

# **TERMS OF REFERENCE (ToR)**

## **Onboarding of 24x7 Welfare Counsellor for Seafarers**

### **1. Background**

The Directorate General of Shipping (DGS), through the Crew Branch, is responsible for safeguarding the welfare, rights, and wellbeing of Indian seafarers. In recent years, increasing instances of stress, isolation, abandonment, prolonged contracts, repatriation delays, and crisis situations have highlighted the need for structured psychological and emotional support mechanisms.

In line with international best practices and India's commitment to strengthening seafarer welfare frameworks, DGS proposes to establish a 24x7 Seafarer Welfare Counselling Helpline with dedicated professional counsellor to provide round-the-clock emotional, psychological support to Indian seafarers and their families.

### **2. Objective**

The primary objective of onboarding Welfare Counsellor is to:

- Provide 24x7 confidential psychological counselling support.
- Offer immediate crisis intervention in high-risk situations.
- Strengthen preventive mental health awareness and early intervention.
- Integrate counselling support with existing grievance redressal and crisis management frameworks of DGS.
- Establish a structured referral and escalation mechanism where required.

### **3. Scope of Work**

#### **3.1. 24x7 Helpline Operations**

- Operate a round-the-clock helpline (voice and digital platforms including WhatsApp/email, if applicable).
- Attend incoming calls/messages from seafarers and family members.
- Ensure confidentiality and data protection in all interactions.
- Maintain structured digital case logs.

#### **3.2. Counselling & Emotional Support**

- Provide one-to-one telephonic/ online counselling sessions.
- Address issues including:
  - Stress, anxiety, depression, isolation
  - Workplace harassment or conflict

- Repatriation distress
- Abandonment cases
- Family-related emotional concerns
- Suicidal ideation/self-harm risk (high-priority handling)
- Provide follow-up sessions as required depending on the case.

### **3.3. High-Risk Case Management & Escalation**

- Classify cases under Low / Medium / High priority.
- Immediately escalate high-risk cases (suicidal ideation, immediate danger, medical emergency) to:
  - Designated DGS Officer
  - RPS Agency (if required)
  - Local emergency authorities (in extreme cases, through appropriate protocol)
- Maintain a documented escalation protocol.

### **3.4. Documentation & Reporting**

- Maintain anonymized case records.
- Submit:
  - Monthly activity reports (call volumes, case types, counselling hours).
  - Quarterly analytical reports (trends, emerging concerns).
- Provide qualitative insights to inform policy interventions.

### **3.5. Awareness & Preventive Engagement**

- Support DGS in conducting:
  - Mental wellbeing awareness sessions.
  - Webinars/workshops (virtual or physical).
  - Educational content for social media and DGS website.
- Assist in developing FAQs and guidance material.

#### 4. Eligibility Requirements

| Resource Category | Role                                  | No. of Resources | Essential Qualifications  |
|-------------------|---------------------------------------|------------------|---|
| Counsellor        | Professional Psychological Counsellor | 1                | MA degree in counselling psychology   |
|                   |                                       |                  | Minimum 3 – 5 years of professional counselling experience  |
|                   |                                       |                  | Experience in tele-counselling preferred  |
|                   |                                       |                  | <ul style="list-style-type: none"><li>• Counselling support and psycho-social support</li><li>• Suicide prevention and handling high-risk cases</li></ul> |
|                   |                                       |                  | Proficiency in English and Hindi  |

#### 5. Operational Standards

The Welfare Counsellor will operate under a 24×7 on-call model and work remotely.

##### Key Provisions:

##### A. Remote Working Setup

- The counsellor will operate remotely with a dedicated and secure communication setup of their own.
- The setup shall include:
  - reliable phone, laptop and internet connectivity
  - access to communication platforms (calls, WhatsApp, email, etc.)
  - a confidential environment to ensure privacy of counselling sessions

##### B. Availability Mechanism

- The counsellor shall be available on a 24×7 on-call basis.
- Counselling sessions shall be initiated only upon referral from Crew Branch / DG Shipping.

##### C. Case Allocation

- All cases requiring counselling support shall be routed through:
  - DG COMM Support Unit
  - Crew Branch

- The counsellor shall engage with the seafarer or family after receiving case details and direction from the Crew Branch.

