

COASTAL SHIPPING

TRAINING MANUAL

Directorate General of Maritime Administration

Ministry of Ports, Shipping & Waterways | Government of India

Prepared by

COASTAL SHIPPING, DGMA

Version and Review

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MANUAL STRUCTURE GUIDE

Your editing map — each row shows a section and exactly what content needs to be added.

Section	Title	Content to Complete
Welcome	Message from the Branch Head	- Personal welcome from Branch Head - Context and purpose of the manual - Sign-off with name and date
Sec 1	Introduction and Scope	1.1 Purpose of this manual 1.2 Applicability — all staff grades and categories 1.3 Reading guide — what to read, and when, by grade
Sec 2	DGMA Organisational Structure	2.1 DGMA mandate and statutory basis 2.2 Reporting hierarchy and wings/branches overview 2.3 COASTAL SHIPPING — location, branch head, staffing, and external interfaces
Sec 3	Branch Mandate and Strategic Importance	3.1 Core responsibilities, objectives, and strategic importance 3.2 Applicable laws, conventions, and international standards 3.3 Recent regulatory developments (2024-2025)
Sec 4	Branch Functions and Processes	4.1 Function 1 — process flow, step-by-step table, quality standards, escalation, common challenges 4.2 Function 2 — same structure as above 4.3 Function 3 — same structure as above 4.4 Current team structure (staffing pattern by grade)
Sec 5	Compliance and Governance	5.1 Applicable service rules and branch-specific regulations 5.2 Conduct and ethics — core principles and information classification
Sec 6	Digital Systems and Tools	6.1 E-Office — navigation, workflow, and data entry best practices 6.2 Branch-specific systems (name, purpose, modules, reports, troubleshooting) 6.3 IT support contacts, hours, and response time (SLA)
Sec 7	Role-Specific Expectations	7.1 Group A — responsibilities, performance standards, and onboarding timeline 7.2 Group B — responsibilities, standards, escalation triggers, and onboarding timeline 7.3 Group C — responsibilities, standards, task examples, and onboarding timeline
Sec 8	Training and Development	8.1 Five mandatory training modules — topics and durations to fill in

		8.2 Ongoing learning — in-service training and external training opportunities
Sec 9	Appendices	9.1 Key DGMA Orders and Circulars (2025) — add order/circular numbers and subjects 9.2 Standard templates — locations and list of branch-specific templates
Sec 10	Getting Started	- First week, first month, and first 90 days checklists - Ongoing support guidance - Training mentor details — name, designation, contact, availability
Annex	Branch-Specific Technical Guidance	- All 14 branches: Engineering, Nautical, Naval Architecture x2, Administration, Coordination, Crew, Maritime Training, International Cooperation, Finance/Audit, Vigilance, Personnel, MSL, Coastal - Each entry covers: Core Technical Areas Specialised Workflows Capacity Building

Recommended Editing Sequence for Branch Editors

- Step 1 — Section 2.3: office location, branch head, staffing, cross-branch relationships
- Step 2 — Section 3: branch mandate, objectives, applicable legislation
- Step 3 — Section 4: each function with process flow, steps, quality standards, escalation
- Step 4 — Section 6.2: branch-specific IT systems with purpose, modules, troubleshooting
- Step 5 — Section 9: DGMA Orders, Circulars, and branch template list
- Step 6 — Section 8.1: fill in training module durations
- Step 7 — Cover page, welcome message, mentor details, and effective date
- Step 8 — Right-click the Table of Contents and select 'Update Field' to refresh page numbers

A MESSAGE FROM THE BRANCH HEAD

Welcome to the Coastal Shipping Branch, Directorate General of Shipping.

You are joining one of India's most important maritime regulatory bodies at a time of significant growth and transformation for the sector. The DGMA sits at the heart of India's maritime governance framework responsible for the safety of seafarers, the integrity of our merchant fleet, and India's standing in the international maritime community.

This training manual has been prepared to give you a confident start. It explains who we are, what your branch does, how we work, and what is expected of you. Whether you are joining as a Group A officer taking on policy leadership or as a Group C staff member providing essential operational support, your contribution matters.

Please read this manual carefully during your first few weeks. Keep it as a working reference it is here to help you navigate procedures, understand standards, and find answers to day-to-day questions.

We look forward to working with you.

Shri. Ravii Kumar M.

Ship Surveyor-cum-DDG(Tech)

31.07.2026

1. INTRODUCTION AND SCOPE

1.1 Purpose of This Manual

The Coastal Shipping Training Manual is your go-to reference as a new member of this branch. It gives you everything you need to understand how the branch fits into the wider organisation, how day-to-day work is carried out, and what is expected of you from your first day onwards.

Specifically, this manual will help you:

- Understand the DGMA mandate, how the organisation is structured, and the role this branch plays within it
- Follow step-by-step procedures for the core functions of the branch
- Navigate applicable service rules, conduct standards, and maritime regulations
- Get up and running on the IT systems and digital platforms you will use every day
- Identify the people and organisations you will work with both inside and outside DGMA
- Follow a structured learning pathway tailored to your grade level

1.2 Who This Manual Is For

This manual applies to everyone joining the Coastal Shipping Branch, regardless of grade:

Group	Typical Designations	Focus Areas in This Manual
Group A	Deputy Director General (DDG)	Sections 2–5 (mandate, functions, governance)
Group B	Assistant Director General (ADG)	Sections 4–6 (operations, procedures, systems)
Group C	Assistant, UDC/LDC, Data Entry Operator	Sections 7 and system training modules
Support Staff	Multi-Tasking Staff, contractual personnel	Sections 1–2 and role-specific guidance

1.3 How to Use This Manual

Not everyone needs to read everything from the start. Here is a suggested reading approach based on your grade:

Timeframe	Group A Officers	Group B Officers
Week 1	Read all sections for comprehensive understanding of the branch and DGMA	Read Sections 1–3 for organisational context
Weeks 2–3	Deep-dive into Sections 3–5: mandate, functions, and coordination	Study Sections 4–6: operations, procedures, and systems
Month 1–2	Policy review, stakeholder meetings, strategic planning	Supervised case handling with regular review
Month 3+	Full operational autonomy; use as ongoing reference	Independent case handling; identify areas for process improvement

Group C Staff should focus on Section 7 (role-specific tasks) and system training in their first two weeks, using Sections 1–2 to understand the broader context. Refer back to Section 7 regularly as a practical guide.

2. DGMA ORGANISATIONAL STRUCTURE

2.1 DGMA Mandate and Statutory Basis

The Directorate General of Shipping (DGMA) is established under the Merchant Shipping Act, 1958, as amended by the Merchant Shipping (Amendment) Act, 2002, and the Merchant Shipping Act, 2025. It functions under the Ministry of Ports, Shipping and Waterways, Government of India.

DGMA is responsible for:

- Implementing national shipping policy and maritime legislation
- Ensuring the safety of life and ships at sea, and the prevention of marine pollution
- Regulating and promoting maritime education and training
- Examining and certifying Merchant Navy Officers
- Regulating the employment and welfare of seafarers

- Developing and managing Indian shipping tonnage
- Supervising and controlling field offices at major ports
- Representing India in international coordination on maritime matters

2.2 Organisational Structure

The DGMA operates through a clear hierarchy:

Level	Designation	Primary Role
1	Director General (DG)	Overall head; policy authority
2	Deputy DG / Additional DG	Wing oversight and senior advisory
3	Principal Officers / Joint Directors	Wing and branch leadership
4	Senior Officers / Section Officers	Functional managers; case oversight
5	Assistants, Clerks, MTS	Operational and support functions

Wings and Branches:

Wing / Branch	Location	Key Responsibilities
<i>Coastal Shipping Branch</i>	<i>Directorate General of Shipping, Mumbai</i>	□ <i>Handles Coastal Shipping Act-related matters</i> □ <i>Coordinates with MMDs on sailing vessels and fishing boats under the Merchant Shipping Act, 1958</i> □ <i>Promotes coastal shipping via bilateral/multilateral agreements (e.g., Bangladesh, Myanmar, BIMSTEC)</i> □ <i>Manages repatriation of distressed sailing vessel crew</i> □ <i>Oversees issuance of Sailing Vessel Identity Cards through a centralized system</i> □ <i>Administers rules for sailing vessels, livestock carriage, and fishing vessels</i> □ <i>Processes closure of sailing vessel registries</i>
<i>Field Offices : Mercantile Marine Departments (MMDs)</i>	<i>Mumbai, Kolkata, Chennai, Kochi, Kandla</i> <i>Goa, Noida, Port Blair, Haldia, Paradip, Vishakapatnam,</i>	<i>While the Coastal Shipping Branch is responsible for policy formulation, promotion, and development of coastal shipping, MMDs serve as the field-level regulatory offices responsible for vessel inspection, certification, compliance enforcement, and stakeholder</i>

	<i>Tuticorin, Mangalore, Jamnagar</i>	<i>facilitation for coastal shipping operations.</i>
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2.3 COASTAL SHIPPING BRANCH — Position and Mandate

Office Location	<i>9th Floor Beta Building, i-Think Techno Campus, Kanjurmarg East, Mumbai, Maharashtra 400042</i>
Branch Head	<i>Shri. Ravi Kumar M. , Ship Surveyor-cum-DDG (Tech.)</i>
Staff Structure	<i>Annexure A</i>

How this branch connects with others:

