

CITIZEN CHARTER 2026

Directorate General of Maritime Administration (DGMA)

Ministry of Ports, Shipping and Waterways

Government of India

Transparent • Timely • Technology-enabled • Citizen-centric

How to Use this Charter

This Charter tells you, in simple terms, what services DGMA provides, how long a complete application should normally take, where to apply, what you need to do, and how to seek help if something goes wrong. Use the at-a-glance table for a quick answer and the branch-wise tables for detailed service standards. If your matter concerns safety, wages, abandonment, repatriation or another urgent seafarer-welfare issue, use the 24×7 e-Navik grievance channels in Section 6.

If you want to...	Go to...
Check the expected time for a service	Section 8: Service Delivery Standards
Know what you must submit	Section 9: Before You Apply
Report a grievance or emergency	Section 6: Grievance Redressal
Understand your rights as a seafarer	Section 10: Seafarers' Rights
Find quick answers about e-Navik	Section 11: Frequently Asked Questions

1. Message

The Directorate General of Maritime Administration (DGMA), under the Ministry of Ports, Shipping and Waterways, is committed to providing transparent, efficient, technology-enabled and citizen-centric maritime services. Through extensive digitisation initiatives such as E-Samudra, e-Navik, e-Pariksha and other digital service delivery platforms, DGMA has substantially reduced service delivery timelines, improved transparency and facilitated Ease of Doing Business (EoDB) for seafarers, shipping companies, maritime training institutes and other stakeholders. The Citizen Charter 2026 defines the standards of service that stakeholders can expect from DGMA and its offices.

The Charter reflects DGMA's commitment to accountability, transparency, digital governance and timely delivery of services.

2. Vision

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

3. Mission

- Provide an effective supervisory and regulatory regime conducive to safe, efficient and secure shipping; protection of the marine environment; and all-round growth of maritime education and training.
- Provide support to the Government of India in developing and implementing a holistic and integrated maritime development programme that has a positive impact on the national economy.
- Develop and implement policies that create an environment conducive to investment in the expansion of a modern merchant fleet under the Indian flag and the development of globally competitive shipbuilding and ship-repair facilities.
- Develop and sustain high-quality human-resource management to meet the needs of the national and global maritime industry for competent seafarers.
- Ensure good governance by adhering to the highest standards of integrity, quality and efficiency in the delivery of shipping services through constant innovation, technology upgradation and value addition.
- Develop measures to ensure compliance with relevant international instruments relating to the safety and security of ships, protection of the environment and welfare of seafarers.

4. Core Values

- **Safety, Security and Sustainability:** Protect life and ships at sea, strengthen maritime security, promote cleaner seas and fuels, and preserve the marine environment and biodiversity.
- **Seafarer Welfare and Dignity:** Safeguard the rights, wellbeing and professional interests of seafarers through responsive support, fair regulation and accessible grievance redressal.
- **Digitalisation and Innovation:** Use integrated digital platforms, technology and continual innovation to deliver transparent, traceable and accessible maritime services.
- **Ease of Doing Business:** Simplify procedures, reduce turnaround time and compliance burden, and provide predictable, facilitative and citizen-centric service delivery.
- **Stability, Strength and Good Governance:** Provide dependable regulation, clear direction and accountable administration founded on integrity, professionalism and the rule of law.
- **Leadership and Strategic Direction:** Guide the growth of the Indian mercantile marine through foresight, effective oversight and progressive maritime policy.
- **Cooperation, Teamwork and Global Partnership:** Work in partnership with seafarers, industry, institutions and the international maritime community in a spirit of peace, friendship and shared progress.
- **Inclusive and Future-ready Maritime Growth:** Respect India's maritime heritage while enabling new vessels, technologies, modes of transport and sustainable opportunities for the future.

5. Digital Transformation and Ease of Doing Business

Since the publication of the Citizen Charter 2018, DGMA has undertaken extensive digital transformation initiatives resulting in substantial reduction in service delivery timelines. Digital platforms such as **E-Samudra**, **e-Navik**, **e-Pariksha**, MTI Module and various online service modules have enabled end-to-end online processing, document submission, automated workflows, online payments and real-time status tracking.

DGMA's wider digital-transformation portfolio also includes the following strategic, welfare, certification, training, shipbuilding, ship-recycling, coastal-shipping, safety, knowledge and single-window platforms:

- IMO Strategic Engagement Platform – Shadow Committee Module
- ERP solution for SWFS and SPFO
- Online Booking System of Seafarer
- Certificate of Competency (Examination Reforms)
- Training Eco system
- Ship-building Financial Assistance Portal (SBFA)
- Shipbuilding Financial Assistance Scheme (SBFAS)
- Shipbuilding Development Scheme (SbDS)
- Comprehensive Ship Building Portal
- Ship Recycling Portal
- National Database for Coastal Shipping
- Indian Global Maritime Safety Portal
- Maritime Knowledge Cluster
- Geo Spatial Platform for ISPC/ NSPC
- Maritime Single Window

A review of services covered under the Citizen Charter indicates that a majority of services have witnessed significant reduction in turnaround times, with several services now being delivered within 24 to 72 hours under positive-flow processing conditions. These reforms have improved stakeholder experience, increased transparency and facilitated Ease of Doing Business in India's maritime sector.

6. 24 x 7 Grievance Redressal Mechanism

If you are a seafarer or family member and need help, you can contact the 24×7 e-Navik grievance service from India or abroad. You may report abandonment, non-payment of wages, repatriation delays, fraudulent recruitment, unauthorised fee collection, deployment on an unsafe vessel, death, disappearance, injury, detention, documentation problems or other welfare concerns. Every complaint is recorded and assigned a unique ticket or reference number so that you can track it.

Online Channels

Channel	Contact / Use
Domestic toll-free helpline	1800-889-7768
International toll-free number (US)	+1-888-988-0256
WhatsApp support	+91 8655856830
Dedicated email	enavik.24x7@gov.in
Online portal	e-Navik grievance portal – register and track your complaint online
Other public grievance route	CPGRAMS, where applicable

What happens next: You should receive a unique reference number and acknowledgement. Use the number to track progress. Provide any additional information requested by the handling office. If you are not satisfied with the closure or rejection, you may submit an appeal within 30 days through the prescribed e-Navik process. Keep copies of your employment agreement, wage records, identity documents and supporting evidence, where relevant.

6.1 Contact Details of DGMA Branches

The following consolidated directory lists the contact details of DGMA branches, wings and support units as published on the official DGMA contact page.

