



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

नौवहन महानिदेशालय, मुंबई  
DIRECTORATE GENERAL OF SHIPPING, MUMBAI


F.No. ENG.OPP-MARPOL-38(5)/04 PT II

Dated 30<sup>th</sup> January, 2020

Engineering Circular No. 06 of 2018

Sub.: Utilization of Centralized Port Reception Facility Portal: Swachh Sagar  
Notice regarding Swachh Sagar Support Helpdesk

- A. Provision of tickets via Swachh Sagar 24x7 Freshdesk which is an Online Ticket Response System portal for raising incidents and is located at <https://swachhsagar.freshdesk.com/support/home>
- B. 24x7 Telephone support, which is inclusive of Public Holidays and which shall be availed at: Primary Number: +91 9324482430 (James D'Souza) and Alternate Numbers: +91 9892582286 (Lakshmi Vedanarayanan).
- C. Email support which shall be monitored between 9:00 A.M. to 7:00 P.M. from Monday to Saturday, excluding Public Holidays, and which is to be addressed at [prf-support@irclass.org](mailto:prf-support@irclass.org).

  
(विक्रान्त राय / Vikrant Rai)

अभियंता एवं पोत सर्वेक्षक-सह-  
उप महानिदेशक) तकनीकी(  
Engineer & Ship Surveyor -cum-  
Deputy Director General (Tech.)

To;

1. All the stakeholders through DGS website
2. All Mercantile Marine Departments
4. All Recognised Organisations
5. Indian Ports Association
6. Indian National Ship-owners Association [INSA], Mumbai.
8. ICC Shipping Association [ICCSA], Mumbai.

Copy for kind information to:

The Secretary to the Government of India, Ministry of Shipping, Transport Bhawan,  
1, Parliament Street, New Delhi – 110 001. [Attn.: Shri Satinder Pal Singh, Joint Secretary]

बीटा बिल्डिंग, 9वीं मंजिल, आई थिंक टेक्नो कैम्पस, कांजूर गाँव रोड, कांजूरमार्ग (पूर्व) मुंबई-400042

9th Floor, BETA Building, I-Think Techno Campus, Kanjur Village Road, Kanjurmarg (E), Mumbai-400042

फोन/Tel No.: +91-22-2575 2040/1/2/3 फैक्स/Fax.: +91-22-2575 2029/35 ई-मेल/Email: dgship-dgs@nic.in वेबसाइट/Website: www.dgshipping.gov.in