration & Survey of FFA / LSA Service Stations	15 Days	3–4 Working Days*
Approval of VGM Method 2 Entities	15 Days	3–4 Working Days*
Accreditation of Bunker Suppliers	15 Days	3–4 Working Days*
Inspection / Audit of Bunker Suppliers	15 Days	3–4 Working Days*
Approval of Insurance Providers	15 Days	3–4 Working Days*
Approval of Life Raft Service Stations	15 Days	3–4 Working Days*

* Turnaround time is applicable only to complete applications and is subject to the successful completion of the required inspection, survey, assessment, or audit. Where all prerequisites are met, applications may be processed on the same working day.



KEY BENEFITS

For Maritime Service Providers

- Single-window digital application process
- Paperless submission of documents
- Faster approvals and renewals
- Real-time application tracking
- Improved transparency
- Reduced administrative effort

For DGMA

- Standardized inspection and audit workflows
- Centralized compliance records
- Improved monitoring and reporting
- Digital audit trail
- Enhanced regulatory oversight
- Faster decision-making and service delivery

KEY SERVICE IMPROVEMENTS

Digital Registration & Approval

- Online application and profile creation
- Secure document submission
- Workflow-based approvals

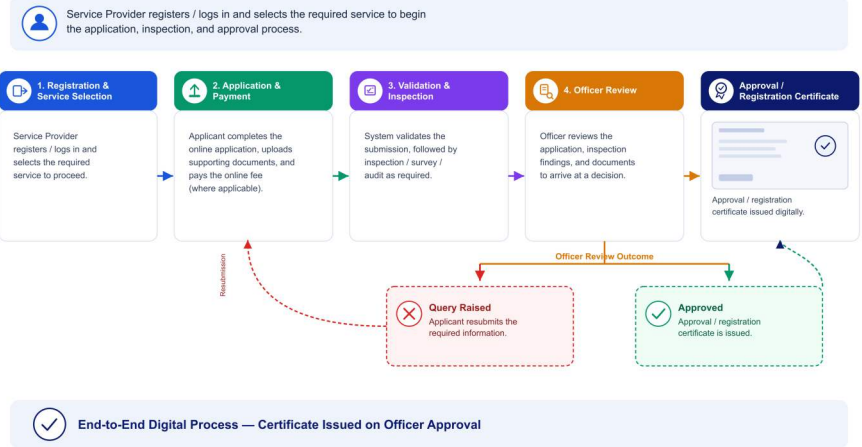
Inspection & Audit Management

- Digital inspection scheduling
- Standardized checklists for applicants and surveyors
- Online audit reporting

Compliance Monitoring

- Centralized digital records
- Automated notifications
- Real-time application tracking

Service Provider Registration & Approval Process Flow



DIGITAL TRANSFORMATION AT A GLANCE With e-Samudra

- Fully digital application process
- Secure online document management
- Automated notifications
- Workflow-driven inspections & audits
- Real-time application tracking
- Digital multi-level approval process
- Most services completed within 3–4 working days

SERVICE PROVIDERS

Digital Approval, Registration & Compliance for Maritime Service Providers



MODULE OVERVIEW

The **Service Providers** module of the **e-Samudra Portal** provides a unified digital platform for the registration, approval, accreditation, inspection, audit, and renewal of maritime service providers. It enables organizations to apply online, upload documents, schedule inspections, undergo audits, and obtain statutory approvals through a transparent, paperless, and workflow-driven process.

With centralized documentation, automated notifications, digital inspections, and real-time application tracking, the module significantly improves efficiency while strengthening regulatory compliance and service delivery.

 **Sub-Modules / Services**

Laboratories & Testing

- Approval of Laboratories for Cargo Testing

Service Stations

- Registration & Survey of Fire Fighting Appliances (FFA) Service Stations
- Registration & Survey of Life Boat (Safety Equipment) Service Stations
- Approval of Life Saving Appliance (LSA) Service Stations

Verified Gross Mass (VGM)

- Approval & Assessment of VGM Method 2 Entities

Bunker Suppliers

- Accreditation of Bunker Suppliers
- Inspection & Audit of Bunker Suppliers

Insurance Providers

- Approval of Insurance Providers for Ships

 **Challenges with the Previous System**

-  Manual application submission
-  Paper-based document verification
-  Email-based communication
-  Manual scheduling of inspections and audits
-  Decentralized records
-  Limited application tracking
-  Physical movement of files

 **How e-Samudra Provides the Solution**

-  Fully online application submission
-  Secure digital document management
-  Automated system notifications
-  Digital inspection & audit workflows
-  Workflow-driven multi-level approvals
-  Centralized digital repository
-  Real-time application tracking



CITIZEN CHARTER

#	Sub Modules	Citizen Charter Timeline (old)	eSamudra Turnaround time
1	Issuance of Charter Permission	02 days	02 working days
2	Sailing Licence under Sections 406 & 407 of MS Act	02 days	01 working days

*Processed as part of the Charter Permissions workflow. Turnaround time is applicable for complete applications under a positive workflow.

KEY SERVICE IMPROVEMENTS

Automated Vessel Enquiry

- Voyage Charter – 24 Hours
- Other Charter Types – 24 Hours

Smart Auto-NOC Generation

- Automatically generated if no vessel enquiry response is received within the prescribed timeline.

Time-bound Approvals

- Designated Authority (DA) to Deputy Director General (DDG) approval completed within 1–2 working days, subject to complete documentation.

Real-time Notifications

- Automated alerts and status updates at every stage of application processing.



KEY BENEFITS

For Shipping Companies

- Online charter permission applications
- Digital vessel enquiry process
- Faster licence issuance
- Real-time application tracking
- Automated notifications
- Reduced paperwork and office visits

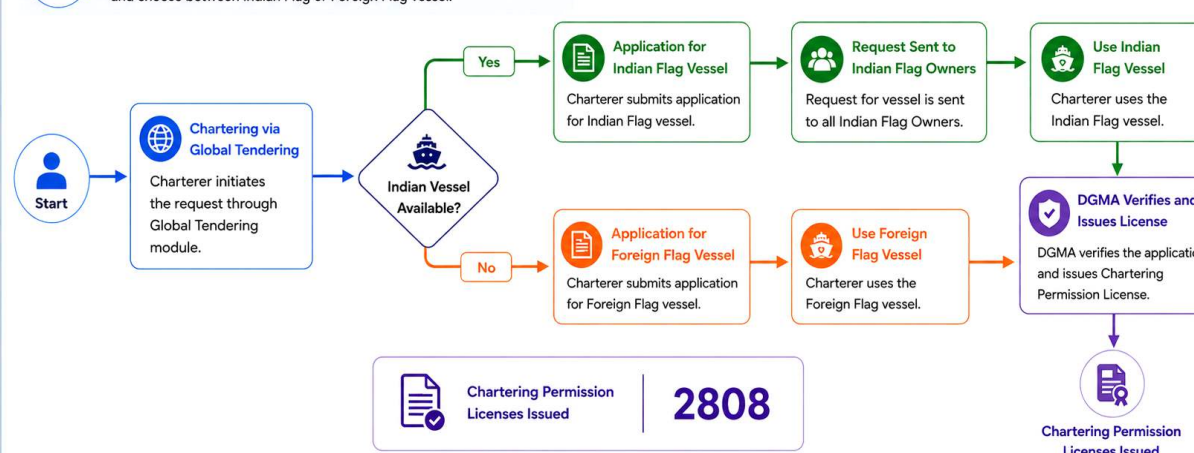
For DGMA

- Workflow-driven approvals
- SLA-based application monitoring
- Automated NOC generation
- Centralized application management
- Improved transparency and compliance
- Digital audit trail and reporting

Chartering Flow in e-Samudra



Charterer logs-in to e-Samudra Portal for Chartering
Charterer can initiate the chartering request through Global Tendering and choose between Indian Flag or Foreign Flag vessel.