Interface	Detail
Within Administrative Wing	Coordination Branch & Administration Branch <i>The Coastal Shipping Branch works closely with the Coordination and Administration Branches for inter-departmental coordination, approvals, meetings, issuance of circulars, budgetary matters, staffing, workshops, stakeholder consultations, and implementation of policy decisions. These branches facilitate the administrative processes required for coastal shipping initiatives and projects</i>
Technical Wings	Naval Architecture and Engineering branches <i>Many coastal shipping initiatives involve vessel standards, ship design, safety requirements, technical regulations, age norms, vessel registration, and infrastructure planning. The Coastal Shipping Branch therefore coordinates with the Naval Architecture and Engineering Branches when developing regulations, schemes, and policies affecting coastal vessels and maritime infrastructure.</i>
Field Offices (MMDs)	MMD Mumbai, MMD Jamnagar, MMD Chennai, MMD Kolkata, MMD Kochi <i>The branch relies on MMD Mumbai, Jamnagar, Chennai, Kolkata, Kochi and other field formations for implementation and enforcement of regulations. MMDs provide operational support, field-level inspections, certification activities, stakeholder engagement, and execution of coastal shipping and sailing vessel-related functions. The branch also coordinates with regional officers for issuance and management of Sailing Vessel Identity Cards</i>
Government Agencies	State Maritime Boards. Major Port authorities <i>The Coastal Shipping Branch collaborates extensively with State Maritime Boards and Port Authorities to promote coastal cargo movement, develop coastal infrastructure, conduct Coastal State Workshops, gather regional inputs, implement schemes, and support national coastal shipping initiatives. Coordination with bodies such as the Indian Ports Association is also undertaken for national-level projects and policy implementation</i>
Industry Partners	Indian National Shipowners' Association (INSA), Indian Coastal Conference Shipping Associations (ICCSA), Indian Sailing Vessel Association, Coastal Container Transporters Association (CCTA), Indian Registry of Shipping (IRS)

	<i>Through consultations, workshops, committees, and review meetings, stakeholder inputs are incorporated into regulations, schemes, strategic plans, and implementation frameworks</i>
International Bodies	<i>The branch represents DG Shipping in regional maritime cooperation initiatives and coordinates bilateral and multilateral arrangements such as:</i> • <i>BIMSTEC</i> • <i>India–Bangladesh coastal shipping cooperation</i> • <i>India–Myanmar maritime cooperation</i> <i>These engagements support cross-border coastal trade, harmonization of procedures, and development of regional maritime connectivity</i>

3. BRANCH MANDATE AND STRATEGIC IMPORTANCE

3.1 What This Branch Does

The Coastal Shipping Branch is responsible for:

Regulating and administering coastal trade, sailing vessels, and fishing vessels under the Merchant Shipping Act. It develops and implements policies, regulatory frameworks, and incentive measures to promote safe, efficient, and sustainable coastal shipping while ensuring compliance with national maritime standards. Through these efforts, the Branch contributes to strengthening India's maritime sector, supporting economic growth, and enhancing the country's shipping capabilities.

Primary Objectives

- Regulate and administer coastal shipping activities by overseeing matters related to coastal trade, sailing vessels, and fishing vessels under the Merchant Shipping Act, ensuring compliance with maritime laws and standards.
- Develop and implement policies, regulations, and incentives that promote safe, efficient, and sustainable coastal shipping operations across India's maritime zones.
- Strengthen maritime cooperation and governance through coordination with Mercantile Marine Departments, management of vessel registration and identity systems, and facilitation of regional coastal shipping agreements with neighbouring countries.

Why this branch matters to DGMA:

- Ensures maritime safety and regulatory compliance by providing oversight of sailing vessels, fishing vessels, crew welfare, and operational standards within the coastal shipping sector.
- Supports India's maritime growth and economic development by enabling efficient coastal trade, improving connectivity, and fostering a resilient shipping ecosystem.
- Advances DGMA's strategic maritime objectives through policy formulation, international collaboration, and streamlined administration of coastal shipping and vessel-related services.

3.2 Applicable Laws and International Standards

All work in this branch is grounded in the following legal and regulatory framework:

Core Legislation:

- Coastal Shipping Act, 2025

National Implementation:

- Prescribes a comprehensive regulatory framework for commercial activities in coastal trade across India's territorial waters and Exclusive Economic Zone (EEZ).
- Establishes standards for vessel licensing, safety, security, crewing, manning, and operational compliance in coastal shipping.
- Provides separate licensing requirements for coastal trade vessels and EXIM/foreign-trade vessels, ensuring lawful operation within Indian waters.
- Regulates all categories of vessels engaged in coastal trade, including non-propelled units such as Mobile Offshore Drilling Units (MODUs).
- Facilitates the integration of inland waterways and coastal shipping operations through a unified regulatory approach.
- Supports exploration, exploitation, and research activities in coastal waters under a defined legal and operational framework.
- Mandates reporting requirements and maintenance of a National Database for Coastal Shipping to enhance maritime domain awareness.
- Enables the development and implementation of the National Coastal and Inland Strategic Plan for coordinated growth of the sector.

3.3 Recent Regulatory Developments (2024–2025)

New staff should be aware of the following recent developments that affect this branch's work:

Development	Reference	Impact on This Branch
<i>Coastal Shipping Act 2025</i>	<u>Coastal Shipping Act, 2025</u>	<i>The Coastal Shipping Act, 2025 is expected to increase regulatory, administrative, and compliance-related activities through the implementation of a dedicated legal framework governing coastal shipping operations. It will necessitate enhanced oversight of vessel licensing, cargo movement, stakeholder coordination, policy implementation, and monitoring mechanisms to ensure effective enforcement of the Act.</i>
<i>Coastal Shipping Rules, 2025</i>	<u>Coastal Shipping Rules</u>	<i>The Coastal Shipping Act, 2025 mandates the establishment and management of the National Database of Coastal Shipping (NDCS), requiring continuous oversight of vessel licensing, voyage reporting, data validation, stakeholder coordination, and system integration across multiple maritime and government platforms. This will substantially increase administrative, monitoring, and digital compliance responsibilities by necessitating regular maintenance of coastal shipping data, performance monitoring, strategic planning activities, and periodic review of the national coastal shipping ecosystem.</i>
<i>Sailing vessel rules</i>		<i>The Sailing Vessels Rules will increase administrative and regulatory responsibilities through the registration, inspection, certification, crew identity management, safety oversight, and monitoring of mechanised sailing vessels operating in</i>

		<i>coastal and international trade. The Rules also require ongoing maintenance of centralised records, digital permit systems, compliance monitoring, stakeholder coordination, and enforcement of safety, security, and reporting requirements, resulting in a substantial expansion of regulatory oversight and operational monitoring functions.</i>
<i>Fishing vessel rules</i>		<i>The Fishing vessel rules will increase regulatory and administrative responsibilities through the registration, inspection, certification, survey, and compliance monitoring of fishing vessels, including coordination with Registrars, Surveyors, State Fisheries Departments, and vessel owners. The rules also introduce ongoing oversight of safety, security, pollution prevention, crew documentation, and certification requirements, necessitating enhanced monitoring, record management, and enforcement activities.</i>

4. BRANCH FUNCTIONS AND PROCESSES

4.1 Primary Functions

This branch carries out the following core functions. Each is described in detail below, including the process flow, responsibilities, quality standards, and common challenges you may encounter.

Function 1: Issuance of seaman ID Card for sailing vessel

What this function does and why it matters to DGMA's broader mission:

Process Flow:



Detailed Steps:

Step	Action	Who	Timeline	Documentation
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1	Issuance of Seamen ID Card.	DGMA	3-5 days	Sailing Vessel Seaman Identity Card Registration
2	Registration and Login on e-Samudra Portal	Applicant	3-5 days	User Registration & Login Credentials
2	Selection of RO Sails and Submission of ID Card Application Form with supporting documents	Applicant	1-2 Days	ID Card Application Form, Passport, Police Verification Certificate, Address Proof, Medical Certificate, Photograph & Signature
3	Payment of prescribed fee and generation of Application Reference Number	Seaman Applicant / System	Same Day	Bharatkosh Payment Receipt, Application Reference Number
4	Scrutiny and Verification of Application	RO Sails	3-5 Days	Submitted Application & Supporting Documents
5	Verification and Examination of Application	DA Coastal	2-3 Days	Verified Application File
6	Final Approval / Query / Rejection Decision	ADG Coastal	2-3 Days	Approved Application File / Query Remarks
7	Generation of Seaman Identity Card Number and Approval Communication	System / ADG Coastal	Same Day	Seaman Identity Card Registration Record
8	Printing, Scanning and Upload of Identity Card	DA Coastal	2-3 Days	Printed Identity Card & Scanned Copy
9	Dispatch of Identity Card and Upload of Tracking Number	DA Coastal	1-2 Days	Dispatch Details & Tracking Number
10	Notification of Dispatch and Closure of Application	System	Same Day	Application Closure Record & Notification Log

Quality Standards

- After approval the cards are sent for printing
- Post printing, the spreadsheet containing tracking data is prepared
- The ID Cards are packed and then further dispatched

Escalate to Branch Head when:

- In case of mismatch of police verification or any other document in the application
- In case of ambiguity on any matters

- Interpretation of the sailing vessel rules and provisions in the MS act in relation to Sailing vessels and Fishing vessels

Common Challenges and How to Handle Them:

