

IT & E-Gov Branch

Frequently Asked Questions (FAQ)

1. I have paid my fees through e-payment, but the fee details are not reflecting. What should I do?

Answer: Please do not pay the fee again. Wait for three working days. If there is a delay of more than three working days, kindly email egovernance-dgs@nic.in.

2. For issues related to CDC/BSID processing or cancellation, whom should I contact?

Answer: Please contact the concerned Shipping Master's office for any issues regarding CDC/BSID.

3. I'm facing issues while updating course or sea service details in the seafarer profile.

Answer: Your request will be processed by the concerned MMD from where you applied for assessment/exams. Please contact or write to your MMD.

4. My photo and signature are not uploaded as per DGS guidelines. I want to re-upload them, but the link is not available. What should I do?

Answer: For Photo/Signature re-upload, please refer to DGS Order No. 7 of 2021 dated 28.01.2021.

5. How do I correct personal details in the seafarer profile?

Answer: Use the "Request for Personal Details Correction in Seafarer Profile" link to apply for corrections.

6. I'm unable to log in to e-Governance and can't recall my password.

Answer: Please use the 'Forgot Password' link to retrieve your password.

7. Multiple CoC details for the same grade are displaying while applying for CoC revalidation. What should I do?

Answer: Kindly contact the concerned MMD regarding this issue.

8. I have incorrectly uploaded my passport under a different document tab. How should I proceed?

Answer: Do not delete the document. It won't affect your application. Upload your passport again under the correct tab for the system to process your CoP issuance.

9. I received an auto-generated email saying my CoP is approved. What should I do?

Answer: Do not reply to the email as it's system-generated. Your CoP can be downloaded from the 'CoP Checker' in the system.

10. I followed the process for CoP issuance but haven't received any communication.

Answer: Refer to the Training Examination & Assessment Programme (TEAP - A) 2015 on the DG Shipping website to ensure eligibility. Make sure:

- Your Master checker is up to date.
- All required documents (Passport, CDC, TAR book) are uploaded.
- Your medical fitness certificate is valid.

If all is correct, and you still haven't received a response, update your profile through the "Grievance for CoP" tab and email helpdesk-dgs@nic.in.

11. I have lost my CoP certificate issued by a Facilitation Center. How can I get it reissued?

Answer: Approach the nearest MMD with requisite fees for issuance of a lost CoP. The MMD will verify and process it.

12. How can I verify the digital certificate of a course issued?

Answer: Go to www.dgshipping.gov.in, click "INDoS/CoP Checker," select "STCW Course," enter the details, and click "Search" to verify.

13. Where can I find the list of DGS-approved courses?

Answer: Go to www.dgshipping.gov.in → MARITIME TRAINING / TRAINING BRANCH → List of Approved Courses.

14. Where can I find the list of DGS-approved Maritime Training Institutes?

Answer: Go to www.dgshipping.gov.in → MARITIME TRAINING / TRAINING BRANCH → Approved Training Institutes.

15. How can I see the courses offered by DGS-approved Maritime Training Institutes?

Answer: Go to www.dgshipping.gov.in → MARITIME TRAINING / TRAINING BRANCH → Approved Training Institutes, and click the "View" button below the "Courses offered by Institute" column.