Branch / Wing / Unit	Telephone / Mobile / Extension	Email
DGMA Secretariat	022-25752005 / 022-25752010; Ext. 202/203	dgship.sect@gov.in
Crew Branch	022-25752020; Ext. 245; +91-90044 53545	crews-dgs@gov.in
Training Branch	022-265860062; Ext. 262	training-dgs@nic.in
E-Governance	022-65860137/38; Ext. 337/338	egovernance-dgs@gov.in
E-Samudra	+91-7965804875	dgs.support@gov.in
MMDAC	+91-9004062624; +91-9004048406	crews-dgs@nic.in; support.dgs@gov.in
Engineering Wing	022-25752008; Ext. 222	eng-dgs@nic.in
Nautical Wing	022-65860110 / 022-65860141 / 022-65860142 / 022-65860052	nt-dgs@gov.in; nautical.adviser-dgs@gov.in
Naval Architecture Wing	022-65860118; +91-87798 38112	navalarch.dgs@gov.in
Mercantile Marine Law	022-65860086; Ext. 276/286	msl-dgs@nic.in
Shipping Development Branch	022-25752040; Ext. 263	dkumar-dgs@gov.in
International Cooperation	022-65860087; Ext. 287	incop.dgs@gov.in
Vigilance Branch	022-65860135; Ext. 335	vig-dgs@nic.in
Maritime Training Trust	022-65860080	ttc-dgs@nic.in
Coastal Branch	022-65860074; Ext. 274	coastal-dgs@nic.in
Personnel Branch	022-65860091; Ext. 347/291; +91-8053578203	Persnl-dgs@nic.in
Multi-Modal Transport Operator Branch	022-25752041; Ext. 338	kale-dgs@nic.in
Right to Information	022-25752041; Ext. 338	kale-dgs@nic.in
Finance, Accounts, Audit and Public Procurement	022-25752053; Ext. 265	rgupta-dgs@gov.in
Administration Branch	022-65860106	admin-dgs@nic.in
Crisis Helpline – MMDAC DG Communication Centre	+91-22-22613606; alternate +91-8657549752; WhatsApp +91-8657549760	dgcommcentre-dgs@nic.in
24×7 Grievance Support	Domestic toll-free 1800-889-7768; international	enavik.24x7@gov.in

Branch / Wing / Unit	Telephone / Mobile / Extension	Email
	toll-free +1-888-988-0256; WhatsApp +91-8655856830	

6.2 Seafarer Safety, Security and Welfare

Seafarer safety, security and welfare are central to this Charter. DGMA shall facilitate prompt assistance and coordinated action in matters involving distress, abandonment, death, injury, missing seafarers, wage disputes, repatriation, recruitment and placement concerns, and access to statutory welfare support. Digital grievance intake through e-Navik enables round-the-clock reporting and supports timely coordination with employers, shipowners, RPSLs, welfare bodies, Shipping Master Offices, Mercantile Marine Departments and other concerned authorities.

7. Right to Information (RTI)

The RTI Branch receives online and offline applications and appeals under the Right to Information Act, 2005. The Nodal Officer forwards applications to the concerned Central Public Information Officer (CPIO), forwards appeals to the concerned First Appellate Authority (FAA), and monitors their disposal within the prescribed timelines.

Online application and appeal: Citizens may submit an RTI request or first appeal, make the applicable online payment and view status through the RTI Online Portal. The DGMA guidance page on Online Applications & Appeals explains the forwarding and disposal process.

CPIO and First Appellate Authority: For the current headquarters-wise list and appointment orders, refer to the List of CPIO and First Appellate Authority (FAA) in DGMA Headquarters. General information on the branch is available on the RTI Branch page.

8. Service Delivery Standards

8.1 Detailed Branch-wise Service Standards

The branch-wise service standards below set out the applicable service, delivery timeline, digital platform and legal provision.

8.1.1 Crew Branch

Note: The number of days mentioned shall be considered as **working days**, calculated from the date of receipt of complete documents on the respective e-governance platforms. Where applicable, the timeline shall also be subject to positive-flow processing, completion of examination or inspection, closure of observations, statutory consultation, third-party verification, and receipt of any additional information or approvals specified for the service.

Sl. No.	Service	2018 Timeline	2026 Timeline / Status	Platform	Legal Provision
1	Issuance of Seafarer's Identity Document (Card)	7 Days	3 Days	BSID Portal	Part V of The Merchant Shipping Act, 2025 and Merchant Shipping (Seafarers' Identity Document) Rules, 2026,
2	Revalidation of Seafarer's Identity Document (Card)	7 days	3 Days	BSID Portal	Part V of The Merchant Shipping Act, 2025 and Merchant Shipping (Seafarers' Identity Document) Rules, 2026
3	Issuance of Duplicate Seafarer's Identity Document (Card)	7 days	3 Days	BSID Portal	Part V of The Merchant Shipping Act, 2025 and Merchant Shipping (Seafarers' Identity Document) Rules, 2026
4	Renewal of	7 days	3 Days	BSID Portal	Part V of The Merchant Shipping Act, 2025

Sl · No.	Service	2018 Timeline	2026 Timeline / Status	Platform	Legal Provision
	Seafarer's Identity Document (Card)				and Merchant Shipping (Seafarers' Identity Document) Rules, 2026
5	Replacement of Seafarer's Identity Document (Card)	7 Days	3 Days	BSID Portal	Part V of The Merchant Shipping Act, 2025 and Merchant Shipping (Seafarers' Identity Document) Rules, 2026
6	Issuance of Continuous Discharge Certificate	30 Days	7 days	E-Samudra	Part V of The Merchant Shipping Act, 2025 and Merchant Shipping (Continuous Discharge Certificate) Rules, 2026
7	Renewal of Continuous Discharge Certificate	30 days	7 days	E-Samudra	Part V of The Merchant Shipping Act, 2025 and Merchant Shipping (Continuous Discharge Certificate) Rules, 2026
8	Duplicate / Replacement of Continuous Discharge Certificate	30 Days	7 days	E-Samudra	Part V of The Merchant Shipping Act, 2025 and Merchant Shipping (Continuous Discharge Certificate) Rules, 2026
9	Correction of details in Continuous Discharge Certificate	3 Days	24 hours	E-Samudra	Part V of The Merchant Shipping Act, 2025 and Merchant Shipping (Continuous Discharge Certificate) Rules, 2026
10	Cancellation of CDCs of retired, incapacitated or deceased seafarers;	3 days	24 hours	E-Samudra	Part V of The Merchant Shipping Act, 2025 and Merchant Shipping (Continuous Discharge Certificate) Rules, 2026

Sl · No.	Service	2018 Timelin e	2026 Timeline / Status	Platform	Legal Provision
	onboard missing seafarers; or persons who have ceased to be Indian nationals				
11	Representation from next of kin of deceased seafarers	15 days	7 days	eNavik	The Merchant Shipping Act, 2025 Maritime Labour Convention, 2006; Crew Branch SOP and applicable circulars
12	Reference on collective bargaining agreement matters	2 days	24 hours	e-Office / Crew Branch	Part V of The Merchant Shipping Act, 2025, the Merchant Shipping (Maritime Labour) Rules, 2026; applicable CBA and Crew Branch SOP
13	Authentication of indentures for cadets	3 days	Dispensed with; deployment is not to be delayed for want of indenture	Not applicable	Applicable DGS order/circular dispensing with indenture; Seafarers' Employment Agreement requirements
14	Redressal of issues relating to wage of seafarers	30 days	15 days	eNavik	Part V of The Merchant Shipping Act, 2025
15	Issue of License to Recruitment and Placement Services	30 days	21 days (post recommendation from RO)	DGMA e-Governance / RPSL Module eNavik	Part V of The Merchant Shipping Act, 2025 and Merchant Shipping (Recruitment and Placement of Seafarers) Rules, 2026