DIGITAL TRANSFORMATION AT A GLANCE With e-Samudra

- Fully digital application process
- Automated online enquiry workflow
- Auto-NOC generation where applicable
- System-driven coordination
- Real-time application status
- Automated SMS & Email notifications
- SLA-based, rule-driven approvals



SEAFARER

One Digital Platform for Seafarer Identity & Certification Services

MODULE OVERVIEW

The **Seafarer Module** on the **e-Samudra Portal** provides a unified digital platform for managing seafarer identity, certification, and statutory documentation. It enables online applications for **Continuous Discharge Certificate (CDC)** services, **Certificate of Competency (CoC)**, **Certificate of Proficiency (CoP)**, and related certification services through secure, transparent, and workflow-driven processing.

With integrated validation, digital document management, online payments, and real-time application tracking, the module significantly reduces processing time while ensuring compliance with DGMA regulations.

Sub-Modules / Services

Profile Management

- Seafarer Profile Creation & Management

Continuous Discharge Certificate (CDC)

- New CDC
- Duplicate CDC
- Replacement CDC
- Correction of Personal Particulars
- Cancellation of CDC

Certificate Services

- Fresh Certificate of Competency (CoC)*
- Duplicate CoC
- Revalidation of CoC
- Certificate of Recognition (CoR)
- Revalidation of D.C. Endorsements
- Certificate of Proficiency (CoP)

*Fresh CoC is processed through the integrated ePariksha examination system.

Challenges with the Previous System

Multiple disconnected services

Repetitive data entry

Manual document verification

Limited application visibility

Physical paperwork

Multiple follow-ups

How e-Samudra Provides the Solution

Single unified platform

Digital document verification

Workflow-based approvals

Real-time application tracking

Centralized Seafarer Profile

SMS & Email Notifications

Faster digital processing



CITIZEN CHARTER

#	Sub Modules	Citizen Charter Timeline (old)	eSamudra - Turnaround time
1	Onboarding and Approval of Recognised Organization Profile	Not specified in the Citizen Charter, however the processes done manually outside the system are now digitized and are part of the DGMA eSamudra Portal	Same day or within hours, subject to completeness of the submitted information and approval
2	Approval of Flag Authorization Activities		Same day or within hours, subject to submission of the complete authorization details and approval by the DGS RO Monitoring Cell
3	Uploading and Linking of Statutory Certificates with Ship Profile		Near real-time, subject to completeness and validation of the certificate information
4	Audit of Recognised Organization		Dependent upon completion of the audit, submission of the audit report and closure of observations or non-conformities
5	Renewal or Amendment of RO Agreement		Same day or within hours under a positive workflow, subject to scrutiny and approval

Note: These services are not specifically covered under the DGMA Citizen Charter. The turnaround times represent the performance achieved through the e-Samudra digital workflow for complete submissions under a positive approval process.



KEY BENEFITS

For Recognised Organizations

- Online onboarding and profile management
- Digital authorization for statutory activities
- Seamless certificate upload and management
- Real-time application and audit tracking
- Simplified agreement renewal process
- Reduced paperwork and manual follow-up

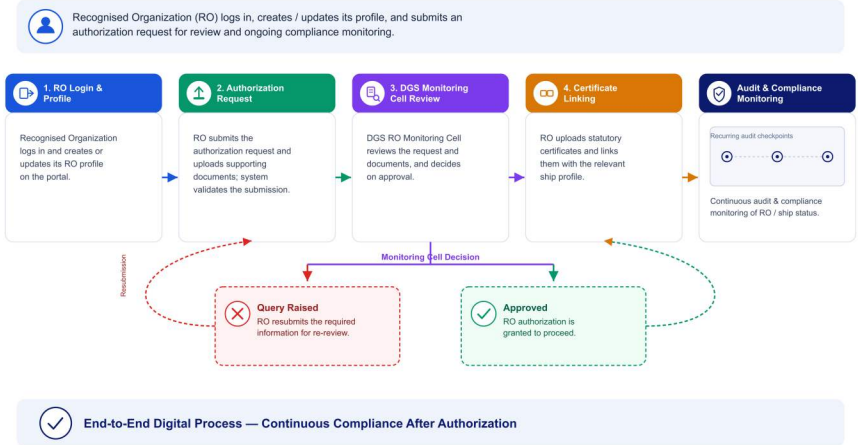
For DGMA

- Centralized management of Recognised Organizations
- Improved monitoring of delegated statutory functions
- Digital audit and compliance management
- Enhanced transparency and accountability
- Better oversight of statutory certificates
- Comprehensive reporting and audit trail

KEY SERVICE IMPROVEMENTS

- Digital Onboarding
 - Same-day onboarding and profile approval
 - Digital authorization workflow
 - Centralized RO management
- Statutory Certificate Management
 - Near real-time upload of survey certificates
 - Automatic linkage with Ship Profiles
 - Improved traceability of statutory records
- Audit & Compliance
 - Digital audit planning and execution
 - Structured management of non-conformities
 - Faster closure of audit observations

Recognised Organization Authorization & Compliance Process Flow

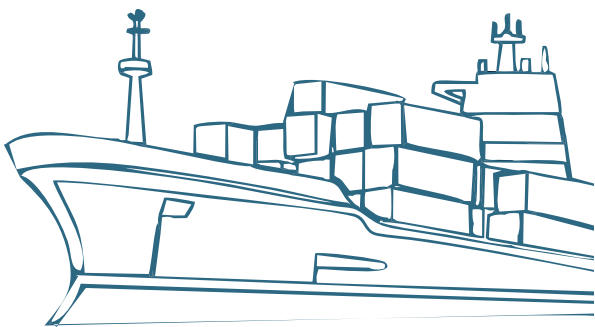


DIGITAL TRANSFORMATION AT A GLANCE With e-Samudra

- Same-day digital onboarding
- Workflow-driven approvals
- Certificates linked with Ship Profiles
- Digital audit lifecycle
- Online observation and closure management
- Centralized monitoring and real-time status tracking

RECOGNISED ORGANIZATIONS (RO)

Digital Authorization, Certification & Compliance Management



MODULE OVERVIEW

The **Recognised Organization (RO)** module of the **e-Samudra Portal** provides a centralized digital platform for managing the complete lifecycle of Recognised Organizations authorized by the Directorate General of Maritime Administration (DGMA). The module enables online onboarding, authorization of statutory activities, management of vessel assignments, uploading and linking of statutory certificates, audit management, and renewal or amendment of RO agreements through secure, workflow-driven processes.

By digitizing the authorization and compliance lifecycle, the module enhances transparency, strengthens regulatory oversight, and enables near real-time management of statutory certification activities.