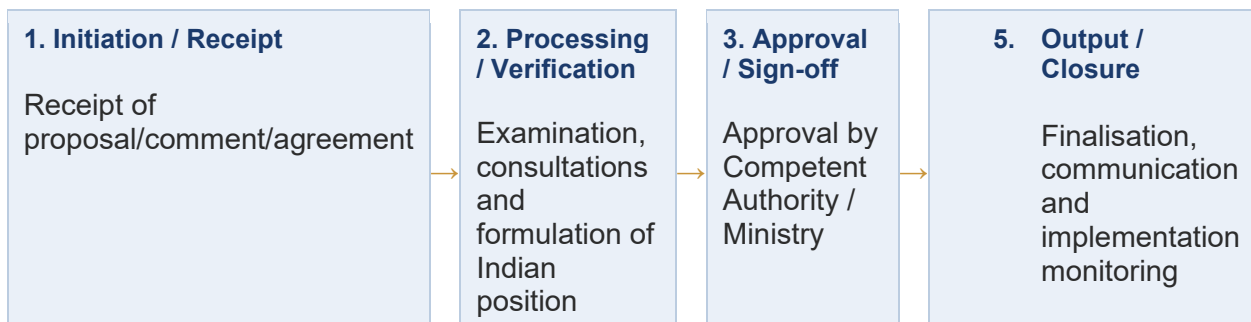
Challenge	Likely Cause	Recommended Action
<i>Data inconsistencies and incomplete applicant submissions</i>	<i>Manual data entry and submission of incomplete or incorrect supporting documents</i>	<i>Introduce mandatory field validations, document checklists, automated data verification, and applicant guidance through the portal.</i>

Function 2: BIMSTEC/ Bi lateral agreements:

What this function does and why it matters to DGMA's broader mission:

Facilitates the negotiation, implementation, monitoring and review of maritime transport cooperation arrangements with BIMSTEC Member States and partner countries to strengthen regional connectivity, facilitate maritime trade, promote harmonised maritime practices, and advance India's strategic maritime interests. The function also supports operationalisation of maritime transport agreements, development of SOPs, coordination with Competent Maritime Authorities, and resolution of implementation issues arising under such agreements.

Process Flow:



Detailed Steps:

Step	Action	Who	Timeline	Documentation
1	<i>Receipt of draft agreement, amendment proposal, SOP proposal, comments or implementation issue from BIMSTEC Member State / MEA</i>	<i>DGMA (Coastal Shipping Section)</i>	<i>3-5 working days</i>	<i>Draft Agreement, SOP, MEA Communication, Member State Comments</i>
2	<i>Examination of provisions, stakeholder consultation and formulation of India's position on maritime</i>	<i>DGMA in consultation with MoPSW, MEA and stakeholders</i>	<i>10-15 working days</i>	<i>Consultation Notes, Stakeholder Comments, Comparative Analysis, Draft Position Paper</i>

	<i>transport, vessel operations, crew documents, SOPs and implementation matters</i>			
3	<i>Approval of proposed position, response, amendments or SOPs by Competent Authority / Ministry</i>	<i>DGMA / MoPSW / Competent Authority</i>	<i>5-10 working days</i>	<i>Approval Note, Concurrence Records, Final Draft</i>
4	<i>Communication to BIMSTEC Secretariat / Member States and monitoring of implementation</i>	<i>DGMA / MoPSW / MEA</i>	<i>3-5 working days</i>	<i>Official Communication, Agreed Text, Meeting Records, Implementation Reports</i>

Quality Standards

- Alignment with BIMSTEC Agreement provisions and national maritime laws.
- Comprehensive consultation with relevant Ministries and stakeholders before finalisation.
- Accurate assessment of implications for vessel operations, crew documentation, maritime transport and port facilitation.
- Timely processing of comments, proposals and bilateral communications.

Escalate to Branch Head when:

- Proposal involves amendment of agreement provisions, SOPs or implementation arrangements.
- Significant policy, legal, cabotage or sovereignty implications are identified.
- Disputes or unresolved issues arise between Contracting Parties regarding implementation of the Agreement.
- Matter requires inter-ministerial decision or diplomatic intervention through MEA.

Common Challenges and How to Handle Them:

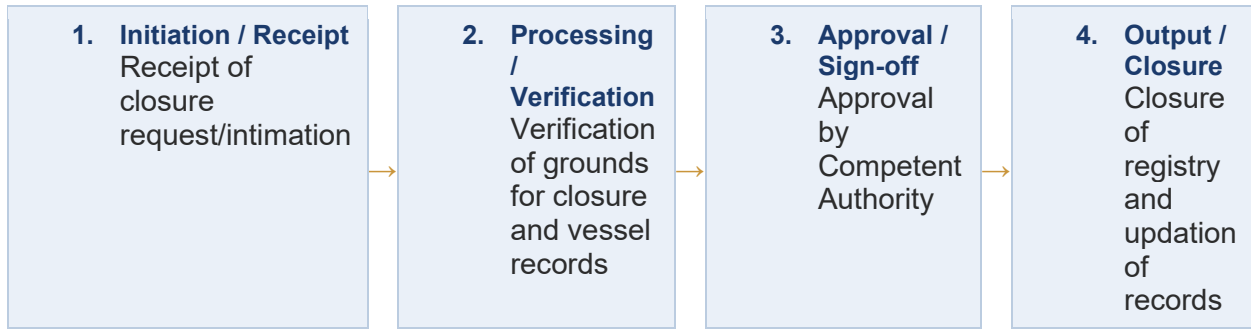
Challenge	Likely Cause	Recommended Action
<i>Divergent views among BIMSTEC Member States</i>	<i>Different national laws, operational practices and maritime priorities</i>	<i>Conduct consultations, prepare comparative assessments and develop mutually acceptable recommendations.</i>

Function 3: Registration and closure of sailing vessel registry

What this function does and why it matters to DGMA's broader mission:

Facilitates the registration, maintenance and closure of sailing vessel records to ensure that only legally recognized vessels operate under the Indian flag. The function supports maritime safety, regulatory oversight, ownership verification, and maintenance of an accurate national registry of sailing vessels through DGMA and the Mercantile Marine Departments (MMDs).

Process Flow:



Detailed Steps:

Step	Action	Who	Timeline	Documentation
1	Receipt of application/intimation for closure of vessel registry due to sinking, destruction, permanent loss, sale, transfer, or vessel being missing	Vessel Owner / MMD	3-5 working days	Closure Application, Owner's Declaration, Supporting Documents
2	Verification of ownership records, registration particulars and examination of evidence supporting closure request	MMD	7-10 working days	Certificate of Registry, Survey Reports, Casualty Reports, Sale Documents, Supporting Evidence
3	Assessment and recommendation for closure of vessel registry	Registrar of Sailing Vessels / MMD	3-5 working days	Verification Note, Recommendation Report
4	Approval of closure and cancellation of registration entry	Competent Authority (DGMA/MMD as applicable)	3-5 working days	Approval Order, Cancellation Record
5	Updating of registry records and issuance of closure/cancellation communication	MMD	2-3 working days	Updated Registry Record, Closure Certificate/Communication

Quality Standards

- Registry records accurately reflect the current status and ownership of the vessel.
- Closure is processed only after verification of all supporting evidence.
- All statutory records and databases are updated promptly following approval.
- Complete documentation is maintained for audit and legal purposes.

Escalate to Branch Head when:

- Ownership of the vessel is disputed.
- Vessel has been reported missing without conclusive evidence.
- Casualty or loss involves significant legal, insurance, or regulatory implications.
- Closure request involves interpretation of statutory provisions or exceptional circumstances.

Common Challenges and How to Handle Them:

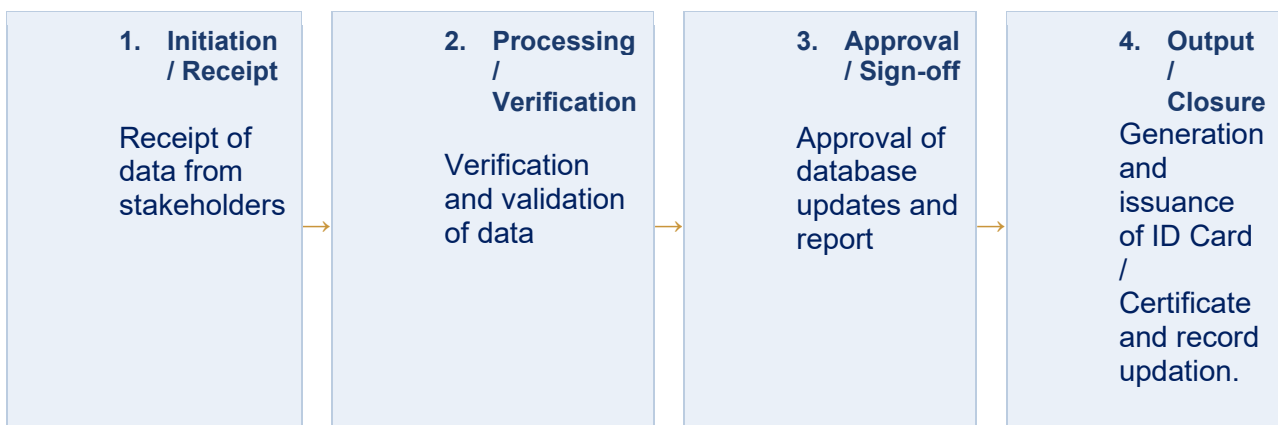
Challenge	Likely Cause	Recommended Action
<i>Incomplete documentation supporting closure request</i>	<i>Missing casualty reports, sale deeds, or ownership records</i>	<i>Seek additional documents from owner and verify records with the concerned MMD before processing.</i>
<i>Ownership disputes during closure</i>	<i>Multiple claims over the vessel or pending legal proceedings</i>	<i>Keep closure request pending and process only after legal ownership is established.</i>
<i>Delay in confirmation of vessel loss or missing status</i>	<i>Insufficient evidence regarding sinking, destruction or disappearance</i>	<i>Obtain reports from relevant maritime authorities, surveyors, insurers or investigating agencies before decision.</i>
<i>Registry records not updated across systems</i>	<i>Manual record maintenance or delayed communication</i>	<i>Ensure simultaneous updating of all registry databases and maintain audit trail of closure actions.</i>

Function 4: Monitoring of NDCS (Portal to be developed)

What this function does and why it matters to DGMA's broader mission:

Facilitates the monitoring, maintenance and analysis of the National Database of Coastal Shipping (NDCS) to ensure availability of accurate and up-to-date information on coastal vessels, voyages, cargo movement and coastal shipping activity. The function supports evidence-based policy formulation, performance monitoring, sectoral planning and implementation of coastal shipping initiatives.

