

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

The screenshot shows the homepage of the Directorate General of Shipping, India. The header includes the organization's name in Hindi and English, along with the Ministry of Shipping and Government of India. A navigation bar at the top lists various sections: HOME, ABOUT US, ACTS & RULES, SHIPPING NOTICES, SHIPPING, SEAFARERS, MARITIME TRAINING, E-GOVERNANCE, E-LEARNING, and Exit Exam. The 'E-GOVERNANCE' tab is highlighted with a yellow arrow. Below the navigation bar, there are portraits of the Hon'ble Minister of State and the Director General of Shipping. A central banner features a large ship. To the right of the banner, a dropdown menu for 'e-governance' is open, showing options like 'INDoS online', 'Anti-piracy escort', 'Seafarers Registration', and 'e-Governance related information to all Seafarer/Stakeholders'. A 'New Initiatives' banner is also visible. The footer contains a 'Welcome to Directorate General of Shipping' message and a brief description of the organization's role.

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

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

The screenshot shows the login page of the Directorate General of Shipping. The header includes the organization's name and the Directorate General of Shipping, Mumbai. A navigation bar at the top lists various sections: Esamudra Modules, DG Shipping, Terms of Use, Download Acrobat Reader, and Download Hindi Font (Susha). The 'DG Shipping' tab is highlighted. Below the navigation bar, there is a login form with fields for 'User Id' and 'Password', and a 'Login' button. A yellow arrow points to the 'Login' button. To the right of the login form, there is a section titled 'The Directorate General of Shipping Government of India' with a brief description of the organization's role. Below the login form, there are three main sections: 'Ships', 'Seafarer', and 'Independent Modules'. Each section contains a list of links for various services. The 'Ships' section includes links for Ship Registration & Mortgage, Licensing & Chartering, Ship Survey, Coastal Shipping, and Plan and Manual Approval. The 'Seafarer' section includes links for SMO-Other Activities, CDC Management & CoC as Cook, Update Seafarer Profile, Request for Personal Details Correction in Seafarer Profile, Examination, CoC and CoC Revalidation, DC Endorsement GMDSS Radio Operator, eMigration declaration for Master & Chief Engg, Grievance Report for Female Seafarer, Grievance Redressal Mechanism, Training, Recruitment and Placement Services, Sailing Vessel Identity Card, e-Pass for Seafarer and Non Seafarer, Stranded Seafarer Details for Repatriation, and Crew Manifest for Charter Flight. The 'Independent Modules' section includes links for Administration, Equipments & Service Station, PortNet, Meetings & Resolutions, Rules & Regulation Information System, MPSQ, MTO Renewal, CIP Reporting, Medical Fitness, and Liferaft Service Station. On the left side, there is a section titled 'Internal Reference Links' with a dropdown menu and a 'Go' button. On the right side, there is a section titled 'Rules' with a dropdown menu and a 'Go' button. At the bottom, there is a contact information section with a phone number and fax number. The footer includes an 'Instruction' section with a link to 'Request all the seafan' and a notification status 'No new notifications (Off)'.

Step 3: Logged in

The screenshot shows the DGS portal homepage. The browser address bar displays the URL: 220.156.189.33/esamudraUI/login.do?method=executeLogin. The page header includes the DGS logo and the text "Directorate General of Shipping, Mumbai". The main content area is divided into three columns: "Ships", "Seafarer", and "Independent Modules". The "Ships" column lists links for Ship Registration & Mortgage, Licensing & Chartering, Ship Survey, Coastal Shipping, and Plan and Manual Approval. The "Seafarer" column lists links for SMO-Other Activities, CDC Management & CoC as Cook, Update Seafarer Profile, Request for Personal Details Correction in Seafarer Profile, Examination, CoC and CoC Revalidation, DC Endorsement GMDSS Radio Operator, eMigration declaration for Master & Chief Engg., Grievance Report for Female Seafarer, Grievance Redressal Mechanism, Training, Recruitment and Placement Services, Sailing Vessel Identity Card, e-Pass for Seafarer and Non Seafarer, Stranded Seafarer Details for Repatriation, and Crew Manifest for Charter Flight. The "Independent Modules" column lists links for Administration, Equipments & Service Station, PortNet, Meetings & Resolutions, Rules & Regulation Information System, MPSQ, MTO Renewal, CIP Reporting, Medical Fitness, and Liferaft Service Station. A yellow arrow points to the "Grievance Redressal Mechanism" link in the "Seafarer" column. A note at the bottom states: "Note : Modules indicated as 'Red' colour are not accessible." The page also includes a "Contact Us" section with email and phone numbers, and a "DGS e-Learning program" section.

Step 4: Click “Grievance Redressal Mechanism” option

This screenshot is identical to the one above, showing the DGS portal homepage. A yellow arrow is added, pointing directly to the "Grievance Redressal Mechanism" link in the "Seafarer" column. The rest of the page content, including the browser address bar, headers, navigation links, and footer, remains the same.