Sub-Modules / Services

RO Management

- Creation & Maintenance of RO Profile
- Renewal / Amendment of RO Agreement

Authorization Services

- Approval of Flag Authorization Activities
- Scope of Authorization Management

Certificate Management

- Uploading of Statutory Certificates
- Linking Certificates with Ship Profiles

Audit & Compliance

- RO Audits
- Non-Conformity Management
- Audit Observation Closure

Challenges with the Previous System

Manual onboarding and authorization of Ros

Fragmented management of statutory certificates

Paper-based audit documentation

Manual tracking of non-conformities

Separate management of RO agreements

Decentralized records

How e-Samudra Provides the Solution

Online onboarding and profile management

Digital approval of statutory authorizations

Online certificate upload and linking

Workflow-driven digital audit lifecycle

Online recording and closure of observations

Centralized RO and vessel database

Automated notifications and real-time tracking



CITIZEN CHARTER

#	Sub Modules	Citizen Charter Timeline (Old)	eSamudra Turnaround time
1	Issuance of CDCs	30 days	30working days
2	Replacement / Duplicate CD	30 days	30working days
3	Correction of Personal Particulars in CDC	02 days	02working days
4	Cancellation of CDCs of Reti / Incapacitated Seafarers	03 days	01 working day
5	Fresh / Duplicate / Revalidation of CoC	21 days	14 working days
6	Revalidation of D.C. Endorsements / Certificate o Recognition	07 days	02 working days

*Turnaround time represents a complete application under a positive workflow. Physical delivery of documents, statutory verification, and examination-based services (where applicable) may influence the overall service completion time.



KEY BENEFITS

For Seafarers

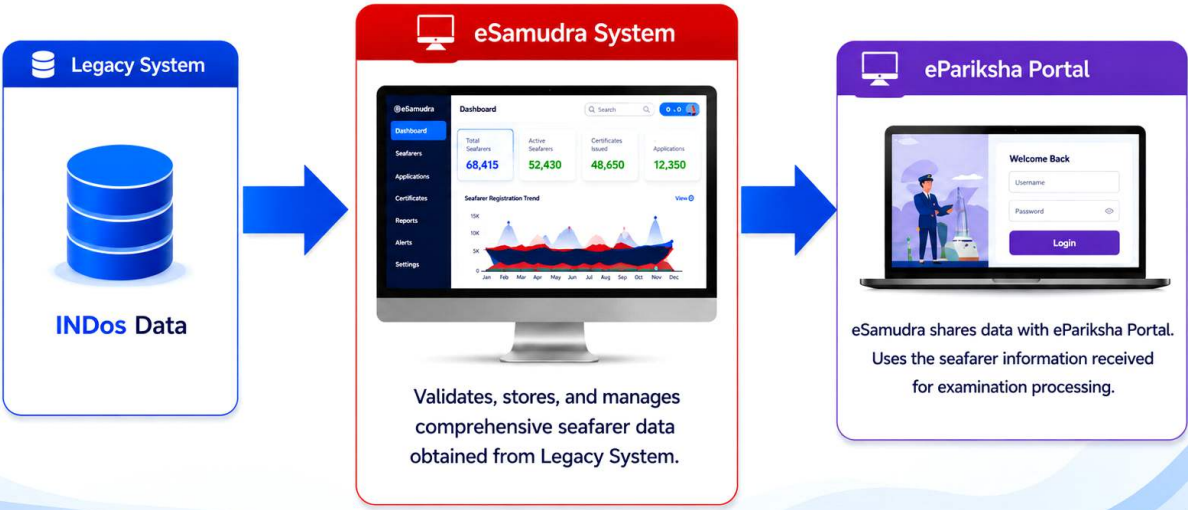
- Single Digital Profile
- Faster Certificate Processing
- Paperless Applications
- Online Payments
- Real-Time Status Tracking
- Reduced Office Visits

For DGMA

- Automated Workflow
- Better Compliance Monitoring
- Integrated Seafarer Database
- Digital Record Management
- Improved Transparency
- Faster Service Delivery

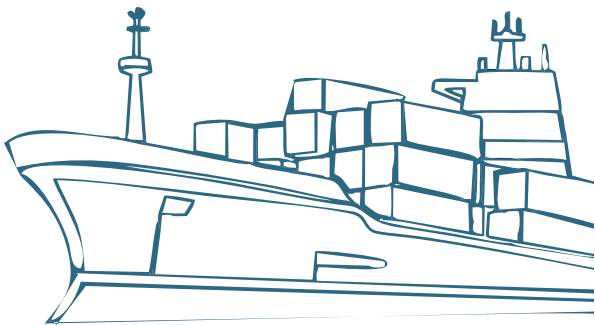
Seafarer eSamudra Dataflow

Number of Seafarers Registered 68,415



MULTIMODAL TRANSPORT OPERATORS (MTO)

Digital Registration, Renewal & Compliance Management



MODULE OVERVIEW

The **Multimodal Transport Operators (MTO)** module of the **e-Samudra Portal** provides a comprehensive digital platform for the registration, renewal, and compliance management of Multimodal Transport Operators. The module enables online submission of applications, digital verification of documents, fee payment, workflow-based approvals, and issuance of registration certificates through a secure and transparent digital process.

By digitizing the complete licensing workflow, the module minimizes manual intervention, enhances transparency, and significantly reduces service delivery timelines.

Sub-Modules / Services

Registration Services

- Registration of Multimodal Transport Operators
- Renewal of MTO Registration

Compliance Services

- Online Document Submission
- Registration Certificate Issuance
- Compliance Record Management
- Application Tracking & Status Monitoring

Challenges with the Previous System

- Manual application and document submission
- Physical movement of files
- Manual verification and approvals
- Limited application tracking
- Paper-based record management
- Multiple manual handoffs

How e-Samudra Provides the Solution

- Fully online application process
- Secure digital document management
- Integrated online payment
- Automated multi-level approvals
- Real-time application tracking
- Centralized digital repository
- Parallel digital processing for faster approvals



CITIZEN CHARTER

Service	Citizen Charter	e-Samudra Turnaround
ISPS Audit	15 Days	Within 2 Working Days
NSPC Clearance	15 Days	Typically 1–3 Working Days *

* Turnaround time is applicable only to complete applications and is subject to the successful completion of inspections, surveys, audits, and all required statutory approvals. The system supports same-day processing where all prerequisites and approvals are in place.