#### D. Mode of Counselling

- telephonic conversations
- video calls (where feasible)
- messaging platforms (for follow-ups, if required)

#### E. Confidentiality and Documentation

- The counsellor shall maintain confidentiality and non-judgmental communication of all interactions.
- A brief counselling summary report may be submitted to Crew Branch after each case, without disclosing sensitive personal details unless required for escalation.
- Adherence to ethical counselling standards.
- Maintenance of secure record systems.
- Crisis intervention training (Psychological First Aid recommended).
- Mandatory orientation on maritime work environment and seafarer-specific stressors.

### **6. Duration**

The Counselling Helpline shall be operational initially for **12 months**, extendable based on performance review, service utilization, and policy considerations.

### **7. Reporting Structure**

- Counsellor shall function under the administrative oversight of the Deputy Director General of Crew Welfare or designated officer.
- Crisis escalation shall follow a predefined communication protocol with the DG COMM / Crisis Management unit.
- Monthly performance review meetings shall be conducted.

### **8. Key Performance Indicators (KPIs)**

- Number of calls/messages handled.
- Average response time.
- Counselling hours delivered.
- Case resolution rate.
- High-risk case response time.

- Beneficiary feedback (where feasible).
- Awareness sessions conducted.

## **9. How to apply**

Candidates are requested to apply in the online application format provided with this ToR by **24<sup>th</sup> April 2026**. Scanned copy of the application form along with other relevant documents should be mailed to [n.mukesh@gov.in](mailto:n.mukesh@gov.in) and [deol.swfs@govcontractor.nic.in](mailto:deol.swfs@govcontractor.nic.in) latest by 16:00 Hrs with the subject- '**Welfare Counsellor Application**'. No hard copies will be accepted.

## **10. Selection Criteria:**

Applications will be shortlisted based on candidates fulfilling the essential and desirable qualifications.

As per the number and type of applications received, a written test may be conducted.

An interview may also be conducted online.

The areas that are to be tested in the interview round :-

- i. Knowledge of the candidate in counselling practices, including psycho-social support, crisis counselling, risk assessment, and suicide prevention.
- ii. Understanding and approach towards handling distress cases, including emotional breakdowns, high-risk situations, and tele-counselling scenarios.
- iii. Communication skills including empathetic listening, clarity in interaction, and ability to engage with seafarers and their families.
- iv. Attitude and aptitude towards the role, including sensitivity to seafarer welfare issues and ability to work in a 24×7 on-call environment.

This may be followed by an additional case-based or situational assessment to evaluate the candidate's ability to handle real-life counselling scenarios.

## **11. Payment Terms and Leave Eligibility:**

The remuneration would be as per Government Policy Manual with a monthly CTP of INR 60,000 (Rupees Sixty Thousand) per month. Initial base remuneration would be negotiated during the interview based on experience and the last pay is drawn.

The remuneration shall be inclusive of all costs associated with the remote working arrangement, including:

- communication expenses (phone/internet)
- infrastructure required for counselling sessions

Selected candidates will be eligible for an annual Casual Leave of 8 (Eight) Working days, excluding 2 (two) days of Restricted holidays. Leave of absence for more than a total of 10 (= 8+2) working days in a year shall be treated as leave without pay. Nevertheless, casual leave of more than 5 working days at a stretch will not be granted. Additionally, paid Medical leave of a maximum of 10 days in a year may also be granted subject to the production of medical certificates. However, leave of absence on medical grounds beyond 10 days in a year will be treated as leave without remuneration/ CTP.

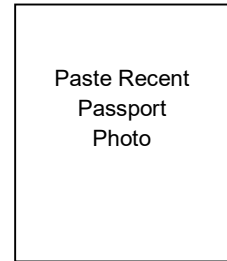
- The Counsellor will have access to all the required documents, correspondence, and any other information associated with the project assignment and as deemed necessary.
- The Counsellor will have to arrange his/her own conveyance facility for attending the office whenever necessary.

