



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

F. No. 23-CLT/58/2025-CREW-DGS (C.No. 35464)

Date: 25.05.2026

DGS ORDER 13 of 2026

In order to further strengthen the 24x7 Grievance Redressal Mechanism, the Directorate General of Shipping has launched the **Beta version of the Grievance Redressal Module** on the e-Navik portal [eNavik](#). The date for full-scale Go-Live shall be communicated separately in due course. In the interim, seafarers and stakeholders are encouraged to utilise the Grievance Redressal Module for lodging and tracking their grievances through the system. Also to ensure timely receipt, handling, coordination, follow-up and resolution of grievances received from seafarers, their families, and other stakeholders, the Competent Authority hereby designates the following Grievance Redressal Support Unit (GRSU) and DG COMM Support Unit resources, along with their respective roles and responsibilities.

All grievances under the 24x7 Grievance Redressal Mechanism shall be lodged only through the designated Point of Contact, as mentioned:

- Domestic Toll-Free No.: 1800-889-7768
- International Contact Number (US Toll Free): +1-888-988-0256
- WhatsApp Number - +91 8655856830
- Helpdesk Email: enavik.24x7@gov.in

If the seafarer is onboard, before lodging a grievance on the Grievance Redressal Platform, the complainant shall, wherever applicable, first exhaust the onboard grievance redressal procedures available under the applicable shipboard complaint mechanism, including escalation to the Master and Company/RPSL in accordance with the Maritime Labour Convention (MLC) and relevant Merchant Shipping Rules. Grievances may thereafter be lodged on the platform in cases where the matter remains unresolved, involves urgent welfare or safety concerns, or requires intervention of the Directorate General of Shipping.

The Grievance Redressal Support unit shall coordinate, escalate, and follow up on grievances received through various channels including DG COMM helpline, emails, grievance portals, CPGRAMS, and other official communication modes, strictly in accordance with established SOPs and directions of the Competent Authority. The Grievance Redressal Support Unit will follow up with the Grievance Redressal Officers of the pertaining department/ branches. The DG COMM Support unit will man the DG Comm welfare mobile Number(9004048406), Support Email ID (support.dgs@gov.in) as well as the grievances coming Crew branch mobile number (9004062624) and Crew branch Email ID (crews-dgs@nic.in). The Grievance Coming from these four channels will be forwarded to the Toll Free support unit for formal lodging via Grievance Redressal module according to the Transition plan.

1. Toll Free Support Unit (Help desk)

Role & Responsibility

Toll-Free Support Unit (24×7 Intake Layer) shall function as the primary interface for receipt and registration of grievances. The unit shall receive grievances through toll-free calls-domestic and international, Whatsapp, helpdesk emails and all other redirected channels, ensure accurate registration in the Grievance Redressal Module with complete details, generate a unique Ticket ID, and trigger system-based acknowledgements to complainants. It shall also provide status updates and facilitate communication based on system records, ensuring correct categorisation of grievances.

The unit shall not undertake investigation, adjudication, or closure of grievances, and shall function strictly as a facilitation and intake layer. All actions shall be carried out in accordance with the approved SOP and shall remain digitally recorded and auditable.

Sr. No.	Helpdesk Agent
1	Helpdesk Resource 1
2	Helpdesk Resource 2
3	Helpdesk Resource 3
4	Helpdesk Resource 4
5	Helpdesk Resource 5
6	Helpdesk Resource 6
7	Helpdesk Resource 7
8	Helpdesk Resource 8

2. Grievance Redressal Support Unit

(GRSU) Role & Responsibility

The Grievance Redressal Support Unit shall function as the Digital processing and resolution unit, responsible for inter-departmental coordination, monitoring of action taken, and ensuring closure within prescribed timelines. They will also be responsible for all crew branch related matters including coordination and communication with seafarers, Next of Kins and other related stakeholders.

Work Allocation between resources along with their details & assigned grievance categories

#	Role	Official Email	Assigned Grievance Categories/ Work Allocation
1	Senior Consultant 1	grsu.pmc-dgs@govconsultant.nic.in	Miscellaneous Grievances Overall oversight, supervision, and coordination of all grievance categories.
2	Junior Consultant 1	Grsu1-dgs@govconsultant.nic.in	CDC, BSID, Nautical COC/COP, Assessments, Examinations, Certification related to Nautical
3	Junior Consultant 2	Grsu2-dgs@govconsultant.nic.in	INDOS, Passport, Seafarers' Profile, COC Cookery, Debarring of Seafarers, RPSL Agencies, Fraudulent Certification/Documents, Cheating Cases, Death, Missing Seafarer, Desertion
4	Junior Consultant 3	To be populated	Placement (prior/after joining), Training-related matters, Sea Service (Sign-on/Sign-off), Abandonment/Arrest/Detention, Piracy & Hijacking
5	Junior Consultant 4	Grsu3-dgs@govconsultant.nic.in	Engineering COC/COP, Engineering Assessments & Exams, Misconduct/Alcohol, SWFS, SPFO, CPGRAMS & RTI, IT & e-Governance issues, DC Renewal, Advance DCE, Oral/Exam

3. DG COMM Support Unit (24 × 7 Facilitation Unit) Role & Responsibility

The DG COMM Support Unit shall operate as the facilitation and coordination layer, responsible for receiving grievances, queries, and distress communications, recording them accurately, and forwarding each and every grievance to the Toll free Support Unit for formal lodging of grievance in the Grievance redressal Portal for Unique ID/ Ticket generation, while maintaining real-time coordination and follow-up.

Manpower Details & Responsibilities

#	Role	Contact Details	Key Responsibilities
1	DG COMM Support 1	9004048406	1. Manning DG COMM welfare mobile number and official support email; facilitation and coordination between all the Departments affiliated with DG Shipping. 2. Receive grievances, queries, and communications from seafarers and stakeholders 3. Forwarding grievances to concerned departments and ensuring communication flow between all the stakeholders
2	DG COMM Support 2	9004062624	
3	DG COMM Support Unit 3	Support.dgs@gov.in n Crews-dgs@nic.in	

4. Monitoring Authority Role & Responsibility

Monitoring Authority shall act as the supervisory authority for the 24x7 Grievance Redressal Mechanism, providing overall governance, policy oversight, and strategic direction. The officer will be monitoring the 24x7 grievance every month on a rotating basis and shall function as the final escalation authority for sensitive and inter-departmental cases, review grievance performance and approve resolutions in exceptional matters. This role shall be assigned on a monthly rotational basis among designated DDGs (Crew processes, Crew welfare, Training and Casualty) with all directions recorded in the system for accountability.

#	Monitoring Authority Officer	Email ID
1	DDG Crew Processes	crews-dgs@gov.in
2	DDG Crew Welfare	n.mukesh@gov.in
3	DDG Training	praveen.nair@gov.in
4	DDG Casualty	singh.harinder@gov.in

5. Apex authority oversight Role & Responsibility

The Director General of Shipping and Additional Director General of Shipping are the highest Apex Authority who exercise overall supervisory and administrative control over the Grievance Redressal Mechanism.

#	Apex Authority	Email ID
1	The Director General of Shipping	dg-dgs@gov.in
2	The Additional Director General of Shipping	adldg-dgs@gov.in

In order to institutionalize a structured, transparent, and technology-enabled e-Navik grievance redressal portal, the Directorate General of Shipping has developed a **Standard Operating Procedure (SOP) on Grievance Redressal Mechanism**. Kindly refer Annexure 1 for the SOP

The SOP establishes a comprehensive six-layer grievance redressal architecture, covering grievance intake, registration, processing, coordination, escalation, decision-making, and monitoring. It is designed to ensure timely, accountable, and auditable resolution of grievances received from seafarers, their families, and maritime stakeholders, in alignment with the provisions of the Merchant Shipping Act, Maritime Labour Convention (MLC), and relevant rules.

The mechanism introduces a Single Point of Contact approach, supported by a 24×7 toll-free system, digital grievance tracking, defined escalation matrices, and clearly demarcated roles across operational and supervisory layers. All grievances received through alternate channels (helpline, email, WhatsApp) shall be mandatorily redirected and formally registered in the Grievance Redressal System with a unique grievance ID for tracking and monitoring. The SOP also strengthens inter-departmental coordination and ensures that all grievances are processed within prescribed timelines through system-based monitoring and reporting.

This mechanism shall be applicable to:

- All grievances received from seafarers, their families, and maritime stakeholders like RPSL agencies, Shipping companies, unions etc.
- Grievances related to certification, recruitment, welfare, employment, training, non-compliance of MLC and regulatory matters
- All departments, field offices, and associated entities under the Directorate General of Shipping

This Office Order is issued to operationalize the SOP and to designate the roles, responsibilities, and resource allocation across various layers of the Grievance Redressal Mechanism. This Office Order shall come into force with immediate effect and shall remain valid until further orders.

Transition Plan from Legacy Grievance Channels to 24x7 Help Desk Support Unit

The operational transition of legacy grievance intake channels into the ARI-supported 24×7 Helpdesk Intake Layer of the e-Navik-enabled Grievance Redressal Module shall be undertaken over a notified transition period of **90 Days (3 Months)**.

Grievance intake, examination, monitoring, escalation and closure under the DG Shipping 24×7 Grievance Redressal Mechanism shall be governed through the following Seven-Layer SOP-Based

Operational Architecture:

Layer	Entity	Core Responsibility	Decision Authority
Layer-1	24x7 Helpdesk (ARI)	Grievance Intake & System Registration	✗
Layer-2A	Grievance Redressal Support Unit (GRSU)	Examination, Categorization & SLA Monitoring	✗
Layer-2B	DGCOMM Support Unit	Assisted Intake & Stakeholder Facilitation	✗
Layer-3	Grievance Redressal Officers (GROs)	Statutory Examination & Case Closure	✓
Layer-4	Monitoring Authority (Rotational DDG)	Supervisory Oversight & Escalation Handling	✓
Layer-5	ARI Technical Support	System Maintenance & Platform Uptime	✗
Layer-6	Addl. DG Shipping / NA / CS	Final Review and Oversight	✓
Layer-7	DG Shipping	Apex Authority	✓

This transition shall be aligned with the operational stabilization of the ARI-supported Helpdesk Intake Layer, during which:

- Legacy grievance intake channels shall continue to function as Assisted Intake Interfaces.
- Independent lodging and manual processing of grievances through such legacy channels shall be progressively phased out; and
- Existing helpline numbers and support email IDs shall be administratively integrated into the Crew Branch framework as Secondary Stakeholder Facilitation Interfaces.

The phased transition schedule shall be implemented as outlined below:

Phase	Timeline	Transition Activity	Operational Outcome
Phase-I	T₀ to T + 15 Days	Activation of the ARI-supported 24×7 Helpdesk Intake Layer and mapping of all existing legacy grievance intake channels including DGCOMM Welfare Mobile, Crew Helpline, support email IDs and WhatsApp interfaces to the GRM-enabled registration framework.	Unified intake framework initiated under the e-Navik GRM platform.
Phase-II	T + 15 to T + 45 Days	Parallel Intake Period for operational stabilization of the Helpdesk Intake Layer wherein legacy intake channels continue to receive stakeholder communications; however, all grievances received shall be mandatorily documented and routed to the Helpdesk for system-based registration within GRM.	Transitional assisted intake functioning of legacy interfaces with mandatory Helpdesk-based registration.
Phase-III	T + 45 to T + 60 Days	Progressive migration of intake dependencies including manual documentation and email-based routing practices to dashboard-enabled monitoring by GRSU, alongside functional stabilization of system-registered grievance intake through the Helpdesk.	Digital grievance intake stabilised within GRM-enabled workflow.
Phase-IV	T + 60 to T + 75 Days	Gradual closure of independent grievance lodging functions through legacy helpline numbers and support email IDs, with intake responsibilities being progressively aligned to the 24×7 Helpdesk Intake Layer.	Independent legacy grievance lodging processes withdrawn.
Phase-V	T + 75 to T + 90 Days	Administrative integration and merging of legacy helpline numbers (DGCOMM Welfare Mobile / Crew Helpline) and grievance-related support email IDs into the Crew Branch to function exclusively as Secondary Assisted Intake and Stakeholder Facilitation Interfaces.	Legacy intake channels absorbed into Crew Branch for assisted intake support.

Post Phase-V Operational Position (T + 90 Days Onwards)

Upon completion of the notified 3-Month Transition Period based on Helpdesk stabilisation:

- Formal grievance lodging, registration and lifecycle monitoring shall occur exclusively through the ARI-supported 24×7 Helpdesk Intake Layer within the e-Navik GRM framework.

- Legacy helpline numbers and support email IDs shall:
 - No longer function as independent grievance lodging mechanisms; and
 - Operate solely under the administrative control of the Crew Branch as Assisted Intake and Stakeholder Facilitation Interfaces.
- Layer-2B shall provide intake facilitation support by:
 - Receiving stakeholder communications relating to grievances.
 - Providing assisted guidance regarding lodging of grievances through the 24×7 Helpdesk or GRM; and
 - Redirecting complainants to the designated Helpdesk Intake Layer for formal system registration.

Standalone intake, manual documentation or processing of grievances through legacy communication interfaces outside the GRM shall not be recognised as formal grievance lodging or disposal under the DG Shipping 24×7 Grievance Redressal Mechanism following completion of the transition period.

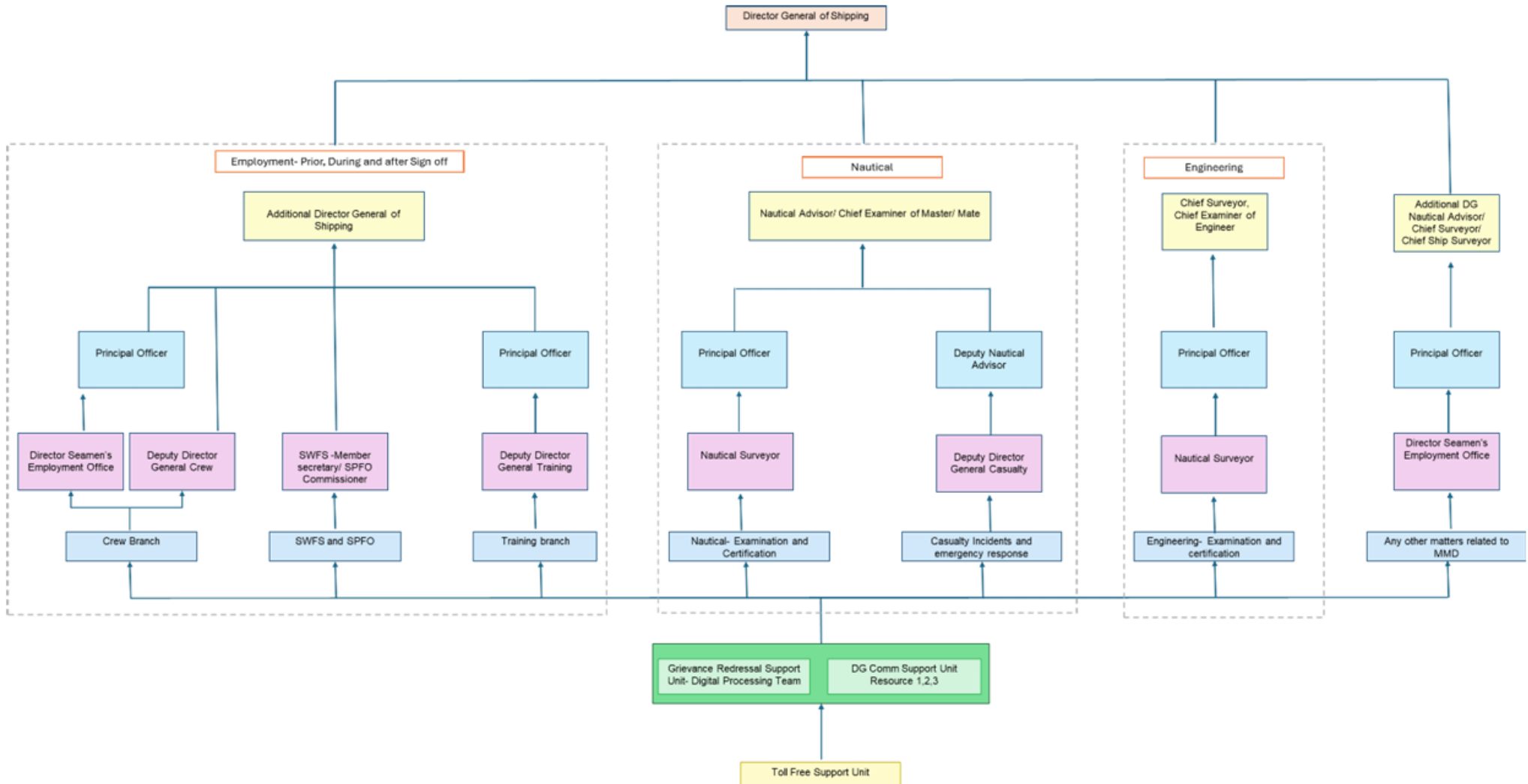
General Instructions

1. All grievances shall be handled strictly as per SOPs and within prescribed timelines.
2. Regular coordination between DG COMM and GRSU shall be ensured for seamless grievance handling.
3. The Grievance Redressal Support Unit (GRSU) shall also coordinate with the Crew Branch for all matters relating to seafarers.
4. A transition period of three (03) months is hereby provided for migration of upcoming helpdesk cases and VIP references to the Grievance Redressal Module, wherein all such cases shall be formally registered in the system for generation of Unique Grievance ID and ticket-based tracking. During this period, all ongoing and new cases shall be progressively aligned to the system-based workflow.
5. The existing weekly crisis management and grievance review meetings shall be transitioned to a web-based dashboard review mechanism, wherein grievance status, pendency, escalation, and performance metrics shall be reviewed through real-time system dashboards for improved monitoring, transparency, and decision-making.
6. This arrangement shall come into force with immediate effect and remain valid until further orders.
7. Kindly refer Annexure 1 Grievance Redressal Mechanism Standard Operating Procedure (SOP).
8. Kindly refer Annexure 2 for User Manual of Grievance Module in e-Navik Portal.



(Shyam Jagannathan)
Director-General of Maritime Administration

The Organogram for Grievance Redressal Mechanism is incorporated with Designation wise Roles and Responsibilities.





**STANDARD OPERATING
PROCEDURE
ON
GRIEVANCE REDRESSAL
MECHANISM**

Contents

I. Step-by-Step Procedure	4
1. Receiving the Grievance	4
2. Follow-up Process	6
II. Manual Operational Framework	8
1. List of Grievance Types with Nodal Departments	8
2. Guidelines and Timelines	12
III. E-Navik Operational Framework	12
1. Single Point of Contact- Call Integration Setup	12
2. LAYER 1: Toll-Free Support Unit (By ARI)	13
Key Responsibilities:	13
3. LAYER 2: Grievance Processing & Coordination Layer	14
Layer 2A: Digital Processing Team (Existing Manual Team)	15
Key Responsibilities:	15
Layer 2B: DGCOMM Support Unit	19
Key Responsibilities:	20
4. LAYER 3: Grievance Redressal Officers (GRO)	20
Key Responsibilities:	21
5. LAYER 4: Monitoring Authority – Oversight, Policy Direction Escalation and Supervisory authority	21
Key Responsibilities:	21
6. LAYER 5: System & Technical Support (By ARI)	22
Key Responsibilities:	23
7. LAYER 6: Final Review and Oversight Authority	23
Key Responsibilities:	23
8. Layer 7: Apex Authority (DG Shipping)	23
Key Responsibilities:	23
9. Seven-Layer Structure	24
10. Timelines for Escalation Matrix	24
11. Legal Provisions	25

Standard Operating Procedure for Grievance Redressal Mechanism

A. Maritime Labour Convention, 2006, as amended	25
B. The Merchant Shipping Act 2025	26
C. Merchant Shipping (Maritime Labour) Rules 2026	26
D. Merchant Shipping (Continuous Discharge Certificate) Rules 2026	29
E. Merchant Shipping (Seafarers' Identity Document) Rules 2026	29
F. Merchant Shipping (Recruitment and Placement of Seafarers) Rules 2026	29
Annexure A- Grievance Categories and Escalation Matrix	31
Annexure B- Message Templates	45
Annexure C- FAQs	46

I. Step-by-Step Procedure

1. Receiving the Grievance

Grievance Redressal Contact Points:

Contact Channel	Details	Manned / Handled By
Toll-Free Number (For Domestic Calls)	1800-889-7768	ARI Toll-Free Support Unit (24×7)
International Contact Number (US Toll Free)	+1-888-988-0256	ARI Toll-Free Support Unit (24×7)
WhatsApp Number	+91 8655856830	ARI Toll-Free Support Unit (24×7)
Toll Free Helpdesk Email	enavik.24x7@gov.in	ARI Toll-Free Support Unit (24×7)
DGCOMM Welfare Mobile	9004048406	DGCOMM Support Unit
Crew Helpline	9004062624	DGCOMM Support Unit/ Crew Branch
Crew Branch Email	crews-dgs@nic.in	DGCOMM Support Unit
Support Email	support.dgs@gov.in	DGCOMM Support Unit

The toll-free number shall function as **the single primary channel** for grievance registration and lodging. Accordingly, any grievance received through DGCOMM Welfare, Crew Helpline, or official email IDs shall be redirected to the toll-free support unit for formal registration.

All such redirected grievances will be entered into the grievance redressal module: [eNavik](#), a unique grievance ID will be generated, and the case will thereafter be processed, tracked, and monitored from the Grievance redressal Module.

A. If received via WhatsApp or Email by DG Comm Support Unit:

- **Step 1:** Acknowledge receipt (Manual acknowledgment).
- **Step 2:** Open the **Grievance Master Excel Sheet**.
- **Step 3:** Fill in the following all the mandatory columns:
 - Date of receipt
 - Name of Seafarer
 - INDOS/CDC Number (if provided)
 - Contact details (WhatsApp number/email)

Standard Operating Procedure for Grievance Redressal Mechanism

- Mode of grievance (WhatsApp/Email)
- Type of grievance
- Full description of the grievance as provided by the seafarer
- Assigned Department (to be determined based on the issue)
- Status (e.g., Open, In Process, Resolved)
- Etc.
- **Step 4:** Forward the grievance **with complete details** to the toll-free support unit via email
- **Step 5:** The Grievance will be lodged by the Toll-free Support unit in the Grievance Redressal Module and unique ID will be generated.
- **Step 6:** Automated SMS and Email will be sent to Seafarer along with the Unique ID.

B. If Received via Phone Call:

➤ **To Toll free Support Unit:**

- **Step 1:** Politely listen to the concern.
- **Step 2:** Fill in the following all the mandatory details needed to lodge the grievance as per the system:
 - Name of Seafarer
 - INDOS/CDC Number (if provided)
 - Contact details (WhatsApp number/email)
 - Mode of grievance (WhatsApp/Email)
 - Type of grievance
 - Full description of the grievance as provided by the seafarer
 - Assigned Department (to be determined based on the issue)
 - Status (e.g., Open, In Process, Resolved)
 - Etc.
- **Step 3:** Lodge the grievance in the Grievance Redressal Module and generate Unique ID.
- **Step 4:** Automated SMS and Email will be sent to Seafarer along with the Unique ID.