Sl · No.	Service	2018 Timelin e	2026 Timeline / Status	Platform	Legal Provision
16	Renewal of License issued to Recruitment and Placement Services		21 days (post recommendation from RO)	DGMA e-Governance / RPSL Module eNavik	Part V of The Merchant Shipping Act, 2025 and Merchant Shipping (Recruitment and Placement of Seafarers) Rules, 2026
17	Recognition of Manning Agents	30 days		DGS e Governance / RPSL Module eNavik	

8.1.2 Nautical Wing

Note: The number of days mentioned shall be considered **as working days**, calculated from the date of receipt of complete documents on the respective e-governance platforms. Where applicable, the timeline shall also be subject to positive-flow processing, completion of examination or inspection, closure of observations, statutory consultation, third-party verification, and receipt of any additional information or approvals specified for the service.

Service Group	Service	2018 Timeline	2026 Timeline	Platform	Legal Provision
Examinations	Declaration of results	40 days	30 days	E-Pariksha	Part IV of the Merchant Shipping Act, 2025 and Merchant Shipping ((Standards of Training, Certification and Watch-keeping for Seafarers) Rules, 2026
Examinations	Issuance of competency certificate	14 days	7 days	E-Pariksha	Part IV of the Merchant Shipping Act, 2025 and Merchant Shipping ((Standards of Training, Certification and Watch-keeping for Seafarers) Rules, 2026
Plan approval	Passenger-ship plans, including Global Maritime Distress and	30 days	21 days	E-Samudra	Part VI of the Merchant Shipping Act, 2025 and Merchant Shipping (Passenger Ship Construction, Fire Appliances and Survey) Rules, 2026

Service Group	Service	2018 Timeline	2026 Timeline	Platform	Legal Provision
	Safety System (GMDSS), life-saving appliances (LSA) and bridge-layout plans				
Approvals	Approval of medical examiners	15 days	7 days	E-Samudra	Part V of The Merchant Shipping Act, 2025 and Merchant Shipping (Medical Examination) Rules, 2026
Approvals	Issuance of Letter for Dispensation/ exemption,	30 days	48 hours	E-Samudra	The Merchant Shipping Act, 2025; and the applicable Rules under it
Approvals	Radio service stations	30 days	15 days	E-Samudra	Part VI of The Merchant Shipping Act, 2025 and Merchant Shipping (Radiocommunication) Rules, 2026
Approvals	Verified Gross Mass	30 days	15 days	E-Samudra	

Service Group	Service	2018 Timeline	2026 Timeline	Platform	Legal Provision
	(VGM) entity approval				
Approvals	Marine laboratory testing approval under the International Maritime Solid Bulk Cargoes (IMSBC) Code	30 days	15 days	E-Samudra	The Merchant Shipping Act, 2025, Merchant Shipping (Port State Control and Flag State Implementation) Rules, 2026 and MS Notice 6 of 2025
Approvals	International Maritime Dangerous Goods (IMDG) Code	30 days	15 days	E-Samudra	Part VII of the Merchant Shipping Act, 2025 and Merchant Shipping (Prevention of Pollution by Harmful Substances Carried by Sea in Packaged Form) Rules, 2026

Service Group	Service	2018 Timeline	2026 Timeline	Platform	Legal Provision
	packaging-material testing centre				
Ship registration	Registration of Indian ships	48 hours	24 hours	E-Samudra	Part III of the Merchant Shipping Act, 2025 and Merchant Shipping (Registration of Vessels) Rules, 2026
Ship registration	Registration of mortgages	3 days	24 hours	E-Samudra	Part III of the Merchant Shipping Act, 2025 and Merchant Shipping (Registration of Vessels) Rules, 2026
Ship registration	Registration of sailing or fishing vessels above 20 metres	2 days	24 hours	E-Samudra	Part XIII of the Merchant Shipping Act, 2025, and the applicable Rules under it
Ship registration	Change of port of registry	7 days	48 hours	E-Samudra	Part III of the Merchant Shipping Act, 2025 and Merchant Shipping (Registration of Vessels) Rules, 2026
Ship registration	Closure of registry	3 days	24 hours	E-Samudra	Part III of the Merchant Shipping Act, 2025 and Merchant Shipping (Registration of Vessels)

Service Group	Service	2018 Timeline	2026 Timeline	Platform	Legal Provision
	matters				Rules, 2026
Ship registration	Discharge of mortgage	7 days	24 hours	E-Samudra	Part III of the Merchant Shipping Act, 2025 and Merchant Shipping (Registration of Vessels) Rules, 2026
Ship registration	Name, call sign, official number, MMSI or DSC number	3 days	24 hours	E-Samudra	Part III of the Merchant Shipping Act, 2025 and Merchant Shipping (Registration of Vessels) Rules, 2026
Other services	Towage permission	3 days	48 hours	E-Samudra	Survey and inspection rules
Other services	Single-voyage permission	4 days	48 hours	E-Samudra	Survey and inspection rules

8.1.3 Engineering Wing

Note: The number of days mentioned shall be considered **as working days**, calculated from the date of receipt of complete documents on the respective e-governance platforms. Where applicable, the timeline shall also be subject to positive-flow processing, completion of examination or inspection, closure of observations, statutory consultation, third-party verification, and receipt of any additional information or approvals specified for the service.

Service Group	Services Covered	2018 Timeline	2026 Timeline	Platform	Legal Provision
Design, machinery and fire-safety approvals	Bilge and ballast, fuel-oil, oily-bilge, sewage-discharge and fire-main piping systems; fire detection and alarm; fixed-gas extinguishing; accommodation sprinkler	30 days each	21 days each	E-Samudra	The Merchant Shipping Act, 2025 and the applicable Rules under it

Service Group	Services Covered	2018 Timeline	2026 Timeline	Platform	Legal Provision
	system; fire-control plan; Failure Modes and Effects Analysis (FMEA)				
Certification	Issuance of International Safety Management (ISM) certificates	3 days	3 days	E-Samudra	Part VIII of the Merchant Shipping Act, 2025 and Merchant Shipping (Safety Management Rules, 2026
Examinations	Declaration of engineer examination results	By the following month	30 days	E-Pariksha	Part IV of the Merchant Shipping Act, 2025 and Merchant Shipping (Standards of Training, Certification and Watch-keeping for Seafarers) Rules, 2026
Examinations	Review of results	3 days	3 days	E-Pariksha	Part IV of the Merchant Shipping Act, 2025 and Merchant Shipping (Standards of Training, Certification and Watch-keeping for Seafarers) Rules, 2026
Certification	Issuance of	7 days	7 days	E-Pariksha	Part IV of the Merchant Shipping Act, 2025