## **12. Other Details**

- This is an indicative ToR only. The Competent Authority reserves the right to change, update or modify this ToR at any stage during the recruitment process or at the time of signing of the Contract Agreement.
- The contract shall not confer any right or claim of extension/absorption in the department at any point of time whatsoever.
- The date of the interview will be informed via email to the shortlisted candidates. The department reserves the right to cancel/postpone the appointment if so required.
- No TA, DA or expenses of any kind will be paid for attending the interview.
- Canvassing in any form may lead to disqualification of candidature.
- For any clarification, please contact Ms. Sarojini, at email ID: [de01.swfs@govcontractor.nic.in](mailto:de01.swfs@govcontractor.nic.in)

**APPLICATION FORM FOR THE POSITION OF WELFARE COUNSELLOR FOR SEAFARERS**

1. **Full Name of the candidate** (In Block Letters):
2. **Father's/Husband's Name:**
3. **Mother's Name:**
4. **Gender:**
5. **Marital Status:**
6. **Nationality:**
7. **Permanent Postal Address** (attach a copy of evidence):
8. **Police Station:**
9. **Current Address:**
10. **Mobile No.:**
11. **Mobile No. (WhatsApp messenger):**
12. **Email ID:**
13. **Date of Birth**(attach a copy of evidence)(dd/mm/yyyy):
14. **Age (As on 1st January 2026):**Years\_\_month(s)
15. **Current Designation:**
16. **Current Employer's Full Address with contact email and phone number:**
17. **Educational Qualification** (attach copies of certificates):



| Sl. | Examination     | Subject | Year of Passing | Name of College | Name Board/University | Class/ Percentage of marks obtained |
|-----|-----------------|---------|-----------------|-----------------|-----------------------|-------------------------------------|
| 1.  | Graduation      |         |                 |                 |                       |                                     |
| 2.  | Post graduation |         |                 |                 |                       |                                     |
| 3.  | Others(ifany)   |         |                 |                 |                       |                                     |
|     |                 |         |                 |                 |                       |                                     |

**18. Training details relevant to the position applied (attach copies of certificates):**

| Sl. | Title of the Training program | Duration of Training | Training organized by |
|-----|-------------------------------|----------------------|-----------------------|
| 1.  |                               |                      |                       |
| 2.  |                               |                      |                       |
| 3.  |                               |                      |                       |
|     |                               |                      |                       |

**19. Total Professional Experience: \_\_\_\_\_ Years \_ month(s)**

**20. Details of Professional Experience (Starting from latest \*\*) (attach copies of experience certificates):**

| Sl. | Designation | Organization | From (MM/YYYY Y) | To (MM/YYYY Y) | Last net salary drawn (per annum) | Summary of Services provided |
|-----|-------------|--------------|------------------|----------------|-----------------------------------|------------------------------|
|     |             |              |                  |                |                                   |                              |
|     |             |              |                  |                |                                   |                              |

**21. Languages proficiency:(please tick√)**

| Sl. | Language | Read | Write | Speak |
|-----|----------|------|-------|-------|
|     |          |      |       |       |
|     |          |      |       |       |
|     |          |      |       |       |
|     |          |      |       |       |

**22. Computer proficiency**

| Sl. | Program/Software/Applications | Excellent | Good | Average |
|-----|-------------------------------|-----------|------|---------|
|     |                               |           |      |         |
|     |                               |           |      |         |
|     |                               |           |      |         |

**23. Names and Addresses of two people from whom we may seek reference about you**

| Sl. | Name of the person & designation(if any) | Address | Phone no | E-mail id |
|-----|--|---------|----------|-----------|
| 1.  |  |         |          |           |
| 2.  |  |         |          |           |

*(The two persons must not be related to you and must have interacted with you for more than 6 months in a Professional and/or academic capacity during the last 5 years)*

**24. Have you ever been discharged or forced to resign from any position? (If yes furnish details)**

**Declaration:** I certify that the statements made by me in this application are true, complete and correct to the best of my knowledge and belief. Permission is hereby given to the DG Shipping to make such investigations as are necessary on the information given above. I understand that any misrepresentation or fraudulence or material omission made herein or in any other document requested by DG Shipping would render dismissal and termination of my candidature/service/contract apart from other penal action as per the law.

Date:  
Place:

Signature of the Candidate

***Important Notes:***

- 1. Candidates shall complete this application in not more than 8 pages strictly as per the above format, along with self-attested copies of testimonials/certificates (not more than 12 pages), evidencing that he/she is qualified to perform the services. The complete application (only in PDF format) along with certificates/testimonials shall not be more than 20 (twenty) pages.***
- 2. While self-attested copies of all the relevant certificates/testimonials need to be submitted along with the application (only in PDF format).***
- 3. Candidates are to note that applications without self attested copies of certificates/testimonials relating to Educational Qualifications shall be rejected.***