➤ **To DG Comm Support Unit:**

Standard Operating Procedure for Grievance Redressal Mechanism

- **Step 1:** Politely listen to the concern.
- **Step 2:** Open the Grievance Master Sheet and fill in the following all the mandatory columns:
 - Date of receipt
 - Name of Seafarer
 - INDOS/CDC Number (if provided)
 - Contact details (WhatsApp number/email)
 - Mode of grievance (WhatsApp/Email)
 - Type of grievance
 - Full description of the grievance as provided by the seafarer
 - Assigned Department (to be determined based on the issue)
 - Status (e.g., Open, In Process, Resolved)
 - Etc.
- **Step 3:** Forward the grievance with complete details to the toll free grievance unit via email
- **Step 4:** The Grievance will be lodged by the Toll-free Grievance unit in the Grievance Redressal Module
- **Step 5:** Automated SMS and Email will be sent to Seafarer along with the Unique ID.

C. If a call is missed:

➤ **Toll free Support Unit (by ARI)**

Step 1: Return the call at the earliest and lodge grievance.

➤ **By the DG Comm Support Unit:**

- **Step 1:** Return the call
- **Step 2:** share the WhatsApp message template (refer Annexure B for the message template) to guide them to lodge the grievance formally through the Toll-free number or Grievance Redressal Module.

2. Follow-up Process

Day 2 (Post Receipt of Grievance)

Standard Operating Procedure for Grievance Redressal Mechanism

1. The Digital Processing unit must follow up after day 1 of Lodging of grievance from the Grievance Redressal module.
2. The Digital Processing unit will follow up and coordinate with the pertaining department for action taken and closure of grievance.
3. They will be constantly following up for action taken till the closure of grievance

Standard Operating Procedure for Grievance Redressal Mechanism

II. Manual Operational Framework

1. List of Grievance Types with Nodal Departments

Sr. No.	Types of Grievance	Resource	Name of the Resource	Location	Email ID	Mobile No.
1	All Grievances	Resource 1 Resource 2 Resource 3	Shri Somesh Kokate Shri Yash Desai Shri Murari Patkar	DG COMIM Support Unit	support.dgs@gov.in/ crews-dgs@nic.in	DGCOMIM Welfare-9004048406 Crew-9004062624
2	CDC		Mumbai- Shri Gaurav Goel	Government Shipping Office- Mumbai, Chennai and Kolkata	sm-mum-ship@gov.in	7304044770
3	BSID	Resource 1	Chennai- Ms. G Manjula		sm-chn-ship@gov.in	9920581232
4	COC Cookery		Kolkata- Shri Rishi Raj		sm-kol-ship@gov.in	8591318340
5	RPS Agency	Resource 1 Resource 2 Resource 3	Shri Gaurav Goel Shri Vipassi Bhammarkar Shri Prajakta	Seamen's Employment Office Mumbai DG Shipping Headquarters (Crew Branch)	sm-mum-ship@gov.in / vipassi.b@gov.in	7304044780 / 7974690449
7	Cheating Cases					
8	Engineering COC, COP, Assessment, Exams, Certification	Resource 1 Resource 2 Resource 3	Shri Ujjawal Siradhana Shri Pravin Roy Shri. Mugilrajan D	DG Shipping Headquarters (Engineering Wing)	Eng-dgs@nic.in / engexam-dgs@nic.in pravin.roy-dgs@gov.in	9207856694 9791227711
9	Assessment, Exams, Certification	Resource 1	MMD Mumbai MMD Kolkata	MMD Mumbai MMD Kolkata	exame.mum-mmd@gov.in , Pommd.kol-mmd@gov.in	

Standard Operating Procedure for Grievance Redressal Mechanism

Sr. No.	Types of Grievance	Resource	Name of the Resource	Location	Email ID	Mobile No.
			MMD Chennai	MMD Chennai	Chennai-mmd@gov.in	
			MMD Kandla	MMD Kandla	kandla-mmd@gov.in	
			MMD Noida (Nautical)	MMD Noida	mmdnoida-exam-ship@gov.in	
			MMD Noida (Engineering)	MMD Noida	exame.noida-mmd@gov.in	
			MMD Kochi	MMD Kochi	po.mmd-ker@gov.in	
			MMD Vizag	MMD Vizag	sic.vizag-mmd@gov.in	
10	Nautical COC, COP, Assessment, Exams, Certification related to WK, AB, DC and NCV	Resource 1	Shri Rahul Tomar	DG Shipping Headquarters (Nautical Wing)	rahul.tomar-dgs@nic.in / nt-dgs@nic.in	7838797819
		Resource 2	Shri Ravi Sikanwar	DG Shipping Headquarters (Nautical Wing)	ravi.sikarwar@gov.in	9833975481
11	Sea Services(Sign on/ Sign off)	Resource 1 Resource 2 Resource 3	Valid RPSL- Shri Dharmendar Invalid/Blocked RPSL- Shri Gaurav Goel Shri Sanjay Patale	DG Shipping Headquarters (Crew branch) SEO Mumbai, SMO Mumbai	dharmendra.kr.dgs@gov.in sm-mum-ship@gov.in	8505078103 7304044780
12	Death					
13	Missing Seafarer	Resource 1 Resource 2	Smt. Anita Sinha Shri Nimish Koli	DG Shipping Headquarters (Crew branch)	anita.sinha71@gov.in	9422779401
14	Desertion					
15	Abandonment/Arrest/Detention	Resource 1 Resource 2	Shri Ritesh Jadhav Smt. Pooja Laghwe	DG Shipping Headquarters (Crew branch) DG Shipping Headquarters (Crew branch)	rjadhav-dgs@gov.in	9920637128

Standard Operating Procedure for Grievance Redressal Mechanism

Sr. No.	Types of Grievance	Resource	Name of the Resource	Location	Email ID	Mobile No.
21	Training Branch Related STCW certifications/ MTI related	Resource 1 Resource 2	Shri Ajay Balyam Maj. Anutosh Singh	DG Shipping Headquarters (Training Branch)	training-dgs@nic.in / anutosh.singh@gov.in	8655798737
22	Training Branch- E-Learning related	Resource 1	Adu Academy	Training Branch	support@aduacademy.in	
23	IT and e-Governance issues	Resource 1	Shri Nagakrishnamurthy Gunnam	DG Shipping Headquarters (ARI)	ngunnam@arisimulation.com / egovernance-dgs@nic.in	+91 97696 27727
24	DC Renewal, Advance DCE, Oral, Exam	Resource 1	MMD	MMD	exame.mum-mmd@gov.in	
25	INDOS	Resource 1				
26	Passport	Resource 1	Smt. Sonali	MTT (DGS headquarter)	ttc-dgs@nic.in	9224285720/ 25752049
27	Seafarer's Profile	Resource 1				
28	Miscellaneous	Resource 1	Capt P. C. Meena	DG Shipping Headquarters (Crew branch)	pcmeena-dgs@gov.in	7039363939

Standard Operating Procedure for Grievance Redressal Mechanism

2. Guidelines and Timelines

If the seafarer is onboard, before lodging a grievance on the Grievance Redressal Platform, the complainant shall, wherever applicable, first exhaust the onboard grievance redressal procedures available under the applicable shipboard complaint mechanism, including escalation to the Master and Company/RPSL in accordance with the Maritime Labour Convention (MLC) and relevant Merchant Shipping Rules. Grievances may thereafter be lodged on the platform in cases where the matter remains unresolved, involves urgent welfare or safety concerns, or requires intervention of the Directorate General of Shipping.

To ensure effective and timely grievance handling, the following response timelines and duty structure are to be strictly followed by the Support Unit:

Activity	Timeline	Responsibility
Lodge grievance	Immediately if the grievance is received by Toll free Support Unit Within 1 hour of receipt if Grievance is received by DG Comm Support unit	On-duty Toll Free support staff
First follow-up with department	On Day 2 after receipt	Digital Processing Unit
Weekly status review	Every Monday	Digital Processing Unit
Return missed calls	Within 2 hours of the missed call	On-duty Toll Free support staff/ Dg comm support unit

III. E-Navik Operational Framework

1. Single Point of Contact- Call Integration Setup

- a) Toll free Number- This will be the only public-facing number, attended by the toll-free support unit .

Contact Channel	Details	Manned / Handled By
Toll-Free Number (For Domestic Calls)	1800-889-7768	ARI Toll-Free Support Unit (24×7)
International Contact Number (US Toll Free)	+1-888-988-0256	ARI Toll-Free Support Unit (24×7)
WhatsApp Number	+91 8655856830	ARI Toll-Free Support Unit (24×7)

Standard Operating Procedure for Grievance Redressal Mechanism

Contact Channel	Details	Manned / Handled By
Toll Free Helpdesk Email	enavik.24x7@gov.in	ARI Toll-Free Support Unit (24x7)

- b) Secondary Grievance Contact Point will be DGCOMM Welfare- **9004048406**. The resources manning this number will forward the Grievance to Toll free support unit for Lodging the grievance in the system with Unique ID generation.

2. LAYER 1: Toll-Free Support Unit (By ARI)

Role: Call Landing, Intake & Follow-up

Operating Model: 24x7 rotational shifts

Manpower: 8 helpdesk Agents

Location: Off-site Call Centre

Reporting: System-based dashboards to DDG (Crew)

Nature: Intake, ticketing, real time tracking and monitoring of grievance

Key Responsibilities:

1. Grievance Receipt

The Toll-Free Support Unit (by ARI) shall receive grievances from seafarers and other complainants through the following channels:

- a) Telephone calls received on the designated toll-free number
- b) WhatsApp messages redirected to the toll-free system
- c) Official emails forwarded for grievance registration
- d) Social media references forwarded by DG Shipping for registration
- e) Grievances forwarded by DG Comm Support unit.

All grievances received through channels other than the toll-free number shall be redirected to the ARI toll-free team for formal registration.

2. Grievance Registration

- a) Register grievances in the Grievance Redressal Mechanism on behalf of the complainant.
- b) Ensure accurate entry of all grievance details in the system.
- c) Capture all mandatory fields strictly required while lodging in the system, including complainant details, grievance category, supporting information, and contact details.

3. Ticket Generation & System Acknowledgement

- a) Generate a unique grievance Ticket ID at intake for every registered grievance, which forms the basis for dashboard-based tracking, monitoring, and reporting across all layers.
- b) Trigger system-generated acknowledgements to the complainant through SMS and/or email upon successful registration.
- c) Communicate the Ticket ID to the complainant for future reference and tracking.
- d) Carefully understand the grievance and ensure it is registered under the correct grievance category to avoid misrouting across branches.

4. Communication & Status Updates

- a) Provide status updates to complainants based on system-recorded progress.
- b) Respond to follow-up queries by referencing the grievance Ticket ID and system status.
- c) Maintain professional, clear, and empathetic communication at all times.

5. Functional Limitations

The Toll-Free Support Unit shall not:

- a) Conduct investigation or verification of grievances
- b) Adjudicate or take decisions on grievance merits
- c) Close grievances or issue directions to statutory authorities

All decision-making, investigation, and closure actions shall rest with subsequent layers as defined in the SOP.

6. Operational Governance

- a) Operations shall be confined strictly to the approved SOP.
- b) The unit shall exercise no statutory or regulatory authority.
- c) All actions shall be auditable through system logs and reports.

Note: Toll free support unit are not responsible for adjudication or technical processing. Their role is strictly frontline intake, data entry, and follow-up.

3. LAYER 2: Grievance Processing & Coordination Layer

Layer 2 constitutes the core grievance processing and coordination function of the Grievance Redressal Mechanism. It comprises two distinct but complementary units:

- I. Digital Processing Team (Existing Manual Team)

Standard Operating Procedure for Grievance Redressal Mechanism

II. DGCOMM Support Unit (Channel Facilitation & Coordination)

Layer 2A: Digital Processing Team (Existing Manual Team)

Role: Grievance examination, follow up, coordination, and resolution tracking

Operating Model: Standard office hours with defined escalation timelines

Manpower: DG Shipping (existing contractual resources)

Location: DG Shipping Headquarters

Reporting: System-based dashboards and MIS submitted to Crew Branch and DDG (Crew Processes)

Nature: Inter-departmental coordination, grievance monitoring and tracking

Key Responsibilities:

1. Examination of Grievances

- a) Examine grievances logged in the system by the ARI Helpdesk.
- b) Review grievance details, category mapping, supporting information, and system history.
- c) Identify deficiencies, gaps, or clarifications required for effective processing.

2. Inter-Departmental Coordination

Coordinate with internal and external stakeholders for resolution of grievances, including:

- a) Crew Branch – for regulatory guidance, interpretation of rules, and sensitive cases
- b) Seamen’s Employment Office (SEO)/ Shipping Master Offices (SMOs) – for CDC, BSID, sea service, Employment and welfare matters
- c) Nautical and Engineering Wings/ MMDs – for certification, examination, and assessment-related cases
- d) SPFO / SWFS – for welfare fund, provident fund, compensation, and benefit-related grievances
- e) Training Branch– for MTI or digital-platform related issues

All coordination shall be documented and tracked within the Grievance Redressal Mechanism.

3. Analysis of Grievance and Compliance

- a) Monitor timelines for each grievance.

Standard Operating Procedure for Grievance Redressal Mechanism

- b) Identify delays, bottlenecks, or non-responsiveness by any stakeholder.

4. Reporting and Review

- a) Daily status reports on grievance pendency, actions taken, and escalations shall be submitted to the Crew Branch officials.
- b) Weekly consolidated reports shall be presented to the DDG (Crew) during the Crisis Management and Grievance Redressal Review Meetings.
- c) Prepare weekly reports to be presented in the Crisis Management and Grievance Redressal Review Meetings on:
 - o Pendency
 - o Resolution timelines
 - o Category-wise trends
 - o Escalation status
- d) Prepare briefs for unresolved, delayed, or high-sensitivity cases.

5. Digital Strengthening of the Role

- a) The Senior Consultant shall supervise the four Junior Consultants, ensure accuracy, procedural compliance, and adherence to timelines, and coordinate closely with the Crew Branch.
- b) Transition from manual Excel-based tracking to system dashboards and analytics within the Grievance Redressal Mechanism.
- c) Use dashboards for real-time monitoring, trend analysis, and decision support.
- d) Ensure data accuracy and consistency across all digital records.
- e) This role is digitally strengthened to enhance transparency, efficiency, and accountability.

6. Coordination Between Layer 1 and Layer 2A

- a) Layer 1 and Layer 2A shall operate in close coordination to ensure seamless transition of grievances from intake to closure.
- b) Where additional information or clarification is required, Layer 2A shall communicate such requirements to Layer 1, who shall assist in obtaining the necessary inputs from the complainant, without undertaking investigation or adjudication.
- c) Regular coordination shall be maintained between Layer 1 and Layer 2A to address data gaps, improve category accuracy, and ensure timelines are not impacted.

Standard Operating Procedure for Grievance Redressal Mechanism

7. Roles and Responsibilities matrix:

Role	Key Responsibilities	Details
Senior Consultant / Lead – Digital Processing Unit	Grievance Processing Oversight	<ul style="list-style-type: none"> • Supervise examination and processing of grievances logged by ARI Helpdesk. • Ensure correct categorisation, routing, and prioritisation of grievances. • Validate action-taken remarks before closure or escalation.
	Investigation & Fact Verification	<ul style="list-style-type: none"> • Guide and oversee fact verification for complex or sensitive grievances. • Ensure documentary evidence is sought and recorded through GRM workflows.
	Inter-Departmental Coordination	<ul style="list-style-type: none"> • Act as nodal point for coordination with Crew Branch, SMOs, DSEO, MMDs, SPFO, SWFS, Training and IT Wings. • Resolve coordination bottlenecks and ensure timely responses from departments.
	Timelines & Escalation	<ul style="list-style-type: none"> • Monitor compliance across all assigned grievances. • Identify delays and trigger escalations as per SOP and escalation matrix. • Prepare escalation briefs for Crew Branch and higher authorities.
	Reporting & MIS	<ul style="list-style-type: none"> • Review and consolidate daily/weekly/monthly MIS reports generated from GRM. • Analyse pendency, ageing, and category-wise trends. • Submit structured reports to Crew Branch and DDG (Crew Processes).
	Quality Assurance & Compliance	<ul style="list-style-type: none"> • Conduct quality checks on grievance documentation and resolutions. • Ensure compliance with SOPs, MS Notices, and DGS Circulars. • Maintain audit-ready digital records in GRM.

Standard Operating Procedure for Grievance Redressal Mechanism

Role	Key Responsibilities	Details
	Digital Enablement	<ul style="list-style-type: none"> • Drive transition from Excel-based tracking to system dashboards. • Ensure effective use of GRM dashboards for monitoring and review.
Junior Consultant – Digital Processing Unit	Grievance Examination & Processing	<ul style="list-style-type: none"> • Examine grievances assigned through GRM. • Review grievance details, history, and supporting documents. • Identify information gaps and initiate clarification requests through system workflows.
	Coordination & Follow-up	<ul style="list-style-type: none"> • Liaise with Crew Branch, SMOs, DSEO, MMDs, SPFO, SWFS, Training and IT Wings to obtain action-taken reports. • Conduct structured follow-ups and reminders for pending grievances.
	Action Taken Documentation	<ul style="list-style-type: none"> • Upload factual findings, departmental responses, and action-taken remarks in GRM. • Maintain complete digital audit trails with time-stamped entries.
	Tracking & Escalation Support	<ul style="list-style-type: none"> • Track assigned grievances against timelines. • Flag delays, non-responsiveness, or risks to Senior Consultant. • Update escalation status in GRM.
	Reporting Support	<ul style="list-style-type: none"> • Contribute data inputs for daily, weekly, and monthly MIS reports. • Maintain logs for escalations, inter-departmental responses, and closures.
	Process & System Feedback	<ul style="list-style-type: none"> • Adhere to SOPs, workflows, and templates. • Provide feedback on system gaps, process inefficiencies, or recurring grievance patterns.

8. Grievance Categories Assigned to the Consultants

Standard Operating Procedure for Grievance Redressal Mechanism

Each Consultant will be mapped to specific grievance types:

Resource Allocated	Assigned Grievance Categories
Senior Consultant	<ul style="list-style-type: none"> - Oversight of all grievances and Junior Consultants - Miscellaneous Grievances
Junior Consultant 1	<ul style="list-style-type: none"> - CDC - BSID - Nautical COC, COP - Nautical Assessment, Exams, Certification
Junior Consultant 2	<ul style="list-style-type: none"> - INDOS - Passport - Seafarers Profile - COC Cookery - RPS Agencies - Fraudulent Cases(Certifications and Documents) - Cheating Cases - Death - Missing Seafarer - Desertion
Junior Consultant 3	<ul style="list-style-type: none"> - Engineering COC, COP - Engineering Assessment, Exams, Certification - Misconduct, Alcohol - SWFS- - SPFO - CPGRAMS and RTI - IT and e-Governance issues - DC Renewal, Advance DCE, Oral, Exam
Junior Consultant 4	<ul style="list-style-type: none"> - Placement - prior joining - Employment - after joining - Training Related - Sea Services(Sign on/ Sign off) - Abandonment/Arrest/Detention - Piracy and Hijacking

Layer 2B: DGCOMM Support Unit

Role: Channel facilitation and coordination support for grievance routing

Operating Model: 24×7 rotational shifts

Manpower: DG comm support unit (existing resources)

Location: DGCOMM centre

Reporting: Operational coordination with Toll-Free Support Unit and Crew Branch

Nature: Manning of DGCOMM Welfare mobile number and Support email.

Standard Operating Procedure for Grievance Redressal Mechanism

Key Responsibilities:

- a) Man, the DGCOMM Welfare mobile number and Support email ID. This unit operates strictly as a facilitation and coordination layer.

Contact Channel	Details	Manned / Handled By
DGCOMM Welfare Mobile	9004048406	DGCOMM Support Unit
Crew Helpline	9004062624	DGCOMM Support Unit/ Crew Branch
Crew Branch Email	crews-dgs@nic.in	DGCOMM Support Unit
Support Email	support.dgs@gov.in	DGCOMM Support Unit

- b) Receive grievances, queries, and communications from seafarers and stakeholders through these channels.
- c) Forward all grievances received through DGCOMM Welfare number and Support email to the Toll-Free Support Unit for formal registration and generation of Unique ID in the Grievance Redressal Module.
- d) Facilitate continuity of communication across helpline, WhatsApp, and email channels.
- e) Provide coordination support to ensure grievances are routed correctly and without delay.
- f) DGCOMM Support Unit shall **not**:
- o Register grievances in the system
 - o Conduct investigation or verification
 - o Take decisions or close grievances

4. LAYER 3: Grievance Redressal Officers (GRO)

Role: Statutory examination, decision-making, and closure of grievances within assigned functional domains

Operating Model: Office hours with defined escalation and timelines

Manpower: DG Shipping officers (Crew Branch and concerned functional departments)

Location: DG Shipping Headquarters and associated field units

Reporting: System-based reporting and dashboards

Standard Operating Procedure for Grievance Redressal Mechanism

Nature: Regulatory examination, coordination with internal and external stakeholders, recording of reasoned decisions, and closure of grievances in the Grievance Redressal Mechanism in accordance with applicable laws, rules, and circulars

Key Responsibilities:

- a) Examine grievances assigned to their respective functional domains through the Grievance Redressal Mechanism.
- b) Seek clarifications and supporting documents strictly through system-based workflows.
- c) Coordinate with internal and external stakeholders, including Shipping Companies, RPSLs, MTIs, seafarers, unions, etc. through official channels.
- d) Conduct statutory examination and arrive at reasoned decisions in accordance with applicable laws and rules.
- e) Record factual findings, decisions, and action taken in the Grievance redressal mechanism to ensure a complete digital audit trail.
- f) Propose and implement resolutions in line with the Merchant Shipping Act, relevant Rules, MS Notices, and DGS Circulars.
- g) Close grievances in the system with reasoned, auditable remarks.
- h) Adhere to timelines monitored through system dashboards.
- i) Ensure all decisions are captured digitally, with no offline or email-based closures.
- j) After the Closure, carry out performance monitoring through random feedback mechanism, including manual feedback calls for a selected 10% of closed grievances and system-generate message feedback for a selected 20% of closed grievances for every 100 Grievances monthly. Feedback and performance data shall be analysed to identify service gaps and areas for improvement.

5. LAYER 4: Monitoring Authority – Oversight, Policy Direction Escalation and Supervisory authority

Layer 4 shall comprise a Monitoring Authority officer nominated on a monthly rotation basis from among the Deputy Director General (Crew Processes / Crew Welfare / Training / Casualty), who shall function as the supervisory authority for the Grievance Redressal Mechanism.

Key Responsibilities:

- a) Provide overall governance, policy oversight, and strategic direction for the Grievance Redressal Module.
- b) Act as the final escalation authority for escalated issues, inter-departmental coordination issues, and high-impact or sensitive grievances.
- c) Review grievance performance through real-time dashboards, MIS and category-wise trends.

Standard Operating Procedure for Grievance Redressal Mechanism

- d) Approve or ratify resolutions in escalated or exceptional cases, where required.
- e) Convene and chair periodic review meetings and direct corrective actions to address systemic gaps.
- f) Provide strategic inputs for process improvements, system enhancements, and policy refinement based on grievance analytics.
- g) Review weekly and monthly reports prepared by Layer 2 that is the Digital Processing team.
- h) Approve systemic corrections, policy suggestions, and SOP updates.
- i) Ensure grievance redressal mechanisms align with:
 - i. MLC requirements
 - ii. RPSL Rules
 - iii. Citizen Charter timelines
 - iv. DGS Circulars and Notices
- j) The role of the Monitoring Authority officer shall rotate monthly among the designated DDGs to ensure shared ownership, continuity, and institutional oversight.
- k) All directions issued by the Monitoring Authority shall be recorded digitally in the Grievance Redressal Module for audit and accountability.
- l) They shall review consolidated performance dashboards and feedback outcomes, identify systemic issues, and issue directions for corrective actions, process improvements, or re-examination of grievances, wherever required.

