



भारत सरकार / GOVERNMENT OF INDIA  
पत्तन, पोत परिवहन और जलमार्ग मंत्रालय  
MINISTRY OF PORTS, SHIPPING AND WATERWAYS

नौवहन महानिदेशालय, मुंबई  
DIRECTORATE GENERAL OF SHIPPING, MUMBAI

## DGS Circular 02 of 2026

**DGS File No.:23-49/2/2025-CREW-DGS (C.No. 37526)**

**Date: 23.01.2026**

**Subject: Implementation and Standard Operating Procedure (SOP) for 24x7 Seafarers Facilitation Counter at T2 Airport, Mumbai, during the Pilot Phase - reg.**

The Directorate General of Maritime Administration (DGMA), as the apex regulatory authority for maritime affairs in India, plays a pivotal role in safeguarding the welfare of Indian seafarers by ensuring their rights, safety, and well-being through continuous monitoring, timely policy interventions, and proactive facilitation measures. Acting as a bridge between the government, industry stakeholders and seafarers, this Directorate not only regulates and enforces international maritime conventions but also initiates welfare-oriented mechanisms to support Indian seafarers at every stage of their professional journey, both at sea and onshore.

2. Recognizing the critical need to support seafarers during their transit and overseas assignments, the DGS has initiated further proactive steps by implementing a Standard Operating Procedure (SOP) for a 24x7 Seafarers Facilitation Counter at Terminal 2, Mumbai Airport, during the pilot phase. This facilitation counter has been set up to provide guidance, address grievances and extend real-time assistance to seafarers, thereby ensuring smoother travel, enhanced safety and a reliable support mechanism at one of the busiest international gateways for Indian maritime professionals.

3. The Directorate General of Shipping (DGS), in coordination with stakeholders including the Seafarers Welfare Fund Society (SWFS), UK Commission, and Seafarers Unions (MUI & NUSI), hereby issues this Circular mandating the Standard Operating Procedure (SOP) for the Pranam Seafarers Assistance counter located at T2 Airport, Mumbai.

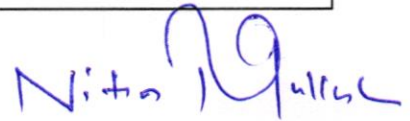
4. This implementation is crucial given that at least 10,000 seafarers per month utilize T2 Mumbai airport for e-migration. The objective of the counter is to provide immediate on-ground support, prevent fraud, assist with documentation, ensure seamless coordination for seafarers, and promote India's image as a responsible maritime nation. Expected benefits include the reduction in FIR and legal cases and support in repatriation and mortal remains cases.

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5. As part of these initiatives, a dedicated 24x7 Seafarers Facilitation Counter has been established at Terminal 2, Mumbai Airport, on a pilot basis to provide real-time guidance, grievance redressal, and support to seafarers during their international travel. The detailed Standard Operating Procedure (SOP) governing the functioning of this Facilitation Counter is placed at *Annexure 1* for reference.
6. All seafarers traveling on **UK-bound flights** are required to **mandatorily report** to the Seafarers Facilitation Counter at Terminal 2, Mumbai Airport, and obtain the necessary clearance prior to entering the airport entry gates. However, seafarers traveling on **non-UK-bound flights** are **NOT mandated** to report to the Facilitation Counter. They will, however, have the option to voluntarily approach the counter and seek guidance or support as and when required during the pilot phase.
7. All concerned authorities, RPS agencies, shipping companies and seafarers are required to adhere strictly to the provisions of this Standard Operating Procedure (SOP) during the pilot phase, ensuring uniform implementation and smooth functioning of the Seafarers Facilitation Counter at Terminal 2, Mumbai Airport.
8. The Directorate of Maritime Administration will undertake regular monitoring of the 24x7 Seafarers Facilitation Counter at Terminal 2, Mumbai Airport, to assess its effectiveness during the pilot phase. The monitoring process will include periodic reviews, feedback from stakeholders and evaluation of the support provided to seafarers, with a view to identifying gaps and ensuring continuous improvement. Insights gained from this exercise will be used to refine the Standard Operating Procedure (SOP) and strengthen the facilitation mechanism for long-term implementation.
9. This is issued with the approval of the competent authority.