Service Group	Services Covered	2018 Timeline	2026 Timeline	Platform	Legal Provision
	Certificate of Competency				and Merchant Shipping (Standards of Training, Certification and Watch-keeping for Seafarers) Rules, 2026
Service stations	FFA and launching-appliance service stations	15 days	15 days	E-Samudra	
Registration	Bunker suppliers	15 days	15 days	E-Samudra	
Dispensation	Engineers and statutory requirements	5 days	48 hours	E-Samudra	
Extensions	Surveys, audits and certificate validity	15 days	48 hours	E-Samudra	Part VIII of the MS Act, 2025 and Merchant Shipping (Survey, Audit and Certification) Rules, 2026
Exemptions	International Convention for the Safety of Life at Sea	3 days	48 hours	E-Samudra	The Merchant Shipping Act, 2025 and the applicable Rules under it

Service Group	Services Covered	2018 Timeline	2026 Timeline	Platform	Legal Provision
	(SOLAS), International Convention for the Prevention of Pollution from Ships (MARPOL), International Convention on the Control of Harmful Anti- fouling Systems on Ships (AFS Convention) and International Convention for the Control				

Service Group	Services Covered	2018 Timeline	2026 Timeline	Platform	Legal Provision
	and Management of Ships' Ballast Water and Sediments (BWM Convention) equipment				
Exemptions	International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW Convention) and Safe Manning	3 days	3 days	E-Samudra	Part IV of the Merchant Shipping Act, 2025 and Merchant Shipping (Standards of Training, Certification and Watch-keeping for Seafarers) Rules, 2026

Service Group	Services Covered Document	2018 Timeline	2026 Timeline	Platform	Legal Provision
Certificate	Short certificate for single-voyage term	7 days	3 days	E-Samudra	

8.1.4 Naval Architecture Wing

Note: The number of days mentioned shall be considered **as working days**, calculated from the date of receipt of complete documents on the respective e-governance platforms. Where applicable, the timeline shall also be subject to positive-flow processing, completion of examination or inspection, closure of observations, statutory consultation, third-party verification, and receipt of any additional information or approvals specified for the service.

Service Group	Services Covered	2018 Timeline	2026 Timeline	Platform	Legal Provision
Plan approvals	Trim and stability / damage-stability booklets; subdivision plans; crew and passenger accommodation; loading operations manual; fire-control and escape plans; ventilation and piping; subdivision calculations; structural plans; rescue-boat and fast-	30 days	21 days	E-Samudra	The Merchant Shipping Act, 2025 and the applicable Rules under it

Service Group	Services Covered	2018 Timeline	2026 Timeline	Platform	Legal Provision
	rescue-boat plans				
Plan approvals	Document of Compliance for carrying grain	7 days	7 days	E-Samudra	
Plan approvals	Tonnage computations	15 days	15 days	E-Samudra	Part VI of The Merchant Shipping Act, 2025 and Merchant Shipping (Tonnage Measurement of Vessels) Rules, 2026
Plan approvals	Cargo Securing Manual	20 days	20 days	E-Samudra	
Plan approvals	Lifeboat plans	60 days	60 days	E-Samudra	
Reports	Endorsement of Enhanced Survey Programme reports	30 days	24 hours	E-Samudra	
Exemptions and extensions	Accommodation provisions; ship-construction requirements; survey or dry-docking extensions; Load Line Convention exemptions or	15 days	48 hours	E-Samudra	The Merchant Shipping Act, 2025 and the applicable Rules under it

Service Group	Services Covered	2018 Timeline	2026 Timeline	Platform	Legal Provision
	extensions				

8.1.5 Multi-Modal Transport Operator Branch

Note: The number of days mentioned shall be considered **as working days**, calculated from the date of receipt of complete documents on the respective e-governance platforms. Where applicable, the timeline shall also be subject to positive-flow processing, completion of examination or inspection, closure of observations, statutory consultation, third-party verification, and receipt of any additional information or approvals specified for the service.

Service Group	2018 Timeline	2026 Timeline	Platform	Legal Provision
Issuance of Certificate of Registration to Multi Modal Transport Operator (Provisional)	20 days	1 day	E-Samudra	The Multimodal Transportation of Goods Act, 1993 and The Registration of Multimodal Transport Operators Rules, 1992
Final issuance of Certificate of Registration to Multi Modal Transport Operator	20 days	1 day	E-Samudra	The Multimodal Transportation of Goods Act, 1993 and The Registration of Multimodal Transport Operators Rules, 1992
Renewal of Certificate of Registration issued to Multi Modal Transport Operator	Not Applicable	1 day	E-Samudra	The Multimodal Transportation of Goods Act, 1993 and The Registration of Multimodal Transport Operators Rules, 1992
Change of name and address of Multi Modal Transport Operator	Not Applicable	1 day	E-Samudra	The Multimodal Transportation of Goods Act, 1993 and The Registration of Multimodal Transport Operators Rules, 1992
Query to be raised in case of incomplete, incorrect documents &/or for any clarification based on the submitted documents	Not Applicable	1 day	E-Samudra	The Multimodal Transportation of Goods Act, 1993 and The Registration of Multimodal Transport Operators Rules, 1992

8.1.6 Shipping Development Branch

Note: The number of days mentioned shall be considered **as working days**, calculated from the date of receipt of complete documents on the respective e-governance platforms. Where applicable, the timeline shall also be subject to positive-flow processing, completion of examination or inspection, closure of observations, statutory consultation, third-party verification, and receipt of any additional information or approvals specified for the service.

Service Group	2018 Timeline	2026 Timeline	Platform	Legal Provision
Right of First Refusal- related NOC/ Inquiry of Indian Vessel	2 days	2 days	E-Samudra	RoFR Guidelines / The Coastal Shipping Act, 2025
Issuance of licence for foreign-flag vessel	2 days	24 hours	E-Samudra	The Coastal Shipping Act, 2025

8.1.7 Training Branch

Note: The number of days mentioned shall be considered **as working days**, calculated from the date of receipt of complete documents on the respective e-governance platforms. Where applicable, the timeline shall also be subject to positive-flow processing, completion of examination or inspection, closure of observations, statutory consultation, third-party verification, and receipt of any additional information or approvals specified for the service.