Reporting Flow to Layer 4

Layer 2 Digital processing Team will prepare:

- Weekly oversight report
- High-risk / long-pending grievance list
- Monthly analysis of trends
- Escalation notes for non-responsive agencies

6. LAYER 5: System & Technical Support (By ARI)

Role: System administration and technical support for the Grievance Redressal Module

Operating Model: Office hours availability with incident-based technical support

Standard Operating Procedure for Grievance Redressal Mechanism

Reporting: DG Shipping

Nature: Technical and system support

Key Responsibilities:

- a) Maintain application availability, performance, and uptime of the Grievance Redressal Module in accordance with the approved Service Level Agreement (SLA).
- b) Configure, manage, and maintain system elements, including workflows, grievance categories, and escalation matrices, strictly as approved by DG Shipping.
- c) Manage user access, roles, and permissions only upon written authorization from DG Shipping.
- d) Maintain comprehensive system logs, audit trails, and transaction records to ensure traceability and audit compliance.
- e) Ensure regular data backup, disaster recovery readiness, and compliance with applicable information security standards.
- f) Provide technical support during system incidents, performance degradation, or application failures, ensuring minimal disruption to grievance operations.
- g) Support implementation of approved system upgrades, patches, and configuration changes in coordination with DG Shipping (IT / Project Authority).
- h) DDG IT& e-Gov will have oversight of Layer 5.

7. LAYER 6: Final Review and Oversight Authority

Key Responsibilities:

- a) Additional Director General of Shipping, Nautical Advisor and Chief Surveyor will have view and review access to consolidated reports, pendency dashboards, and escalation summaries.
- b) Final directions issued at this level shall be recorded digitally to ensure transparency, accountability, and institutional continuity.

8. Layer 7: Apex Authority (DG Shipping)

Key Responsibilities:

- a) Ultimate oversight and accountability for the entire grievance redressal mechanism
- b) Final adjudication in exceptional, high-impact, or escalated grievance cases
- c) Policy direction and strategic guidance on grievance management, regulatory interpretation, and systemic improvements
- d) Intervention in sensitive cases involving legal, reputational, or sector-wide implications
- e) Approval of major decisions, enforcement actions, or deviations from standard procedures
- f) Ensuring alignment with statutory mandates, public interest, and governance standards

Standard Operating Procedure for Grievance Redressal Mechanism

9. Seven-Layer Structure

Layer	Entity / Role	Manpower Source	Core Responsibility	Decision Authority
Layer 1	Toll free 24x7 Helpdesk (Off-site)	ARI (vendor-funded)	Multi-channel grievance intake, ticket creation, acknowledgements, SLA clock initiation	✗ No
Layer 2	A. DGS Digital Processing Team (Existing Manual Team)	DG Shipping (existing contractual resources)	Investigation, coordination, documentation, SLA tracking through GRM	✗ No
	B. DGCOMM Support Unit	DG Shipping (existing resources)	Continuity of helpline/WhatsApp/email channels, facilitation of grievance routing to ARI Helpdesk, coordination support	✗ No
Layer 3	Grievance Redressal officers (GRO)	DG Shipping Officers	Statutory examination, departmental actions, proposed resolution, closure with remarks	✓ Yes (Domain)
Layer 4	Monitoring Authority	DG Shipping	Governance, policy oversight, escalation handling, dashboard-based review	✓ Yes
Layer 5	ARI – System & Technical Support	ARI (vendor-funded)	System uptime, configuration, security, logs, backups, technical support	✗ No
Layer 6	Final Review and Oversight Authority	Addl. DG(S), NA & CS	Final Authority and oversight	✓ Final
Layer 7	Apex Authority	DG(S)	Ultimate oversight and accountability	✓

10. Timelines for Escalation Matrix

Kindly refer Annexure A.

11. Legal Provisions

A. Maritime Labour Convention, 2006, as amended

Inspection and enforcement (Standard A5.1.4, paragraph 10)

1. Inspectors shall keep confidentiality regarding the source of any grievance or complaint alleging a danger or deficiency in relation to seafarers' working and living conditions or violation of laws and regulations and give no intimation to the shipowner, the shipowner's representative or the operator of the ship that an inspection was made as a consequence of such a grievance or complaint.

On-board complaint procedures (Regulation 5.1.5 and Standard A5.1.5)

1. Every ship shall have a formal complaint system for seafarers, where such system shall seek to resolve complaints at the lowest level possible.
2. However, in all cases, seafarers shall have the right to complain directly to the master, and where necessary, to appropriate shoreside personnel or to appropriate external authorities.
3. Seafarers have the right to be accompanied or represented during the complaint process.
4. Safeguards against victimisation are mandatory — no retaliation is allowed for filing complaints.

Onshore seafarer complaint-handling procedures (Regulation 5.2.2 and Standard A5.2.2)

1. Seafarers on ships calling at a port shall have the right to lodge complaints to an authorised officer in the port for quick and practical redress of any breach of this Convention.
2. Such officer conducts an initial investigation and shall also check if onboard complaint procedures were used.
3. In required, a more detailed inspection may be carried out, and the officer shall seek to resolve the complaint at shipboard level, where possible.
4. In case of any non-conformities, Standard A5.2.1 procedures shall apply.
5. If unresolved onboard, the officer notifies the flag State for corrective action within a deadline.
6. If still unresolved, the port State sends the officer's report and flag State's reply to the Director General, International Labour Organisation (ILO) and informs shipowners' and seafarers' organisations.
7. Port States must regularly submit statistics and information on resolved complaints to the Director General.
8. Confidentiality of seafarers' complaints must always be safeguarded.

B. The Merchant Shipping Act 2025

Section 58(1)(e)-

When a foreign seafarer raises a dispute in Indian territorial waters involving a vessel registered outside India, the shipping master shall forward the complaint to the vessel's flag State authority and send a copy to the Director General of ILO.

Section 95: Facilities for making complaint-

1. A seafarer may inform the master that they wish to make a complaint against the master or another crew member to a Judicial Magistrate of the first class or another proper officer.
2. In case the vessel is at a port with such an officer, the master shall allow the seafarer to go ashore (or send them ashore under proper protection) as soon as the vessel's service permits.
3. In case the vessel is not at such a port, the master shall allow the seafarer to go ashore under protection at the first port where such an officer is available, again as soon as the vessel's service permits.

Section 281(2), paragraph 30:

In case a master without reasonable cause fails to facilitate a seafarer to make a complaint under section 95, there shall be a penalty that may extend to INR 50,000.

C. Merchant Shipping (Maritime Labour) Rules 2026

Rule 26: Onboard complaint procedures

1. Initial Complaint

- Any seafarer with any grievance must submit a written complaint to their Head of Department (HoD) (deck or engine) that be immediately and formally acknowledged by the HoD to the seafarer concerned.

2. Escalation to Master

- If the HoD cannot resolve the complaint within 3 days of receipt of such complaint, it must be referred to the Master of the ship.
- The Master must personally handle and settle the issue within 7 days of receiving it.

3. Escalation to Shipowner

- If the Master cannot resolve the complaint, it must be referred to the shipowner/licensed RPSL/company, with immediate intimation to the seafarer.

Standard Operating Procedure for Grievance Redressal Mechanism

- The shipowner/ licensed RPSL /company must resolve the matter within 1 month of receiving the complaint.
- The Master shall make the contact details of the concerned point of contact available on board.
- The shipowner may set up a committee comprising of unions of seafarers to resolve the complaint.

4. Grievance Redressal Authority

- If the complaint is not resolved by the company/ licensed RPSL/shipowner/committee within 1 month, the seafarer can approach the Director General through the specified Grievance Redressal Mechanism.
- The complaint must include copies of all earlier complaints and replies from superiors, shipowner, or union.

5. Direct Complaints

- Seafarers also have the right to file complaints directly with the Master/ company/ licensed RPSL/shipowner/ any other authority that they consider appropriate.

6. Right to Representation

- A seafarer has the right to be accompanied or represented by another seafarer of their choice during the complaint process to ensure that they can report issues without fear of retaliation.
- A seafarer must be safeguarded against the possibility of victimisation for filing complaints. The term 'victimisation' covers any adverse action taken any seafarer for filing a complaint, provided it is not malicious or unfounded.

7. Record Keeping

- All complaints and decisions must be recorded in the official logbook.
- A copy of the decision must be given to the seafarer.
- Records must be kept on board for at least 3 years from receipt of complaint and be available for inspection.

8. Along with the employment agreements, seafarers must be given a copy of the onboard complaint procedure, including contact details of the Director General contact details and where applicable, name of the person(s) onboard the ship

Standard Operating Procedure for Grievance Redressal Mechanism

who can on a confidential basis offer impartial advice or help them raise complaints properly.

9. Any grievances shall be brought within 3 years from the date of such incident.

Rule 29: Onshore seafarer complaint-handling procedures

1. A seafarer may report a breach of any requirements under these rules including seafarers' rights to any authorised officer specified by the Director General.
2. In such case, the authorised officer shall undertake an initial investigation, which shall include consideration whether the onboard complaints procedures have been explored.
3. The authorised officer may also conduct a detailed investigation as specified in Rule 28 of these rules, which deals with port state inspections.
4. Such authorised officer shall endeavour to resolve the complaint at the shipboard level. In case the matter cannot be resolved at the shipboard level, such matter shall be notified to the Director General or the concerned flag State, seeking advice or corrective plan of action within a specified deadline.
5. In case a complaint falls within the scope of sub-rule 7 of rule 28, i.e., where a ship does not comply with the rules and the conditions are hazardous to the safety, health or security of seafarers or represent a serious or repeated breach of these rules including seafarers' rights, the authorised officer must stop the ship from sailing until the identified serious non-conformities are corrected or an acceptable and promptly implemented corrective action plan is approved.
6. If the ship is detained, the authorised officer shall immediately inform the flag State and invite its representative and notify the relevant shipowners' association and union of seafarers.
7. If a complaint is still not resolved, the Director General shall send a copy of the report of the authorised officer and any reply from the competent authority of the flag State to the Director General of ILO and inform the shipowners' association and union of seafarers for any relevant recourse procedures.
8. Appropriate steps shall be taken to safeguard the confidentiality of complaints made by seafarers.
9. Any grievances shall be brought within 3 years from the date of such incident.

On-Shore Grievance Redressal of the Director General of Maritime Administration

1. The Directorate General of Shipping runs a centralised Grievance Redressal – Support Unit (GR–SU).
2. It handles complaints about breaches of employment agreements, working conditions, or rights under the Maritime Labour Convention, 2006, as amended.
3. Confidentiality of seafarers and complaints raised are protected.
4. Complaints can be submitted through official channels, and timelines are set for resolution.

D. Merchant Shipping (Continuous Discharge Certificate) Rules 2026

Rule 13: Appeal

1. Any person aggrieved by any order made under these rules, may appeal to the jurisdictional Principal Officer, Mercantile Marine Department within 60 days of the date of receipt of such order.
2. The Principal Officer shall pass an order within 30 days from the date of receipt of such appeal after hearing both the parties.

E. Merchant Shipping (Seafarers' Identity Document) Rules 2026

Rule 14: Administrative appeal mechanism

1. Any person aggrieved by any order made under these rules, may appeal to the jurisdictional Principal Officer, Mercantile Marine Department within 60 days of the date of receipt of such order.
2. The Principal Officer shall pass an order within 30 days from the date of receipt of such appeal after hearing both the parties.

F. Merchant Shipping (Recruitment and Placement of Seafarers) Rules 2026

Rules 4(2) and (3): Functions of the Issuing Authority

1. A complaint concerning the activities of licensed recruitment and placement services (RPS) may be submitted by a seafarer to the Issuing Authority electronically and shall be appropriately addressed by the Issuing Authority.
2. Given that the complaints or grievances are submitted within 3 years from the date of the incident, the Issuing Authority shall examine and appropriately address the complaints or grievances of a seafarer engaged by a licensed RPS for ships other than Indian ships.

Rule 8(6)(c): Bank guarantee

1. In case of any claim for monetary loss is made by any seafarer to the Issuing Authority, the seafarer shall first make a complaint in accordance with the onboard complaint procedure of the flag State and inform the licensed RPS of the monetary loss at the earliest.

Rule 11: Suspension or withdrawal of RPS license

1. If a licensed RPS has acted in violation of the Merchant Shipping Act 2025, these rules, or against the interest of a seafarer, the affected seafarer can file a complaint to the jurisdictional Director, shipping office, who has issued the RPS license.

Standard Operating Procedure for Grievance Redressal Mechanism

2. The jurisdictional Director may then issue a show cause notice to the licensed RPS requiring it to show cause within 30 days from the issue of such notice, as to why the license shall not be suspended or withdrawn.
3. After issuing show cause notice and before passing the final order, the jurisdictional Director may temporarily bar the licensed RPS from recruiting or placing new seafarers, which shall also be intimated to the Director General.
4. The Jurisdictional Director shall within 60 days of receipt of reply of show cause notice and after giving an opportunity for the licensed RPS to present its case, issue an order including an order for suspension or withdrawal, which also be informed to the jurisdictional Principal Officer and Director General. The reasons for such decision shall be stated in the order.
5. Where the RPS license is suspended or withdrawn, the licensed RPS and its top management shall be debarred for 5 years from applying for or obtaining any license or approval under the Merchant Shipping Act 2025.

Rule 16: Recruitment and placement service without license

1. On receipt of information that an entity is conducting or claiming to conduct any recruitment and placement service, the Director General may examine such information and on examination finds such information to be true, the Director General may:
 - direct the entity to discontinue operations;
 - inform seafarers and relevant authorities;
 - report the matter to law enforcement; and
 - take any other action necessary in public interest.

Rule 27: Appeal

1. Any person aggrieved by any order made under these rules, may appeal to the jurisdictional Principal Officer, Mercantile Marine Department within 60 days of the date of receipt of such order.
2. The Principal Officer shall pass an order within 30 days from the date of receipt of such appeal after hearing both the parties.

Note: The provisions outlined above are non-exhaustive. It is advised to read these provisions along with the original source, i.e., applicable conventions, Acts, Rules, along with circulars, orders and notices issued from time to time by the Director General. In the event of any inconsistency, the relevant statutory provisions and official instruments shall prevail.

Annexure A- Grievance Categories and Escalation Matrix

#	Category	Sub Category	Escalation Matrix						View Access			
			Level 1		Level 2		Level 3		Level 4	Level 5		
			User	Days	User	Days	User	Days	User	User		
1	INDoS Application											
1.1		Unable to generate Reference Number for INDoS	EO INDoS Cell	2	CEO INDoS Cell	3	DDG Training	3	Addl. DG			DG
1.2		Application could not be submitted by MTI	EO INDoS Cell	2	CEO INDoS Cell	3	DDG Training	3	Addl. DG			DG
1.3		Passport-related	EO INDoS Cell	2	CEO INDoS Cell	3	DDG Training	3	Addl. DG			DG
1.4		Others	EO INDoS Cell	2	CEO INDoS Cell	3	DDG Training	3	Addl. DG			DG
2	Seafarer Profile											
2.1		Change in Photograph and Signature	EO INDoS Cell	2	CEO INDoS Cell	3	DDG Training	3	Addl. DG			DG
2.2		Change / Correction in name	EO INDoS Cell	2	CEO INDoS Cell	3	DDG Training	3	Addl. DG			DG
2.3		Change / Correction in address	EO INDoS Cell	2	CEO INDoS Cell	3	DDG Training	3	Addl. DG			DG
2.4		Change / Correction in Passport number	EO INDoS Cell	2	CEO INDoS Cell	3	DDG Training	3	Addl. DG			DG
2.5		Change / updating of training courses	DA MMD	2	AO MMD	3	PO MMD	3	Addl. DG			DG
2.6		Correction / updating of sea service entry	DA MMD	2	AO MMD	3	PO MMD	3	Addl. DG			DG
2.7		Deletion of wrong entries/duplicate entries	DA MMD	2	AO MMD	3	PO MMD	3	Addl. DG			DG

Standard Operating Procedure for Grievance Redressal Mechanism

#	Category	Sub Category	Escalation Matrix						View Access	
			Level 1		Level 2		Level 3		Level 4	Level 5
			User	Days	User	Days	User	Days	User	Days
2.8		Change / Correction in COC & COP data	DA MMD	2	AO MMD	3	PO MMD	3	Addl. DG	DG
3	Maritime Training Institutes									
3.1		Admission to Training courses	UDC Training	2	ADG Training	3	DDG Training	5	Addl. DG	DG
3.2		Fee payment / excess fee / Cash payment / refund related	UDC Training	2	ADG Training	3	DDG Training	5	Addl. DG	DG
3.3		Conduct of training courses including practical exercise	UDC Training	2	ADG Training	3	DDG Training	5	Addl. DG	DG
3.4		Eligibility Criteria	UDC Training	2	ADG Training	3	DDG Training	5	Addl. DG	DG
3.5		Lack of infrastructure	UDC Training	2	ADG Training	3	DDG Training	5	Addl. DG	DG
3.6		Lack of faculty & instructors	UDC Training	2	ADG Training	3	DDG Training	5	Addl. DG	DG
3.7		Hostel facilities	UDC Training	2	ADG Training	3	DDG Training	5	Addl. DG	DG
3.8		Placement related	UDC Training	2	ADG Training	3	DDG Training	5	Addl. DG	DG
3.9		Internal assessment	UDC Training	2	ADG Training	3	DDG Training	5	Addl. DG	DG
3.10		Conduct of Exit examination & arrangements	UDC Training	2	ADG Training	3	DDG Training	5	Addl. DG	DG
3.11		Course could not be completed as per the schedule	UDC Training	2	ADG Training	3	DDG Training	5	Addl. DG	DG
3.12		Repeat attempt in Exit examination	UDC Training	2	ADG Training	3	DDG Training	5	Addl. DG	DG
3.13		Certificate for the training courses not issued	UDC Training	2	ADG Training	3	DDG Training	5	Addl. DG	DG

Standard Operating Procedure for Grievance Redressal Mechanism

#	Category	Sub Category	Escalation Matrix						View Access			
			Level 1		Level 2		Level 3		Level 4	Level 5		
			User	Days	User	Days	User	Days	User	Days		
3.1 4		Fake course certificate	UDC Training	2	ADG Training	3	DDG Training	5	DDG Training	5	Addl. DG	DG
3.1 5		Others	UDC Training	2	ADG Training	3	DDG Training	5	DDG Training	5	Addl. DG	DG
3.1 6		E-learning	UDC Training	2	ADG Training	3	DDG Training	5	DDG Training	5	Addl. DG	DG
4	CDC & Cook											
4.1		Eligible but could not apply for CDC	DA SMO	3	SM SMO	3	DDG Crew	3	DDG Crew	3	Addl. DG	DG
4.2		Fee payment related	DA SMO	3	SM SMO	3	DDG Crew	3	DDG Crew	3	Addl. DG	DG
4.3		Old CDC data not available in Master Checker	DA SMO	3	SM SMO	3	DDG Crew	3	DDG Crew	3	Addl. DG	DG
4.4		Delay in issuance/renewal/replacement of CDC	DA SMO	3	SM SMO	3	DDG Crew	3	DDG Crew	3	Addl. DG	DG
4.5		Surrendering/cancellation of CDC pending	DA SMO	3	SM SMO	3	DDG Crew	3	DDG Crew	3	Addl. DG	DG
4.6		Delay in verification of certificates (SSLC/HSC board)	DA SMO	3	SM SMO	3	DDG Crew	3	DDG Crew	3	Addl. DG	DG
4.7		Rejection of application	DA SMO	3	SM SMO	3	DDG Crew	3	DDG Crew	3	Addl. DG	DG
4.8		CDC data error in Master Checker	DA SMO	3	SM SMO	3	DDG Crew	3	DDG Crew	3	Addl. DG	DG
4.9		Wrong entries in CDC booklet	DA SMO	3	SM SMO	3	DDG Crew	3	DDG Crew	3	Addl. DG	DG
4.1 0		CDC application approved. Dispatch details not updated.	DA SMO	3	SM SMO	3	DDG Crew	3	DDG Crew	3	Addl. DG	DG
4.1 1		CDC returned by post man, Door lock.	DA SMO	3	SM SMO	3	DDG Crew	3	DDG Crew	3	Addl. DG	DG

Standard Operating Procedure for Grievance Redressal Mechanism

		Escalation Matrix						View Access	
		Level 1		Level 2		Level 3		Level 4	Level 5
#	Category	Sub Category	User	Days	User	Days	User	Days	User
4.1		Others	DA SMO	3	SM SMO	3	DDG Crew	3	Addl. DG
2									DG
5	BSID								
5.1		Fee payment related	DA SMO	3	SM SMO	3	DDG Crew	3	Addl. DG
5.2		Delay in issuance of SID card	DA SMO	3	SM SMO	3	DDG Crew	3	Addl. DG
5.3		Unable to apply SID card	DA SMO	3	SM SMO	3	DDG Crew	3	Addl. DG
5.4		Correction in SID application	DA SMO	3	SM SMO	3	DDG Crew	3	Addl. DG
5.5		Could not capture bio-metric data	DA SMO	3	SM SMO	3	DDG Crew	3	Addl. DG
5.6		SID card not received at home. Dispatch details not updated	DA SMO	3	SM SMO	3	DDG Crew	3	Addl. DG
5.7		SID card returned to SM office. Door locked.	DA SMO	3	SM SMO	3	DDG Crew	3	Addl. DG
5.8		Rejection of application	DA SMO	3	SM SMO	3	DDG Crew	3	Addl. DG
5.9		SID data error in checker	DA SMO	3	SM SMO	3	DDG Crew	3	Addl. DG
5.10		Others	DA SMO	3	SM SMO	3	DDG Crew	3	Addl. DG
6	Placement for Onboard Training (prior joining Ship)								
6.1		Institute did not help in placement for onboard training.	UDC Training	3	ADG Training	3	DDG Training	5	Addl. DG

Standard Operating Procedure for Grievance Redressal Mechanism

#	Category	Sub Category	Escalation Matrix						View Access	
			Level 1	Level 2	Level 3	Level 4	Level 5	Level 4	Level 5	
			User	User	User	User	User	User	User	User
			Days	Days	Days	Days	Days	Days	Days	Days
6.2		MTI/RPSL/Shipping Company demanding money for onboard training.	UDC Training	ADG Training	DDG Training	DDG Training	DDG Training	DDG Training	DDG Training	DDG Training
6.3		Selected for onboard training. But company did not provide ship	UDC Training	ADG Training	DDG Training	DDG Training	DDG Training	DDG Training	DDG Training	DDG Training
6.4		Paid money for onboard training. But could not join ship till date.	UDC Training	ADG Training	DDG Training	DDG Training	DDG Training	DDG Training	DDG Training	DDG Training
6.5		Could not complete the SSTP during onboard training.	UDC Training	ADG Training	DDG Training	DDG Training	DDG Training	DDG Training	DDG Training	DDG Training
6.6		Training Officer (Ship/ Company) related.	UDC Training	ADG Training	DDG Training	DDG Training	DDG Training	DDG Training	DDG Training	DDG Training
6.7		Others	UDC Training	ADG Training	DDG Training	DDG Training	DDG Training	DDG Training	DDG Training	DDG Training
7										
	Employment (after joining Ship)									
7.1		Wages not paid as per the employment agreement	Director SEO / SMO	ADG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew
7.2		Working and living conditions are very poor	Director SEO / SMO	ADG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew
7.3		TDS not deposited and TDS certificate not given	Director SEO / SMO	ADG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew
7.4		Ship unseaworthy and not safe for sailing	Director SEO / SMO	ADG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew
7.5		Sign off delayed even after completion of contract	Director SEO / SMO	ADG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew
7.6		Sign on / sign off details not updated in Master Checker	Director SEO / SMO	ADG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew
7.7		Sea service details wrongly entered in Master Checker.	Director SEO / SMO	ADG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew

Standard Operating Procedure for Grievance Redressal Mechanism

#	Category	Sub Category	Escalation Matrix						View Access	
			Level 1		Level 2		Level 3		Level 4	Level 5
			User	Days	User	Days	User	Days	User	User
7.8		Paid money through agents. But signed off from ship without completing the contract.	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG
7.9		Contract signed for one ship but sent on another ship	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG
7.10		Paid money for employment	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG
7.11		Ship abandoned by the owner/manager	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG
7.12		Ship arrested in commercial dispute / Laid up	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG
7.13		Rest hours not provided	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG
7.14		Shore leave not provided	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG
7.15		Medical treatment not provided	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG
7.16		Repatriation to home town	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG
7.17		Hospitalization ashore in case of injury or accident	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG
7.18		Loss of personal belongings	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG
7.19		Sign off request in emergency	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG
7.20		Desertion	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG
7.21		Abandonment/Arrest/Detention	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG
7.22		Company engaged in vindictive reporting intended to cause harm to another party	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG
7.23		Unregistered non-RPSL company engaged in recruitment of seafarers	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG

Standard Operating Procedure for Grievance Redressal Mechanism

#	Category	Sub Category	Escalation Matrix						View Access	
			Level 1	Level 2	Level 3	Level 4	Level 5	Level 4	Level 5	
			User	User	User	User	User	User	User	User
7.2	Others		Director SEO / SMO	ADG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew
7.2	Fraudulent/Cheating RPSL		Director SEO / SMO	ADG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew
8	Compensation for Death and Disability. Missing Seafarer									
8.1	Death compensation not paid as per the agreement		Assistant-Crew	ADG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew
8.2	Disability compensation not paid as per the agreement		Assistant-Crew	ADG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew
8.3	Presumed death certificate in case of Missing persons		Assistant-Crew	ADG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew
8.4	Lost overboard		Assistant-Crew	ADG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew
8.5	Person missing from ship		Assistant-Crew	ADG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew
8.6	Repatriation of mortal remains		Assistant-Crew	ADG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew
8.7	Loss of personal belongings		Assistant-Crew	ADG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew
8.8	Others		Assistant-Crew	ADG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew	DDG Crew
9	Piracy, Hijacking and Detention of Seafarer									

Standard Operating Procedure for Grievance Redressal Mechanism

#	Category	Sub Category	Escalation Matrix						View Access			
			Level 1		Level 2		Level 3		Level 4	Level 5		
			User	Days	User	Days	User	Days	User	Days		
9.1		Release of Seafarer detained in foreign countries	Nodal Officer	7	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG	DG
9.2		Lack of communication with seafarer	Nodal Officer	7	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG	DG
9.3		Investigation into Injury/death due to accident/casualty	Nodal Officer	7	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG	DG
9.4		Delay in remittance of wages of seafarers detained	Nodal Officer	7	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG	DG
9.5		Repatriation of seafarer stranded abroad	Nodal Officer	7	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG	DG
9.6		Others	Nodal Officer	7	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG	DG
10	Assessment, Examination and Certification											
10.1		Assessment of eligibility related	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	Dy.CE, DGS	7	CE DGS	DG
10.2		Could not submit application for assessment of eligibility	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	Dy.CE, DGS	7	CE DGS	DG
10.3		Assessment rejected	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	Dy.CE, DGS	7	CE DGS	DG
10.4		Assessment application made for wrong grade/stream	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	Dy.CE, DGS	7	CE DGS	DG
10.5		Unable to book seats for written examination	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	Dy.CE, DGS	7	CE DGS	DG
10.6		Seats not available for written examination	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	Dy.CE, DGS	7	CE DGS	DG
10.7		Unable to book seats for oral examination	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	Dy.CE, DGS	7	CE DGS	DG

Standard Operating Procedure for Grievance Redressal Mechanism

#	Category	Sub Category	Escalation Matrix						View Access	
			Level 1		Level 2		Level 3		Level 4	Level 5
			User	Days	User	Days	User	Days	User	User
10.8		Wrong booking – request to reject the application	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
10.9		Fee payment related	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
10.10		Transfer of application	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
10.11		Postponement of oral examination	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
10.12		Delay in declaration of results	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
10.13		Result updated wrongly	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
10.14		EXN45 form not received	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
10.15		Delay in re-evaluation of papers	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
10.16		Mistakes in question papers/out of syllabus	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
10.17		Conduct of oral examination	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
10.18		Delay in processing the application	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
10.19		Delay in issuing COP	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
10.20		Application approved. But dispatch details not updated	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
10.21		COC/COP not delivered. Door locked.	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
10.22		Certificate details wrongly updated in Master Checker	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
10.23		Correction in COC/COP details in Master Checker	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG

Standard Operating Procedure for Grievance Redressal Mechanism

	Category	Sub Category	Escalation Matrix						View Access	
			Level 1		Level 2		Level 3		Level 4	Level 5
#			User	Days	User	Days	User	Days	User	User
10.24		COC/COP renewal details not updated in Master checker	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
10.25		COC/COP received in damaged condition	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
10.26		Application for Duplicate of COC/ COP	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
10.27		Sea service testimonials and TAR book related	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
10.28		Certificate of Recognition (I/10) related	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
10.29		Others	DA MMD	3	AO MMD	3	Dy.CE, DGS	7	CE DGS	DG
11	SWFS									
11.1		Welfare Scheme related issues	Sr. Assistant	7	SWFS Commissioner	15	DDG Crew	15	Addl. DG	DG
11.2		Gratuity related issues	Sr. Assistant	7	SWFS Commissioner	15	DDG Crew	15	Addl. DG	DG
11.3		Others	Sr. Assistant	7	SWFS Commissioner	15	DDG Crew	15	Addl. DG	DG
12	SPFO									
12.1		PF Related Issue	Sr. Assistant	7	SPFO Commissioner	15	DDG Crew	15	Addl. DG	DG
12.2		Others	Sr. Assistant	7	SPFO Commissioner	15	DDG Crew	15	Addl. DG	DG
13	Others									
		Others	Nodal Officer	7	To be assigned	15			Addl. DG	DG

Standard Operating Procedure for Grievance Redressal Mechanism

#	Category	Sub Category	Escalation Matrix						View Access		
			Level 1	Level 2	Level 3	Level 4	Level 5				
			User	User	User	User	User	Days	Days	User	User
14	Foreign Seafarer in India										
14.1		Wages	PSC-FSCI Incharge	PO MMD	PSC Cell	PSC Cell	PSC Cell	15	15	CS	DG
14.2		Sign on / Sign Off	PSC-FSCI Incharge	PO MMD	PSC Cell	PSC Cell	PSC Cell	15	15	CS	DG
14.3		Medical Issue	PSC-FSCI Incharge	PO MMD	PSC Cell	PSC Cell	PSC Cell	15	15	CS	DG
14.4		Report on Non-Compliances Related to MLC and Other Safety Conventions	PSC-FSCI Incharge	PO MMD	PSC Cell	PSC Cell	PSC Cell	15	15	CS	DG
14.5		Shore leave	PSC-FSCI Incharge	PO MMD	PSC Cell	PSC Cell	PSC Cell	15	15	CS	DG
14.6		Any other issue	PSC-FSCI Incharge	PO MMD	PSC Cell	PSC Cell	PSC Cell	15	15	CS	DG
15	Female Seafarer										
15.1		Sexual Harassment & Misconduct	Assistant-Crew	DDG Crew							DG
15.2		Bullying	Assistant-Crew	DDG Crew							DG
15.3		Ragging	Assistant-Crew	DDG Crew							DG
15.4		Health & Medical Issues	Assistant-Crew	DDG Crew							DG
15.5		Gender-Based Discrimination	Assistant-Crew	DDG Crew							DG
15.6		Hostile Work Environment	Assistant-Crew	DDG Crew							DG

Standard Operating Procedure for Grievance Redressal Mechanism

		Escalation Matrix								View Access	
		Level 1		Level 2		Level 3		Level 4		Level 5	
#	Category	Sub Category	User	Days	User	Days	User	Days	User	Days	User
15.7		Safety & Security Concerns	Assistant-Crew		DDG Crew						DG
15.8		Inadequate Living Conditions	Assistant-Crew		DDG Crew						DG
15.9		Workload & Duty Allocation Issues	Assistant-Crew		DDG Crew						DG
15.10		Retaliation or Victimization	Assistant-Crew		DDG Crew						DG
15.11		Other discipline related	Assistant-Crew		DDG Crew						DG
15.12											
16	Seafarers' Code of Conduct										
16.1		Misconduct, Alcohol on duty	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG
16.2		Use of forged certificate to gain employment as seafarer.	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG
16.3		Smuggling of contraband on ship	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG
16.4		Violating the Company's Environmental Management System such as MARPOL Violation.	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG
16.5		Violating the Company's D & A Policy / Intoxicated / under the influence of alcohol/ drugs while on duty.	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG
16.6		Violation of Drug & Alcohol Policy during off-duty hours on board ship.	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG

Standard Operating Procedure for Grievance Redressal Mechanism

#	Category	Sub Category	Escalation Matrix						View Access			
			Level 1		Level 2		Level 3		Level 4	Level 5		
			User	Days	User	Days	User	Days	User	User		
16.7		Causing accident on vessel (Collision/ grounding / explosion/ cargo gas leak) while on watch / command under the influence of alcohol/ banned substance leading to loss of property.	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG	DG
16.8		Reckless or intentional act causing accident on vessel (Collision/ grounding / explosion/ cargo gas leak) while in charge of operations/ command, leading to loss of life.	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG	DG
16.9		Reckless or intentional act causing accident on vessel (Collision/ grounding / explosion/ cargo gas leak) while in charge of operations/ command, leading to marine pollution and fine.	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG	DG
16.10		Reckless or intentional act causing damage to ship's property.	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG	DG
16.11		False declaration of medical condition during PEIME.	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG	DG
16.12		Signing off on false / fabricated medical grounds	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG	DG
16.13		Convicted for unlawful act either in India or abroad	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG	DG
16.14		Breach of local port/ national regulations	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG	DG
16.15		Found violating the company's policy Harassment, bullying, assault Bullying, Harassment including sexual harassment and assault.	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG	DG
16.16		Harassment, bullying, assault leading to loss of life	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG	DG
16.17		Fake entries in Logbook and ship's records (CDC)	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	DDG Crew	7	Addl. DG	DG

Standard Operating Procedure for Grievance Redressal Mechanism

		Escalation Matrix						View Access		
		Level 1		Level 2		Level 3		Level 4	Level 5	
#	Category	Sub Category	User	Days	User	Days	User	Days	User	
16. 18		Disobeying the lawful command of Master / provoking violence on board.	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG
16. 19		Wilful sabotage of ship's appliances	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG
16. 20		Wilful sabotage of ship's equipment thus effecting the seaworthiness of vessel and endangering life as well as marine environment.	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG
16. 21		Unauthorised absence from duty or deserted the ship.	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG
16. 22		seafarer is found indulging in vindictive reporting with intent to cause loss to another party	Director SEO / SMO	15	ADG Crew	7	DDG Crew	7	Addl. DG	DG
17	Medical Certificate									
17. 1		Doctor is not uplading medical examination details in the system	UDC Nautical	3	DDG	7			Addl. DG	DG

Annexure B- Message Templates

Message Templates:

1. WhatsApp Welcome Message (Post Call or Grievance Request)

Dear Seafarer,

Welcome to the Welfare Helpline of the Directorate General of Shipping.

For proper record and action, we request you to kindly share your grievance details here on The Grievance Redressal module or the Toll free number given below.

1. [eNavik](#)
2. Toll Free Number: 1800-889-7768
3. International Contact Number (US Toll Free): +1-888-988-0256
4. WhatsApp: +91 8655856830

Regards,

Support Unit

Directorate General of Shipping

2. Reminder to Lodge Grievance via Grievance Redressal module

Dear Seafarer,

Thank you for calling the DGS Crew Support Helpline.

To take further action on your grievance, kindly lodge the issue

1. [eNavik](#)
2. Toll Free Number: 1800-889-7768
3. International Contact Number (US Toll Free): +1-888-988-0256
4. WhatsApp: +91 8655856830

This will help us document and escalate your concern effectively.

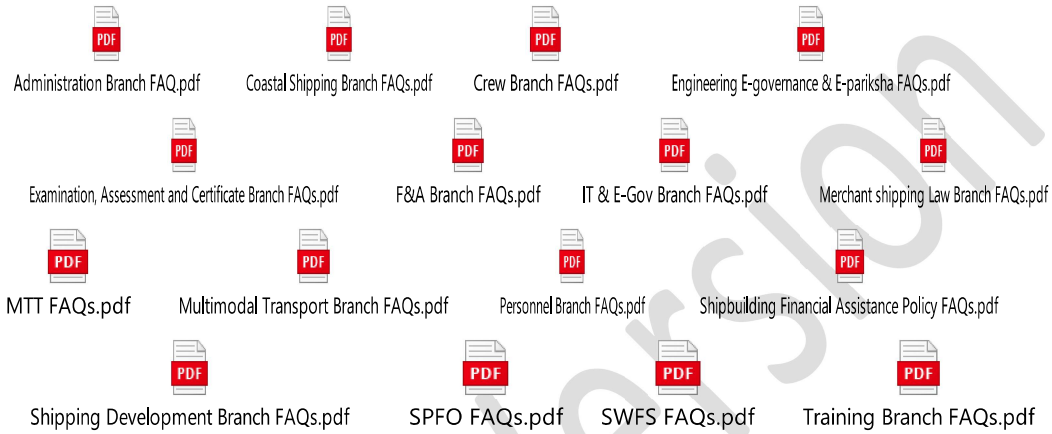
Thank you,

Support Unit

Directorate General of Shipping

Annexure C- FAQs

FAQ Section:





Directorate General of Shipping: Govt. of India

User Manual

Ver 1.0, Date: 16-04-2026

Module:

Grievance Redressal Management

(Department User)

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Table of Contents

1 VERSION HISTORY	5
2 INTRODUCTION	6
2.1 PRODUCT FUNCTION	6
2.2 INTENDED AUDIENCE	6
3 LOGIN – DEPARTMENT USER	7
3.1 INBOX	9
3.1.1 PENDING	9
3.1.2 QUERIED	17
3.1.3 CLOSED	18
3.1.4 REJECTED	18
3.1.5 FORWARD	19
3.2 DASHBOARD	20
3.3 REPORTS	21
3.4 CONFIGURATION	22

Table of Figures

Figure 1 – Welcome Page	7
Figure 2 – Login Page	8
Figure 3 – Login Details	8
Figure 4 – Inbox.....	9
Figure 5 – Overview	10
Figure 6 – Supporting Documents	10
Figure 7 – Key Timeline	11
Figure 8 – Add Note	11
Figure 9 – Note Details.....	12
Figure 10 – Query.....	12
Figure 11 – Send Query.....	13
Figure 12 – Forward Grievance	13
Figure 13 – Forward Grievance Details	14
Figure 14 – Transfer Grievance	14
Figure 15 – Transfer Grievance Details	15
Figure 16 – Reject Grievance	15
Figure 17 – Reject Grievance Details	16
Figure 18 – Close Grievance.....	16
Figure 19 – Close Grievance Details.....	17
Figure 20 – Queried Grievance	17
Figure 21 – Closed Grievance.....	18
Figure 22 – Rejected Grievance	18
Figure 23 – Forward Grievance.....	19
Figure 24 – Dashboard	20
Figure 25 – Dashboard	20

Figure 26 – Grievance Dashboard Details 21

Figure 27 – Report Generation 21

Figure 28 – Download Report 22

Figure 29 – Configuration 22

1 VERSION HISTORY

VER NO	CHANGE SUMMARY	DATE	PREPARED BY	REVIEWED BY	APPROVED BY
1.0	Draft Version	16-04-2026	Ruthwik P	Vishnu K S	Lokanath S

2 INTRODUCTION

2.1 PRODUCT FUNCTION

A grievance refers to a formal complaint or concern raised by a user regarding a specific issue related to rights, services, or suggestions. Users submit grievances to seek appropriate resolution.

All grievances are submitted to the Authorized User for review and necessary action. After receiving a grievance, the Authorized User can view and process it and has the privilege to generate reports for all grievances.

2.2 INTENDED AUDIENCE

The user manual is intended for Department Users to review received grievance, add notes if required, raise queries when needed, and forward, transfer, reject, or close grievance. It also enables users to download reports.

3 LOGIN – DEPARTMENT USER

Click [Login] button to access portal.

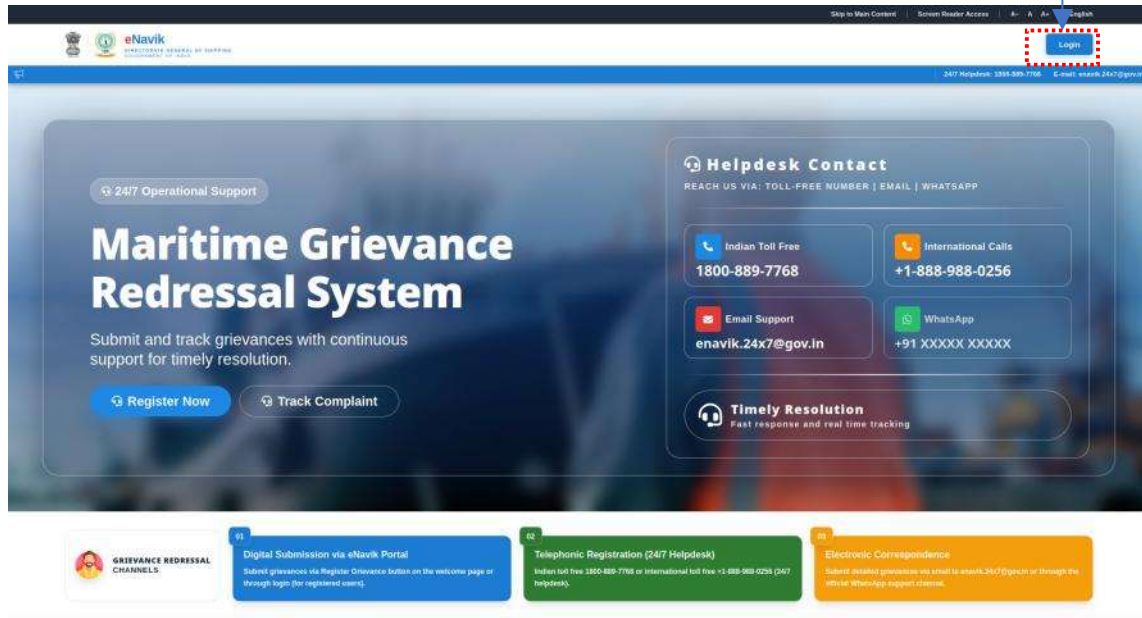


Figure 1 – Welcome Page

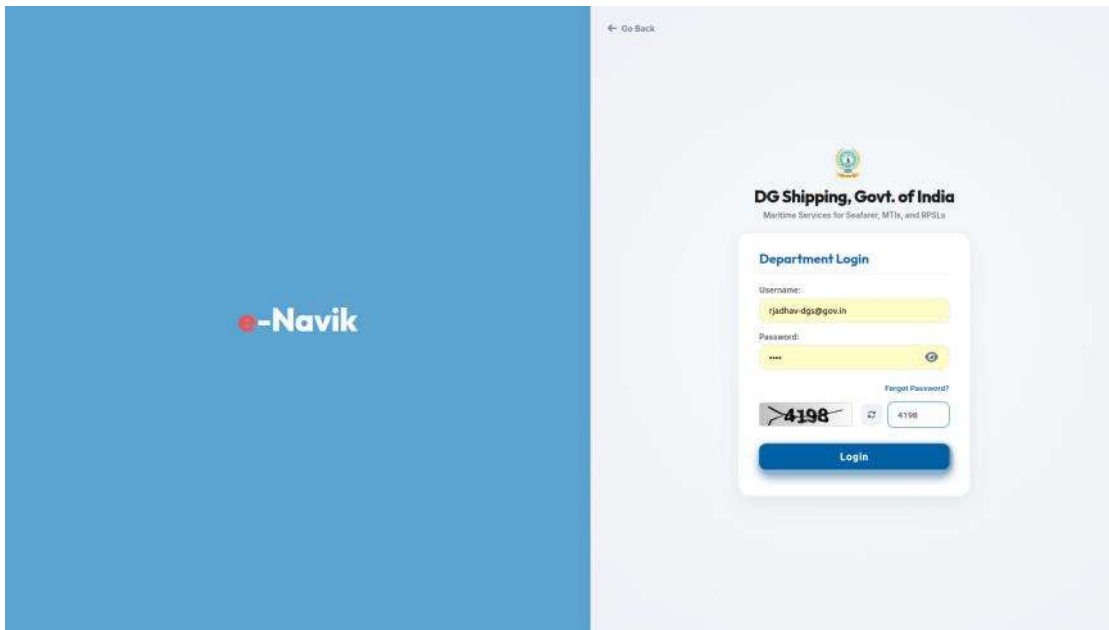


Figure 2 – Login Page

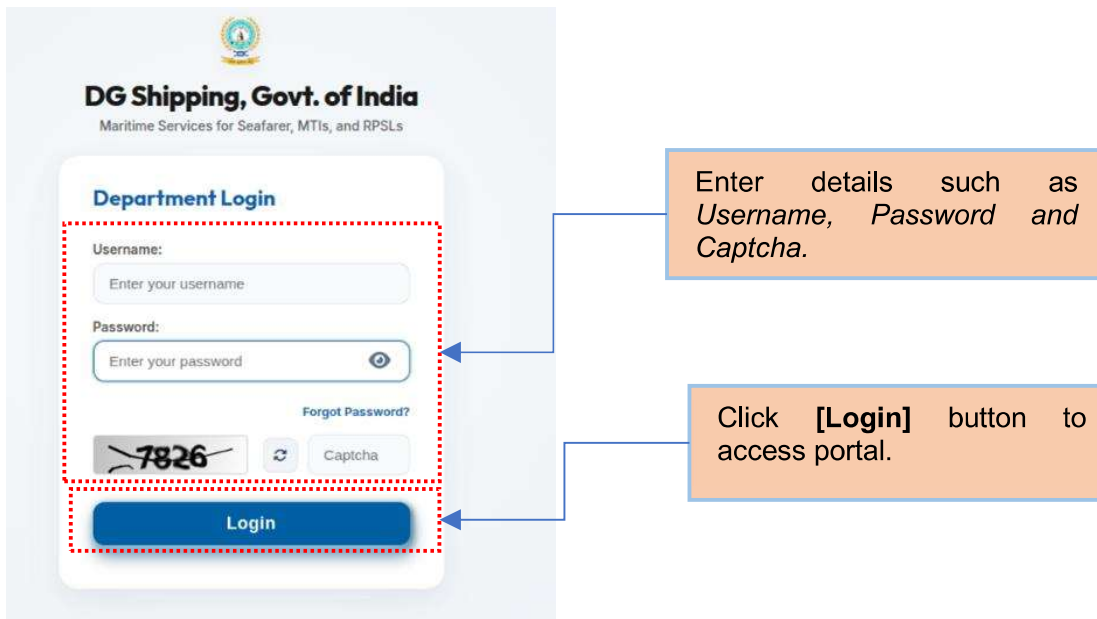


Figure 3 – Login Details

After logging in using the username and password, the department user

home page is displayed.