Process Flow:



Detailed Steps:

Step	Action	Who	Timeline	Documentation
1	Collection of coastal shipping data from ports, vessel operators, coastal States and other designated stakeholders	Ports / Vessel Operators / Coastal States / DGMA	Monthly / Periodic	Voyage Data, Cargo Data, Vessel Information, Stakeholder Submissions
2	Validation, reconciliation and updation of information in NDCS	DGMA	3-5 working days from receipt	Verified Data Records, Database Update Logs
3	Monitoring of data quality, identification of discrepancies and follow-up with stakeholders	DGMA	Ongoing	Data Validation Reports, Clarifications, Exception Reports
4	Preparation of analytical reports, sectoral assessments and performance monitoring outputs	DGMA	Monthly / Quarterly	NDCS Reports, Dashboards, Policy Briefs
5	Maintenance of database records and dissemination of approved information for policy and planning purposes	DGMA	Continuous	

Quality Standards

- Accuracy and completeness of vessel, voyage and cargo data.
- Timely updation of records received from stakeholders.
- Consistency between data submitted by different entities.
- Regular generation of monitoring reports and analytics.

Escalate to Branch Head when:

- Significant data gaps or inconsistencies are observed across reporting entities.
- Persistent non-submission of data by designated stakeholders.
- Systemic issues affect integrity or availability of NDCS.
- Monitoring reveals trends requiring policy intervention or regulatory action.

Common Challenges and How to Handle Them:

Challenge	Likely Cause	Recommended Action
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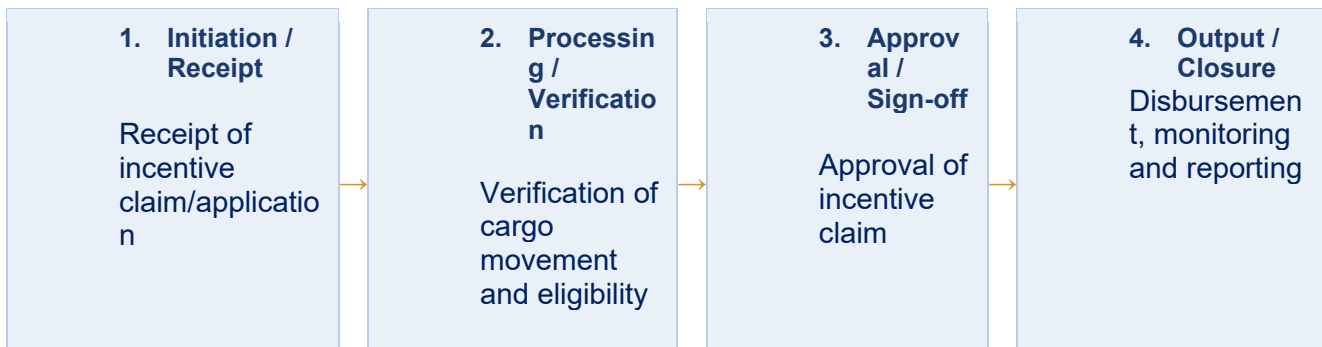
<i>Incomplete or delayed data submissions</i>	<i>Non-compliance by reporting entities or reporting delays</i>	<i>Follow up with concerned stakeholders, issue reminders and monitor submission timelines.</i>
<i>Data inconsistencies across sources</i>	<i>Variations in reporting formats or manual errors</i>	<i>Undertake reconciliation checks and seek clarification from data providers before finalization.</i>
<i>Duplicate or inaccurate records</i>	<i>Incorrect data entry or multiple submissions</i>	<i>Implement validation controls and periodic database audits.</i>
<i>Difficulty in generating reliable analytics</i>	<i>Data gaps and poor data quality</i>	<i>Strengthen reporting standards, improve validation mechanisms and conduct periodic stakeholder training.</i>

Function 5: Implementation of CCPS (When the scheme is rolled out)

What this function does and why it matters to DGMA's broader mission:

Facilitates the implementation, monitoring and administration of the Coastal Cargo Promotion Scheme (CCPS) to encourage modal shift of domestic cargo from road and rail to coastal shipping through performance-linked incentives. The function supports the Government's objective of increasing coastal cargo movement, reducing logistics costs, improving fuel efficiency, decongesting land transport networks, and strengthening the coastal shipping ecosystem.

Process Flow:



Detailed Steps:

Step	Action	Who	Timeline	Documentation
1	<i>Receipt of registration/application from eligible cargo owner, vessel operator or beneficiary under CCPS</i>	<i>Applicant / DGMA</i>	<i>3-5 working days</i>	<i>Registration Form, Supporting Documents, Undertaking</i>
2	<i>Verification of eligibility criteria, cargo particulars, voyage details and supporting evidence</i>	<i>DGMA</i>	<i>7-10 working days</i>	<i>Coastal Cargo Records, Voyage Reports, Port Documents, Claim Submission</i>

3	<i>Assessment of incremental coastal cargo movement and calculation of eligible incentive</i>	<i>DGMA</i>	<i>5-7 working days</i>	<i>Verification Report, Incentive Calculation Sheet</i>
4	<i>Approval of incentive claim by Competent Authority</i>	<i>DGMA / Competent Authority</i>	<i>3-5 working days</i>	<i>Approval Note, Sanction Order</i>
5	<i>Disbursement of incentive and updating of scheme records</i>	<i>DGMA / Pay & Accounts Authority</i>	<i>7-10 working days</i>	<i>Payment Records, Disbursement Statement</i>
6	<i>Monitoring of scheme performance, cargo growth and beneficiary compliance</i>	<i>DGMA</i>	<i>Quarterly / Ongoing</i>	<i>Monitoring Reports, Performance Dashboards, Utilization Reports</i>

Quality Standards

- Incentive claims verified against authentic voyage and cargo movement data.
- Only eligible cargo and beneficiaries considered under scheme provisions.
- Timely processing of claims and disbursement of approved incentives.
- Complete audit trail maintained for all applications and payments.

Escalate to Branch Head when:

- High-value or exceptional incentive claims are submitted.
- Disputes arise regarding cargo eligibility or incentive calculation.
- Suspected cases of duplicate claims, misreporting or misuse of scheme benefits are identified.
- Scheme implementation issues require policy clarification or revision of guidelines.

Common Challenges and How to Handle Them:

Challenge	Likely Cause	Recommended Action
<i>Incomplete or inaccurate claim submissions</i>	<i>Missing voyage records, cargo documents or supporting evidence</i>	<i>Issue deficiency notice and process claim after receipt of complete documentation.</i>
<i>Difficulty in validating incremental cargo movement</i>	<i>Inconsistent baseline data or reporting formats</i>	<i>Establish standardized verification methodology and cross-check data with ports and operators.</i>
<i>Delays in claim processing</i>	<i>Large volume of applications and multi-stage verification</i>	<i>Adopt digital claim management system and define processing timelines.</i>
<i>Low participation by eligible cargo owners</i>	<i>Limited awareness of scheme benefits</i>	<i>Conduct stakeholder outreach programmes, workshops and awareness campaigns.</i>

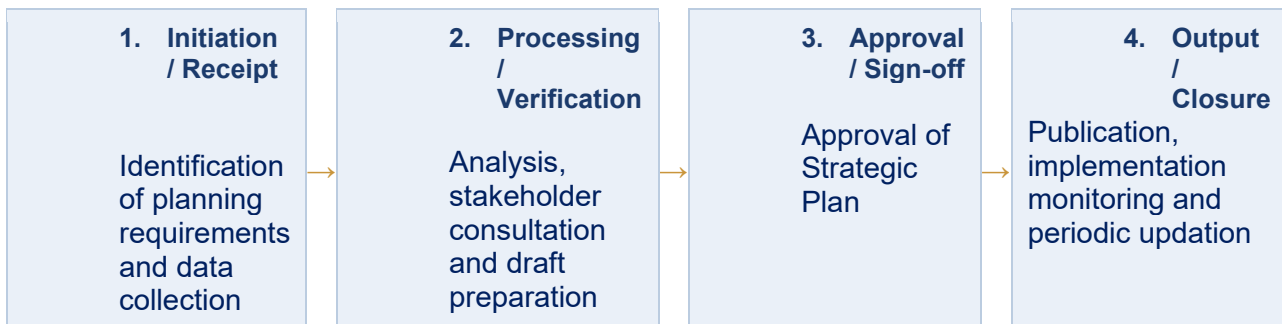
<i>Risk of incorrect incentive disbursement</i>	<i>Errors in cargo reporting or claim assessment</i>	<i>Implement multi-level scrutiny and periodic audit of processed claims.</i>
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Function 6: Creation and updation of National Coastal shipping and inland strategic plan

What this function does and why it matters to DGMA's broader mission:

Facilitates the preparation, periodic review and updation of the National Coastal Shipping and Inland Strategic Plan to provide a long-term roadmap for the development of coastal shipping and inland water transport. The function supports evidence-based policymaking, infrastructure planning, modal shift initiatives, capacity enhancement, stakeholder coordination and achievement of national maritime transport objectives.