Service	2018 Timeline	2026 Timeline	Platform	Legal Provision
In-Principal Approval of Maritime Training Institutes	30 days	21 days (post recommendation from MMD)	MTI Module eNavik	Part IV of The Merchant Shipping Act, 2025 and Merchant Shipping (Standards of Training, Certification and Watch-keeping for Seafarers) Rules, 2026,
Approval of Maritime Training Institute Courses	45 days	21 days (post recommendation from MMD)	MTI Module eNavik	Part IV of The Merchant Shipping Act, 2025 and Merchant Shipping (Standards of Training, Certification and Watch-keeping for Seafarers) Rules, 2026
Clarification on any matter of course admission/result/complaint by student ect	Not Applicable	7 days	24x7 Grievance Redressal Module eNavik	Part IV of The Merchant Shipping Act, 2025 and Merchant Shipping (Standards of Training, Certification and Watch-keeping for Seafarers) Rules, 2026
Clarification to any	Not Applicable	15 days	MTI Module	Part IV of The Merchant

institute on any matter			eNavik	Shipping Act, 2025 and Merchant Shipping (Standards of Training, Certification and Watch-keeping for Seafarers) Rules, 2026
Complaint and Grievance Redressal Timelines	Not Applicable	15 days	24x7 Grievance Redressal Module eNavik	Part IV of The Merchant Shipping Act, 2025 and Merchant Shipping (Standards of Training, Certification and Watch-keeping for Seafarers) Rules, 2026
STCW Matters and publication on website	Not Applicable	15 Days	MTI Module eNavik	Part IV of The Merchant Shipping Act, 2025 and Merchant Shipping (Standards of Training, Certification and Watch-keeping for Seafarers) Rules, 2026

8.2 Digital Platforms, Application Processes and Tangible Benefits to Citizens and Stakeholders

This section provides a service-wise guide to the principal digital platform or prescribed channel, the simplified steps for applying, and the practical benefit available to citizens and stakeholders. The arrow-based process flows show, in easy terms, how a user may register or log in, select the relevant service, upload the required documents, pay the prescribed fee where applicable, submit the application, respond to scrutiny or inspection requirements, track progress and receive the approval, certificate, licence, endorsement or grievance resolution. Together, platforms such as **E-Samudra**, **e-Navik**, the **BSID Portal**, **DGMA Exam Portal**, **MTI Module**, **RPSL Module** and **Bharatkosh** (integration in process) enable fewer physical visits, clearer application pathways, online submission and payment, transparent status tracking, reduced documentation and waiting time, faster approvals and certificates, and quicker access to welfare and grievance support.

Sl. No.	Branch of DGMA	Service	Platform / Process	Tangible Benefit to Citizens / Stakeholders
1	Multi-Modal Transport Operator Branch	Recognition of MTO under the MMTG Act, 1993	E-Samudra Register → Fill MTO form → Upload documents → Pay fee → Submit → Scrutiny → Certificate	End-to-end online submission, fee payment and certificate generation; positive-flow turnaround reduced from 20 days to 24 hours, enabling quicker commencement of multimodal transport operations.

Sl. No.	Branch of DGMA	Service	Platform/ Process	Tangible Benefit to Citizens / Stakeholders
2	Multi-Modal Transport Operator Branch	Renewal of MTO recognition	E-Samudra Log in → Select renewal → Update details → Upload documents → Pay fee → Submit → Renewed certificate	Online renewal with digital scrutiny and faster certificate issuance reduces business interruption and repeat visits to the Directorate.
3	Crew Branch	Identity Card for Seafarers – BSID	BSID Portal Log in with INDoS → Fill details → Pay fee → Book appointment → Biometric verification → Approval / dispatch	Online application, fee payment and appointment scheduling; approval within 24 hours on positive flow reduces waiting time and supports faster deployment of seafarers.
4	Crew Branch	Revalidation of BSID	BSID Portal Log in → Select revalidation → Verify details → Upload documents → Pay fee → Book appointment → Approval	Digital renewal workflow and 24-hour positive-flow approval reduce the risk of employment or travel delay caused by expiry of the identity card.

Sl. No.	Branch of DGMA	Service	Platform / Process	Tangible Benefit to Citizens / Stakeholders
5	Crew Branch	Issuance of CDC	DGMA E-Governance Log in → Select fresh CDC → Fill form → Upload documents → Pay fee → Submit → Scrutiny → Approval / dispatch	Online application, electronic scrutiny and approval within 7 days substantially reduce the earlier 30-day wait and help eligible seafarers become deployment-ready sooner.
6	Crew Branch	Replacement or duplicate CDC	DGMA E-Governance Log in → Select replacement / duplicate → Upload proof → Pay fee → Submit old booklet where required → Approval / dispatch	Faster replacement through the digital workflow reduces loss of employment time when a CDC is lost, damaged or illegible.
7	Crew Branch	Correction of personal particulars in CDC	DGMA E-Governance / Seafarer Profile Log in → Choose correction → Enter changed details → Upload proof → Submit → Verification → Updated record	Correction within 24 hours on positive flow helps prevent mismatch across passport, CDC and seafarer records and avoids related joining, immigration or verification delays.

Sl. No.	Branch of DGMA	Service	Platform / Process	Tangible Benefit to Citizens / Stakeholders
8	Crew Branch	Cancellation of CDC	Parent Shipping Master Office / prescribed channel Submit request → Attach CDC and supporting proof → Verification → Approval → CDC record cancelled / updated	Faster updating of the official seafarer record supports families and authorities in retirement, incapacity, death, missing-person or change-of-nationality cases.
9	Crew Branch	Representation from next of kin of deceased seafarers	e-Navik Register grievance → Select death / next-of-kin category → Enter details → Upload evidence → Submit → Track reference → Resolution	A single digital grievance route enables families to seek assistance, track the case and coordinate benefits, documents and dues without approaching multiple offices separately.
10	Crew Branch	Reference on collective bargaining agreement matters	e-Office / Crew Branch / jurisdictional SEO Submit reference → Attach CBA and papers → Examination → Clarification / hearing → Advice or decision	Structured examination and hearing of the parties provide seafarers, unions and employers with a defined channel for timely interpretation and resolution of employment issues.

Sl. No.	Branch of DGMA	Service	Platform / Process	Tangible Benefit to Citizens / Stakeholders
11	Crew Branch	Authentication of indentures for cadets	Not applicable	Dispensing with the indenture requirement prevents deployment of cadets and trainees from being delayed where CDC, BSID and the Seafarers' Employment Agreement are already available.
12	Crew Branch	Settlement of wage disputes	e-Navik Register wage grievance → Enter vessel / employer details → Upload agreement and wage proof → Submit → Notice / hearing → Decision or settlement	24×7 digital grievance intake gives seafarers a traceable channel for wage complaints, notice to the parties, hearing and issue of a decision or settlement direction.
13	Crew Branch	Recognition of manning agents	DGMA E-Governance / RPSL Module Register → Apply for RPS licence → Upload eligibility documents → Pay fee → Verification / inspection → Approval → Licence	Online licensing and registration improve transparency for recruitment agencies and help seafarers verify and engage with recognised recruitment and placement service providers.