3.1 INBOX

In the *Inbox* tab, all received grievances are displayed.

3.1.1 PENDING

The pending grievances are displayed in the Pending list.

The screenshot displays the 'Grievance Dashboard' interface. On the left, a sidebar menu has 'Grievance Redressal' selected. The main dashboard features five summary cards: 21 PENDING, 1 QUEUED, 5 CLOSED, 2 REJECTED, and 29 TOTAL. Below these is a table of grievances with columns for S/N, Application No., Category, Sub-Category, Date Submitted, Status, Priority, SLA, and Last Updated. A red dashed box highlights the second row of the table, which has a 'PENDING' status. Below the table, two text boxes provide instructions: 'Click *Inbox* tab to view the received grievance.' and 'Click the **Grievance ID Number** to view grievance details.'

S/N	Application No.	Category	Sub-Category	Date Submitted	Status	Priority	SLA	Last Updated
1	GRM 2020-0007	Foreign Seafarer in India	None	2020-04-20 09:03 AM	PENDING	MODERATE	2020-04-20 09:03 AM	
2	GRM 2020-0008	SIFG	DF-Respected Board	2020-04-20 09:03 AM	PENDING	MODERATE	2020-04-20 09:03 AM	
3	GRM 2020-0004	Compensation for Death and Disability, Missing Seafarer	Death compensation not paid as per the agreement	2020-04-20 09:03 AM	PENDING	MODERATE	2020-04-20 09:03 AM	
4	GRM 2020-0005	Compensation for Death and Disability, Missing Seafarer	Death compensation not paid as per the agreement	2020-04-20 09:03 AM	PENDING	MODERATE	2020-04-20 09:03 AM	
5	GRM 2020-0002	Compensation for Death and Disability, Missing Seafarer	Death compensation not paid as per the agreement	2020-04-20 09:03 AM	PENDING	MODERATE	2020-04-20 09:03 AM	
6	GRM 2020-0001	Compensation for Death and Disability, Missing Seafarer	Death compensation not paid as per the agreement	2020-04-20 09:03 AM	PENDING	MODERATE	2020-04-20 09:03 AM	
7	GRM 2020-0076	Compensation for Death and Disability, Missing Seafarer	Death compensation not paid as per the agreement	2020-04-20 09:03 AM	PENDING	MODERATE	2020-04-20 09:03 AM	
8	GRM 2020-0075	Compensation for Death and Disability, Missing Seafarer	Death compensation not paid as per the agreement	2020-04-20 09:03 AM	PENDING	MODERATE	2020-04-20 09:03 AM	
9	GRM 2020-0073	Compensation for Death and Disability, Missing Seafarer	Death compensation not paid as per the agreement	2020-04-20 09:03 AM	PENDING	MODERATE	2020-04-20 09:03 AM	
10	GRM 2020-0072	Compensation for Death and Disability, Missing Seafarer	Death compensation not paid as per the agreement	2020-04-20 09:03 AM	PENDING	MODERATE	2020-04-20 09:03 AM	

Figure 4 – Inbox

3.1.1.1 OVERVIEW

Here, the department user can view the received grievance details.

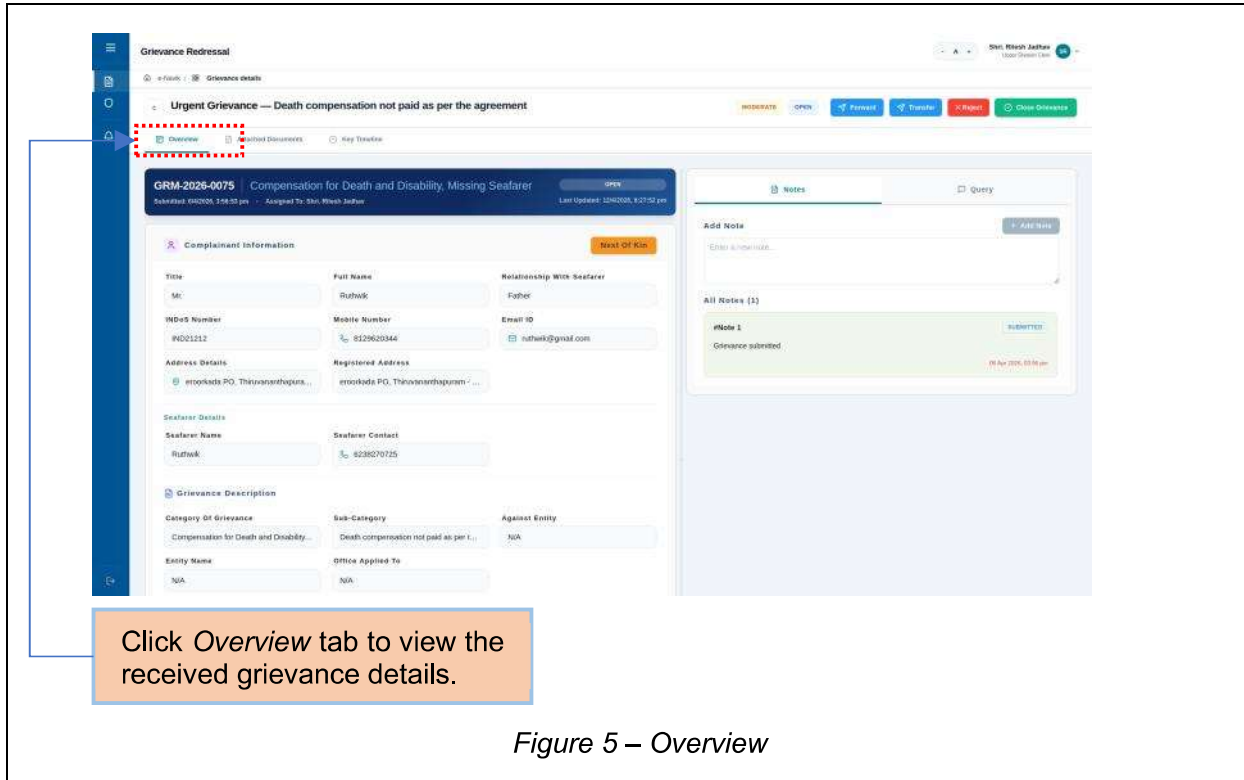


Figure 5 – Overview

3.1.1.2 ATTACHED DOCUMENTS

Here, the user can view the uploaded supporting documents.

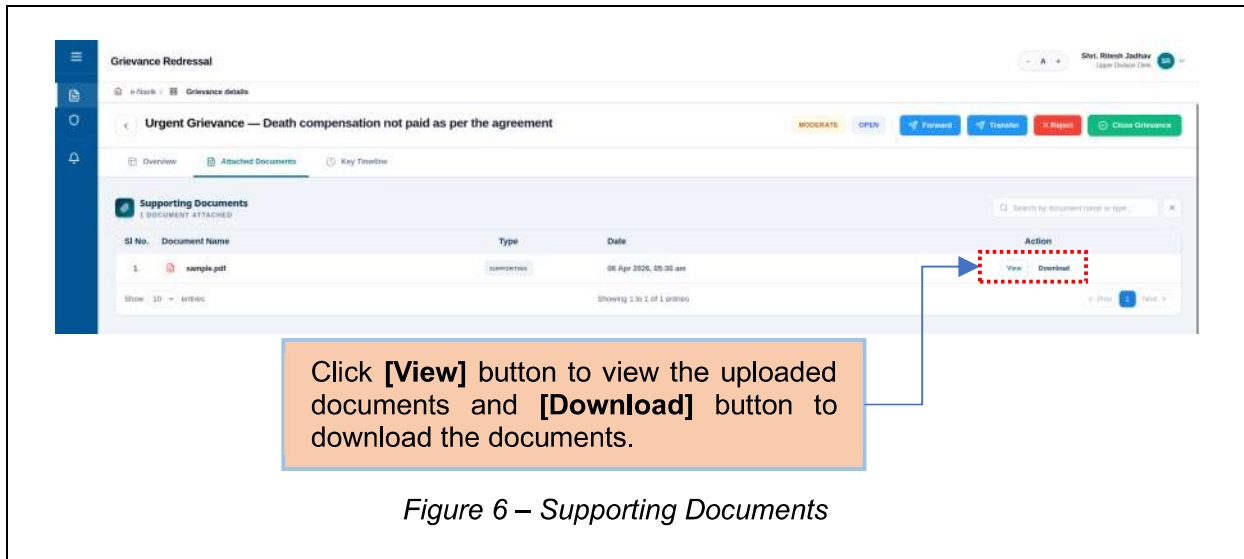


Figure 6 – Supporting Documents

3.1.1.3 KEY TIMELINE

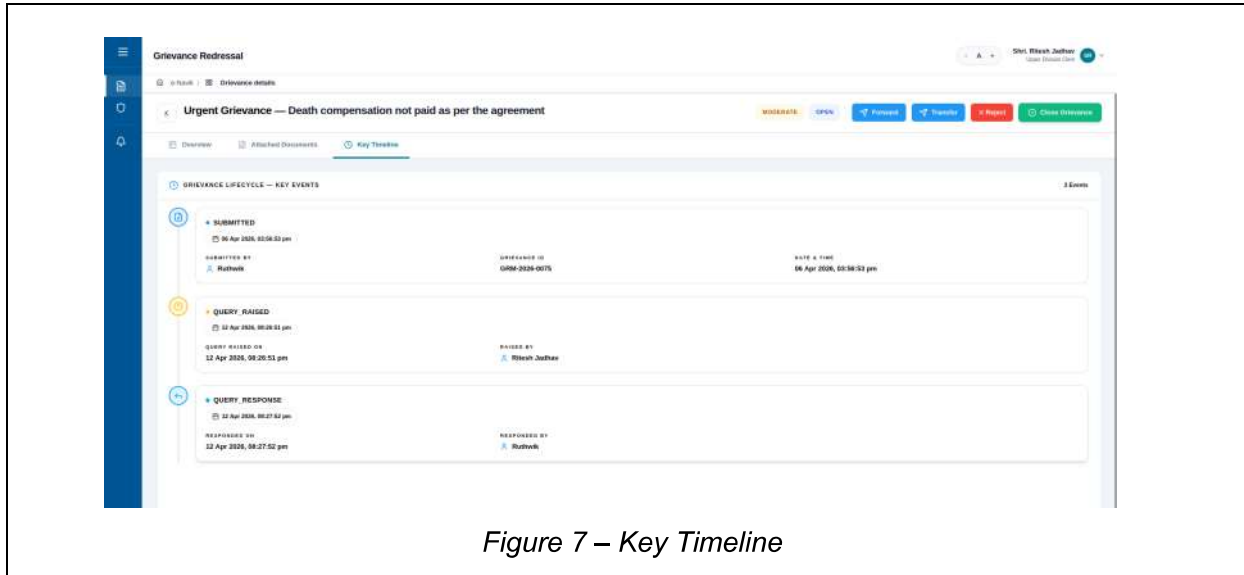


Figure 7 – Key Timeline

3.1.1.4 NOTE

In the received grievance, the department user can add notes as per requirement.

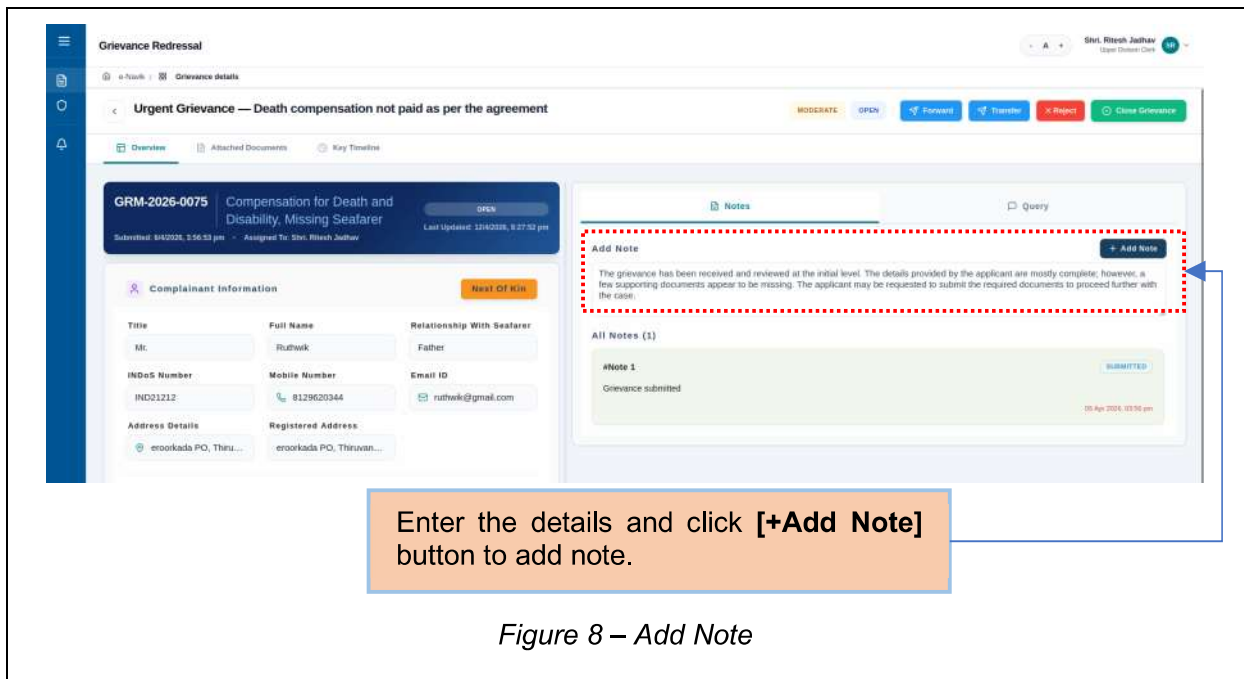


Figure 8 – Add Note

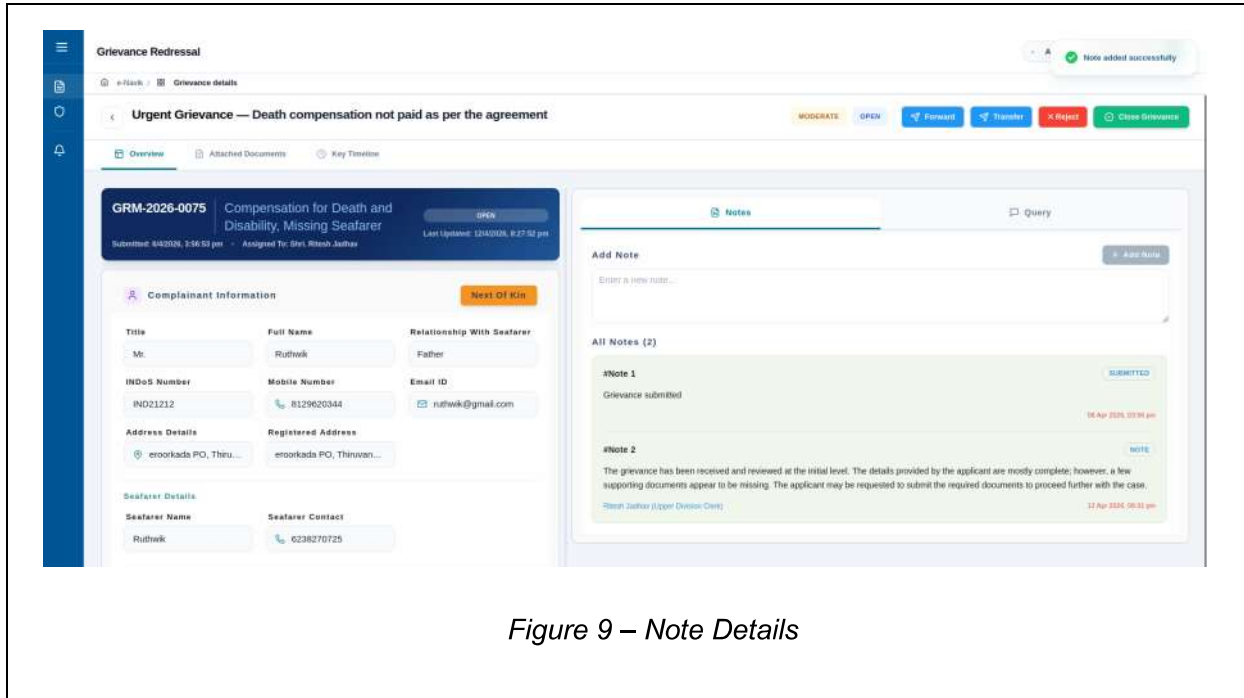


Figure 9 – Note Details

3.1.1.5 QUERY

If the user needed additional details, they can raise a query to applicant.

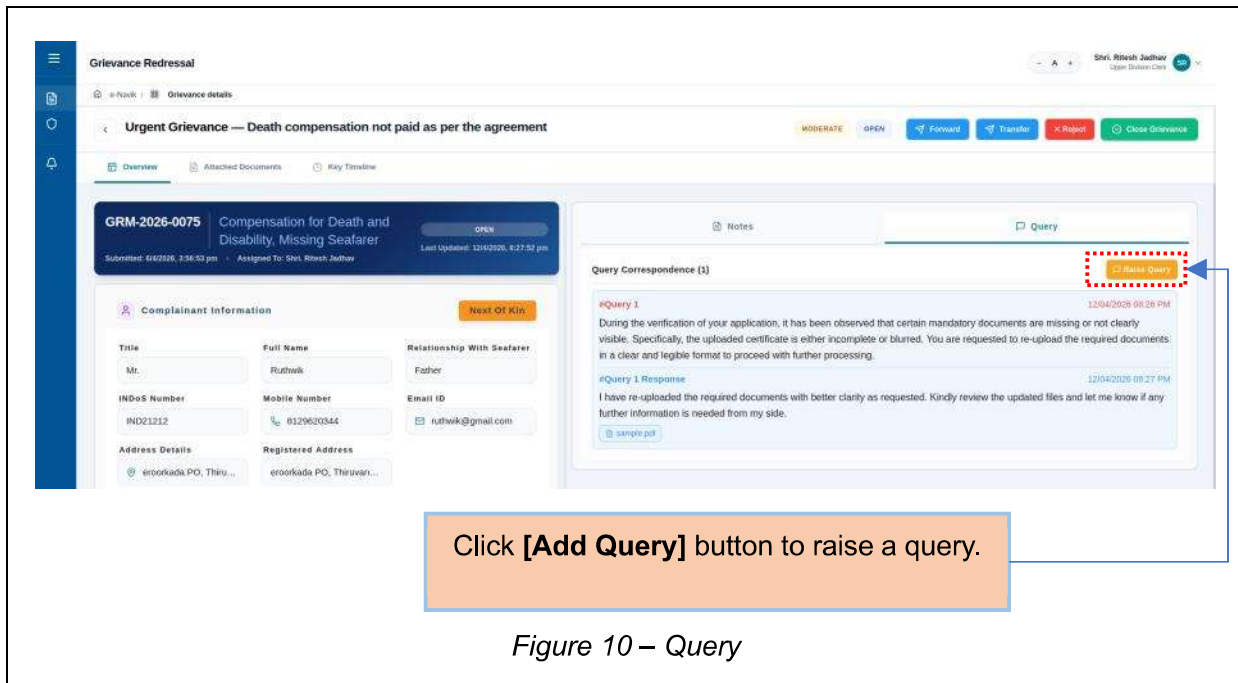


Figure 10 – Query

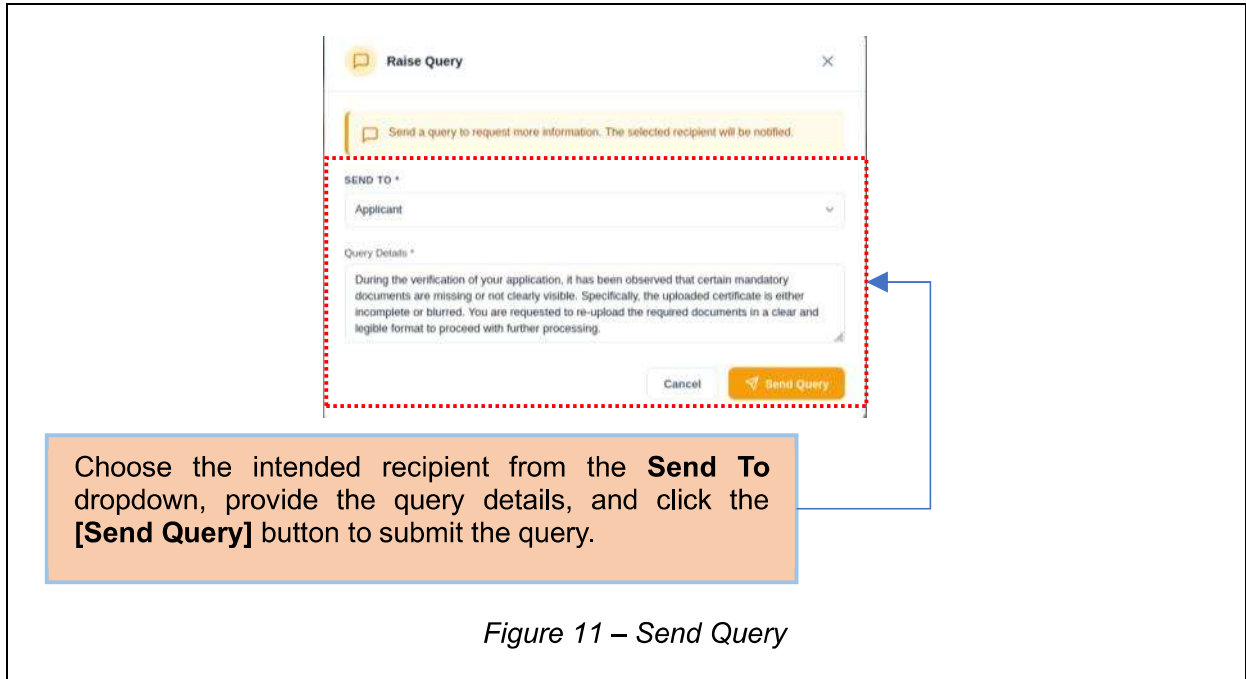


Figure 11 – Send Query

3.1.1.6 FORWARD GRIEVANCE

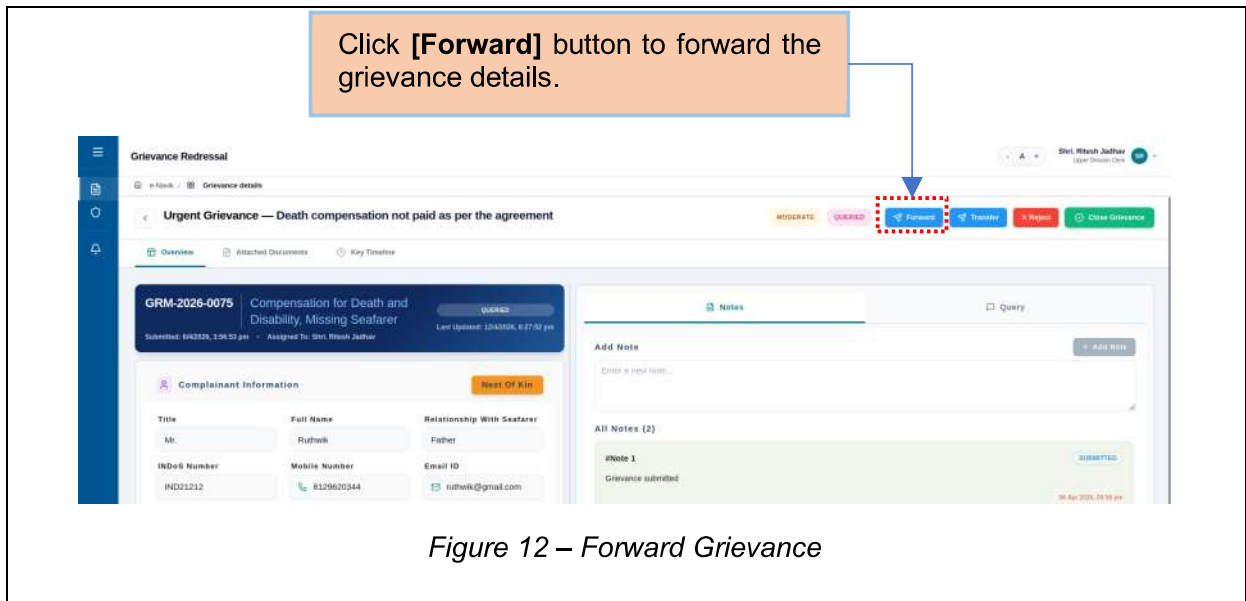


Figure 12 – Forward Grievance

Select seat, enter the remarks and click **[Forward Grievance]** button to forward the grievance details.