KEY SERVICE IMPROVEMENTS

Digital Port Management

- Online Port Profile management
- Digital submission of applications
- Centralized compliance records

Inspection & Audit

- Digital scheduling of inspections
- Online submission of audit reports
- Deficiency tracking and resolution

Regulatory Compliance

- Workflow-based approvals
- Real-time status tracking
- Automated notifications and reporting



KEY BENEFITS

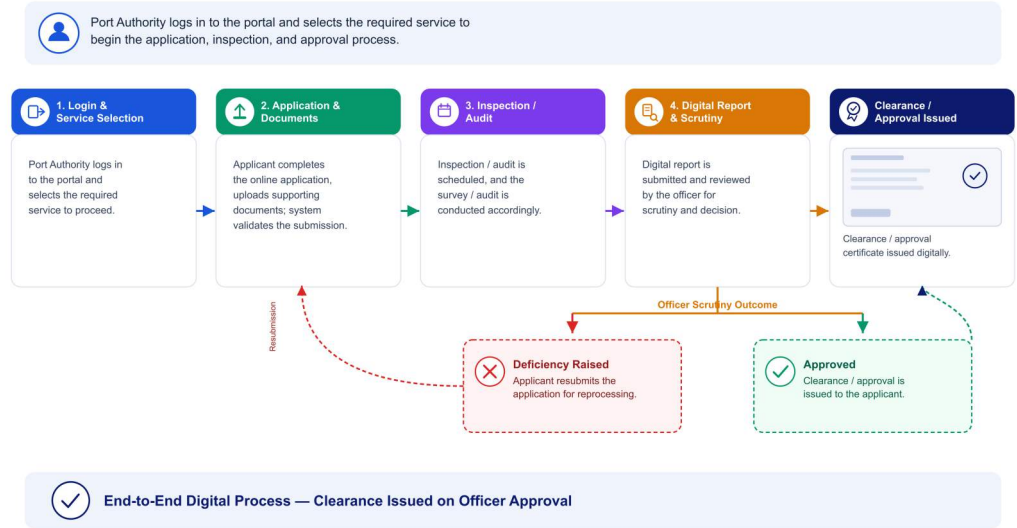
For Port Authorities

- Single-window digital platform
- Faster regulatory approvals
- Online inspection and audit management
- Real-time application tracking
- Reduced paperwork and manual follow-ups
- Improved compliance management

For DGMA

- Centralized management of port records
- Digital inspection and audit workflows
- Improved monitoring of safety and security compliance
- Enhanced transparency and accountability
- Standardized approval process
- Better reporting and decision support

Port Authority Service Request Process Flow

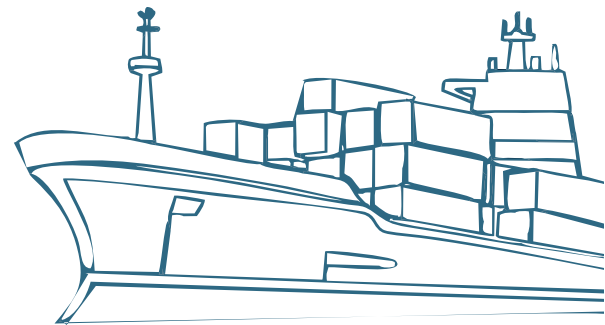


DIGITAL TRANSFORMATION AT A GLANCE With e-Samudra

- Online submission of applications
- Secure digital document management
- Workflow-based inspections and audits
- Digital reporting and record management
- Real-time tracking and notifications
- Integrated digital workflow with DGMA, MMD, and Surveyors
- Most applications processed within 1–3 working days, subject to inspections and approvals

PORTS

Digital Port Governance, Safety & Regulatory Compliance



MODULE OVERVIEW

The **Ports** module of the **e-Samudra Portal** provides a centralized digital platform for managing port-related regulatory approvals, safety, security, and environmental compliance. The module enables Port Authorities to maintain digital Port Profiles and apply online for Navigational Safety of Ports Committee (NSPC) Clearances, International Ship and Port Facility Security (ISPS) Audits, Port Reception Facility (PRF) Audits, Berth Additions, and Shore Electricity (Shore Power) services.

By integrating digital applications, inspections, audit reporting, deficiency management, and multi-level approvals, the module enhances transparency, reduces manual coordination, and improves regulatory compliance.

Sub-Modules / Services

Port Profile Management

- Port Profile Creation & Maintenance
- Berth Addition

Regulatory Approvals

- NSPC Clearance
- Renewal of NSPC Clearance

Safety & Security

- International Ship and Port Facility Security (ISPS) Audit
- Navigational Safety Assessment

Environmental Compliance

- Port Reception Facility (PRF) Audit
- Shore Electricity (Shore Power)

Challenges with the Previous System

- Manual application and approval process
- Physical submission of documents
- Manual scheduling of inspections and audits
- Separate maintenance of port records
- Limited visibility of application status
- Manual deficiency tracking
- Multiple stakeholder coordination

How e-Samudra Provides the Solution

- Fully online application process
- Secure digital document management
- Workflow-based inspection & audit management
- Digital inspection and audit reports
- Online deficiency management
- Real-time application tracking
- Centralized port compliance repository

CITIZEN CHARTER

#	Sub Modules	Citizen Charter Timeline (old)	eSamudra Turnaround time
1	Registration of Multimodal Transport Operators	20 days	02 to 03 working days
2	Renewal of Registration Multimodal Transport Operators	20 days	02 to 03 working days

Turnaround time is applicable for complete applications submitted with all prescribed documents. Applications requiring clarification or additional information may take longer depending on the review process.

KEY SERVICE IMPROVEMENTS

Digital Registration

- End-to-end online application process
- Secure digital document submission
- Online fee payment
- Workflow-based verification and approvals

Faster Processing

- Reduced turnaround time from 20 days to 2–3 working days
- Parallel processing minimizes manual delays

Compliance Management

- Centralized digital records
- Real-time application tracking
- Improved transparency and regulatory oversight

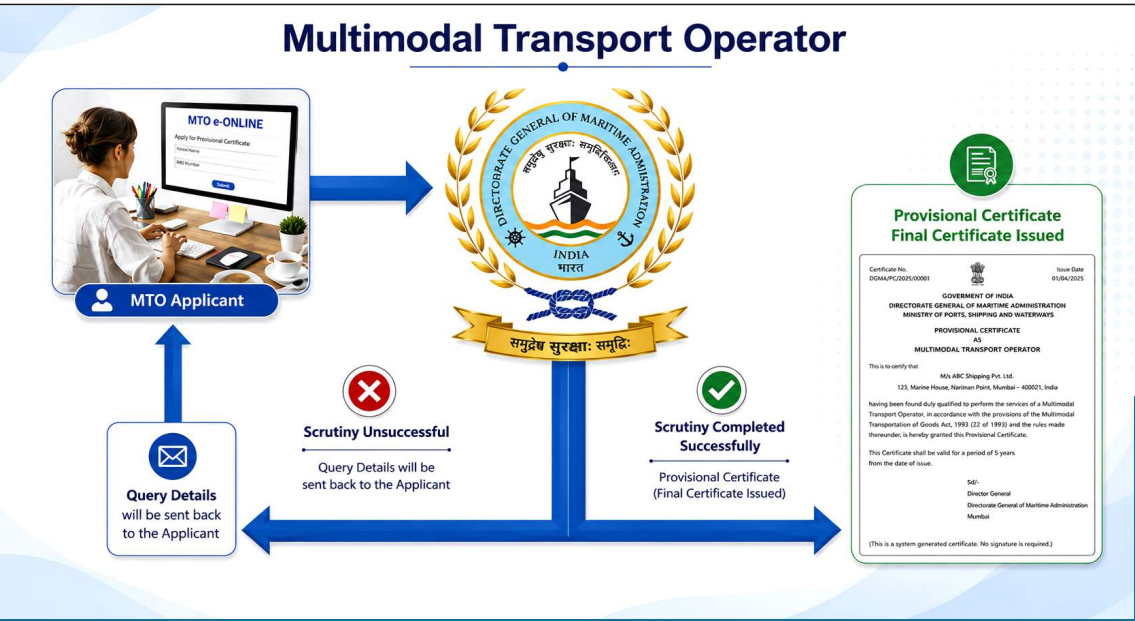
KEY BENEFITS

For Multimodal Transport Operators

- End-to-end digital registration and renewal
- Faster licence issuance
- Secure online document management
- Online fee payment
- Real-time application tracking
- Reduced paperwork and office visits

