

Frequently Asked Questions

Q1. What is the Grievance Redressal Module?

The Grievance Redressal Module is an online platform for submitting, tracking, and managing grievances related to Directorate General of Maritime Administration stakeholders

Q2. Who can submit a grievance?

Registered users, unregistered users and helpdesk personnel on behalf of others can submit grievances

Q3. Who is considered a Registered User and an Unregistered User?

Registered User: A Registered User is a user who has an authenticated account in the Directorate General of Maritime Administration ecosystem/portal and can log in to submit grievances using pre-verified profile information. Seafarers, RPSLs, MTIs, and Shipping Companies are considered Registered Users and can access the grievance facility using their existing e-Governance User ID.

Unregistered User: An Unregistered User is a user who does not have a registered portal account but is permitted to submit a grievance by providing the required details and completing the applicable OTP verification. The Unregistered User types include Next of Kin, Students, Flag State, Foreign National, ITF, International Association, Foreign NGO, Other, Seafarer, MTI, Seamen, Chartering Agent/Chartering Company, Medical Doctor, and Ship Managers, as applicable.

Q4. What details are required to submit a grievance?

Applicant details, grievance category, sub-category, grievance description, and supporting documents

Q5. How do I select the correct Grievance Category and Sub-Category?

Select the category and sub-category that most closely describes the subject matter of your grievance.

Before submitting:

- Read the available category and sub-category descriptions carefully.
- Select the option that best represents the primary issue.
- Do not select a category merely because it contains a related keyword.
- If multiple categories appear relevant, select the category that represents the main issue for which you are seeking action or resolution.
- Provide sufficient details in the grievance description to explain the complete issue

Q6. What happens if I select the wrong category or sub-category?

Selecting an incorrect category does not necessarily mean that the grievance will be rejected.

The concerned authority may examine the contents of the grievance and, where applicable, reassign/forward the grievance to the appropriate authority or workflow based on its actual subject matter.

Users should therefore provide a clear and complete description of the issue even when they are uncertain about the exact category

Q7. What if my grievance category is not listed?

Select "Others"; it will be reviewed by the Nodal Officer

Q8. What should I enter in the "Expected Outcome" field?

The Expected Outcome field is used to understand what action, resolution, clarification, correction, or relief the complainant expects from the Directorate/concerned authority.

Avoid entering general statements such as *"Please solve my problem."* Instead, specify the particular action or resolution expected.

Q9. Can I submit a grievance on behalf of someone else?

A grievance may be submitted on behalf of another individual where the system permits such representation and the person submitting the grievance is authorised or otherwise legitimately acting on behalf of the concerned individual.

The representative should provide accurate details of the actual affected person and clearly indicate the relationship/role of the person submitting the grievance.

Where required, supporting proof of authorisation or relationship may be requested.

Q10. Can I submit the same grievance multiple times?

Do not file the same matter repeatedly. The system blocks a second open grievance for the same complainant identity, category, and sub-category until the earlier one is Closed or Rejected.

Q11. Are anonymous grievances permitted?

No. Anonymous grievances are not permitted. A grievance can be submitted only with valid complainant information and the required verification. For Registered Users, OTP verification is required for login, while Unregistered Users are required to complete OTP verification during grievance submission

Q12. How are grievances assigned to officers?

Based on configured category, sub-category, and escalation matrix

Q13. What are the grievance states I might see?

Pending, Queried, Resolved or Rejected

Q14. What do the different grievance statuses mean?

Status	Meaning
Submitted	The grievance has been received and is currently being examined/processed by the concerned authority.
Query Raised	Additional information, clarification or documents are required from the complainant before the grievance can be processed further.
Resolved	The grievance has been examined and the concerned authority has completed the action/disposal of the grievance.
Rejected	The grievance has been examined but cannot be accepted/processed for the applicable reason.
Appealed	The complainant has submitted an appeal against an eligible grievance decision, and the appeal is under the applicable appeal workflow.

Q15. What is the difference between Closed grievance and Rejected grievance?

Closed means the authority has disposed of the grievance after processing (including where relief is granted, partly granted, or closed with recorded reasons). Closure remarks explain the outcome

A Rejected grievance means that the grievance was not accepted for further processing or was rejected after examination for a specific reason.

The reason for closure or rejection should be available to the complainant through the grievance details/closing remarks.

Q16. Will I receive notifications for status changes?

Yes, via Email/SMS/WhatsApp (if opted).

Q17. What does “Query Raised” mean and what must I do?

Query Raised means that the concerned officer requires additional information, clarification, documents, or an explanation from the complainant to proceed with the grievance

When a query is raised, the complainant should:

- I. Open the grievance using the tracking facility/Or login into the eNavik portal as public user
- II. Read the query carefully
- III. Provide the requested information/documents
- IV. Submit the response within the specified time

Q18. How do I respond to a clarification request?

Log in / use tracking portal and upload the requested information/documents

Q19. What is the time limit for responding to a query raised on a grievance, and what happens if I do not respond?

You (the complainant): 7 days from the latest pending query. If there is no reply, the system auto-rejects the grievance. Appeal is not allowed after that auto-rejection. File a new grievance only if the matter still stands, with the documents that were asked for.

Against party (company/institute/RPSL/seafarer): reminders go out (including around day 5). After 10 days without reply, the officer is alerted to take action (including possible show-cause). That path is not the same 7-day auto-reject as for the complainant.

Q20. When can I file an appeal?

You may appeal once if:

- Status is Closed or Rejected by an officer (not auto-rejected for query non-response);
- You file within 30 days of the closure or rejection date;
- No appeal is already on record.

Q21. Significance of the Grievance Tracking Number and its usage.

The Grievance Tracking Number is the unique reference number assigned to a grievance after successful submission.

It should be retained carefully because it can be used to:

- Track the grievance status.
- View grievance details.
- Refer to the grievance while communicating with the helpdesk/authority.

- Identify the grievance when responding to a query.
- Track the appeal, where applicable.

Q22. How can I get help if I face difficulties while registering or tracking a grievance?

Users can contact the 24/7 Grievance Helpdesk through any of the following channels:

- Indian Toll-Free: 1800-889-7768
- International Calls: +1-888-988-0256
- Email: enavik.24x7@gov.in
- WhatsApp: +91 8655856830

The Helpdesk can assist users with difficulties related to grievance registration, tracking, portal access, and other system-related issues

Q23. Who can access my grievance details?

The system should enforce role-based access so that users cannot access grievances that are outside their authorised scope. Access is role-based and audit logged.