Figure 13 – Forward Grievance Details

3.1.1.7 TRANSFER GRIEVANCE

Click **[Transfer Grievance]** button to transfer the grievance to other concerned department/office.

Figure 14 – Transfer Grievance

Transfer to Other Office
GRM-2026-0075

This grievance will be forwarded to a other office for further action.

DIVISION *
Maritime Administration

BRANCH/SUB-OFFICE *
MMD Mumbai

OFFICER *
Principal Officer (Abul Kalam Azad)

Remark *
Transferred to the concerned section for further processing

Cancel **Transfer Grievance**

Select Division, Officer, enter the remarks and Click **[Transfer Grievance]** button to forward the grievance details.

Figure 15 – Transfer Grievance Details

3.1.1.8 REJECT GRIEVANCE

Click **[Reject]** button to reject the grievance details.

Grievance Redressal

Urgent Grievance — Death compensation not paid as per the agreement

WIDENATE QUERIES Forward Transfer **Reject** Clear Grievance

GRM-2026-0075 Compensation for Death and Disability, Missing Seafarer **QUERIES**
Submitted: 04/03/2025, 0:54:53 pm Assigned To: Shri. Vishakh Jadhav Last Updated: 23/02/2025, 0:27:52 pm

Complainant Information **Reject Of This**

Title	Full Name	Relationship With Seafarer
Mr.	Rutwik	Father
INDeS Number	Mobile Number	Email ID
IND21212	8129620344	rutwik@gmail.com

Notes **Query**

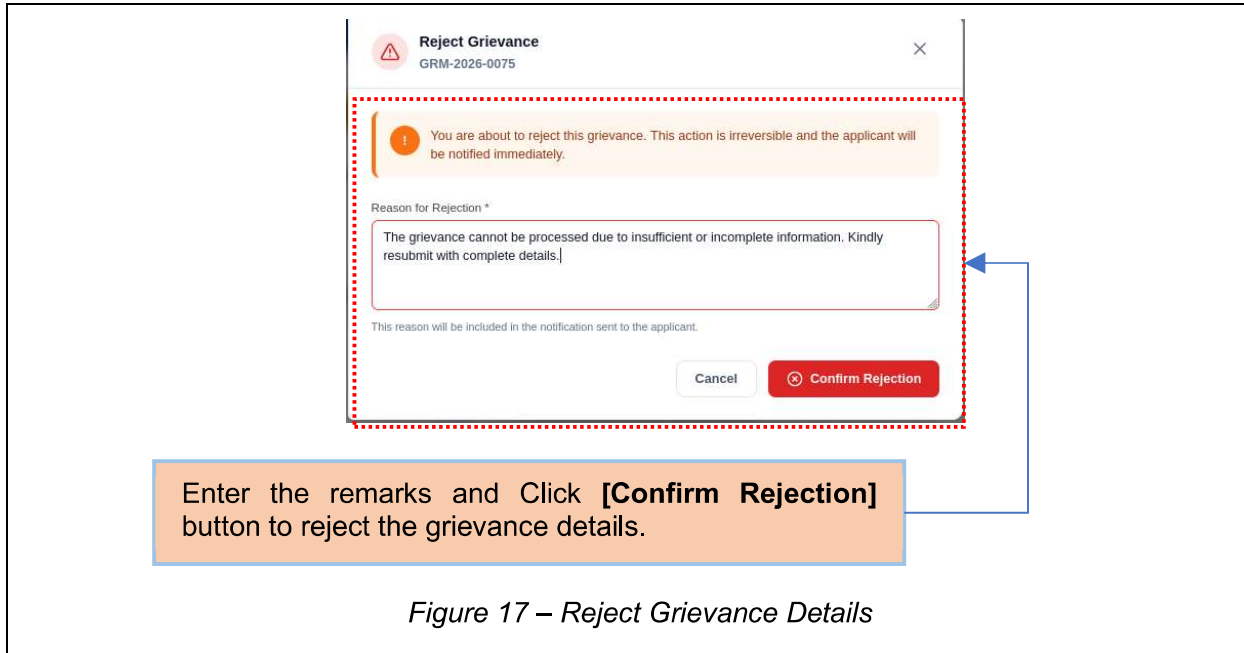
Add Note

Enter a new note.

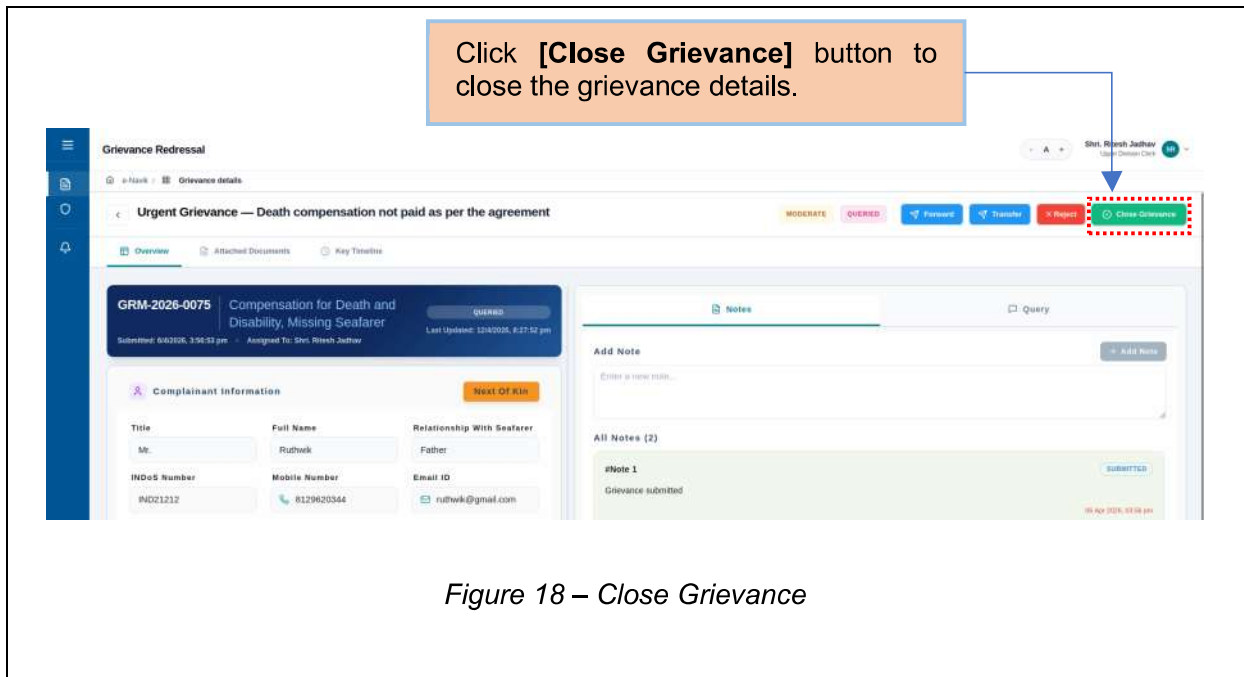
All Notes (2)

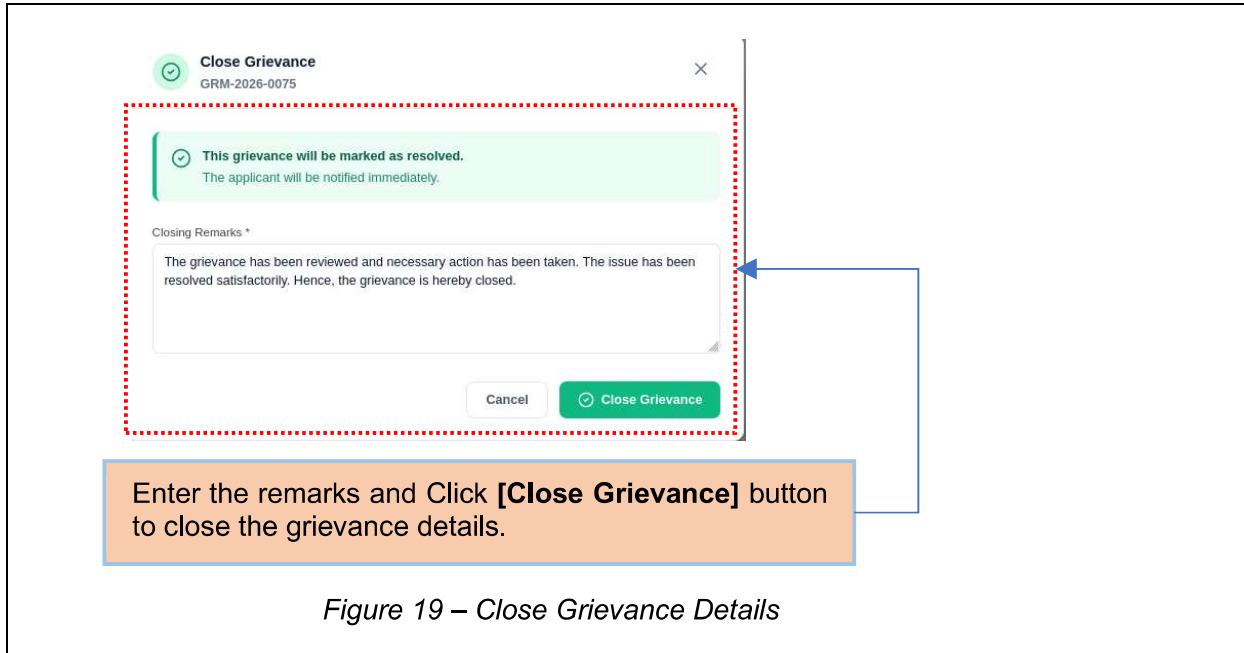
#Note 1
Grievance submitted **SUBMITTED**
18 Apr 2024, 12:36 pm

Figure 16 – Reject Grievance



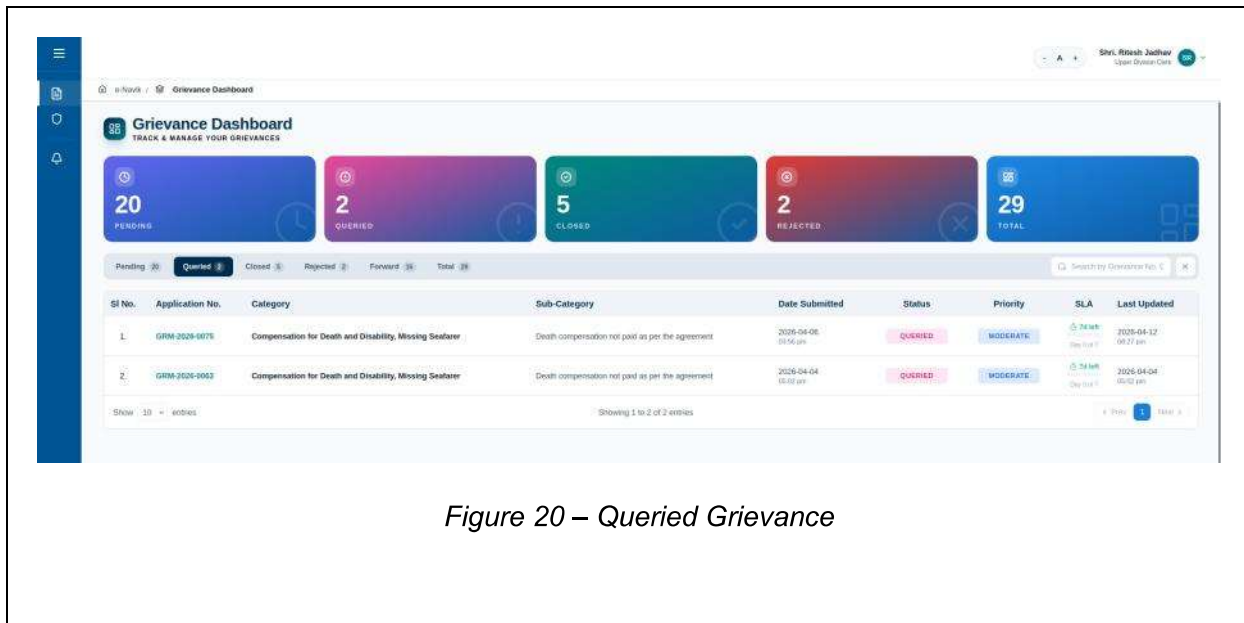
3.1.1.9 CLOSE GRIEVANCE





3.1.2 QUERIED

The queried grievances are displayed in the queried list.



3.1.3 CLOSED

The closed grievances are displayed in the closed list.

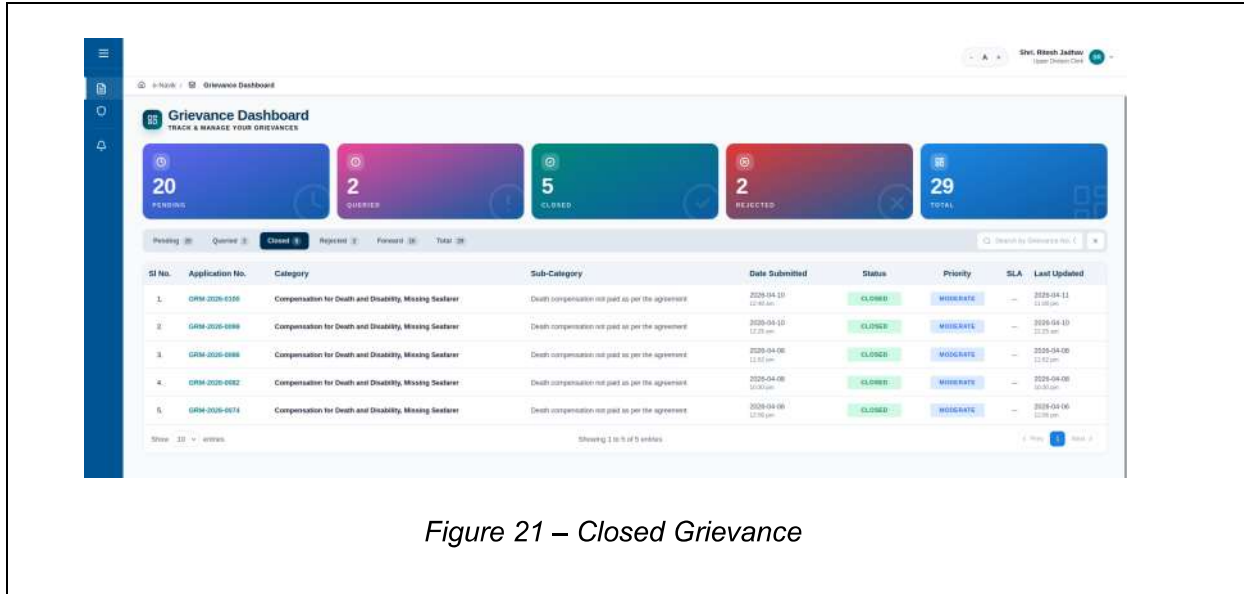


Figure 21 – Closed Grievance

3.1.4 REJECTED

The rejected grievances are displayed in the rejected list.

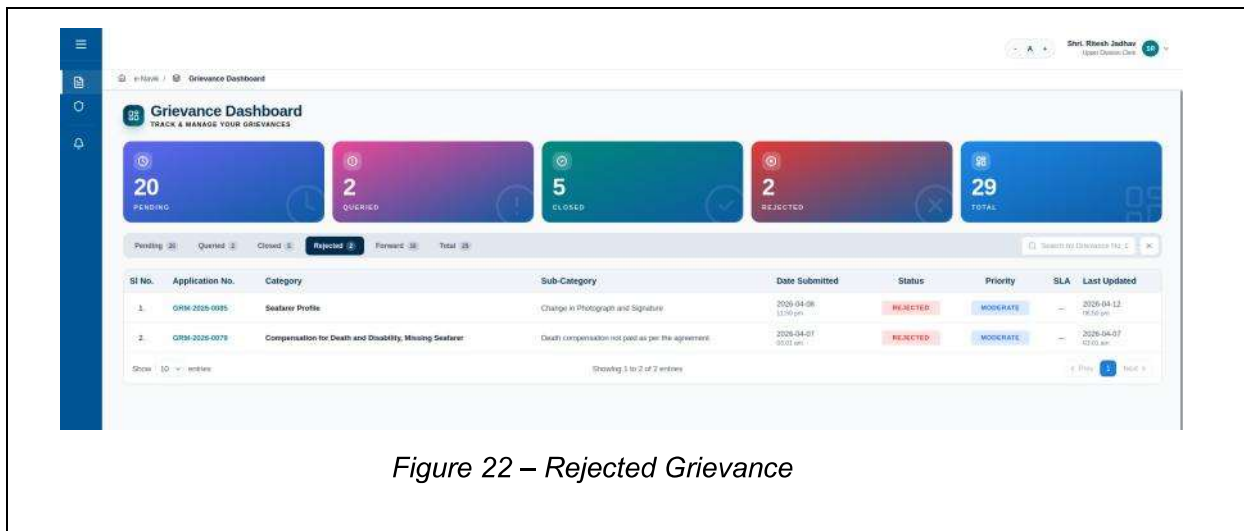


Figure 22 – Rejected Grievance

3.1.5 FORWARD

The forward grievances are displayed in the forward list.

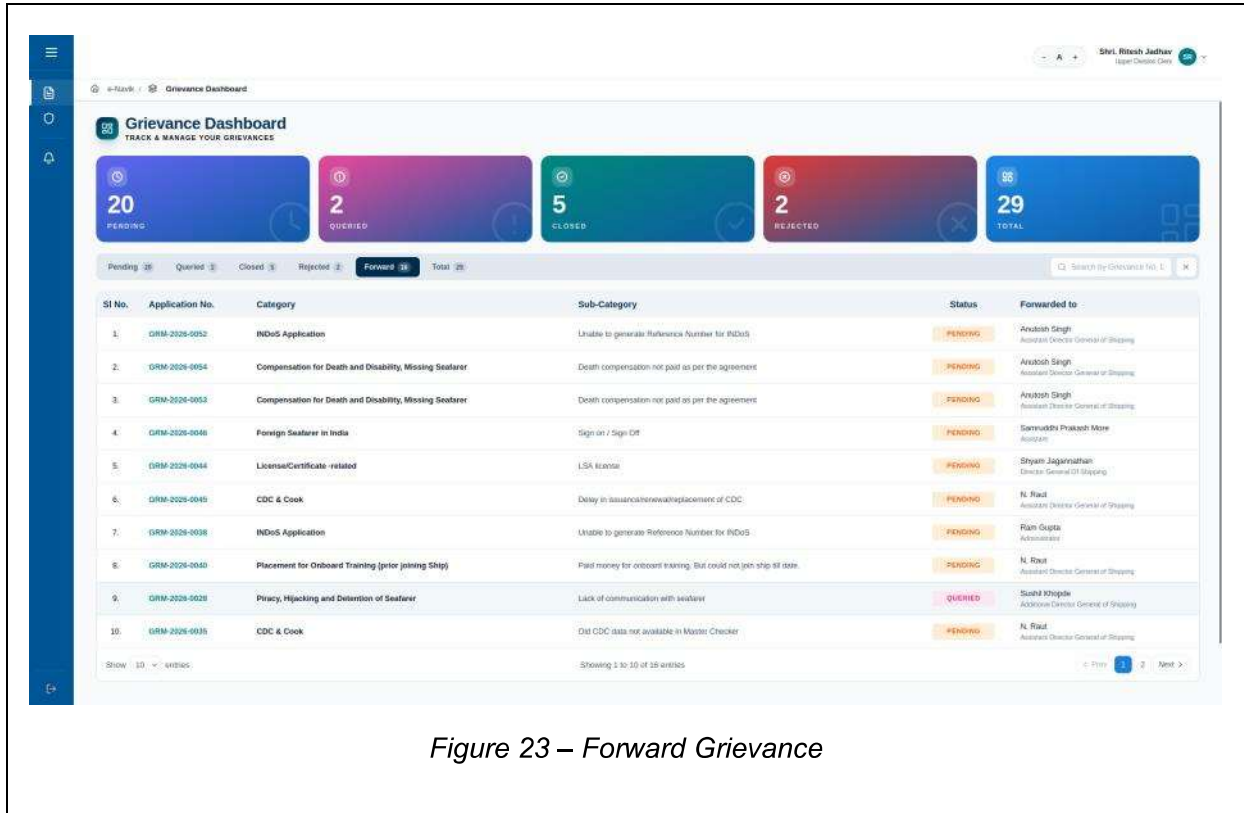


Figure 23 – Forward Grievance

3.2 DASHBOARD

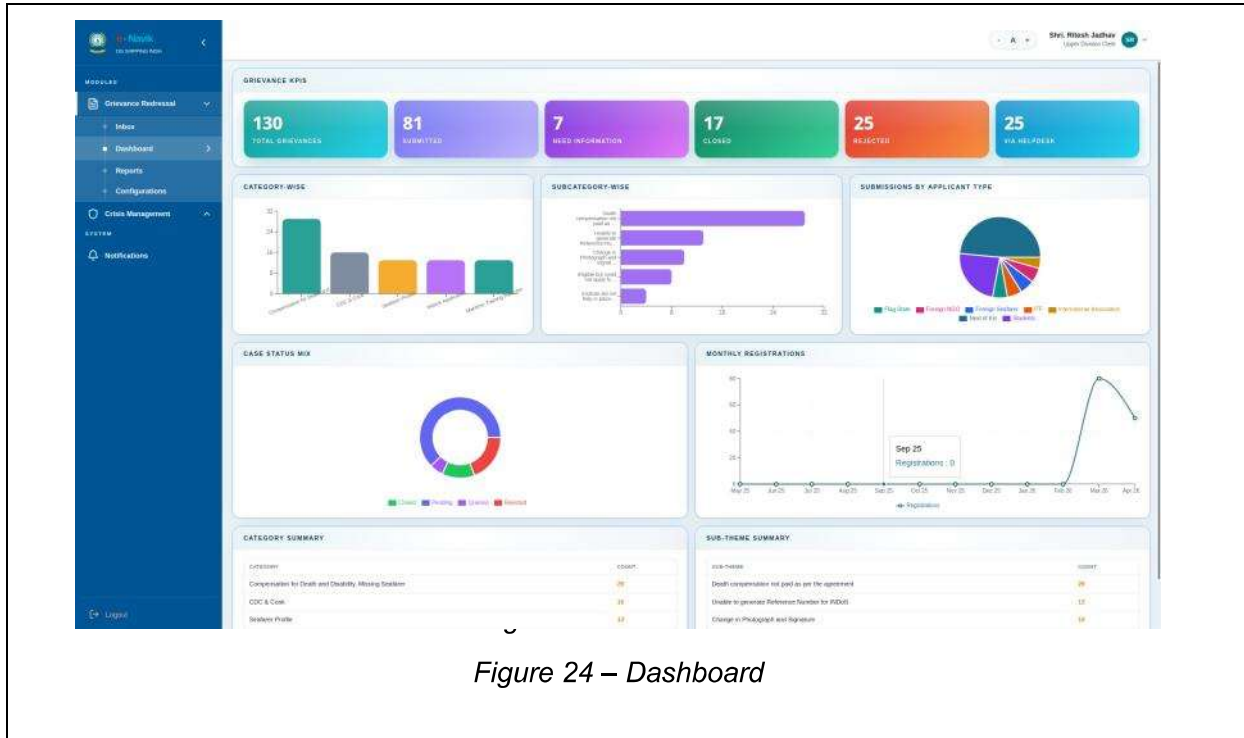


Figure 24 – Dashboard

In the dashboard, the user can view the total number of grievances and a graphical presentation of category-wise details, subcategory-wise details, submission by complainant type, case status, and monthly registration.