For DGMA

- Standardized digital workflows
- Centralized operator database
- Improved compliance monitoring
- Enhanced transparency and audit trail
- Reduced manual intervention
- Better reporting and operational oversight



DIGITAL TRANSFORMATION AT A GLANCE With e-Samudra

- Fully online application process
- Secure digital document management
- Online payment integration
- Workflow-based digital approvals
- Real-time status tracking2–3 working day turnaround

SAILING VESSEL SEAMEN

Digital Identity & Certification for Sailing Vessel Seamen



MODULE OVERVIEW

The **Sailing Vessel Seamen module** of the **e-Samudra Portal** provides a comprehensive digital platform for managing the registration, identity, certification, and service records of sailing vessel seamen. The module enables online profile management, issuance and revalidation of Identity Cards, issuance of duplicate Identity Cards, grant of Tindal Certificates, and recording of crew sign-on and sign-off details through a secure, transparent, and paperless workflow.

With integrated validation, online payments, centralized record management, and workflow-based approvals, the module significantly improves processing efficiency while ensuring regulatory compliance.

Sub-Modules / Services

Profile Management

- Sailing Vessel Seaman Profile Creation
- Profile Update & Maintenance

Identity Card Services

- Issuance of New Identity Card (SIC)
- Revalidation of Identity Card
- Duplicate Identity Card

Certification Services

- Tindal Certificate

Crew Management

- Sign-On Recording
- Sign-Off Recording
- Cancellation of Seaman Records

Challenges with the Previous System

Manual registration and identity card processing

Physical document submission

Separate maintenance of seamen records

Manual tracking of applications

Paper-based sign-on and sign-off records

Manual verification and approvals

How e-Samudra Provides the Solution

Fully online application process

Secure digital document management

Centralized digital seaman profile

Digital sign-on and sign-off management

Real-time status tracking

Workflow-based verification and approvals

Secure digital repository and audit trail



CITIZEN CHARTER

#	Sub Modules	Citizen Charter Timeline (old)	eSamudra - Turnaround time
1	DOC Audits	As requested by Owners	Turnaround time depends upon availability of Company personnel, auditor, completion of the audit, submission and review of the audit report, and closure of applicable non-conformities
2	Issuance of DOC Certificates	03 days	03 Working Days, subject to completion of the audit and closure of applicable non -conformities
3	SMC Audits	Not specified in the Citizen Charter reviewed	Turnaround time depends upon auditor assignment, completion of the audit, submission and review of the audit report, and closure of applicable non -conformities
4	Issuance of SMC Certificate	Not specified in the Citizen Charter reviewed	03 working days after closure of applicable non -conformities and approval .

*Subject to auditor availability, successful completion of the audit, and closure of all applicable non-conformities.

KEY SERVICE IMPROVEMENTS

Digital Audit Management

- Online audit applications
- Automated auditor assignment
- Digital audit scheduling
- Secure document submission

Non-Conformity Management

- Online recording of audit observations
- Digital submission of corrective actions
- Structured closure workflow
- Real-time status monitoring

Digital Certification

- Instant certificate generation after approval
- Automated notifications at every stage
- Centralized audit and certification records



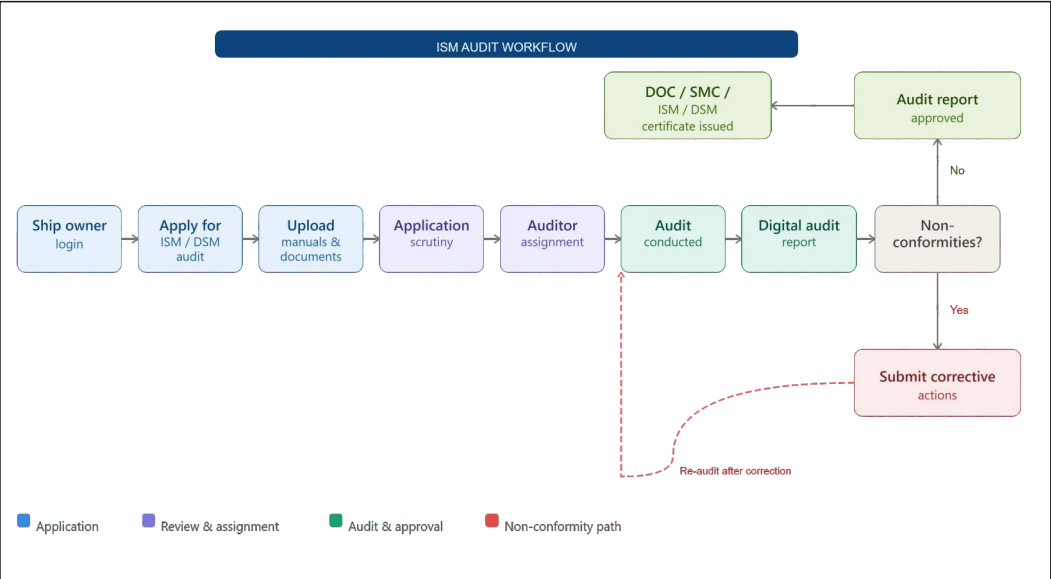
KEY BENEFITS

For Ship Owners & Operators

- Online audit applications
- Transparent audit scheduling
- Faster certificate issuance
- Digital submission of corrective actions
- Real-time audit status tracking
- Reduced paperwork and manual follow-ups

For DGMA & Auditors

- Centralized audit management
- Digital assignment and monitoring of auditors
- Standardized audit workflows
- Enhanced compliance monitoring
- Complete audit trail and reporting
- Improved transparency and governance



DIGITAL TRANSFORMATION AT A GLANCE With e-Samudra

- Online audit applications
- Automated workflow-based assignment
- Digital document management
- Online non-conformity management
- Instant digital certificate generation
- Real-time tracking and notifications
- Integrated workflow for Ship Owners, Auditors & DGMA

ISM / DSM AUDITS

Digital Safety Management Audits & Certification



MODULE OVERVIEW

The **ISM/DSM Audits** module of the **e-Samudra Portal** provides a comprehensive digital platform for managing audits and certification under the **International Safety Management (ISM) Code** and **Domestic Safety Management (DSM) Code**. The module supports online audit applications, auditor assignment, digital audit reporting, non-conformity management, and issuance of statutory certificates through structured, workflow-driven processes.

By digitizing the complete audit lifecycle, e-Samudra enhances transparency, reduces manual coordination, and enables faster compliance with national and international maritime safety standards.