Sl. No.	Branch of DGMA	Service	Platform/ Process	Tangible Benefit to Citizens / Stakeholders
14	Nautical Wing	Declaration of nautical examination results	Exam Reform Portal Appear for examination → Evaluation → Competent-authority approval → Result uploaded → Candidate checks result	Publication through the examination portal gives candidates direct access to results and reduces dependence on physical enquiry.
15	Nautical Wing	Issuance of nautical competency certificate	Exam Reform Portal / Bharatkosh Result declared → Apply through concerned MMD → Upload documents / pay fee → Scrutiny → Approval → Certificate dispatch	Defined processing and digital tracking after declaration of results shorten the time required for qualified candidates to obtain the certificate needed for employment and promotion.
16	Nautical Wing	Passenger-ship plan approvals	E-Samudra Log in → Choose plan approval → Upload plans and supporting documents → Pay fee → Technical scrutiny → Approval / query → Approved plan	Digital submission and technical scrutiny provide a traceable approval process and reduce movement of physical plan sets between the applicant and the Directorate.

Sl. No.	Branch of DGMA	Service	Platform / Process	Tangible Benefit to Citizens / Stakeholders
17	Nautical Wing	Approval of medical examiners	E-Samudra Register → Select medical-examiner approval → Upload qualification and facility documents → Submit → Evaluation → Approval	Faster approval expands timely access to authorised maritime medical examination facilities for seafarers.
18	Nautical Wing	Dispensation or exemption letters, including manning	Prescribed digital channel Submit request → Explain need and timeframe → Upload risk assessment / controls → Technical review → Approval letter	Reduction from 30 days to 48 hours supports time-sensitive vessel operations while retaining technical and safety review.
19	Nautical Wing	Approval of radio service stations	E-Samudra Apply online → Upload documents → MMD inspection → Close observations → Recommendation → DGMA certificate	Faster and traceable approval improves the availability of authorised servicing facilities for statutory ship-radio equipment.

Sl. No.	Branch of DGMA	Service	Platform / Process	Tangible Benefit to Citizens / Stakeholders
20	Nautical Wing	Verified Gross Mass (VGM) entity approval	E-Samudra Apply online → Upload facility documents → MMD inspection → Compliance closure → Recommendation → Approval	Defined inspection and approval workflow helps compliant entities begin verified gross mass services sooner and supports smoother cargo movement.
21	Nautical Wing	Marine laboratory testing approval under the International Maritime Solid Bulk Cargoes (IMSBC) Code	E-Samudra Apply online → Upload laboratory credentials → MMD inspection → Close observations → Recommendation → Approval	Formal approval of competent laboratories gives shippers access to recognised testing facilities for safe carriage of solid bulk cargoes.
22	Nautical Wing	International Maritime Dangerous Goods (IMDG) Code packaging-material testing centre approval	E-Samudra Apply online → Upload centre details → MMD inspection → Compliance closure → Recommendation → Approval	Approval of testing centres improves access to recognised testing for packaging used in the carriage of dangerous goods.

Sl. No.	Branch of DGMA	Service	Platform / Process	Tangible Benefit to Citizens / Stakeholders
23	Nautical Wing	Registration of Indian ships	E-Samudra Create shipping-entity profile → Reserve vessel name / identifiers → Upload ownership and survey documents → Pay fee → Verification → Certificate of Registration	Complete digital registration within one day; the vessel need not be physically brought to the registration office where prescribed survey and documentary requirements are met; simplified ownership participation and an integrated workflow for name, official number, carving and marking, ownership and registration reduce transaction time.
24	Nautical Wing	Registration of mortgages	E-Samudra Log in → Select mortgage registration → Upload prescribed form and documents → Submit → Verification / NOC → Mortgage entered	Online filing and registration within 24 hours give owners and lenders faster creation and recording of security interests, supporting vessel financing.

Sl. No.	Branch of DGMA	Service	Platform/ Process	Tangible Benefit to Citizens / Stakeholders
25	Nautical Wing	International Tonnage Certificate	E-Samudra Apply online → Upload vessel particulars and tonnage documents → Verification / computation → Approval → Certificate issued	Digital application and 24-hour issuance reduce delay in obtaining a key statutory certificate for vessel operation and international compliance.
26	Nautical Wing	Registration of sailing or fishing vessels above 20 metres	E-Samudra Create profile → Select vessel registration → Upload ownership and survey documents → Pay fee → Verification → Registration certificate	Online registration with a 24-hour standard reduces physical interface and enables eligible vessel owners to obtain registration faster.
27	Nautical Wing	Change of port of registry	E-Samudra Apply online → Select new port → Upload supporting documents → DGMA approval → Existing registrar transfers record → New port updated	Integrated digital coordination between the existing and intended registrars reduces the timeline from 7 days to 48 hours.

Sl. No.	Branch of DGMA	Service	Platform / Process	Tangible Benefit to Citizens / Stakeholders
28	Nautical Wing	Closure of registry matters	E-Samudra Apply for closure → Upload NOCs / no-dues proof → Verification → Registry closed → Deletion certificate issued	Digital coordination of clearances and issue of the deletion certificate provide owners with faster closure of the vessel's Indian registry record.
29	Nautical Wing	Discharge of mortgage	E-Samudra Apply online → Upload prescribed form and mortgagee NOC → Verification → Discharge entered → Endorsement issued	Online submission, verification and discharge within 24 hours allow the vessel's registry record to be updated promptly after repayment or release by the mortgagee.
30	Nautical Wing	Name, call sign, official number, Maritime Mobile Service Identity (MMSI) or Digital Selective Calling (DSC) number	E-Samudra Apply online → Enter vessel particulars → Submit preferred name / identifier request → Verification → Approval letter and identifiers	A single digital process provides the identifiers required for registration, radio communication and vessel documentation within 24 hours.

Sl. No.	Branch of DGMA	Service	Platform / Process	Tangible Benefit to Citizens / Stakeholders
31	Nautical Wing	Towage permission	Prescribed channel Submit application → Attach vessel and towage details → Weather / rule check → Surveyor review → Nautical approval	A defined 48-hour processing standard supports time-sensitive vessel movements, subject to surveyor availability and safety verification.
32	Nautical Wing	Single-voyage permission	Prescribed channel Submit application → Upload vessel documents and voyage plan → Safety / weather verification → Surveyor review → Permission	A defined 48-hour processing standard supports urgent one-time vessel movements, subject to surveyor availability and safety verification.
33	Engineering Wing	Engineering design, machinery and fire-safety plan approvals	Digital workflow / Bharatkosh Submit application → Pay fee → Upload plans → Technical scrutiny → Reply to queries → Approval → Approved plan returned	Reduction from 30 to 15 working days and a common scrutiny workflow give shipyards, owners and designers earlier certainty and help prevent construction or modification delays.

