भारत सरकार / Government of India
पत्तन, पोत परिवहन और जलमार्ग मंत्रालय
Ministry of Ports, Shipping and Waterways
समुद्रीय प्रशासन महानिदेशालय, मुंबई
Directorate General of Maritime Administration, Mumbai.

F. No. 23-18/101/2026-CREW - DGS (C. No.: 40664) **Date :19.10.2026**

ORDER

Subject: Constitution of Grievance Redressal Committee for oversight of grievances received through the e-Navik Grievance Redressal Module – reg.

1. Whereas, vide DGMA Order No. 13/2026 dated 25.05.2026, the Beta version of the Grievance Redressal Module was launched on the e-Navik Portal to facilitate lodging and tracking of grievances by stakeholders through the system, which provides access to grievance redressal services on a 24×7 basis

2. And whereas, vide this Directorate's Internal Office Order F. No. 23-18/101/2026-CREW-DGS (C. No. 40064) dated 10.06.2026, certain modalities were prescribed for officials of all branches of this Directorate, inter alia

3. And whereas, the matter was deliberated upon during the 16th Internal Grievance Redressal Review held on 18.09.2026, wherein it was decided that the existing single-officer nodal mechanism under DDG Crew (Processes) be replaced by a committee-based mechanism comprising representatives from the concerned branches of DGMA

4. T he following Grievance Redressal Committee is hereby constituted as the Monitoring Authority for oversight, policy direction, escalation and supervision of the grievance redressal mechanism:

S. No.	Name of the Official	Designation	Role
01	Shri Sushil Khopde	Addl. DGMA	Chairman
02	Capt. Bipin Kumar	DDG Crew (Processes)	Member Secretary
03	Shri Mugilrajan Devarajan	DDG Training	Committee Member
04	Dr. Sudhir S. Kohakade	DDG MTO	Committee Member
05	Capt. Mahadev Dhandhiya	Nautical Surveyor (Nautical)	Committee Member
06	Shri Niket Pathak	Engineer & Ship Surveyor (Engineering)	Committee Member
07	Shri Praneet Choudhary	DDG IT and E-Gov	Committee Member
08	Shri Prashant Patil	DDG Coordination	Committee Member

4.1 Role of the Chairman

The Additional Director General of Maritime Administration (Chairman) shall function as the supervisory authority of the Grievance Redressal Committee and shall:

a) Review grievance performance through dashboards, MIS reports, pendency statements, age-wise analysis and category-wise trends

b) Convene through the Member Secretary and chair periodic review meetings of the Committee and issue necessary directions for corrective action and timely disposal of grievances

4.2 The Committee Members shall perform the following functions:

a) Provide overall governance, policy oversight and strategic direction for the Grievance Redressal Module

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b) Review grievance performance through system dashboards, MIS, pendency reports, ageing analysis, category-wise trends and escalation summaries
c) Review escalated, exceptional, high-impact and sensitive grievances, including matters requiring inter-branch coordination, and issue appropriate directions;
d) Review weekly and monthly reports prepared by the Digital Processing Team, including long-pending and high-risk grievances and cases involving non-responsive stakeholders
e) Direct corrective action in cases of delay, procedural gaps, incorrect routing or recurring systemic issues
f) Recommend process improvements, system enhancements, policy refinements and amendments to the SOP based on grievance analytics and operational experience
g) Ensure that directions, reviews and decisions of the Committee are recorded and maintained.

4.3 Jurisdiction and Closure Authority of Committee Members

Each Committee Member shall act as the designated closure authority for grievances falling within their respective functional domain. Upon completion of examination and processing by the concerned Grievance Redressal Officer, the grievance shall be forwarded through the Grievance Redressal Module to the concerned Committee Member for review and closure.

The concerned Committee Member shall:

a) Examine the findings, actions taken and proposed resolution recorded in the system
b) Verify that the grievance has been adequately addressed and that the proposed resolution is in accordance with the applicable statutory provisions, rules, circulars, orders and SOPs
c) Record final observations, wherever necessary
d) Approve the final redressal outcome
e) Close the grievance in the Grievance Redressal Module.

No grievance shall be closed by any Committee Member outside his designated jurisdiction, except with the approval of the Chairman in exceptional circumstances.

4.4 Functional Jurisdiction of Committee Members

The jurisdiction of the Committee Members shall be as follows:

Committee Member	Functional Jurisdiction
DDG Crew (Processes)	All grievances pertaining to Crew Branch functions, including employment matters, RPSL-related matters, compensation, welfare issues, death and disability compensation, missing seafarers, female seafarer grievances, seafarers' code of conduct matters, abandonment, arrest, detention, piracy, hijacking and other crew welfare-related grievances.
DDG Training	INDoS, Seafarer Profile, Maritime Training Institutes (MTIs), pre-sea and post-sea training, placement for onboard training, examinations conducted under Training Branch and Sagar Mein Yog-related grievances.
DDG MTO	All grievances relating to Multimodal Transport Operators (MTO), trade facilitation matters, MTO licences and other grievances assigned to the MTO Branch.
Nautical Surveyor (Committee Member)	Nautical examination, assessment and certification matters; medical examination-related grievances; nautical certification, competency, documentation and other grievances relating to Nautical functions.
Engineer & Ship Surveyor (Engineering)	Engineering examination, assessment and certification matters and grievances concerning Engineering Branch functions, including engineering certifications and related technical matters.
DDG IT & E-Governance	e-Samudra, IT systems, login and access issues, data synchronisation issues, technical grievances relating to DGMA digital platforms and overall technical supervision of the grievance module from the system administration perspective.
DDG Coordination	Facilitation of inter-branch coordination, monitoring of cases involving multiple branches, follow-up of escalated matters and support to the Chairman in ensuring timely resolution and closure of grievances.

4.5 Grievances Involving Multiple Functional Domains

Where a grievance involves more than one branch or falls under multiple grievance categories, the Chairman may designate the appropriate Committee Member for closure or direct joint examination by the concerned Committee Members. In such cases, closure shall be undertaken only after considering the inputs of all concerned branches and officers.

5. Grievances shall continue to be examined and processed by the Grievance Redressal Officers of the functional branch or field office concerned in accordance with the approved SOP and prescribed timelines. The Committee shall not substitute the statutory or functional examination required to be undertaken by the concerned branch.

6. The Digital Processing Team shall place before the Committee the relevant dashboards, reports, escalation notes and briefs required for review. The concerned branches, field offices and support units shall provide the information and assistance sought by the Committee for effective monitoring and coordinated disposal of grievances.

7. The officials nominated above shall be provided appropriate role-based access to the Grievance Redressal Module. Access permissions shall be created and mapped strictly in accordance with written authorisation and the approved workflow.

8. The Committee shall meet periodically, and additionally whenever required for urgent, sensitive or escalated matters. The proceedings, directions and action points of each review shall be recorded and tracked for compliance.

9. The constitution and functioning of the Committee may be reviewed by the Competent Authority, and its composition or terms of reference may be modified, as considered necessary.



(Shyam Jagannathan)
Director General of Maritime Administration
& Additional Secretary to the Government of India

Copy to:

- DGMA Secretariat, DGMA, GoI, Mumbai.
- Office of the Additional Director General of Maritime Administration, DGMA, GoI, Mumbai.
- All nominated officials.
- All branches of this Directorate concerned for necessary compliance.