



भारत सरकार / GOVERNMENT OF INDIA
पोत परिवहन मंत्रालय / MINISTRY OF SHIPPING

नौवहन महानिदेशालय, मुंबई
DIRECTORATE GENERAL OF SHIPPING, MUMBAI

F.No. CR/GrievanceRedressal/2013 - Pt.-I

Date:21.08.2019

Merchant Shipping Notice No. 06 of 2019

Subject: Online grievance redressal mechanism for Indian seafarers – reg.

A grievance redressal mechanism for seafarers was initiated by this Directorate vide its Crew Branch Circular No. 3 of 2011(F.No. CR/Misc/10/2011) dated 05.07.2011 and M.S. Notice No. 3 of 2013 dated 30.01.2013.

2. In order to overcome procedural delays and expedite resolution of seafarers' grievances, the grievance redressal mechanism is being launched online for registering grievance and obtaining response thereon.

3. Indian seafarers shall lodge their grievance in this system online. The operational details of the online grievance redressal system is as under:-

3.1. Submission of grievances

For Seafarer :

1. Log in to the eGovernance System.
2. Click the link "Grievance Redressal Mechanism".
3. Fill the required data and submit, upon submission system generates a reference No.
4. Status of the application can be viewed by clicking the link "Grievance Redressal Mechanism".
5. If any Query raised by the department ,seafarer can reply using the link "Grievance Redressal Mechanism".
6. Click "View" in the link to view the Query raised along with reply submitted.

3.2. Action by the jurisdictional grievance redressal official

1. Verify the data submitted by the seafarer.
2. May send query to applicant, if required.

Page 1 of 2

3. May send query to RPSL agency and Shipping company.
4. On receipt of response to the query, the grievance may be disposed off.

3.3. Action by the concerned RPSL company

1. Log in to the e-Governance System.
2. Go to the link Recruitment and Placement Services ->Grievance Redressal -> View List
3. Click "Reply" link to submit reply
4. Click "View" link to view the Query raised along with reply submitted.

3.4. Action by the concerned shipping company

1. Log in to the eGovernance System.
 2. Go to the link SMO-Other Activities ->Grievance Redressal -> View List
 3. Click "Reply" link to submit reply
4. This online system will be operational with immediate effect.
 5. This issues with the approval of Director General of Shipping.

Yours faithfully,



(Subhash Barguzer)
Deputy Director General of Shipping

To

- ✓1. DDG (e-governance)
- ✓2. ADG (e-governance), for placing on DG Shipping official website.