Sl. No.	Branch of DGMA	Service	Platform/ Process	Tangible Benefit to Citizens / Stakeholders
34	Engineering Wing	Issuance of ISM certificates	Digital workflow / Bharatkosh Submit application → Pay fee → Upload audit documents → Scrutiny → Competent-authority approval → Certificate issued	A defined 3-working-day digital workflow enables companies and ships to obtain safety-management certification with predictable processing.
35	Engineering Wing	Marine engineer examinations	DGMA Exam Portal / Bharatkosh Apply for eligibility → Upload documents → Pay fee → Assessment approval → Book seat → Download admit card → Appear for exam	Online eligibility assessment, fee payment, seat booking and admit-card generation reduce physical visits and provide candidates a clear examination pathway.
36	Engineering Wing	Declaration of engineer examination results	DGMA Exam Portal Complete examination → Evaluation → Result approval → Portal publication → Candidate checks result	Portal-based publication provides direct access to results and a defined outer timeline after completion of the examination.

Sl. No.	Branch of DGMA	Service	Platform / Process	Tangible Benefit to Citizens / Stakeholders
37	Engineering Wing	Review of engineer examination results	DGMA Exam Portal / Bharatkosh Log in → Select result review → Choose paper / oral → Pay fee → Submit → Independent review → Outcome communicated	Online application and a defined 3-working-day review process give candidates a transparent and time-bound remedy.
38	Engineering Wing	Fresh, duplicate or revalidated engineering Certificate of Competency	DGMA Exam Portal / E-Samudra Apply → Upload required documents → Pay fee → MMD / DGMA scrutiny → Approval → Certificate or revalidation issued	Reduction from 7 days to 3 working days helps qualified engineers obtain or renew employment-critical certification sooner.
39	Engineering Wing	Revalidation of Dangerous Cargo (D.C.) endorsements or Certificate of Recognition	E-Samudra Apply online → Upload passport, CDC, CoC / CoP and course documents → Pay fee → Scrutiny → Approval → Endorsement / certificate	Online scrutiny and issuance within 3 working days reduce renewal delays and support continuity of seafarer employment.

Sl. No.	Branch of DGMA	Service	Platform / Process	Tangible Benefit to Citizens / Stakeholders
40	Engineering Wing	Fire-fighting appliances (FFA) and launching-appliance service-station approval	E-Samudra Apply online → Upload facility and personnel documents → Pay fee → MMD inspection → Close observations → Authorisation certificate	Digital application, inspection workflow and scope-specific authorisation improve access to verified servicing facilities for lifesaving and firefighting equipment.
41	Engineering Wing	Registration of bunker suppliers	E-Samudra Apply online → Upload supplier and port documents → Pay fee → Audit / inspection → Close deficiencies → Registration certificate	Digital application, audit tracking and certificate issuance provide suppliers with a transparent approval route and give ship operators access to registered bunker suppliers.
42	Engineering Wing	Dispensation for engineers and statutory requirements	Prescribed digital channel / Bharatkosh Submit request → Pay fee where applicable → Upload justification and timeline → Technical review → Approval communication	Reduction from 5 days to 3 working days helps address urgent manning or statutory situations with less operational delay.

Sl. No.	Branch of DGMA	Service	Platform / Process	Tangible Benefit to Citizens / Stakeholders
43	Engineering Wing	Extension of surveys, audits and certificate validity	Prescribed digital channel / Bharatkosh Submit request → Upload justification and supporting papers → Pay fee where applicable → Technical review → Extension decision	A 3-working-day decision supports continuity of vessel operations where a justified extension is required.
44	Engineering Wing	Exemptions under SOLAS, MARPOL, AFS or BWM requirements	Prescribed digital channel / Bharatkosh Submit exemption request → Upload technical justification and controls → Pay fee → Scrutiny → Approval / rejection letter	Time-bound technical consideration within 3 working days provides earlier regulatory certainty for equipment-related cases.
45	Engineering Wing	Exemptions under the STCW Convention and Safe Manning Document	Prescribed digital channel / Bharatkosh Submit request → Upload crew, certificate and risk-control documents → Pay fee → Review → Approval / rejection letter	Time-bound consideration within 3 working days helps resolve urgent crew-certification and safe-manning issues.

Sl. No.	Branch of DGMA	Service	Platform/ Process	Tangible Benefit to Citizens / Stakeholders
46	Engineering Wing	Short certificate for single-voyage term	Prescribed channel Submit application → Upload vessel and voyage documents → Technical verification → Approval → Short certificate issued	Reduction from 7 days to 3 working days supports one-time vessel movement without avoidable waiting.
47	Naval Architecture Wing	Naval architecture plan approvals	E-Samudra Log in → Select plan type → Upload RO-verified plans → Pay fee → Technical scrutiny → Reply to queries → Approved drawings	Digital submission and reduction of the standard timeline from 30 to 21 days provide owners, shipyards and designers earlier certainty for construction and alteration work.
48	Naval Architecture Wing	Document of Compliance for carrying grain	E-Samudra Apply online → Upload grain-loading documents and calculations → Pay fee → Technical scrutiny → Approval → Document issued	Digital processing provides a traceable route to obtain the document required for compliant carriage of grain cargo.

Sl. No.	Branch of DGMA	Service	Platform / Process	Tangible Benefit to Citizens / Stakeholders
49	Naval Architecture Wing	Approval of tonnage computations	E-Samudra Apply online → Upload computation and supporting plans → Pay fee → Verification → Approval	Digital submission and approval reduce physical handling of calculations and support timely issue of tonnage-related certification.
50	Naval Architecture Wing	Approval of Cargo Securing Manual	E-Samudra Apply online → Upload manual and supporting drawings → Pay fee → Technical scrutiny → Reply to queries → Approved manual	Digital scrutiny gives operators a traceable process for obtaining approval of the vessel's cargo-securing arrangements.
51	Naval Architecture Wing	Approval of lifeboat plans	E-Samudra Apply online → Upload lifeboat plans and supporting documents → Pay fee → Technical scrutiny → Compliance / queries → Approved plan	Digital submission and traceable technical scrutiny give manufacturers, shipyards and owners a defined route for approval of lifesaving-appliance plans.

Sl. No.	Branch of DGMA	Service	Platform / Process	Tangible Benefit to Citizens / Stakeholders
52	Naval Architecture Wing	Endorsement of Enhanced Survey Programme reports	E-Samudra Apply online → Upload ESP report and RO recommendation → Pay fee → Verification → Endorsement issued	Reduction from 30 days to 24 hours enables owners and operators to obtain endorsement of survey documentation without prolonged administrative delay.
53	Naval Architecture Wing	Naval architecture exemptions and extensions	E-Samudra Submit request → Upload fee receipt, RO recommendation and justification → Technical scrutiny → Approval → Exemption / extension letter	Reduction from 15 days to 48 hours provides faster regulatory decisions on accommodation, construction, dry-docking, survey and load-line cases.
54	Shipping Development Branch	Issuance of charter permission / Right of First Refusal-related NOC	Prescribed digital process Submit vessel enquiry → Circulation to Indian shipowners → Review offers → No suitable Indian vessel → NOC / charter permission issued	System-based circulation and issue of the NOC provide charterers with a transparent and time-bound route for vessel deployment.

