

**DIRECTORATE GENERAL OF SHIPPING, GOVT. OF INDIA, MUMBAI**

Dated : 28.07.2016

To,  
The Seafarers,  
Maritime Training Institutes,  
Shipowners &  
Recruitment and Placement services.

Sir,

This news letter is being issued for updating the stakeholders of Directorate General of Shipping, GoI about various e-governance initiatives that have been undertaken by it in the recent past.

2. The e-governance project of DGS, GoI named as e-samudra, was conceived in the year 2004 with an objective to migrate the functions of DGS, GoI on an e-platform. Under the said project fourteen modules were developed and are in operation, since 2009 onwards. However, due to various reasons including some technical issues with hardware & software, these modules were neither fully utilized by the stakeholders nor by the DGS, GoI. As the result, many functions of DGS, GoI were being carried out of part manual and part electronic platform. However, since last one and half years, the said modules have been revamped/ updated and are being utilized extensively. As a result, following services are now rendered out on an e-mode.

- (i) Eligibility assessment and seat booking for the Certification of Competency examination;
- (ii) Issuance of fresh CDC, renewal CDC, replacement CDC & duplicate CDC;
- (iii) Ship registration;
- (iv) Registration of MTO operators.
- (v) Issuance of chartering permissions;
- (vi) Issuance of Certification of Competency for cook;
- (vii) Issuance of COCs (This module was launched in December-2015. The said module is now being updated and therefore is not in use. It will be re-launched in the first week of August-16);
- (viii) Issuance of DC Endorsement & GMDSS certificates;
- (ix) Master checker reflecting the relevant data on training and certification of the seafarers as captured by the system.

3. A 'helpdesk' document has been uploaded on the website of DGS. It contains information on the common problems faced by stakeholders, solution for same and the field office/wing/branch of DGS, GoI with which, the said problem can be raised. You are advised to read the helpdesk document and follow the steps given therein.

4. Frequently ask question and Standard Operating Procedures for various functions of DGS, GoI is posted on the website of the DGS.

5. Various online platforms/fora, as given below, are now been made available to the stakeholders, to reach out and interact with the DGS, GoI

- (a) e-mail can be sent to the mail id [helpdesk-dgs@gov.in](mailto:helpdesk-dgs@gov.in);
- (b) e-mails can be sent to individual officers on the e-mail IDs available on the website of DGS;
- (c) Dedicated feedback portal is placed in the DGS website, wherein the stakeholders can post their /feedback/grievances/queries;
- (d) Similar facility for feedback is provided at the end of the e- Governance modules so that the stakeholders can post a concurrent feedback on their experiences/difficulties on use of the modules;
- (e) The stake holders can tweet their grievances on the official twitter page of Ministry of Shipping 'shipmin\_india'.

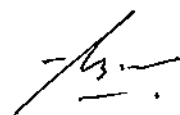
6. It is informed that there are some more functions of DGS which are not transferred on an e-platform, but continued to be undertaken manually in physical form. DGS, GoI is also mindful of the fact that its present e- Governance system is not able to perform at its best, partly because the said system is built on an old platform which has its own limitations in terms of scalability and also due to the fact that the data pertaining to the processes, which were earlier carried out in the manual mode are not available in the system. Therefore DGS, GoI has already initiated the process of developing a new/updated e-governance system to bring all its functions/processes on an e-mode. DGS, GoI has initiated Business process reengineering to simplify the existing processes and to do away with the redundant processes, wherever required. The new e-Governance system would be based on such new simplified processes. The said new system would replace the existing e-governance in an about a year. Till such time, all efforts would be made to use the existing e-governance in the best possible manner with least inconvenience to the stakeholders.

7. The RPS, MTIs and Indian Flag ship owners are required to upload the sea service and the training details of the seafarers in the e-Governance system through the Form-I, Articles of Agreement and Batch details respectively. The data, so uploaded gets captured against the seafarer and is referred for examination & certification of the seafarer. Thus, the uploaded data is extremely vital for smooth functioning of the e- Governance system. You are, therefore requested that the uploading of the data be done promptly, without fail. The seafarers are also requested to check whether their related data in the system is correct and updated and if not found so, then the Helpdesk document may be referred.

8. It is requested that this newsletter be forwarded to all the seafarers in contact with you. MTIs/RPS/Ship owners are requested to place this newsletter on their notice board and website.

9. Same is also posted on the website of DGS.

With Best Wishes,



[Dr. Amol B. Kirtane]  
Deputy Director General of Shipping,