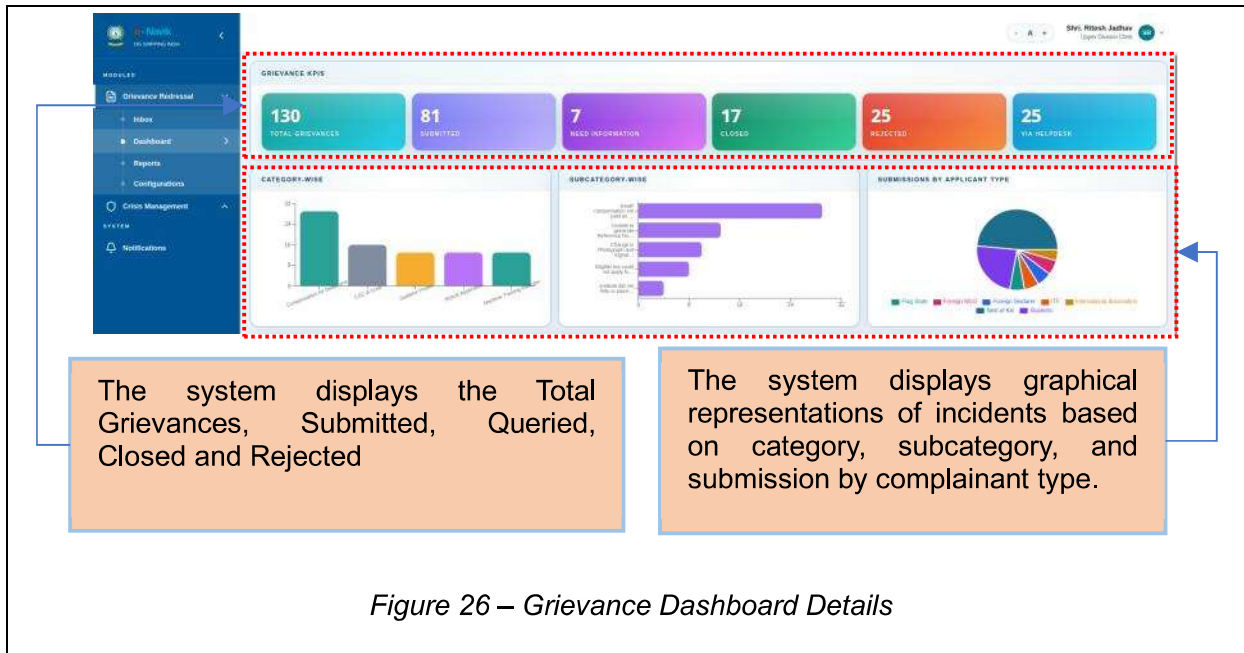


Figure 26 – Grievance Dashboard Details

3.3 REPORTS

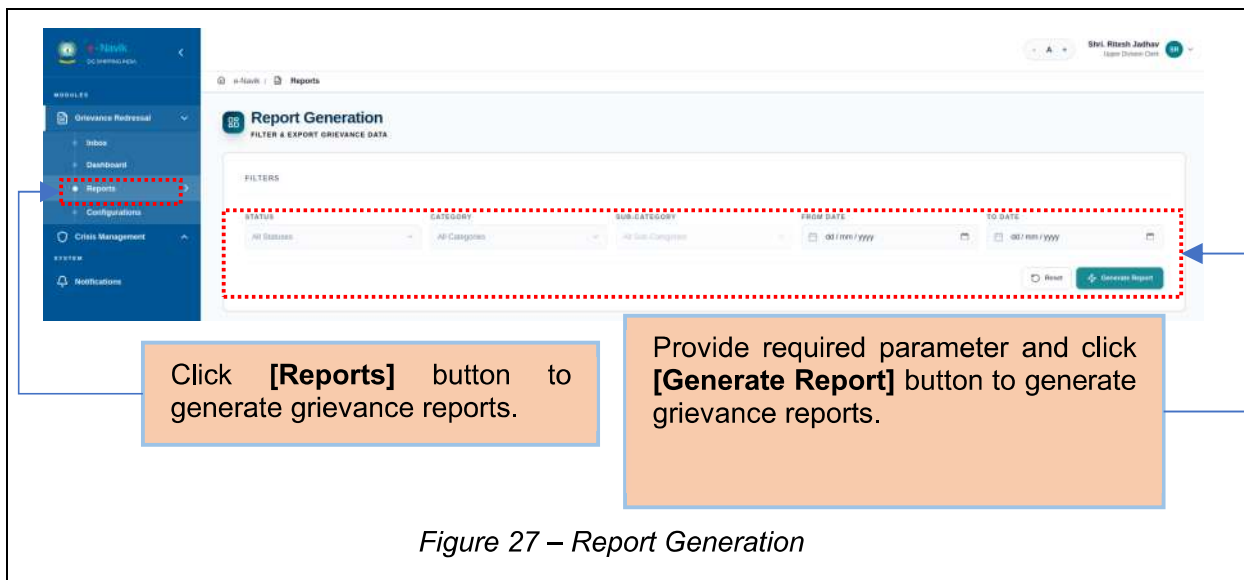
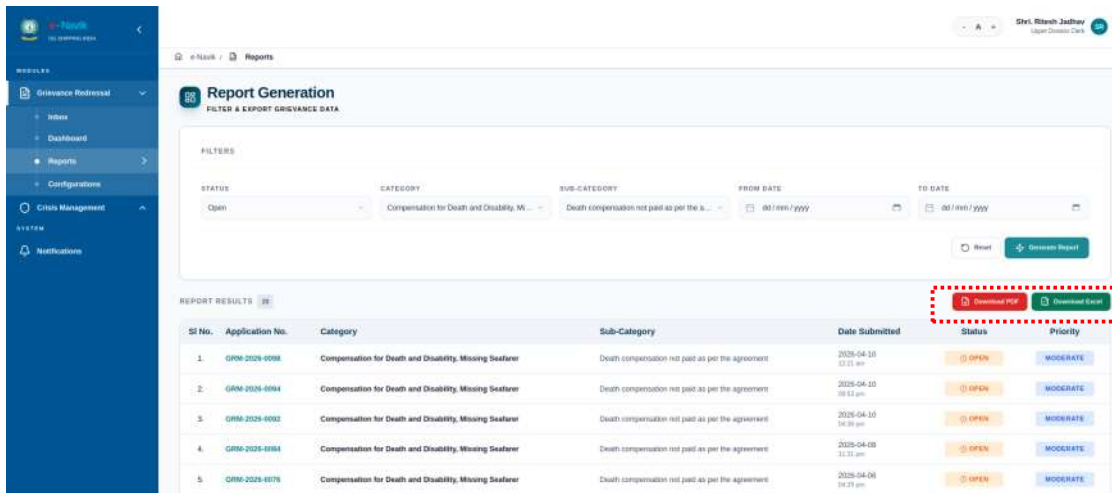


Figure 27 – Report Generation

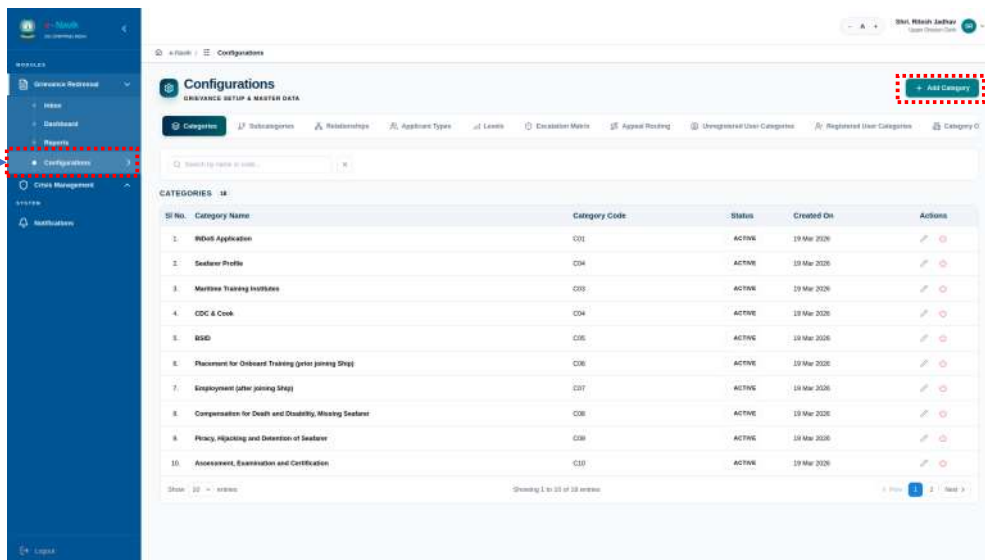
Use the filter option to generate and list the required grievance. The user can then download the grievance report in Excel and PDF format.



Click **[Download PDF]** button to download PDF report and click **[Download Excel]** button to download excel report.

Figure 28 – Download Report

3.4 CONFIGURATION



Click *Configuration* tab to access configuration details.

Click **[+Add]** button to add each configuration details.

Figure 29 – Configuration

****End Of the Module – e – Navik (Grievance Redressal Management) ****

“Thank you for thoroughly exploring the features and information.”



Directorate General of Shipping: Govt. of India

User Manual

Ver 1.0, Date: 16-04-2026

Module:

Grievance Redressal Management

(Unregistered User)

(Student, Next of Kin, Flag State, Foreign Seafarer, ITF, International Association & Foreign NGO)

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Table of Contents

1 VERSION HISTORY	4
2 INTRODUCTION	5
2.1 PRODUCT FUNCTION	5
2.2 INTENDED AUDIENCE	5
3 LOGIN – UNREGISTERED USER (STUDENTS, NEXT OF KIN, FLAG STATE, FOREIGN SEAFARER, ITF, INTERNATIONAL ASSOCIATION & FOREIGN NGOs Error! Bookmark not defined.	
3.1 REGISTER GRIEVANCE	8
3.1.1 NEXT OF KIN	9
3.1.2 STUDENTS	14
3.1.3 FLAG STATE	15
3.1.4 FOREIGN SEAFARER	15
3.1.5 ITF	16
3.1.6 INTERNATIONAL ASSOCIATION	17
3.1.7 FOREIGN NGO	17
3.2 TRACK GRIEVANCE	18
3.2.1 CLOSED GRIEVANCE	22
3.2.2 REJECTED GRIEVANCE	22

Table of Figures

Figure 1 – Welcome Page	7
Figure 3 – Grievance Guidelines	8
Figure 4 – Register Grievance	9
Figure 5 – Register Grievance (1)	10
Figure 6 – OTP Verification	10
Figure 7 – Seafarer Details	11
Figure 8 – Grievance Details	12
Figure 9 – Upload Documents.....	12
Figure 10 – Submit Grievance	13
Figure 11 – Confirm Submission	13
Figure 12 – Successfully Submitted Confirmation	14
Figure 13 – Complainant Type Student.....	14
Figure 14 – Complainant Type Flag State.....	15
Figure 15 – Complainant Type Foreign Seafarer.....	16
Figure 16 – Complainant Type ITF User	16
Figure 17 – Complainant Type International Association	17
Figure 18 – Complainant Type Foreign NGO.....	18
Figure 19 – Welcome Page	18
Figure 20 – Track Grievance.....	19
Figure 21 – Track Grievance Status.....	19
Figure 22 – Grievance Status	20
Figure 23 – Response Query	20
Figure 24 – Submit Response.....	21
Figure 25 – Submitted Response	21
Figure 26 – Appeal/Feedback	22
Figure 27 – Rejected Grievance Details	23

1 VERSION HISTORY

VER NO	CHANGE SUMMARY	DATE	PREPARED BY	REVIEWED BY	APPROVED BY
1.0	Draft Version	16-04-2026	Ruthwik P	Vishnu K S	Lokanath S

2 INTRODUCTION

2.1 PRODUCT FUNCTION

The eNavik portal facilitates the submission of grievances by unregistered Users such as a Student, Next of Kin, Flag State, Foreign Seafarer, ITF, International Association, or Foreign NGO, regarding issues related to rights, services, or suggestions. Users submit grievances to seek appropriate resolution.

All grievances are submitted to DG Shipping for review and necessary action. Upon receipt, DG Shipping reviews and processes the grievance and has the authority to resolve and close it.

The user who raised the complaint can track the status of the grievance through the available tracking facility.

2.2 INTENDED AUDIENCE

The user manual is intended for Unregistered Users, such as Students, Next of Kin, Flag State representatives, Foreign Seafarers, ITF, International Associations, and Foreign NGOs. It enables them to raise grievances and submit them to the Authorized User for resolution. If any query is raised by the Authorized User, they can respond through the

system. They can also review grievance details and track the status of their submitted grievances using the available tracking facility.

3 REGISTER A GRIEVANCE

Click [**Register Grievance**] button to register a new grievance as an unregistered user.

User can contact helpdesk for any assistance.

Figure 1 – Welcome Page

The **Helpdesk Contact** section provides support channels for seafarers who may require assistance while operating within the Indian Ocean region or internationally.

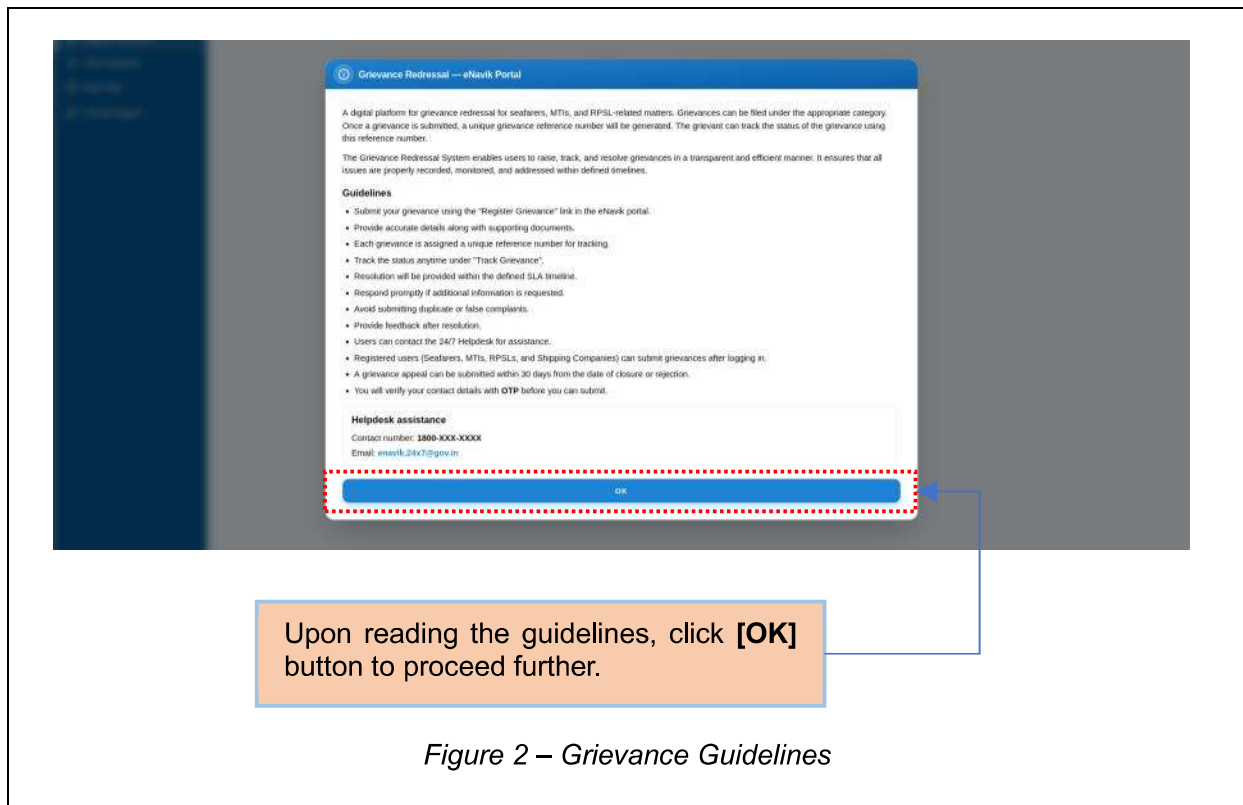
In case of any issue, emergency, or assistance related to grievances/services, users may contact the helpdesk through the following channels:

- **Indian Toll-Free Number:** 1800-889-7768
- **International Calls:** +1-888-988-0256

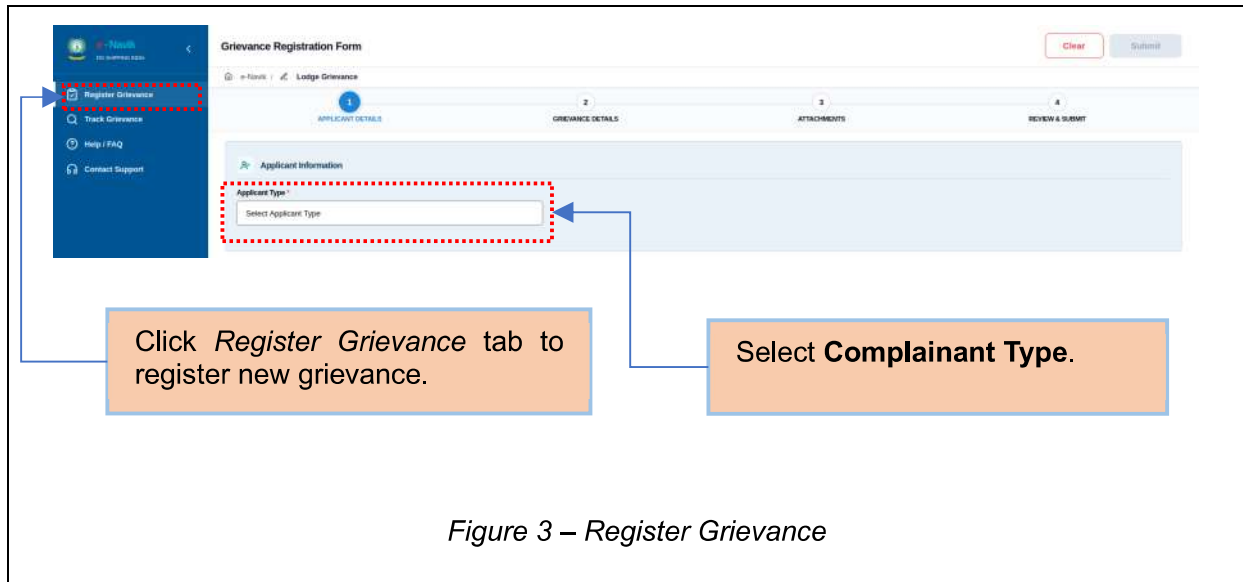
- **Email Support:** enavik.24x7@gov.in

These support channels are available to ensure timely assistance and resolution irrespective of the user's location.

After clicking the **[Register]** button, the guidelines are displayed.