Sub-Modules / Services

Audit Management

- ISM Audit Application
- DSM Audit Application
- Auditor Profile Management
- Auditor Assignment & Scheduling

Audit Execution

- Document & Manual Review
- Digital Audit Reporting
- Non-Conformity Management
- Corrective Action Submission

Certification

- Issue of Document of Compliance (DOC)
- Issue of Safety Management Certificate (SMC)
- ISM Certificate Issuance
- DSM Certificate Issuance

Challenges with the Previous System

- Manual audit scheduling
- Physical submission of manuals and documents
- Manual audit reporting
- Paper-based tracking of non-conformities
- Manual certificate processing
- Limited application visibility
- Manual coordination between stakeholders

How e-Samudra Provides the Solution

- Fully online application process
- Digital auditor assignment
- Secure digital document management
- Digital audit reporting
- Online corrective action workflow
- Digital certificate issuance
- Automated notifications and real-time tracking



CITIZEN CHARTER

#	Sub Modules	Citizen Charter Timeline	eSamudra - Turnaround time
1	Identity Cards for Sailing Vessel Seamen	07 days	Approval within 03 working days.
2	Renewal of Identity Cards	07 days	Approval within 03 working days.

*Approval is completed within 24 hours for complete applications under a positive workflow. Printing and physical delivery of the Identity Card are subject to the applicable dispatch and delivery arrangements.

KEY SERVICE IMPROVEMENTS

Identity Card Services

- Digital application and approval
- Approval within 03 working days for complete applications

Tindal Certificate

- Can be issued within 1 Working Day for complete online applications

Crew Management

- Digital recording of Sign-On and Sign-Off details
- Centralized service history and record management



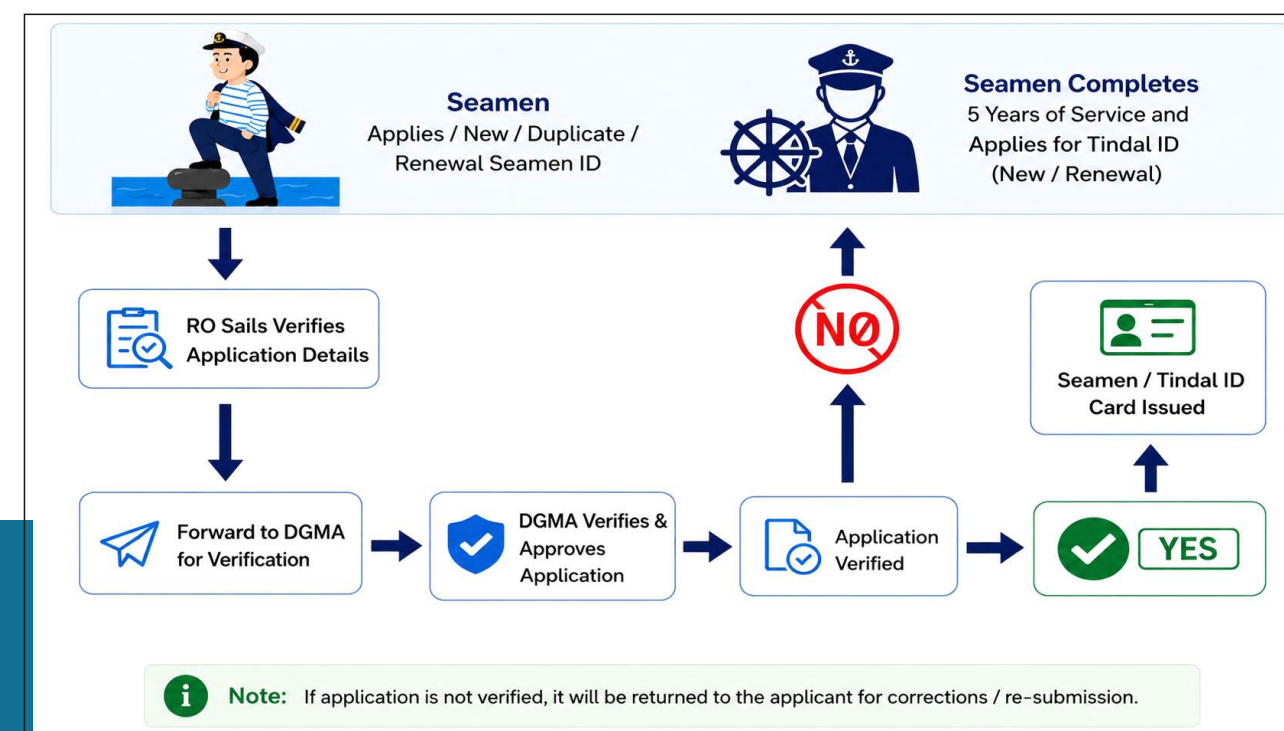
KEY BENEFITS

For Sailing Vessel Seamen

- Online profile management
- Faster Identity Card issuance and revalidation
- Simplified Tindal Certificate processing
- Real-time application tracking
- Secure digital records
- Reduced paperwork and office visits

For DGMA

- Centralized seamen database
- Workflow-driven verification and approvals
- Digital crew service records
- Improved transparency and regulatory compliance
- Enhanced monitoring and audit trail
- Faster service delivery



DIGITAL TRANSFORMATION AT A GLANCE With e-Samudra

- Fully digital onboarding
- Online application and approval
- Digital Sign-On & Sign-Off management
- Secure digital document upload
- Real-time status tracking
- Approval within 03 Working days

TONNAGE TAXATION

Digital Compliance Management under the Tonnage Tax Scheme



MODULE OVERVIEW

The **Tonnage Taxation** module of the **e-Samudra Portal** provides a centralized digital platform for managing training compliance obligations under the Tonnage Tax Scheme. The module enables shipping companies to submit and manage Basic Training Commitments (BTC), Annual Returns, and Minimum Training Requirement (MTR) compliance through secure, transparent, and workflow-driven digital processing.

With automated validations, online payments, compliance calculations, and multi-level approvals, the module significantly reduces processing time while ensuring regulatory compliance and improving operational efficiency.

Sub-Modules / Services

Basic Training Commitment (BTC)

- Submission of Basic Training Commitment (BTC)
- Scrutiny & Approval of BTC

Annual Return

- Submission of Annual Return
- Verification & Compliance Assessment
- Issuance of MTR Compliance Certificate

Compliance Management

- Minimum Training Requirement (MTR) Assessment
- Trainee Man-Day Calculation
- Administrative Charges & Penalty Calculation
- Compliance Record Management

Challenges with the Previous System

- Manual submission of BTC and Annual Returns
- Manual calculation of training compliance
- Paper-based document verification
- Limited visibility of application status
- Manual compliance record maintenance
- Lengthy approval process

How e-Samudra Provides the Solution

- Fully online submission
- Automated MTR and trainee man-day calculations
- Integrated online payment
- Workflow-based digital verification
- Centralized digital compliance repository
- Real-time application tracking
- Faster, rule-based processing

PROCESS TURNAROUND

The following timelines represent standard positive-flow system processing and are not Citizen Charter commitments.

