DG Shipping "Seafarers Grievance Redressal Mechanism":

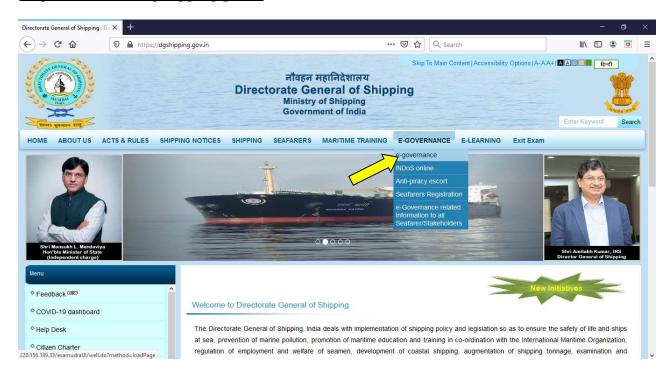
- 1. Possible means of receipt of "Seafarers Grievances" may be by following means:
- a. DGS Online grievance portal
- b. Email
- c. Twitter
- d. Hard copy (letter)
- e. Social media (as Whatsapp etc.)
- 2. On receipt of grievance by other means than the "Online grievance portal" such as other means as Emails, Tweet, Hard copy (letter) and Social media etc., the concerned seafarer who has raised grievance by other means may be advised by email or call by DG Shipping Official / Shipping Master to raise the grievance through the "DGS Online grievance portal" for quick and easy disposal of case online.
- 3. Step by step process guide for raising online grievance:
 - a) Login to E-Governance system by using User Id and Password provided by DG Shipping for other modules (www.dgshipping.gov.in → E-Governance)
 - b) Go to the link → "Grievance Redressal Mechanism"
 - c) Enter relevant details (* marks details are compulsory)
 - d) Select Company Name
 - e) Select the option "type" of grievance
 - f) Fill up all relevant details and 'Submit'
 - g) Upon submission of data, system would display "Reference No." and same application would be sent to the concerned "Shipping Master"
 - h) The concerned "Shipping Master" would examine the matter within 48 hours and provide necessary solutions
 - i) Seafarer can "view" the status of grievance by clicking "view" status
 - j) Grievances would be queried back within 48 hours with details or closure
 - k) If queried back requesting further details, the same may be provided by the seafarer
 - l) If grievances are un-answered, you may contact the respective jurisdictional Shipping Masters by following email id after 48 hours:

sm-mum-ship@gov.in for Mumbai,

sm-kol-ship@gov.in for Kolkata,

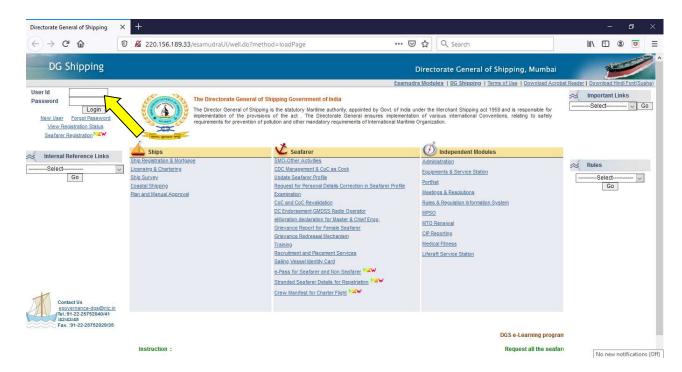
sm-chn-ship@gov.in for Chennai

Step 1: visit www.dgshipping.gov.in

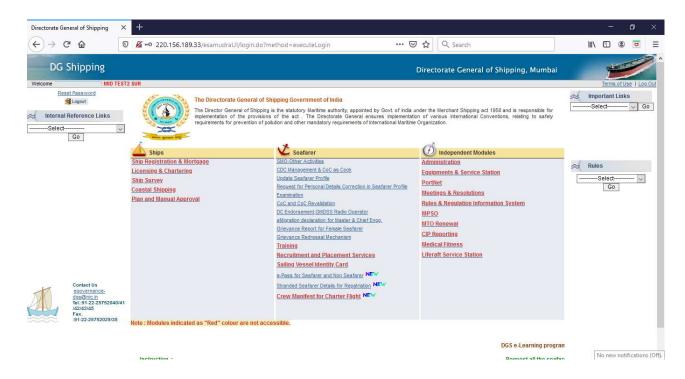


Step 2: Log in using user id / password (after clicking 'e-governance' tab)

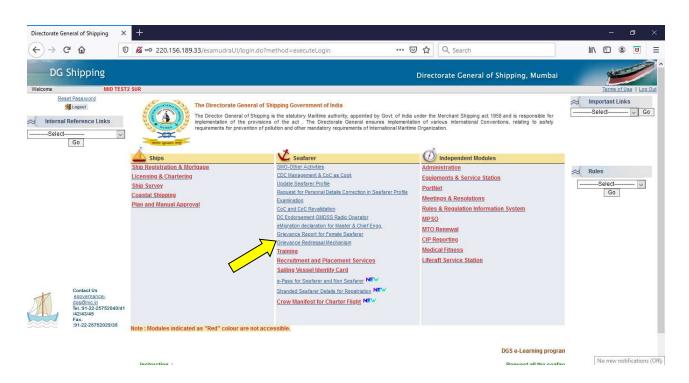
http://220.156.189.33/esamudraUI/well.do?method=loadPage