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

Directorate General of Shipping

220.156.189.33/esamudraUI/loadRedressalGrivance.do?method=loadRedressalPage5

DG Shipping Directorate General of Shipping, Mumbai

Welcome MID TEST2 SUR (Tuesday 28/07/2020 08:07 PM)

Grievance Redressal Mechanism

Grievance Redressal Report Detail

Name of Seafarer*: MID TEST2 (Name from Seafarer profile i.e.Given name+Surname / Last Name)

INDoS No.*: IND_02 CDC No.*: CDC_02

Mobile No.*: Email Id*: bnfnb@sfd.dgf

Grievance Type*: Select

Company Type*: Select Name of Company:

Office Applied To*: Select

Grievance Report*:

Upload Document (If any)

Document 1 : Browse... No file selected. (.pdf file Only)

Document 2 : Browse... No file selected. (.pdf file Only)

Document 3 : Browse... No file selected. (.pdf file Only)

Submit Reset

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

Directorate General of Shipping

220.156.189.33/esamudraUI/loadRedressalGrivance.do?method=loadRedressalPage6

DG Shipping Directorate General of Shipping, Mumbai

Welcome MID TEST2 SUR (Tuesday 28/07/2020 08:07 PM)

Grievance Redressal Mechanism

Grievance Redressal Report Detail

Name of Seafarer*: Gopinandan TEST2 MID TEST2 (Name from Seafarer profile i.e.Given name+Surname / Last Name)

INDoS No.*: IND_02 CDC No.*: CDC_02

Mobile No.*: Email Id*: bnfnb@sfd.dgf

Grievance Type*: Select

Company Type*: Select Name of Company:

Office Applied To*: Non-payment of Wages
Abandonment by Shipowner / RPSSL
Death / Missing / Accident
Repatriation
Payment of death / Missing / Injury compensation
Medical Attention
Non-compliance of MLC
Others

Grievance Report*:

Upload Document (If any)

Document 1 : Browse... No file selected. (.pdf file Only)

Document 2 : Browse... No file selected. (.pdf file Only)

Document 3 : Browse... No file selected. (.pdf file Only)

Submit Reset

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

Directorate General of Shipping

220.156.189.33/esamudraUI/loadRedressalGrivance.do?method=loadRedressalPage

Search

DG Shipping Directorate General of Shipping, Mumbai

Welcome MID TEST2 SUR (Tuesday 28/07/2020 08:07 PM) Home Logout

Grievance Redressal Mechanism

Grievance Redressal Report Detail

Name of Seafarer* :	Gopinandan TEST2 MID TEST2 (Name from Seafarer profile i.e. Given name+Surname / Last Name)		
INDoS No.* :	IND_02	CDC No.* :	CDC_02
Mobile No.* :		Email id* :	bnfbn@sfd.dgf
Grievance Type* :	Select		
Company Type :	Select	Name of Company :	
Office Applied To.* :	Select		
Grievance Report* :	<div></div>		

Upload Document (If any)

Document 1 :	Browse...	No file selected.	(.pdf file Only)
Document 2 :	Browse...	No file selected.	(.pdf file Only)
Document 3 :	Browse...	No file selected.	(.pdf file Only)

Submit Reset

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

Directorate General of Shipping

220.156.189.33/esamudraUI/exeRedressal.do

Search

DG Shipping Directorate General of Shipping, Mumbai

Welcome (Tuesday 28/07/2020 09:07 PM) Home Logout

Grievance Report successfully submitted, Reference No.GRS/SMO(M)/2020/899

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

Directorate General of Shipping X +

220.156.189.33/esamudraUI/loadRedressalGrivance.do?method=loadRedressalPage Search

Grievance Redressal Mechanism

Grievance Redressal Report Detail

Name of Seafarer* : (Name from Seafarer profile i.e. Given name+Surname / Last Name)

INDoS No.* : CDC No.* :

Mobile No.* : Email Id* :

Grievance Type* : Select

Company Type : Select Name of Company :

Office Applied To.* : Select

Grievance Report* :

Upload Document (If any)

Document 1 : Browse... No file selected. (.pdf file Only)

Document 2 : Browse... No file selected. (.pdf file Only)

Document 3 : Browse... No file selected. (.pdf file Only)

Submit Reset

List of Grievance Redressal Reported

Show 25 entries

Report Date Grievance No. Grievance Type Office Applied Company Type (Enter 3 characters to search data in all the columns) Search: Current Status Details

2020-07-28 21:05:14	GRS/SMO(M)/2020/899	Others	SHIPPING MASTER OFFICE MUMBAI	RPSL Agency		Submitted	View
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Showing 1 to 1 of 1 entries

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

Directorate General of Shipping X +

220.156.189.33/esamudraUI/loadRedressalGrivance.do?method=loadSfrnRedressalAp: Search

DG Shipping Directorate General of Shipping, Mumbai

Welcome

Grievance Reported Details (GRS/SMO(M)/2020/899)

Grievance Redressal Report Detail

Name of Seafarer* :

INDoS No.* : CDC No.* :

Mobile No.* : Email Id* :

Category* : Others Specify Other Category* : Test

Company Type : RPSL Agency Name of Company :

Office Applied To.* :

Grievance Report* :

Uploaded Document(s) No Document uploaded

Back

History of query received and reply for Application No. (GRS/SMO(M)/2020/899)

Sr No.	Query Back By	Date	Query Received	Replied Date	Replied	Uploaded Document
No Data found.						

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:
sm-mum-ship@gov.in for Mumbai,
sm-kol-ship@gov.in for Kolkata,
sm-chn-ship@gov.in for Chennai