



भारत सरकार / GOVERNMENT OF INDIA

पोत परिवहन मंत्रालय / MINISTRY OF SHIPPING

नौवहन महानिदेशालय / DIRECTORATE GENERAL OF SHIPPING

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Notice inviting suggestions

from the Stakeholders/users of DGS Services/Common Public on Comprehensive Revamping of E-Governance System of Directorate General of Shipping, Govt. of India, Mumbai.

An E-governance system for online delivery of services delivered by the Directorate General of Shipping [DGS], GoI, is in place. However, an E-Governance Project for a comprehensive process transformation to improve its operational efficiency leading to a customer centric service delivery with focus on ease of doing business, and an improved stakeholder satisfaction has been initiated by the Directorate.

2. Directorate General of Shipping [DGS] had also appointed Ernst & Young LLP to undertake a third party baseline survey to capture the feedback on the current customer facing e-services being rendered by DGS and design & operationalise a concurrent feedback mechanism. The survey already completed by the said agency was a baseline estimate of the user satisfaction levels with the various services carried out by DGS.

3. Various stakeholders have already been consulted during the said survey by the Ernst & Young LLP. The report of user satisfaction survey will be used for revamping of e-governance system of DGS. However, all the stakeholders/users of DGS services/ public at large are requested to kindly send their comments/suggestions for further improvements in the delivery of DGS services through online mode, so as to make the system more efficient, transparent, and foolproof.

4. The suggestions may be sent by e-mail to the below e-mail ids:

vats57@yahoo.com; vatsalya.saxena@gov.in, and amohd-dgs@nic.in latest by 05.05.16.

5. The hard copies can be submitted to the DGS Hqs, Mumbai.

Yours faithfully,


(Ash Mohamad)

Assistant Director General of Shipping

To

All the Stakeholders concerned through DGS official website.