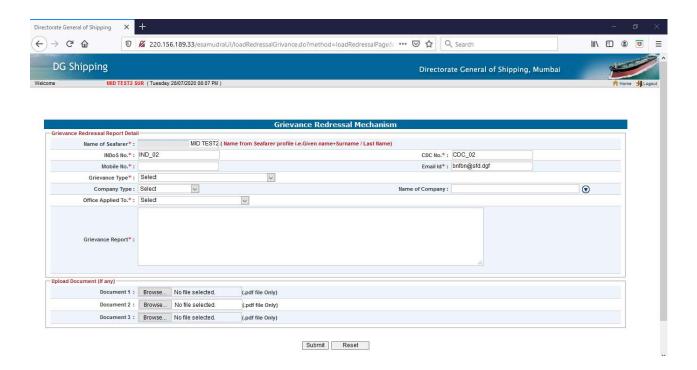
Step 3: Logged in



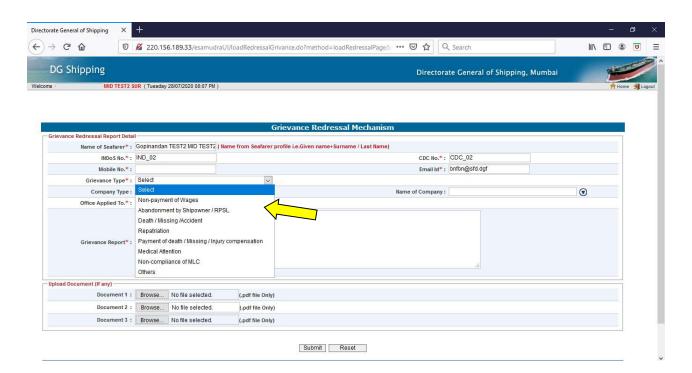
Step 4: Click "Grievance Redressal Mechanism" option



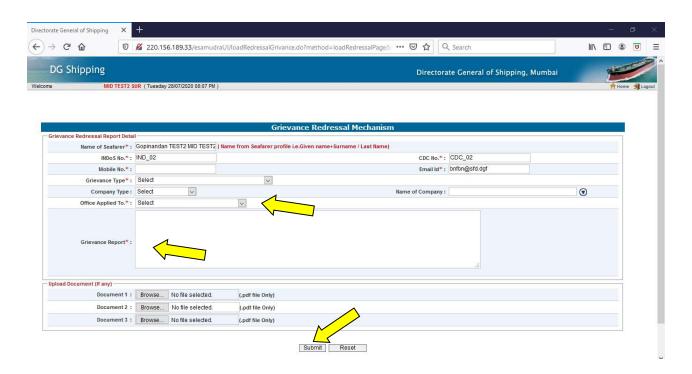
Step 5: Fill up all relevant details (* options are mandatory fields to fill up)



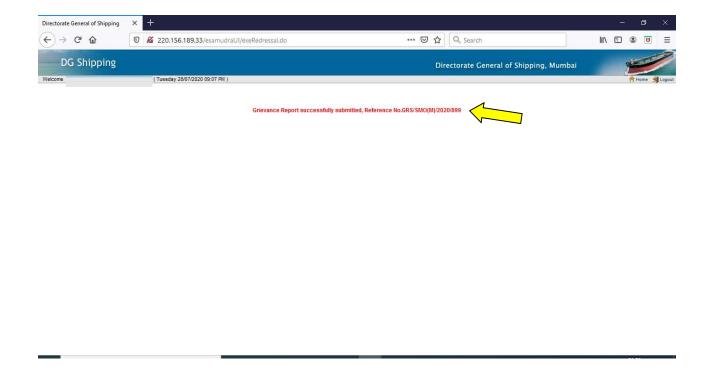
Step 6: Select grievance 'type' from the options available



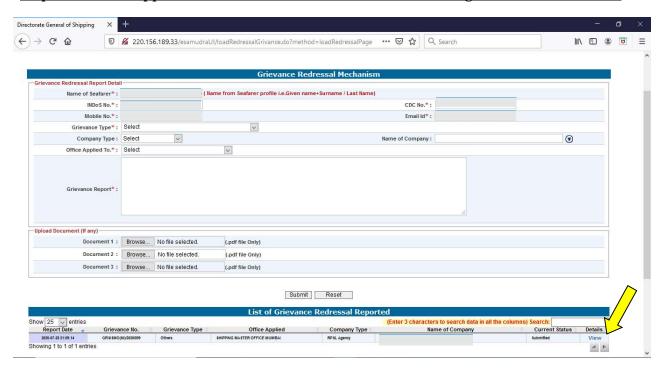
Step 7: Select Office applied, fill up grievance details, upload docs (if any) and "submit"



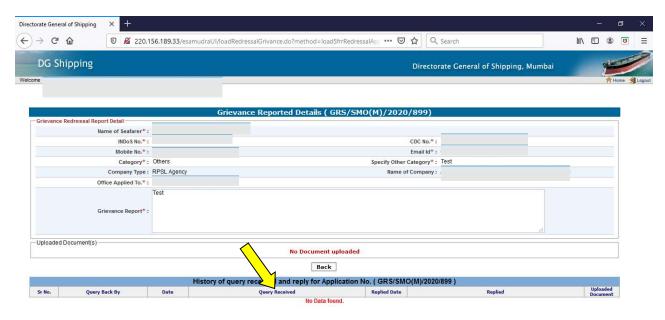
Step 8: Once submitted, Ref. No. will be received (note it down for reference)



Step 9: Status of application can be tracked with ref. no. in same grievance menu below



Step 10: Click "view" and status of the grievance can be viewed



Notes:

- 1. Grievances would be queried back within 48 hours with details or closure.
- 2.If queried back requesting further details, the same may be provided by the seafarer.
- 3. If grievances are un-answered, you may contact the respective jurisdictional Shipping Masters by following email id after 48 hours:
 - <u>sm-mum-ship@gov.in</u> for Mumbai,
 <u>sm-kol-ship@gov.in</u> for Kolkata,
 <u>sm-chn-ship@gov.in</u> for Chennai