Sl. No.	Branch of DGMA	Service	Platform / Process	Tangible Benefit to Citizens / Stakeholders
55	Shipping Development Branch	Sailing licence for foreign-flag vessel	E-Samudra Log in → Enter vessel particulars → Upload certificates → Pay fee → Submit → Scrutiny → Electronic licence	Electronic application and licence issuance within 24 hours of a complete application reduce delay in lawful deployment of foreign-flag tonnage.
56	Training Branch	In-principle approval for pre-sea and post-sea maritime training institutes	MTI Module Register → Select new MTI → Upload business plan, premises and ownership documents → Pay fee → Scrutiny / presentation → STCW Board review → Approval	The MTI Module provides online submission, fee payment, query handling and traceable processing for institutions proposing to establish maritime training capacity.
57	Training Branch	Approval of pre-sea and post-sea courses of approved MTIs	MTI Module Log in → Select course / intake enhancement → Upload curriculum and faculty details → Pay fee → MMD inspection → STCW Board review → Approval	Online application, inspection workflow and digital approval give training institutes a defined route to introduce courses or enhance intake capacity.

9. Before You Apply: Your Responsibilities

You can help us serve you faster by following these simple steps:

- Fill in the application carefully and check that your name, contact details and other particulars are correct.
- Upload or submit all documents listed for the service. An incomplete application may take longer.
- Keep your application, payment or grievance reference number safe. You will need it to track progress.
- Reply promptly if DGMA asks for a clarification or an additional document.
- Use the designated online portal wherever the service is available digitally.
- Do not submit duplicate applications or grievances for the same matter unless advised to do so.

10. Seafarers' Rights

Every seafarer has the right to be treated fairly, safely and with dignity. These rights arise from applicable Indian law, the Maritime Labour Convention, 2006, other international maritime instruments and the terms of the Seafarers' Employment Agreement or Collective Bargaining Agreement.

- **Fair employment:** You have the right to a clear written employment agreement, fair terms, freedom of association and collective bargaining, and protection from forced labour and discrimination.
- **Know your contract:** Before joining a vessel, check the contract period, wages, working hours, overtime rates, paid leave, termination conditions and repatriation arrangements. Keep a signed copy.
- **Timely wages and benefits:** You are entitled to timely wages, applicable overtime, paid annual leave and agreed compensation and benefits. Wages should not be withheld or deducted without authority.
- **Safe work and adequate rest:** You have the right to safe and secure working conditions, fair working hours and adequate periods of rest.
- **Decent living conditions:** You are entitled to appropriate accommodation, recreational facilities, food and catering standards on board.
- **Medical care and social protection:** You have the right to health protection, quality medical care, welfare services and applicable social-security safeguards.
- **Repatriation:** You are entitled to repatriation in accordance with the applicable law and employment agreement.
- **Compensation:** You or your nominated next of kin may be entitled to compensation for occupational injury, long-term disability or death, as provided under the applicable agreement and regulations. Interim assistance may be considered where assessment of long-term disability takes time.
- **Raise a grievance without fear:** You may report welfare, employment or safety concerns through e-Navik and other prescribed channels and seek escalation if the matter remains unresolved.

11. Frequently Asked Questions: e-Navik Grievance Redressal

1. Who can use e-Navik?

Seafarers, family members or next of kin, maritime training institutes, RPSLs, shipping companies and other eligible maritime stakeholders may use the portal for the relevant grievance category.

2. What issues can I report?

You may report matters such as abandonment, unpaid wages, repatriation, fraudulent or unauthorised recruitment, illegal fee collection, unsafe deployment, death or disappearance, injury, detention, documentation concerns, or an issue involving an MTL, RPSL or shipping company.

3. How do I register a grievance?

Use the “Register Grievance” option on e-Navik, choose the correct category, verify your contact details through OTP, describe the issue clearly and upload supporting documents. You may also use the 24×7 phone, WhatsApp or email channels listed in Section 6.

4. What information should I keep ready?

Keep your name and contact details, INDOS or CDC details where applicable, vessel and employer or RPSL details, a short chronology of events, the relief you need, and relevant documents such as the employment agreement, wage records, correspondence, travel or medical records.

5. How will I know that my complaint has been registered?

You will receive a unique grievance or ticket reference number. Save it carefully; it is required for tracking and future communication.

6. How can I track my grievance?

Use the “Track Grievance” facility on e-Navik and enter the reference number. The system supports acknowledgement, status tracking and escalation monitoring.

7. What should I do if DGMA asks for more information?
Reply promptly and provide accurate documents. Delay in responding may affect resolution time.

8. Should I submit the same complaint more than once?
No. Avoid duplicate complaints. Use the existing reference number to track the matter or provide additional information.

9. Can I appeal if I am not satisfied?
Yes. An appeal may be submitted within 30 days from the date of closure or rejection through the prescribed e-Navik process.

10. Is e-Navik available for urgent or overseas cases?
Yes. The service operates round the clock and includes domestic, international, WhatsApp and email access for seafarers serving in India or abroad.

12. Transparency and Accountability

DGMA will publish service standards, monitor performance against Charter commitments, promote digital-first delivery, review processes for simplification and use stakeholder feedback to improve services.

13. Important Acts and Rules

The principal statutory instruments referred to in this Charter are consolidated below for convenient reference. The latest notified text, amendments and downloadable copies should be checked on the official [DGMA Acts & Rules](#) portal.

- Merchant Shipping Act, 2025
- Coastal Shipping Act, 2025
- Multimodal Transportation of Goods Act, 1993
- Right to Information Act, 2005
- Merchant Shipping (Seafarers' Identity Document) Rules, 2026
- Merchant Shipping (Continuous Discharge Certificate) Rules, 2026
- Merchant Shipping (Recruitment and Placement of Seafarers) Rules, 2026
- Merchant Shipping (Maritime Labour) Rules, 2026
- Merchant Shipping (Standards of Training, Certification and Watch-keeping for Seafarers) Rules, 2026
- Merchant Shipping (Medical Examination) Rules, 2026
- Merchant Shipping (Registration of Vessels) Rules, 2026
- Merchant Shipping (Radiocommunication) Rules, 2026
- Merchant Shipping (Passenger Ship Construction, Fire Appliances and Survey) Rules, 2026
- Merchant Shipping (Port State Control and Flag State Implementation) Rules, 2026
- Merchant Shipping (Prevention of Pollution by Harmful Substances Carried by Sea in Packaged Form) Rules, 2026
- Merchant Shipping (Safety Management) Rules, 2026
- Merchant Shipping (Survey, Audit and Certification) Rules, 2026
- Merchant Shipping (Tonnage Measurement of Vessels) Rules, 2026
- Registration of Multimodal Transport Operators Rules, 1992

14. Disclaimer

This Charter is a plain-language guide. The timelines apply when the application is complete and all prescribed requirements have been met. A case may take longer where inspection, statutory consultation, third-party verification, additional information or circumstances beyond DGMA's control are involved. If there is any difference between this Charter and an applicable law, rule, order, circular, employment agreement or international instrument, the governing legal provision will apply.