Process Flow:



Detailed Steps:

Step	Action	Who	Timeline	Documentation
1	Collection of sectoral data, traffic trends, infrastructure status and policy inputs from relevant stakeholders	DGMA / Ports / IWA / Coastal States / Industry Stakeholders	15-30 working days	Traffic Data, NDCCS Reports, Infrastructure Assessments, Policy Inputs
2	Assessment of challenges, opportunities, capacity requirements and preparation of draft strategic plan	DGMA	20-30 working days	Draft Strategic Plan, Sector Analysis Report, Forecast Studies
3	Stakeholder consultation and incorporation of comments from Ministries, States, industry and maritime agencies	DGMA / MoPSW	15-20 working days	Consultation Records, Stakeholder Comments, Revised Draft
4	Review and approval by Competent Authority	DGMA / MoPSW	10-15 working days	Approval Note, Final Strategic Plan
5	Publication, dissemination, monitoring of	DGMA	Annual / Periodic	Approved Strategic Plan, Monitoring

	<i>implementation and periodic updation of plan</i>			<i>Reports, Updated Versions</i>
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Quality Standards

- Strategic Plan is based on verified sectoral and operational data.
- Comprehensive consultation with all key stakeholders is undertaken.
- Plan aligns with national logistics, maritime and inland transport policies.
- Periodic reviews are conducted to incorporate emerging trends and requirements..

Escalate to Branch Head when:

- Significant policy changes or strategic interventions are proposed.
- Major stakeholder disagreements emerge during consultations.
- Data gaps materially affect planning assumptions or projections.
- Inter-ministerial coordination is required for implementation of key recommendations.

Common Challenges and How to Handle Them:

Challenge	Likely Cause	Recommended Action
<i>Inadequate data for planning and forecasting</i>	<i>Incomplete reporting by stakeholders and fragmented data sources</i>	<i>Strengthen data collection mechanisms and utilise NDCS and related databases for validation.</i>
<i>Divergent stakeholder priorities</i>	<i>Different operational, commercial and policy objectives</i>	<i>Conduct focused consultations and develop consensus-based recommendations.</i>
<i>Difficulty in translating strategy into actionable measures</i>	<i>Lack of implementation framework and monitoring mechanisms</i>	<i>Define measurable targets, timelines and responsible agencies within the Strategic Plan.</i>
<i>Changes in market conditions and cargo flows</i>	<i>Economic, regulatory or infrastructure developments</i>	<i>Undertake periodic reviews and update the Strategic Plan based on emerging trends and performance outcomes.</i>

Function 7: Regulation of Fishing vessels/Other vessels/Sailing vessels as per MS Act

What this function does and why it matters to DGMA's broader mission:

Facilitates the regulation, registration, certification, survey, inspection and compliance monitoring of fishing vessels, sailing vessels and other classes of vessels under the Merchant Shipping Act and associated Rules. The function ensures maritime safety, security, environmental protection, vessel seaworthiness, crew compliance and effective regulatory oversight of India's vessel fleet.

Process Flow:



Receipt of application/request	Verification Verification, survey and compliance assessment	Sign-off Approval by Competent Authority	Issuance of certificate/registration and ongoing monitoring
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Detailed Steps:

Step	Action	Who	Timeline	Documentation
1	Receipt of application for registration, certification, survey, permit, renewal or statutory approval	Vessel Owner / Operator / MMD	3-5 working days	Application Form, Ownership Documents, Technical Particulars
2	Verification of documents and conduct of inspection/survey to assess compliance with applicable statutory requirements	MMD / Surveyor	7-15 working days	Survey Reports, Inspection Reports, Compliance Records
3	Examination of survey findings and determination of compliance status	MMD / DGMA	3-5 working days	Verification Note, Survey Recommendation
4	Approval of registration, certificate, permit, renewal, suspension or cancellation by Competent Authority	MMD / DGMA	3-5 working days	Approval Order, Certification Record
5	Issuance of statutory certificate/registration and updating of central records	MMD / DGMA	2-3 working days	Certificate, Registration Record, Database Update
6	Periodic monitoring, inspections and enforcement of compliance requirements	MMD / DGMA	Ongoing	Inspection Reports, Deficiency Reports, Compliance Monitoring Records

Quality Standards

- All vessels comply with applicable provisions of the Merchant Shipping Act and Rules before certification.
- Surveys and inspections are carried out by authorized personnel and properly documented.
- Registry and certification records are maintained accurately and updated promptly.
- Safety, security and pollution prevention requirements are consistently enforced.

Escalate to Branch Head when:

- Serious safety deficiencies or seaworthiness concerns are identified.
- Suspension or cancellation of certification/registration is proposed.
- Regulatory interpretation or policy clarification is required.
- Major casualty, pollution incident or non-compliance issue has significant legal or operational implications.

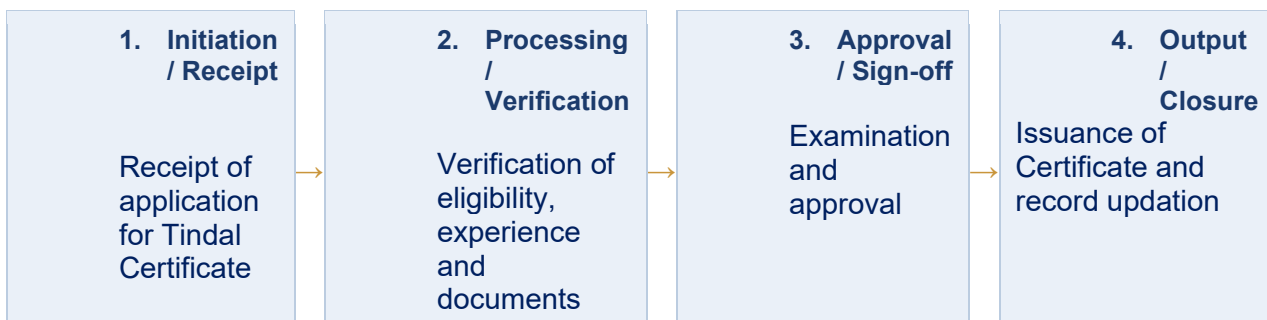
Common Challenges and How to Handle Them:

Challenge	Likely Cause	Recommended Action
<i>Delays in certification or registration</i>	<i>Incomplete applications or pending survey requirements</i>	<i>Establish document checklists and conduct preliminary scrutiny before processing.</i>
<i>Non-compliance with statutory requirements</i>	<i>Deficiencies in vessel equipment, construction or documentation</i>	<i>Issue deficiency notices and permit approval only after compliance is achieved.</i>
<i>Inaccurate vessel records</i>	<i>Delayed updates or incorrect submissions by vessel owners</i>	<i>Conduct periodic audits and maintain centralized digital records.</i>
<i>High inspection and survey workload</i>	<i>Large number of vessels requiring periodic oversight</i>	<i>Adopt risk-based inspection scheduling and digital monitoring tools.</i>

Function 8: Tindal certification

What this function does and why it matters to DGMA's broader mission:

Facilitates the examination, certification and maintenance of competency records of Tindals serving on sailing vessels, ensuring that personnel operating such vessels possess the requisite skills, experience and qualifications prescribed under the Merchant Shipping framework. The function supports safe vessel operations, professional standards among sailing vessel crew, and compliance with statutory competency requirements.

Process Flow:**Detailed Steps:**

Step	Action	Who	Timeline	Documentation
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1	<i>Receipt of application for grant/renewal of Tindal Certificate</i>	<i>Applicant / MMD</i>	<i>3-5 working days</i>	<i>Application Form, Identity Documents, Sea Service Records</i>
2	<i>Verification of eligibility, sea service requirements and supporting documents</i>	<i>MMD</i>	<i>5-7 working days</i>	<i>Service Records, Medical Certificate, Training Certificates</i>
3	<i>Assessment / Examination of candidate in accordance with prescribed competency requirements</i>	<i>MMD / Examiner</i>	<i>1-2 working days</i>	<i>Examination Records, Assessment Report</i>
4	<i>Scrutiny of examination results and recommendation for certification</i>	<i>MMD</i>	<i>2-3 working days</i>	<i>Examination Result Sheet, Recommendation Note</i>
5	<i>Approval and issuance of Tindal Certificate</i>	<i>Competent Authority (MMD/DGMA)</i>	<i>2-3 working days</i>	<i>Tindal Certificate</i>
6	<i>Updation of certification records and maintenance of database</i>	<i>MMD / DGMA</i>	<i>1-2 working days</i>	<i>Certification Register, Digital Records</i>

Quality Standards

- Eligibility and sea service requirements verified before examination.
- Assessment carried out in accordance with prescribed competency standards.
- Certification records maintained accurately and updated promptly.
- Certificates issued only after successful completion of examination requirements..

Escalate to Branch Head when:

- Eligibility requirements are disputed or require policy interpretation.
- Cases involving suspected fraudulent certificates or service records are identified.
- Requests for exemption, relaxation or special consideration are received.
- Examination-related complaints or appeals are lodged by applicants.