(Capt. Nitin Mukesh)

Dy. Nautical Advisor-cum-Senior DDG (Tech)

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## Standard Operating Procedure (SOP) for Seafarers Facilitation Counter

### **Location:**

Pranam Seafarers Assistance counter, T2 Airport, Mumbai.

### **Objective:**

To provide immediate on-ground support, prevent fraud, assist with documentation and ensure seamless coordination for seafarers, promoting India's image as a responsible maritime nation.

### **I. Seafarers Assistance Counter Operations and Staffing**

The assistance counter operates 24 x 7.

*The SOP for the counter operations, including the 4-watch system*

Shift	Timings	Staffing
Shift 1	0100 Hrs to 0700 Hrs	Manned by 2 staffs
Shift 2	0700 Hrs to 1300 Hrs	Manned by 2 staffs
Shift 3	1300 Hrs to 1900 Hrs	Manned by 2 staffs
Shift 4	1900 Hrs to 0100 Hrs	Manned by 2 staffs
Total	24 x 7	8 staff members across 4 watches

### **II. Standard Procedure (All Seafarers excluding UK bound flights)**

This procedure applies to all seafarers utilizing the T2 Mumbai airport for e-migration (approximately 10,000 seafarers per month on average).

#### **Step 1: Reporting at Pranam Seafarers Assistance Counter (Non-Mandatory for non-UK bound flights)**

- **Action:** Seafarers report at the Pranam Seafarers Assistance counter at T2 airport.
- **Verification:** Staff conduct **documents verifications and e-migrate form 1 checking**. DG Shipping / SWFS is responsible for issuing necessary user IDs and credentials (view only access) for staff to verify documentation using the DGS E-governance cell.
- **Outcome:** Once all clear, seafarers can pass through any gate (except gate 1 or 8).

#### **Subsequent Steps (Self-Service)**

For seafarers *other than UK-bound flight seafarers* (Steps 2A, 3A, 4A, 5A), the process primarily involves **self-service**, with assistance officials available 24 x 7 if any issue arises.

Steps	Location	Action (Self-Service)	Assistance Availability
Step 2A	Entry into T2 airport (Any gate except Gates 1 & 8)	Seafarers can pass through any gate (except gates 1 & 8) using self-service.	May approach (24x7) seafarers assistance counter officials if any issue.

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<b>Step 3A</b>	Concerned Airline Counter	Seafarers approach the counter. Self-service to drop luggage and get a boarding pass.	May approach (24x7) seafarers assistance counter officials if any issue.
<b>Step 4A</b>	Security Check Points	Seafarers approach the Security Check Points. Self-service to clear security checks.	May approach (24x7) seafarers assistance counter officials if any issue.
<b>Step 5A</b>	Immigration Check Points	Seafarers approach the Immigration Counters. Self-service to clear Immigration Counters.	May approach (24x7) seafarers assistance counter officials if any issue.
<b>Step 7</b>	Boarding from Boarding Gate	Seafarers approach the Concerned Boarding gates.	May approach (24x7) seafarers assistance counter officials if any issue.

**Optional Step (All Seafarers)**

- **Step 6: Lounge Facilities:** All seafarers may utilize the Adani Lounge facility for relaxation. This facility is **optional**, and the payment may be made by the seafarer themselves.

**III. Specialised Procedure (UK Bound Flight Seafarers)**

UK-bound seafarers receive enhanced assistance, known as Pranaam Meet and Greet services. Booking requests for these services are to be shared minimum 6 hours prior to the departure time.