#	Sub Modules	Citizen Charter Timeline (old)	eSamudra - Turnaround time
1	Preparation and Consolidation of Budget Estimates / Revised Estimates	Not specified in the Citizen Charter	02 working days for submission, system -based consolidation, review and forwarding for approval under a positive workflow
2	Budget Allocation / Reallocation		01 working day for system -based validation, approval routing and updating of the applicable budget allocation
3	Expenditure Monitoring against Approved Budget		Near real-time, based on the availability and successful synchronization of expenditure information from PFMS
4	Submission and Processing of Audit Observation Response		02 working days for submission, review and forwarding of a complete response with supporting documents under a positive workflow
5	Closure of Audit Observation		01 working day after acceptance of the response and supporting documents by the competent authority
6	Procurement Note and Administrative Approval		02 working days for system -based scrutiny, financial concurrence and approval under a positive workflow
7	Bid Documentation		02 working days for preparation, review, concurrence and approval of complete bid documentation within the system
8	Pre-Bid Query / Corrigendum Processing		01 working day after receipt of finalized replies or corrigendum content for review, approval, system update and generation
9	Technical / Financial Bid Evaluation Processing		02 working days after the evaluation details and supporting records are entered in the system and submitted for approval
10	Letter of Intent		02 working days for system -based review, approval, generation and notification under a positive workflow
11	Contract Preparation / Work Order		02 working days for system -based preparation, review, concurrence, approval and generation of the applicable contract or work order

Note: These timelines apply to complete submissions under a positive workflow. Procurement timelines exclude statutory tender publication and bid submission periods.

KEY BENEFITS

For DGMA & Internal Users

- Centralized financial management
- Faster budget approvals
- Real-time expenditure visibility
- Simplified audit compliance
- Paperless procurement process
- Standardized approval workflows

For Organizational Governance

- Improved transparency and accountability
- Stronger financial controls
- Centralized audit repository
- Integrated procurement lifecycle
- Better monitoring through dashboards and MIS reports
- Enhanced compliance with government financial procedures

KEY SERVICE IMPROVEMENTS

Budget & Finance

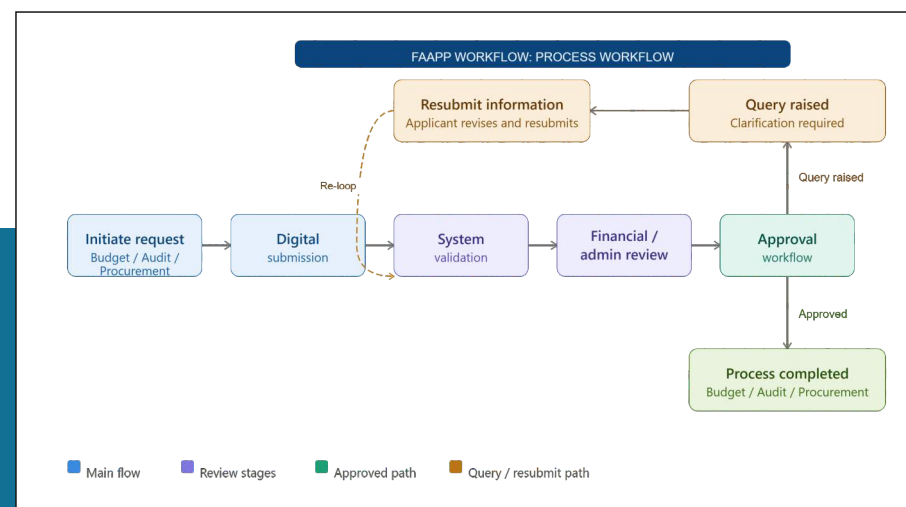
- Digital preparation and consolidation of budgets
- Workflow-based fund allocation
- Near real-time expenditure monitoring through PFMS integration

Audit Management

- Centralized audit observation tracking
- Digital submission and review of responses
- Faster closure of audit observations

Digital Procurement

- Complete procurement lifecycle management
- Electronic bid documentation
- Digital approvals and contract generation
- Workflow-driven procurement governance



DIGITAL TRANSFORMATION AT A GLANCE With e-Samudra

- Digital budget management
- Workflow-based approvals
- PFMS-integrated monitoring
- Digital audit lifecycle
- End-to-end e-Procurement workflow
- Automated document generation
- Real-time dashboards and MIS

FINANCE, ACCOUNTS, AUDIT & PUBLIC PROCUREMENT (FAAPP)

Digital Financial Governance & Procurement Management



MODULE OVERVIEW

The **Finance, Accounts, Audit & Public Procurement (FAAPP)** module of the **e-Samudra Portal** provides a centralized digital platform for managing the financial and administrative operations of the Directorate General of Maritime Administration and its allied offices. The module streamlines budget planning, fund allocation, expenditure monitoring, audit management, and public procurement through standardized, workflow-driven digital processes.

By integrating financial approvals, audit tracking, procurement workflows, and PFMS-based expenditure monitoring, the module enhances transparency, accountability, and operational efficiency while supporting informed decision-making.

Sub-Modules / Services

Budget Management

- Budget Estimates (BE)
- Revised Estimates (RE)\
- Budget Allocation & Reallocation
- Expenditure Monitoring (PFMS Integration)

Audit Management

- Audit Observation Management
- Audit Response Submission
- Closure of Audit Observations

Public Procurement

- Procurement Note Preparation
- Administrative Approval
- Bid Documentation
- Pre-Bid Queries & Corrigendum
- Technical & Financial Bid Evaluation
- Letter of Intent (LoI)
- Contract / Work Order Generation

Challenges with the Previous System

Manual budget preparation and approvals

Fragmented financial records

Manual audit tracking

Paper-based procurement workflow

Multiple approval layers managed offline

Limited real-time expenditure monitoring

Manual reporting

How e-Samudra Provides the Solution

Digital budget planning and consolidation

Workflow-based allocation and approval

Near real-time PFMS integration

Centralized audit management

End-to-end digital procurement workflow

Automated contract and work order generation

Dashboards, MIS reports, and audit trail



CITIZEN CHARTER

#	Sub Modules	Citizen Charter Timeline (old)	eSamudra- Turnaround time
1	Processing and Approval of Basic Training Commitment	Not specified in the Citizen Charter, however it takes 30 to 60 days as per gazette notification.	30 Working days subject to compliance of all the required documents and details.
2	Processing of Annual Return and issuance of MTR Compliance Certificate	Not specified in the Citizen Charter, however it takes 30 to 60 days as per gazette notification.	45 working days subject to compliance of all the required documents and details.

*Turnaround time is applicable only for complete applications submitted with all required documents and information. Applications requiring clarification, additional documents, or payment compliance may take longer depending on the time taken by the applicant to respond.

KEY SERVICE IMPROVEMENTS

Basic Training Commitment (BTC)

- End-to-end online submission and approval
- Automated validation of application data
- Digital workflow for faster processing

Annual Return

- Online submission of Annual Returns
- Automated compliance assessment
- Digital issuance of MTR Compliance Certificate

MTR Compliance

- Automated trainee man-day calculation
- Real-time compliance monitoring
- Electronic maintenance of compliance records