Common Challenges and How to Handle Them:

Challenge	Likely Cause	Recommended Action
<i>Incomplete sea service documentation</i>	<i>Missing or inadequately maintained service records</i>	<i>Seek clarification and require submission of authenticated service documents before processing.</i>
<i>Delay in certification process</i>	<i>Incomplete applications or examination scheduling constraints</i>	<i>Conduct preliminary scrutiny and establish examination schedules in advance.</i>

<i>Verification difficulties</i>	<i>Inconsistencies in supporting documents or service history</i>	<i>Cross-check records with vessel owners, registries and relevant authorities before approval.</i>
<i>Applicant grievances regarding examination outcome</i>	<i>Disagreement with assessment results</i>	<i>Maintain transparent assessment records and provide review mechanism as per prescribed procedures.</i>

4.2 Branch Team Structure

Understanding how the team is organised will help you know who to approach for what:

Grade	Number of Posts	Key Roles / Designations
Group A	1	Deputy Director General × 1
Group C	1	UDC × 1
PMU	5	Coastal PMU × 4
SEED	1	SEED × 1
Other staffs	3	DEO × 2, MTS × 1

5. COMPLIANCE AND GOVERNANCE

5.1 Service Rules and Standards

Everything this branch does is governed by a clear framework of rules. As a government servant, you are expected to be familiar with these:

Rule / Instrument	What It Covers
CCS (Classification, Control and Appeal) Rules, 1965	Service classification, disciplinary control, and appeals
CCS Conduct Rules, 2023	Standards of conduct for all central government servants
CCS (Leave) Rules, 1972	Leave entitlements and administration
Merchant Shipping Act, 1958/2025	Primary authority for maritime administration
DGMA Orders and Circulars	Branch-specific policies and operational directives

Branch-Specific Regulations:

- Coastal Shipping Act, 2025** – Principal legislation governing coastal shipping, licensing, National Database of Coastal Shipping (NDCS), and National Coastal & Inland Shipping Strategic Plan.
- Merchant Shipping Act, 1958 (Part XV - Sailing Vessels & Part XV-A - Fishing Vessels)** – Governs registration, certification, regulation and oversight of sailing vessels and fishing vessels.

3. **Merchant Shipping (Sailing Vessel) Rules, 1997** – Regulatory framework for sailing vessel operations and crew documentation.
4. **Coastal Shipping (Strategy and National Database) Rules, 2026** – Provides for establishment and maintenance of the National Database of Coastal Shipping and preparation of the National Coastal & Inland Shipping Strategic Plan.

Standards / SOPs

1. **DGS Circular No. 30 of 2020** – Standard Operating Procedure (SOP) for issuance of Identity Cards to Sailing Vessel Crew.
2. **DGS Circular No. 11 of 2018** – SOP for Operation of Indian Sailing Vessels in International Voyages.
3. **National Database of Coastal Shipping (NDCS) Framework** – Standardised reporting, licensing, voyage and route data management framework maintained by DG Shipping.

Circulars / Orders Directly Relevant to Coastal Shipping

1. **DGS Circular No. 11 of 2020** – Online issuance of Seamen Identity Cards (SAILS) to sailing vessel crew.
2. **DGS Circular No. 30 of 2020** – SOP for issuance of Sailing Vessel Crew Identity Cards.
3. **General Order No. 1 of 2018** – Cabotage relaxation for EXIM and empty containers.
4. **General Order No. 2 of 2018** – Cabotage relaxation for agriculture, horticulture, fisheries and animal husbandry commodities.
5. **General Order No. 3 of 2018** – Cabotage relaxation for fertilizers.
6. **DGS Circular No. 02 of 2021** – Guidelines for exercise of Right of First Refusal (RoFR) for grant of licence to foreign-flag vessels.
7. **DGS Circular No. 31 of 2020** – Guidelines for grant of licence to foreign-flag vessels for coastal trade.
8. **DGS Circular No. 37 of 2026** – Implementation of exemption from licensing requirements under Section 11 of the Coastal Shipping Act, 2025 for specified IFSC-chartered foreign vessels

5.2 Conduct and Ethics

These principles apply to every member of staff, regardless of grade or function:

Core Conduct Principles

- Discharge your duties faithfully, diligently, and to the best of your ability
- Maintain the confidentiality of all official information at all times
- Avoid any real or perceived conflict of interest — declare interests annually
- Do not engage in political activity without proper authorisation
- Accept only gifts that fall within permitted categories under the conduct rules
- Do not take up private employment or business without prior approval

Information Security — Classification Levels:

Classification	Who Can Access	Sharing Rules
Open	General public	May be shared publicly

Restricted	Internal DGMA staff	Internal use only; do not share externally
Confidential	Limited personnel with need to know	Strict access control; log all sharing
Secret	Designated authorised staff only	Highest protection; follow security protocol exactly

6. DIGITAL SYSTEMS AND TOOLS

6.1 E-Office System

E-Office is the central platform for file management, document processing, and workflow across DGMA. You will use it every day.

Feature	What You Can Do
File Management	Create, organise, track, and retrieve files
Workflow Routing	Route files with deadlines; monitor progress at each stage
Approval Recording	Record decisions and maintain full audit trail
Reports and Search	Generate status reports; search files by keyword, date, or reference

Getting started on E-Office:

- Log in with your assigned user ID and password — contact IT if access is not set up on Day 1
- Your dashboard will show your pending tasks and any files awaiting action
- Access is role-based — you will only see what is relevant to your function
- The notification system will alert you to deadlines and updates

Data Entry Best Practices

- Always enter complete information — partial records cause delays for colleagues
- Use standardised terminology — check the branch's reference list if unsure
- Verify accuracy before submitting — corrections after the fact take time
- Date all entries and include relevant reference numbers

6.2 Branch-Specific Systems

System 1: Chartering and licensing

Purpose	<i>Facilitates processing of applications for chartering permissions and coastal trade licences for foreign-flag vessels under the Coastal Shipping Act, 2025 and related cabotage provisions. The system enables scrutiny of</i>
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	<i>vessel availability, RoFR compliance, licence issuance, monitoring and reporting of chartering and licensing activities.</i>
Key Modules	• Online Application Submission • Vessel & Applicant Verification • Indian Vessel Availability / RoFR Evaluation • Chartering & Licensing Approval Workflow • Licence Generation & Issuance • Compliance Monitoring • Reporting & MIS Dashboard
Data Entry	<i>Enter applicant details, vessel particulars, cargo details, voyage information, charter party details, supporting documents, Indian vessel availability information and applicable licence period. Ensure all mandatory documents and declarations are uploaded prior to submission.</i>
Reports	• Licences Issued to Foreign Flag Vessels • Pending Applications Report • RoFR Evaluation Status Report • Vessel-wise and Cargo-wise Licensing Reports • Periodic Chartering Permission Statistics • Compliance and Monitoring Reports. Reports can be generated through the licensing portal/MIS based on selected date range, vessel type or applicant
Common Issues	Incomplete Applications: Missing statutory documents or vessel particulars. Resolution: Return application for resubmission with deficiencies. RoFR-related Delays: Additional verification required regarding Indian vessel availability. Resolution: Seek clarifications and complete RoFR assessment before approval. Incorrect Vessel Data: Errors in vessel particulars or cargo details. Resolution: Verify against certificates and request corrections. Pending Inter-agency Approvals: Delays in obtaining required clearances. Resolution: Follow up through designated channels and track application status regularly

6.3 IT Support

Help Desk Contact	<i>Toll free number: 1800-889-7768, WhatsApp +91 8655856830, or email at support.DGMA@gov.in.</i>
Available Hours	<i>Monday–Friday, 9:30 AM – 6:00 PM]</i>
Response Time (SLA)	<i>Critical issues: Within 4 working hours.</i> <i>High Priority issues: Within 1 working day.</i> <i>Standard issues and user support requests: Within 2-3 working days.</i> <i>System enhancement requests: As per approved development schedule.</i>

7. ROLE-SPECIFIC EXPECTATIONS

Group A — Ship Surveyor-cum-Deputy Director General of Shipping

Administrative Functions

- Assist the Director General of Shipping in all administrative matters pertaining to the Coastal Shipping Branch.
- Exercise overall administrative control and supervision over the officers and staff of the Coastal Shipping Branch.
- Allocate work, review branch performance, and ensure timely disposal of all matters pertaining to coastal shipping.
- Coordinate with other wings of DG Shipping, Mercantile Marine Departments (MMDs), Regional Offices and the Ministry of Ports, Shipping and Waterways (MoPSW).

Statutory and Regulatory Functions

- Implementation of the Coastal Shipping Act, 2025
- Administration and implementation of the Coastal Shipping Act, 2025 and the rules framed thereunder.
- Preparation, amendment and review of subordinate legislation, notifications and guidelines.
- National Database of Coastal Shipping
- Administration, maintenance and monitoring of the National Database of Coastal Shipping.
- Oversight of registration and compliance of entities covered under the Act.
- Regulation of Coastal Shipping
- Regulation and facilitation of coastal shipping operations in accordance with applicable laws and Government policies.
- Issuance of policy clarifications and regulatory guidance to stakeholders and field formations.
- Sailing Vessel Administration
- Administration of matters relating to sailing vessels under the Merchant Shipping Act and relevant Rules.
- Oversight of Sailing Vessel Identity Card system and closure of sailing vessel registries.
- Fishing Vessel Regulatory Matters
- Policy and regulatory matters relating to fishing vessels covered under Part XV-A of the Merchant Shipping Act.
- Coordination with State Governments and concerned agencies regarding implementation of statutory requirements.
- Monitoring of Statutory Compliance
- Monitoring implementation of statutory provisions through MMDs and Regional Offices.
- Review of compliance reports and issuance of regulatory instructions wherever necessary.
- Legal and Regulatory Framework
- Examination of legal issues relating to coastal shipping.
- Preparation of draft amendments to Acts, Rules, Regulations and Executive Orders

Developmental and Strategic Functions

Policy Formulation and Implementation

- Formulation and implementation of policies for promotion of coastal shipping in India.
- Supporting implementation of Maritime India Vision (MIV) 2030 and Maritime Amrit Kaal Vision (MAKV) 2047 initiatives relating to coastal shipping.