**Pre-Procedure Requirement**

- UK Bound flight seafarers must **Open App and fill in details.** (*Adani One app*)

**Step 1: Reporting at Pranam Seafarers Assistance Counter (Mandatory)**

- Same as Section II, Step 1. Documents verification and e-migrate form 1 checking are performed.

**Step 2B: Seafarers Entry from VIP Gate No. 8**

- **Action:** Documents verifications and e-migrate form 1 checking. The UK Commission is responsible for providing securitized tokens necessary for issuance to seafarers to pass through the VIP gate.
- **Handover:** Once all clear, the seafarer is **handed over to Pranam staff at VIP Gate 1.**
- **Service:** A dedicated Pranaam Officer provides a **warm welcome** at VIP Gate 1. A porter is standing by at the departure gate for luggage support.
- **Flow:** Entry proceeds from VIP Gate No. 8 towards Ticketing counters.

**Step 3B: Check-in Assistance at Airline Counter**

- **Timings:** This assisted service operates in 4 shifts (*0100 Hrs to 0700 Hrs; 0700 Hrs to 1300 Hrs; 1300 Hrs to 1900 Hrs and 1900 Hrs to 0100 Hrs*).
- **Service: Porter assistance** for luggage check-in. **Assistance in the issuance of the boarding pass.** Pranaam services generally include dedicated Porter assistance from curbside for hand baggage/check-in baggage and assistance through check-in.

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### Steps 4B & 5B: Security and Immigration Check Points Assistance

These assisted services operate in 4 shifts (0100 Hrs to 0700 Hrs; 0700 Hrs to 1300 Hrs; 1300 Hrs to 1900 Hrs and 1900 Hrs to 0100 Hrs).

- **Security Check (Step 4B):** Assistance in immigration counter. An official is standby for any other needs. Pranaam services generally offer security clearance through business class for pre-booked services.
- **Immigration Check (Step 5B):** Assistance in immigration counter. An official is standby for any other needs. Pranaam services generally include guidance till Immigration.

### Subsequent Steps (Optional and Boarding)

- **Step 6 (Optional):** Utilise Lounge facilities (payment by seafarer).
- **Step 7:** Boarding from boarding gate. (Assistance officials available 24 x 7 if any issue).

### IV. Key Operational Support Services

The Seafarers Assistance Counter is designed to offer various forms of immediate support:

- Immediate On-Ground Support for Seafarers.
- Support in Repatriation and Mortal Remains Cases.
- Emergency Welfare and Counselling Services.
- Assistance with Immigration and Documentation.
- Support for Women Seafarers and Vulnerable Groups.
- Awareness and Outreach.
- Enabling seamless Coordination with Port, Shipping Companies and Authorities.
- Prevention of Cheating and Fraud, which is expected to lead to a reduction in FIR and legal cases.



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## FAQ FOR PRANAAM SCHEME FOR SEAFARERS AT TERMINAL T2, MUMBAI

### **Seafarers Assistance Counter – Frequently Asked Questions (FAQ)**

#### **1. What is the Seafarers Assistance Counter?**

Ans: It is a dedicated help desk established at T2 Airport to support seafarers with travel assistance, documentation queries, and coordination during arrivals and departures.

#### **2. Where is the counter located?**

Ans: The counter is located at **Terminal 2 (T2), Chhatrapati Shivaji Maharaj International Airport**, in the designated assistance area for seafarers near Gate No.1

#### **3. What is purpose of this seafarer's assistance counter (help desk)?**

Ans: The help desk has been set up with assistance of the UK Immigration authorities for 'pre verification' of all seafarers who are either bound for UK to join ships or transiting through UK airports to other destinations

#### **4. Is it compulsory for such UK bound seafarers to be 'pre vetted' by the help desk?**

Ans: Yes, it is compulsory for such seafarers to be vetted. Such seafarers will be issued a 'token' which will need to be surrendered to the airline check in counter., failing which the airline will not proceed with check in formalities

#### **5. What services are provided at the counter?**

Ans: The counter provides:

- Travel guidance and assistance
- Verification support for seafarer documents
- Coordination with shipping companies/agents
- Pranaam services (where applicable)
- Help during immigration, boarding, or transit
- Emergency assistance and grievance support
- Information on medical, training, or shipping requirements

#### **5. Who can use these services?**

Ans: All **Indian and foreign seafarers** arriving, departing, or transiting through T2 can use the services at no additional.