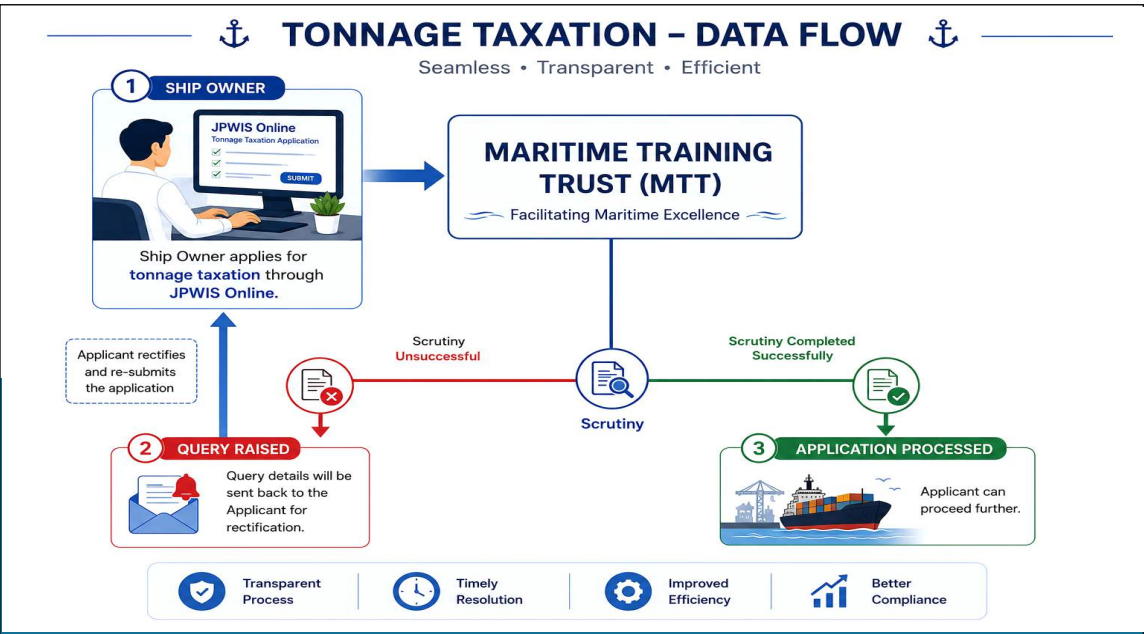
KEY BENEFITS

For Shipping Companies

- Paperless compliance management
- Online submission of BTC and Annual Returns
- Faster compliance approvals
- Real-time application tracking
- Automated compliance calculations
- Reduced administrative effort

For DGMA

- Standardized digital compliance workflows
- Automated calculation of MTR requirements
- Centralized compliance database
- Improved monitoring and reporting
- Enhanced transparency and audit trail
- Faster decision-making and regulatory oversight



DIGITAL TRANSFORMATION AT A GLANCE With e-Samudra

- Fully online submission
- Digital workflow
- Automated MTR calculation
- Paperless processing
- Certificate within 1–2 working days
- Real-time tracking and notifications

MEDICAL PRACTITIONER

Digital Registration & Medical Certification for Maritime Healthcare Professionals



MODULE OVERVIEW

The **Medical Practitioner** module of the **e-Samudra Portal** provides a secure digital platform for the registration, approval, and renewal of DGMA-approved medical practitioners. The module also enables practitioners to conduct medical examinations and issue **Medical Fitness Certificates** to seafarers through an integrated, paperless workflow.

With online applications, digital verification, centralized record management, and real-time certificate generation, the module enhances efficiency, transparency, and regulatory compliance while improving healthcare service delivery to the maritime community.

Sub-Modules / Services

Medical Practitioner Management

- Registration of Medical Practitioners
- Renewal of Medical Practitioner Approval
- Profile & Registration Management

Medical Certification

- Medical Examination of Seafarers
- Digital Issuance of Medical Fitness Certificates
- Medical Record Management

Compliance & Monitoring

- Audit Planning & Reporting
- Practitioner Record Management

Challenges with the Previous System

- Manual registration and renewal process
- Physical document verification
- Paper-based medical certification
- Decentralized medical records
- Manual audit tracking
- Limited visibility of application status

How e-Samudra Provides the Solution

- Fully online application process
- Secure digital document management
- Real-time digital certificate generation
- Centralized digital medical records
- Workflow-based approvals with online tracking
- Digital audit planning and reporting
- Real-time application monitoring



CITIZEN CHARTER

#	Sub Modules	Citizen Charter Timeline	eSamudra - Turnaround time
1	Approval of Medical Examiners	15 days	7 working days
2	Issuance of Medical Certificate	Not specified in the Citizen Charter	Real-time, immediately after completion of the medical examination and data input by Medical Practitioner

Turnaround time represents a complete application under a positive workflow. Medical certificates are generated immediately upon successful completion of the medical examination and submission of findings by the approved Medical Practitioner.

KEY SERVICE IMPROVEMENTS

Medical Practitioner Registration

- Online registration and renewal
- Processing completed within 4–6 Hours, subject to complete applications.

Medical Fitness Certificates

- Issued in real-time immediately after examination and data entry.
- Eliminates manual certificate preparation and physical processing.

Audit & Compliance

- Digital audit planning and reporting.
- Near real-time compliance monitoring through centralized records.



KEY BENEFITS

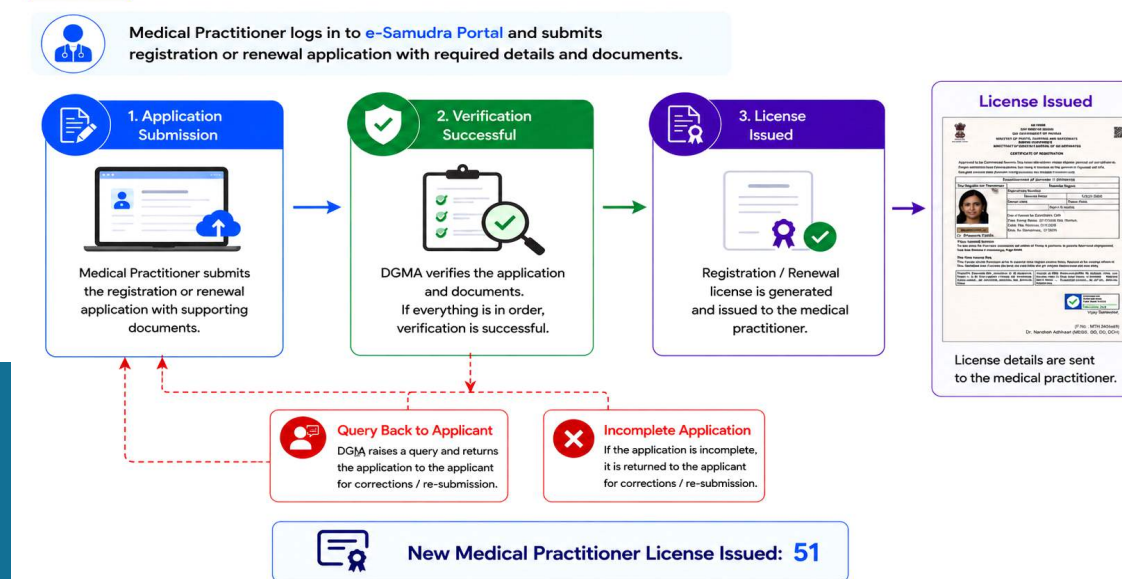
For Medical Practitioners

- Online registration and renewal
- Digital management of medical examinations
- Real-time certificate generation
- Secure practitioner profile management
- Reduced paperwork and administrative effort
- Faster approvals and renewals

For Seafarers & DGMA

- Faster availability of Medical Fitness Certificates
- Centralized digital medical records
- Improved regulatory compliance
- Better audit and monitoring capabilities
- Enhanced transparency and traceability
- Efficient healthcare service delivery

Medical Practitioner Process Flow



DIGITAL TRANSFORMATION AT A GLANCE With e-Samudra

- Fully online registration & renewal
- Real-time digital certificate issuance
- Secure online document management
- Centralized medical database
- Digital audit management
- Real-time tracking and monitoring