Promotion of Coastal Shipping

- Development of strategies for increasing modal shift of cargo from road and rail to coastal shipping.

- Promotion of coastal shipping as an environmentally sustainable and cost-effective transport mode.

National Coastal Shipping Strategy

- Preparation, review and implementation of the National Coastal Shipping Strategic Plan.
- Identification of policy interventions for enhancing coastal cargo movement.

Stakeholder Facilitation

- Facilitation of interactions with shipping companies, ports, State Maritime Boards, cargo owners, logistics operators and industry associations.
- Resolution of operational and policy issues affecting coastal shipping.

Digital Governance Initiatives

- Development and implementation of digital platforms relating to coastal shipping.
- Monitoring digital transformation initiatives and integration with DG Shipping's e-Governance systems.

Data Analytics and Performance Monitoring

- Collection, analysis and dissemination of coastal shipping statistics.
- Monitoring key performance indicators relating to coastal cargo movement, vessel deployment and operational efficiency.

Capacity Building

- Organising stakeholder consultations, workshops and awareness programmes for promotion of coastal shipping.
- Coordination with academic institutions and training organisations for capacity development.

International Cooperation and Coordination

Bilateral and Multilateral Cooperation

- Coordination of bilateral and regional coastal shipping agreements.
- Liaison with neighbouring countries and international organisations on coastal shipping matters.

International Maritime Affairs

- Participation in international meetings, technical committees and working groups relating to coastal shipping.
- Implementation of international best practices relevant to coastal shipping.

Coordination and Governance

Inter-Ministerial Coordination

- Coordination with MoPSW, Ministry of External Affairs, Ministry of Finance, Ministry of Commerce & Industry, Ministry of Fisheries and other Central Ministries.
- Coordination with State Governments, Port Authorities, Indian Coast Guard, Customs and other statutory agencies.

Parliamentary and Government Business

- Examination and approval of Parliamentary Questions, VIP references, RTI matters, audit observations and Court cases relating to the Coastal Shipping Branch.
- Preparation of Cabinet Notes, EFC Notes, CCEA proposals and policy papers.

Monitoring of Government Schemes

- Monitoring implementation of Government initiatives relating to coastal shipping.
- Periodic review of projects, schemes and policy implementation.

Commercial Facilitation and Ease of Doing Business

Ease of Doing Business

- Recommend policy measures for improving ease of doing business in coastal shipping.
- Identify regulatory bottlenecks and recommend simplification of procedures.

Group B — Assistant Director General

Regulatory and Policy Oversight

- Supervise implementation and administration of the Coastal Shipping Act, 2025 and related rules, regulations, and guidelines.
- Oversee policy matters concerning coastal trade, sailing vessels, and fishing vessels under the Merchant Shipping Act
- Examine and process proposals relating to coastal shipping reforms, incentives, and regulatory initiatives.

Programme and Scheme Implementation

- Monitor implementation of the Coastal Cargo Promotion Scheme (CCPS) and other coastal shipping promotion initiatives.
- Oversee the development, maintenance, and monitoring of the National Database of Coastal Shipping (NDCS)
- Coordinate preparation and periodic updation of the National Coastal and Inland Shipping Strategic Plan

Administrative and Supervisory Functions

- Directly supervise officers and staff working under the Coastal Shipping Branch.
- Allocate and review work, monitor performance, and ensure timely disposal of cases.
- Ensure compliance with prescribed procedures, timelines, and quality standards.
- Review complex cases, provide policy interpretation, and escalate strategic issues to higher authorities where required.

Onboarding Timeline

- Week 1: Systems training; introduction to the team; process overview
- Weeks 2–4: Deep-dive into functional procedures
- Month 2: Supervised case handling with structured review
- Month 3: Independent case handling with spot-check review
- Months 4–6: Process optimisation and mentoring of Group C staff

Group C — Assistant / Clerk / Data Entry Operator**Primary Responsibilities**

- Enter and maintain data accurately in E-Office and branch systems
- Receive, log, and file incoming documents promptly
- Organise and retrieve files on request
- Provide administrative support: draft routine correspondence, maintain tracking sheets
- Keep registers and archives up to date
- Respond to routine staff enquiries and escalate where needed

Performance Standards

- Data entry error rate below 0.5%
- All assigned daily tasks completed by end of working day
- All files updated within 2 working days of each transaction
- Proficient in all assigned systems within the first month
- Zero disciplinary issues

Onboarding Timeline

- Week 1: Systems access setup and basic training; security and confidentiality briefing
- Week 2: File organisation procedures and document handling
- Weeks 3–4: Data entry tasks with verification by Group B officer
- Month 2: Independent data entry with periodic spot-check review
- Month 3: Additional responsibilities (correspondence, leave management, report generation)

8. TRAINING AND DEVELOPMENT**8.1 Mandatory Training Modules**

All new staff complete the following five modules during their first month. Your training mentor will schedule these with you:

Module	Title and Content	Topics Covered	Duration
1	Organisational Context	DGMA mandate; organisational structure; branch position; key personnel and reporting lines	2

2	Systems Training	E-Office; branch-specific systems; email and communications; security protocols	4
3	Branch Functions	Branch mandate; core functions; standard procedures and timelines; stakeholder relationships	6
4	Detailed Procedures	Step-by-step walkthroughs; worked case examples; escalation procedures	8
5	Governance and Compliance	Service rules; conduct standards; information security; disciplinary procedures	2

8.2 Ongoing Learning

Your development does not stop here. The following opportunities are available:

In-Service Training:

- Regulatory updates whenever new rules or circulars are issued
- System training when platforms are updated or new features are introduced
- Skills development in areas such as leadership, communication, and technical knowledge
- Specialised training aligned to your role and career stage

External Training (Subject to Approval):

- Maritime-specific programmes at IMO-approved training institutes
- Government training institutes, including ASCI and LBSNAA
- Professional certifications relevant to your function
- International courses for officers in policy-relevant roles

9. APPENDICES

9.1 Key Government Orders and DGMA Circulars

The following recent instruments are directly relevant to the work of this branch. New staff should read these during their first two weeks:

Reference	Subject
<i>Coastal Shipping Act, 2025</i>	<i>Principal legislation governing coastal shipping in India, including licensing of coastal vessels, National Database of Coastal Shipping (NDCS), National Coastal & Inland Shipping Strategic Plan, promotion of coastal cargo movement, and regulatory oversight of coastal trade</i>

<i>Merchant Shipping Act, 1958 (Part XV & Part XV-A)</i>	<i>Governs registration, certification, regulation and oversight of Sailing Vessels and Fishing Vessels, including vessel safety, crew management, registry maintenance and statutory compliance</i>
<i>DGS Circular No. 11 of 2020</i>	<i>Online issuance of Seamen Identity Cards (SAILS) for sailing vessel crew through e-governance systems.</i>
<i>DGS Circular No. 30 of 2020</i>	<i>Standard Operating Procedure (SOP) for issuance of Identity Cards to Sailing Vessel Crew.</i>

Applicable Service Rules:

- CCS (Classification, Control and Appeal) Rules, 1965
- CCS Conduct Rules, 2023
- CCS (Leave) Rules, 1972

Access Points:

- DGMA website: dgma.gov.in
- DoPT website: dopt.gov.in

9.2 Standard Templates and Formats

All standard templates for this branch are available from the following locations:

- Shared drive: Coastal Branch DGS / Templates
- E-Office system: Document templates repository
- If you cannot locate a template, ask your Group B officer or mentor

10. GETTING STARTED

Here is a clear plan for your first 90 days. Your training mentor will support you through each stage.

Period	What You Should Do
Your First Week	• Meet your training mentor and be introduced to the full team • Complete system access setup — ensure E-Office and branch systems are working • Read Sections 1–3 of this manual • Set up your workspace and familiarise yourself with the branch layout
Your First Month	• Attend all five mandatory training modules • Begin supervised case or task practice • Read the remaining sections of this manual relevant to your role • Schedule weekly check-ins with your mentor
Your First 90 Days	• Transition to independent work with periodic supervisor oversight • Build procedural familiarity across all core functions • Identify your go-to people for questions and ongoing support • Complete all role-specific training modules

Ongoing	• Hold regular meetings with your line supervisor and seek feedback • Ask questions and clarify procedures — no question is too basic • Participate actively in branch activities, updates, and training sessions
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Your Training Mentor

Name	<i>Shri. Ravi Kumar M.</i>
Designation	<i>DDG Coastal</i>
Contact	<i>+91 7358612893</i>
Availability	<i>Monday- Friday, 9:30 AM – 6 PM</i>

This manual is a living document.

If you notice anything that is out of date or unclear, please flag it to your Branch Head.