#### **6. What will the help desk verify?**

Ans: The help desk will have access (read only) to the e-migrate data submitted by the RPS companies. This will be cross checked as well as other details as per master checker- for eg passport, CDC, COC etc

#### **7. What are the operating hours?**

Ans: The counter functions **24x7**, with trained staff available in all shifts.

**8. Who manages and funds the counter?**

Ans: The counter is operated in coordination with:

- **DG Shipping**
- **UK HOIO**
- **SWFS**
- **NUSI/MUI**

**9. Is there any cost for seafarers?**

Ans: Most assistance services are **free for seafarers**, being funded by the supporting organizations. Any paid airport services (e.g., Pranaam services) will be clearly informed beforehand.

**10. What documents should seafarers carry?**

Ans: Passport

- CDC (Continuous Discharge Certificate)
- Company LOE / Joining letter
- Visa documents (if applicable)
- Medical certificate
- Flight ticket / e-boarding pass

**11. Are emergency services available?**

Ans: Yes. Staff can coordinate with airline/airport authorities, shipping companies, and medical teams in case of emergencies.

**12. Can family members accompanying seafarers receive assistance?**

Ans: Basic guidance can be provided, but priority is given to seafarers.

**13. Is Wi-Fi or device support available?**

Ans: Yes. Basic connectivity assistance can be provided, and the counter is equipped with laptops and a duty phone for official use.

**14. Whom should seafarers contact for help before reaching the airport?**

Ans: A dedicated duty phone number (to be shared officially) will be available for calls / WhatsApp messages.

**15. Is it possible that the help desk finds inconsistency in data?**

Ans: Yes, its possible. The seafarer will then be advised that data is inconsistent.

**16. Will the help desk have access to DGS officials 24 x 7 to clarify doubts or report findings?**

Ans: Yes, this access will be there.

**17. Do all seafarers irrespective of rank, have to pass through the 'help desk' who will verify their documents and 'clear' them to immigration desk?**

Ans: Yes, ALL seafarers bound for and thru UK airports, irrespective of rank, will have to pass through the help desk.

**18. What if a seafarer refuses to go through this desk? (UK bound flight seafarer only)**

Ans: He will be 'stopped' at airline check in counter

**19. Is it possible that Help desk has cleared a seafarer, the airline has checked him/her in and issued a boarding pass, yet immigration stops him/her?**

Ans: Yes, its possible. Immigration-officers are under Home Ministry and they are the law.-

**20. In cruise sector, its common that a crew change is done 'en masse', i.e 50 to 100 seafarers join at one go. How will one help desk handle such a large volume in a defined period of time? FYI, UK ports are amongst the most popular destinations for crew change in Cruise sector.**

Ans: Since the help desk will be located 'outside' the T2, the joiners can go earlier and get the 'clearance'. Enough resources are being deployed.

**21. Other seafarers are not compulsorily required to go thru the help desk. Can Airline or BOI still ask the help desk to verify the documents?**

Ans: Yes, its possible that airline or BOI can direct a candidate for verification by helpdesk.

**22. Presume the seafarers will not have to pay for such clearance by helpdesk?**

Ans: There is no charge to seafarer for document verification by helpdesk.

**23. Will help desk verify only documents or can they ask questions pertinent to documents presented?**

Ans: Yes, the help desk may ask questions depending on documents submitted.

**24. Is this a service to assist seafarers?**

Ans: Yes, this is a service to assist genuine seafarers.

**25. Is there any cost to RPS companies for this service?**

Ans: There is no charge to RPS for this service.