BRANCH-SPECIFIC TECHNICAL GUIDANCE

The section below provides tailored technical guidance for each of the 14 branches of the Directorate General of Shipping. When drafting a branch-specific training manual, the relevant section below should be incorporated into Sections 3 and 4 of that manual.

How to Use This Section

- Each branch entry covers three areas: Core Technical Areas, Specialised Workflows, and Capacity Building
- Branch editors should expand each area with specific procedures, examples, and DGMA references
- Cross-reference with DGMA Orders and Circulars issued by or relating to each branch
- The 14 branches are listed in the order they appear in the DGMA organisational structure

1. Engineering Wing

Core Technical Areas	• Ship Machinery Systems (propulsion, auxiliary systems, safety systems) • Structural Integrity and Stability • Marine Engineering Standards — SOLAS, ISM Code, Indian Regulations • Survey and Certification Processes
Specialised Workflows	• Initial Survey and Certification of New Vessels • Periodical and Renewal Surveys • Urgent Deficiency Rectification and Re-inspection • Complaint Handling on Safety Equipment Defects
Capacity Building	• Advanced courses in ship machinery systems • SOLAS and ISM Code interpretation workshops • Cross-training with Classification Societies (where feasible)

2. Nautical Wing

Core Technical Areas	• Navigation Safety and Watchkeeping Standards under the STCW Convention • Certification and Examination of Seafarers (Masters, Mates, Quartermasters) • International and Coastal Navigation Regulations • Route Planning and Maritime Security
Specialised Workflows	• Application, Examination, and Certification of Masters and Mates • Processing of Foreign Certificates of Competency (CoC) and Endorsements • Handling of Examination Appeals and Rechecks • Coordination with International Bodies on Recognition of Qualifications
Capacity Building	• In-depth study of the STCW Convention • Advanced navigational techniques and bridge resource management • IMO Model Course 1.07 (Officer in Charge of Navigational Watch)

3. Naval Architecture Wing — Shipping Development

Core Technical Areas	• Fleet Development and Tonnage Policy • Incentive Schemes and Financial Support for Shipbuilding • Capacity Planning and Industry Development • Monitoring of Fleet Performance and Metrics
Specialised Workflows	• Appraisal of Shipbuilding Projects for Incentive Eligibility • Monitoring of Fleet Performance and Metrics • Coordination with Shipyards on Policy Implementation • Submission of Fleet Reports to International Bodies
Capacity Building	• Industry engagement and shipyard familiarisation visits • Study of maritime policy frameworks in comparable countries • Economic analysis and project appraisal skills
4. Naval Architecture Wing — Ship Building and Repairs	
Core Technical Areas	• Design Approval and Stability Verification • Construction and Repair Standards • Structural Safety and Damage Stability • Coordination with Classification Societies and Shipyards
Specialised Workflows	• Preliminary Design Review and Approval • Construction Plan Approval and Regular Inspections • Repair Project Acceptance and Post-repair Surveys • Handling of Design Deviations and Scope Changes
Capacity Building	• Naval architecture and ship design principles • Damage and floating stability studies • Shipyard quality management and inspection practices
5. Administration Branch	
Core Technical Areas	• Office and File Management (E-Office and physical files) • Records Retention and Archival • Government Procedures and Protocol • Support Services and Logistics
Specialised Workflows	• Visitor and Guest Management • Records Archival and Destruction (per retention schedules) • Coordination for Official Events and Conferences • Management of Common Facilities and Maintenance
Capacity Building	• Government office procedures and manuals • Records management best practices • Digital document management and e-governance processes
6. Coordination Branch	
Core Technical Areas	• Parliamentary Work (Questions, Debates, Committee Work) • Inter-ministerial Coordination and Liaison • Policy Formulation and Implementation Monitoring

	Urgent References and VIP Matters
Specialised Workflows	- Preparation of Answers to Parliamentary Questions (PQs) - Coordination of Minister's Briefs for Cabinet and Committee meetings - Routing of Inter-ministerial Correspondence - Handling of Grievances and VIP References
Capacity Building	- Parliamentary procedures and protocols for government officers - Policy coordination frameworks across ministries - Media and public relations practices for government
7. Crew Branch	
Core Technical Areas	- Seafarer Certification and Documentation (CDC, CoC, Competency Standards) - Seafarer Welfare and Industrial Relations - Crew Engagement and Manning Standards - ILO Conventions and International Labour Standards
Specialised Workflows	- CDC Issuance and Maintenance of Crew Records - Processing of Certificate Endorsements and Skill Upgrades - Complaint Handling for Wage and Working Condition Violations - Inspection of Crew Engagement Practices on Vessels
Capacity Building	- ILO Maritime Labour Convention (MLC) and related standards - Seafarer welfare and rights frameworks - Manning regulations and compliance auditing - International conventions on maritime workers (ILO C188 and others)
8. Maritime Training Branch	
Core Technical Areas	- Training Institute Approval and Monitoring - Course Content Approval and Curriculum Development - Training Standards and STCW/IMO Compliance - Instructor Qualification and Infrastructure Assessment
Specialised Workflows	- Application Review and Approval of New Training Institutes - Periodic Inspections and Compliance Audits - Curriculum Upgrade and Course Approval - Handling of Student Complaints Related to Training Quality
Capacity Building	- STCW Annex and IMO Model Courses in depth - Pedagogy and adult learning principles for maritime training - Inspection and accreditation best practices - Quality management systems in training (ISO 9001 standards)
9. International Cooperation Branch	
Core Technical Areas	- IMO Conventions and Procedures - ILO Maritime Conventions - UNCLOS and Maritime Boundary Matters

	Bilateral Maritime Agreements and MoUs
Specialised Workflows	- Preparation of Position Papers for IMO Committee Meetings - Hosting of IMO Delegations and Bilateral Meetings - Monitoring of Compliance with International Obligations and Reporting - Coordination on Treaty and Convention Implementation
Capacity Building	- Detailed study of IMO Resolutions and Codes (SOLAS, MARPOL, STCW, ISM, ISPS) - ILO conventions and compliance verification - UN Law of the Sea and maritime law fundamentals - Diplomatic protocols and international relations
10. Finance, Audit, Accounts and Public Procurement Branch	
Core Technical Areas	- General Financial Rules (GFR) and Budget Management - Public Procurement and Tendering (Government Procurement Policy) - Auditing and Coordination with CAG and Internal Audit - Contract Management and Vendor Relations
Specialised Workflows	- Annual Budget Preparation and Fund Allocation - Processing of Bills and Vouchers for Payment - Competitive Bidding and RFP Management - Audit Query Response and Rectification of Audit Findings
Capacity Building	- General Financial Rules (GFR) and Manual of Financial Operations - Government Procurement Policy and Standard Bidding Documents - Accounts and audit procedures (CAG Handbook) - Contract drafting and vendor management best practices
11. Vigilance Branch	
Core Technical Areas	- Anti-Corruption Framework and Code of Conduct - Complaint Handling and Preliminary Inquiry (PI) Procedures - Coordination with CVC, CBI, and Central Sector Agencies - Disciplinary Procedures and Due Process
Specialised Workflows	- Receipt and Initial Categorisation of Vigilance Complaints - Conduct of Preliminary Inquiries and Evidence Collection - Referral to CBI or Appropriate Authority (as per CVC guidelines) - Follow-up on Disciplinary Action and Case Closure
Capacity Building	- CVC Handbook on Vigilance and Anti-Corruption Procedures - Prevention of Corruption Act, 1988 (as amended) - Confidentiality and due process in investigations - Ethical and administrative standards for government officers
12. Personnel Branch	
Core Technical Areas	- Government Recruitment and Selection (UPSC, SSC, Direct Recruitment) - APAR and Performance Appraisal Management

	- Promotion and Advancement in Service - Conduct Rules and Disciplinary Procedures
Specialised Workflows	- Recruitment Cycle Planning and Coordination with UPSC/SSC - APAR Compilation and Performance Appraisal Cycles - Processing of Promotion Recommendations - Handling of Leave Applications and Service Matters
Capacity Building	- Central Staffing Scheme and applicable Service Rules - APAR regulations and performance management frameworks - Government Employees Conduct Rules - Recruitment and Selection Guidelines (UPSC Manual, SSC procedures)
13. Merchant Shipping Law (MSL) Branch	
Core Technical Areas	- Statutory Interpretation and Legislative Drafting - Maritime Laws: Merchant Shipping Act, 1958/2025 - International Maritime Law and UNCLOS - Court Cases and Legal Precedents
Specialised Workflows	- Review of Administrative Orders and Notifications for Legal Sufficiency - Drafting of Policies and Regulations - Handling of Court Cases (filing responses, briefs to counsel) - Advisory on Complex Legal Issues and Precedent Research
Capacity Building	- Comprehensive study of major shipping legislation - International maritime law and law of the sea - Legal research and precedent analysis - Legislative drafting standards and principles
14. Coastal Branch	
Core Technical Areas	- Coastal Shipping Regulations and Cabotage Rules - Small Vessel and Fishing Vessel Operations (where applicable) - Port and Coastal Authority Coordination - Regional Maritime Development
Specialised Workflows	- Processing of Coastal Shipping Permits and Licences - Monitoring of Cabotage Compliance - Coordination with Coastal States on Shipping Matters - Implementation of Coastal Development Schemes
Capacity Building	- Coastal Shipping Policy and regulatory framework - Ministry's coastal development initiatives - Inter-state maritime coordination and protocols - Small vessel and fishing industry knowledge