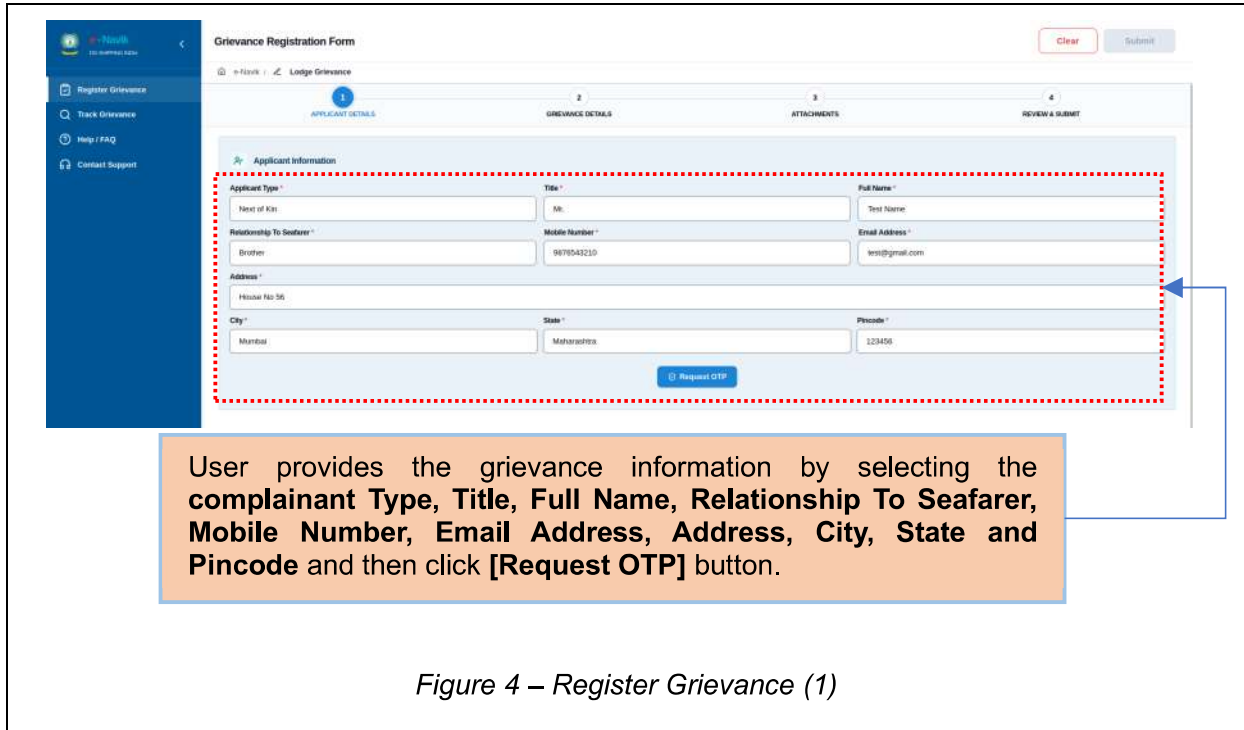
3.1 REGISTER GRIEVANCE



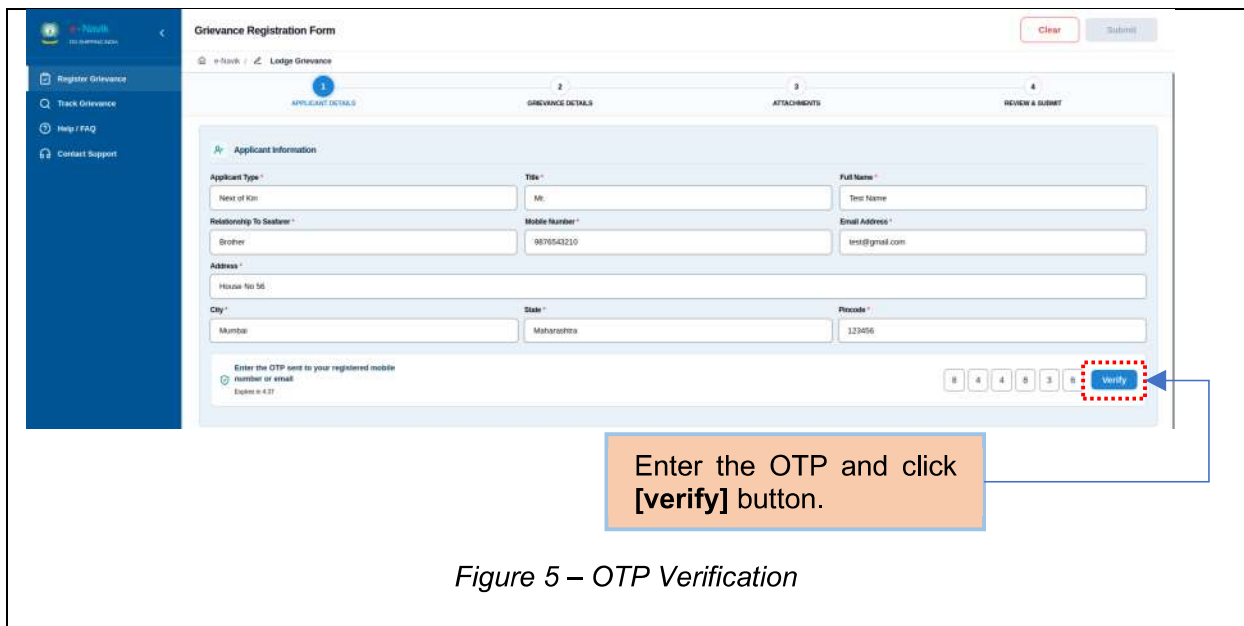
Select the Complainant type from the available options: **Student, Next of Kin, Flag State, Foreign Seafarer, ITF, International Association, or Foreign NGO**. Based on the selected complainant type, the complainant information fields are displayed.

3.1.1 NEXT OF KIN

If the user selects **Next of Kin**, the system displays the following details.



The system sends the requested OTP to the registered mobile number and email address.



Once the verification is completed, the user provides the grievance

details.

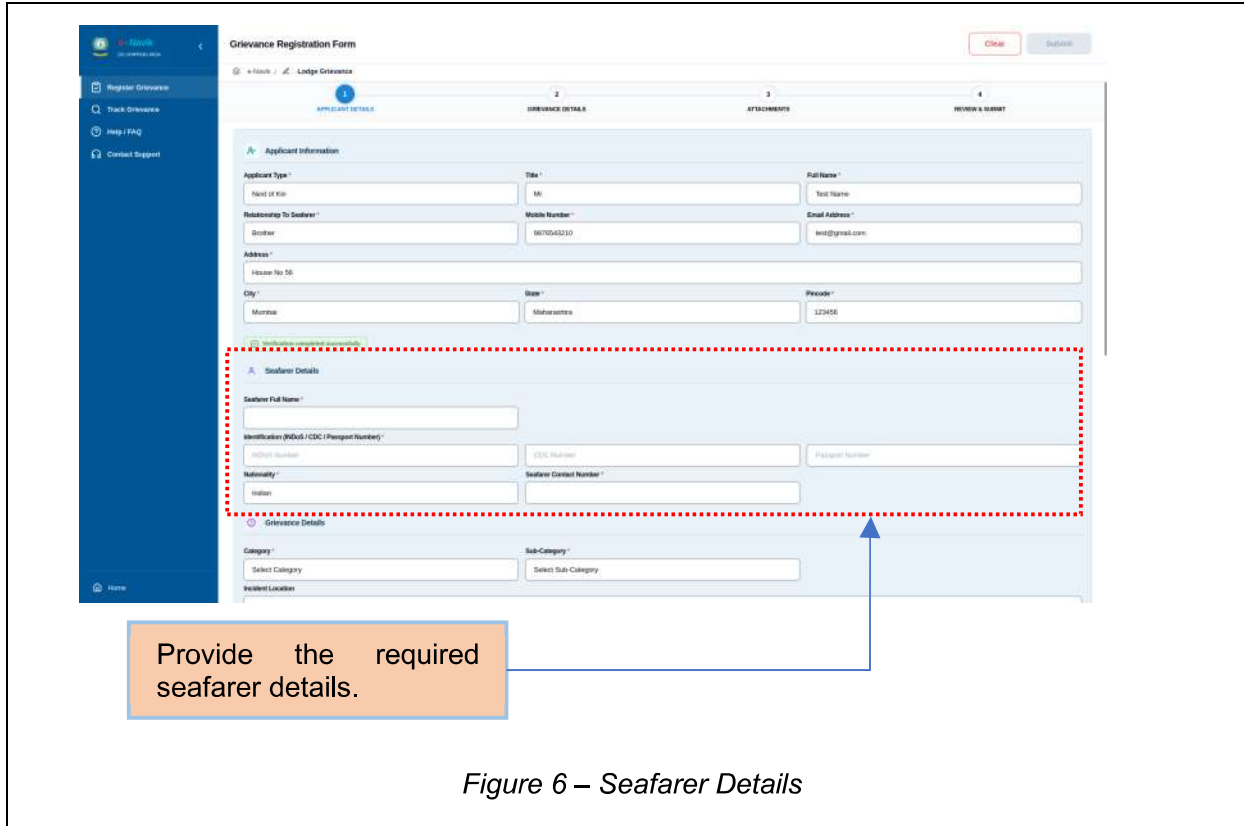


Figure 6 – Seafarer Details

Grievance Registration Form

1 APPLICANT DETAILS 2 GRIEVANCE DETAILS 3 ATTACHMENTS 4 REVIEW & SUBMIT

Seafarer Details

Seafarer Full Name*
 Identification (RND) / CDC / Passport Number*
 Nationality*
 Seafarer Contact Number*

Grievance Details

Category* Sub-Category* Against Entity*
 Date* Incident Location* Grievance Description*
 Expected Outcome*

Provide the required Grievance details, incident location, grievance description and expected outcome.

Figure 7 – Grievance Details

Supporting Documents

Click to upload or drag and drop
 PDF, JPG, PNG, MP4 - MAX 10 MB PER FILE

sample.pdf
 2.14 MB

WhatsApp Notifications
 Receive real-time status updates via WhatsApp

FINAL DECLARATION & CONSENT
 I declare that the information provided is true and correct to the best of my knowledge. I agree to the Privacy Policy and Terms & Conditions.

Upload the supporting document and select the declaration and consent checkbox.

Figure 8 – Upload Documents

After providing all the details, click [**Submit**] button to submit the details.

The screenshot shows a mobile application interface for 'Grievance Registration Form'. The form is divided into four steps: 1. APPLICANT DETAILS, 2. GRIEVANCE DETAILS, 3. ATTACHMENTS, and 4. REVIEW & SUBMIT. The 'REVIEW & SUBMIT' step is active. The form fields are as follows:

Applicant Type *	Title *	Full Name *
None of them	Mr.	Test Name
Relationship To Sealer *	Mobile Number *	Email Address *
Brother	9876543210	test@gmail.com
Address *	House No 55	
City *	State *	Pincode *
Mumbai	Maharashtra	123456

A 'Submit' button is highlighted with a red dashed box and an arrow pointing to it from the instruction box above.

Figure 9 – Submit Grievance

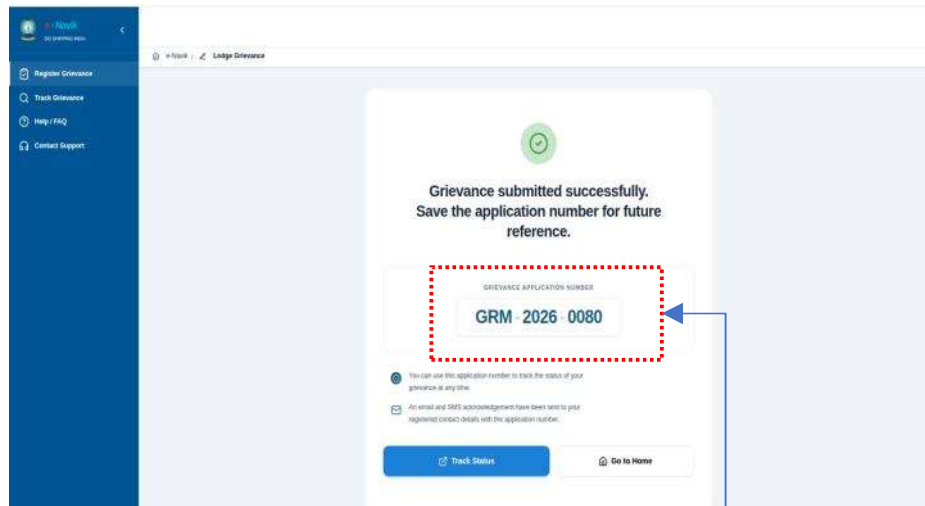
Click [**Submit**] button again to confirm the submission.

The screenshot shows a 'Confirm Submission' dialog box. It contains the following text:

Confirm Submission
 Are you sure you want to submit this grievance?
 Please ensure all information provided is accurate.

At the bottom, there are two buttons: 'Cancel' and 'Submit'. The 'Submit' button is highlighted with a red dashed box and an arrow pointing to it from the instruction box above.

Figure 10 – Confirm Submission



Grievance tracking number is displayed for further tracking of the process.

Figure 11 – Successfully Submitted Confirmation

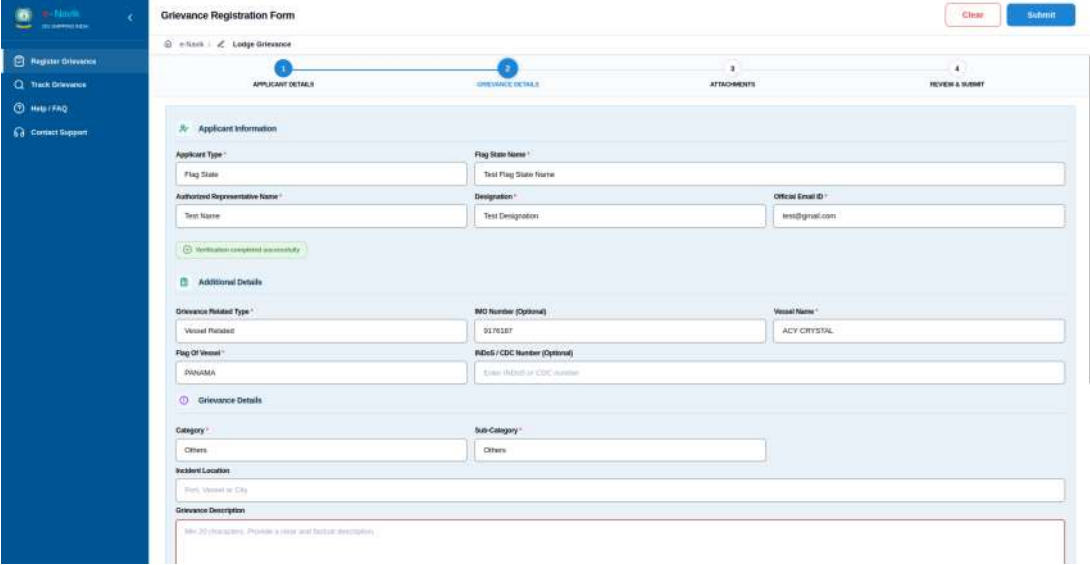
3.1.2 STUDENTS

If the user selects **Students**, the system displays the following details.

Figure 12 – Complainant Type Student

3.1.3 FLAG STATE

If the user selects **Flag State**, the system displays the following details.



The screenshot displays the 'Grievance Registration Form' with a progress bar at the top showing four steps: 1. APPLICANT DETAILS, 2. GRIEVANCE DETAILS, 3. ATTACHMENTS, and 4. REVIEW & SUBMIT. The form is currently on step 2. The 'Applicant Information' section includes fields for 'Applicant Type' (Flag State), 'Flag State Name' (Test Flag State Name), 'Authorized Representative Name' (Test Name), 'Designation' (Test Designation), and 'Official Email ID' (test@gmail.com). A green notification box states 'Verification completed successfully'. The 'Additional Details' section includes 'Grievance Related Type' (Vessel Related), 'Vessel Name' (ACY CRYSTAL), 'Flag Of Vessel' (PANAMA), 'IMO Number (Optional)' (9178187), and 'INDoc/ CDC Number (Optional)' (Enter INDoc or CDC number). The 'Grievance Details' section includes 'Category' (Others), 'Sub-Category' (Others), 'Incident Location' (Port, Vessel or City), and a 'Grievance Description' field with a note: 'Min 20 characters. Provide a clear and factual description.'

Figure 13 – Complainant Type Flag State

3.1.4 FOREIGN SEAFARER

If the user selects **Foreign Seafarer**, the system displays the following details.

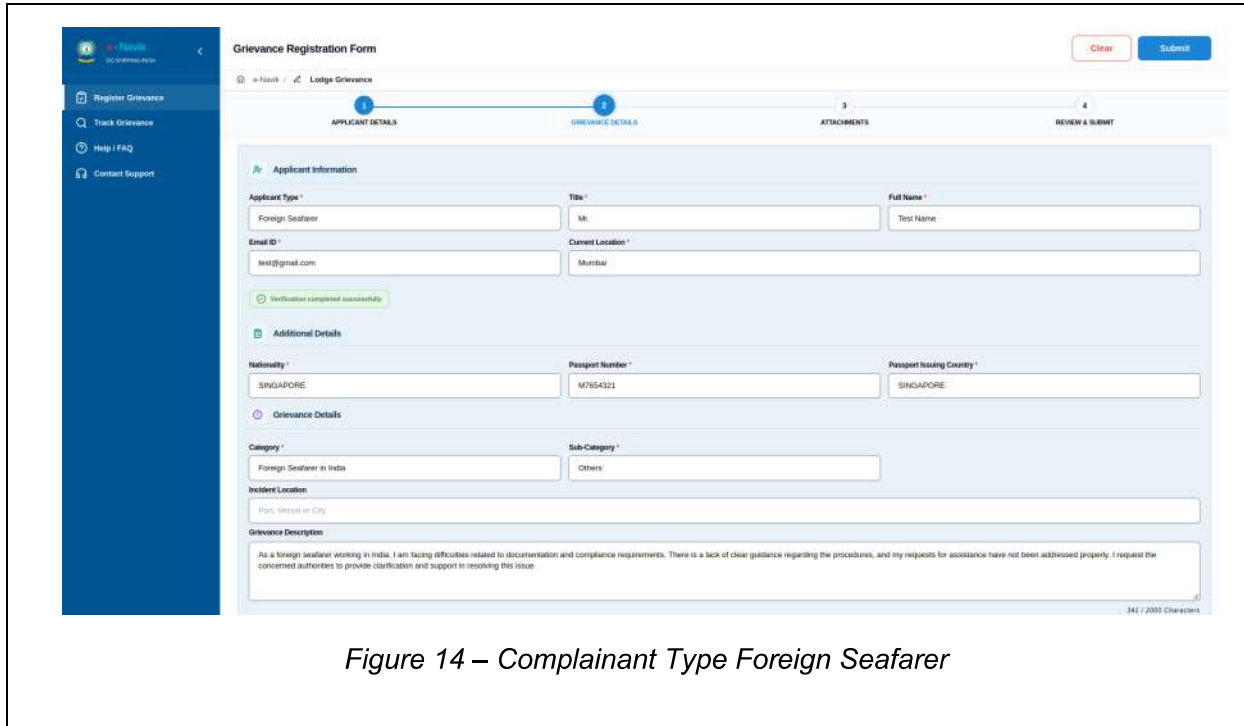


Figure 14 – Complainant Type Foreign Seafarer

3.1.5 ITF

If the user selects **ITF**, the system displays the following details.

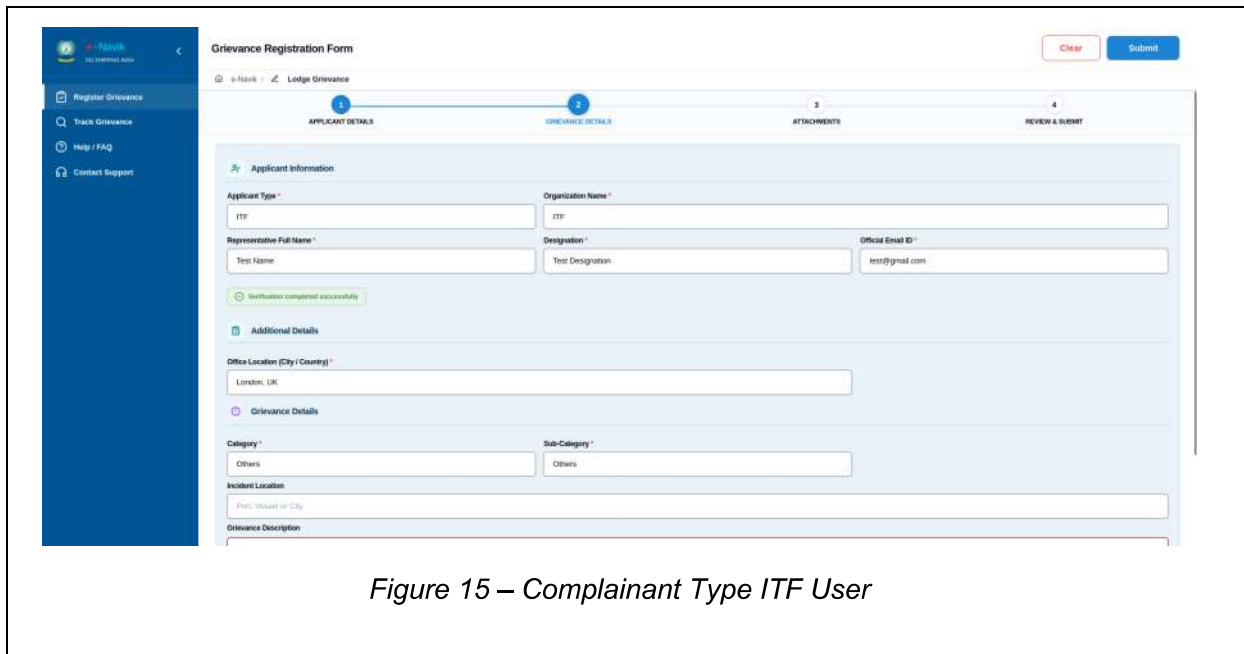
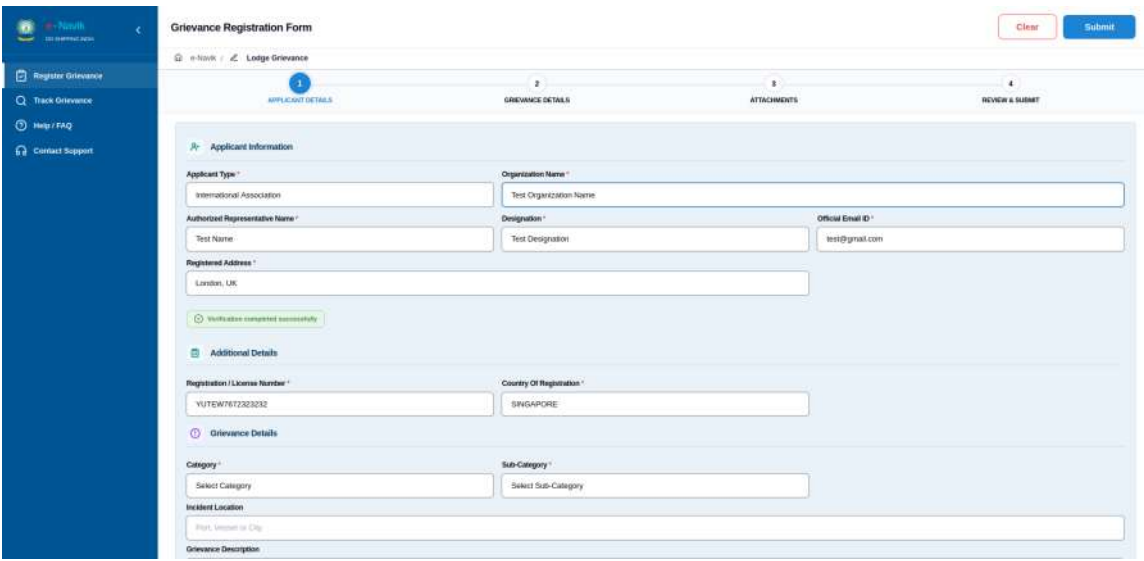


Figure 15 – Complainant Type ITF User

3.1.6 INTERNATIONAL ASSOCIATION

If the user selects **International Association**, the system displays the following details.



The screenshot displays the 'Grievance Registration Form' for an 'International Association'. The form is divided into four sections: 1. APPLICANT DETAILS, 2. GRIEVANCE DETAILS, 3. ATTACHMENTS, and 4. REVIEW & SUBMIT. The 'APPLICANT DETAILS' section includes fields for 'Applicant Type' (International Association), 'Organization Name' (Test Organization Name), 'Authorized Representative Name' (Test Name), 'Designation' (Test Designation), 'Official Email ID' (test@gmail.com), and 'Registered Address' (London, UK). A green message indicates 'Verification successful'. The 'ADDITIONAL DETAILS' section includes 'Registration / License Number' (YUTEW7672323232) and 'Country Of Registration' (SINGAPORE). The 'GRIEVANCE DETAILS' section includes 'Category' (Select Category), 'Sub-Category' (Select Sub-Category), 'Incident Location' (Paris, London or City), and 'Grievance Description'.

Figure 16 – Complainant Type International Association

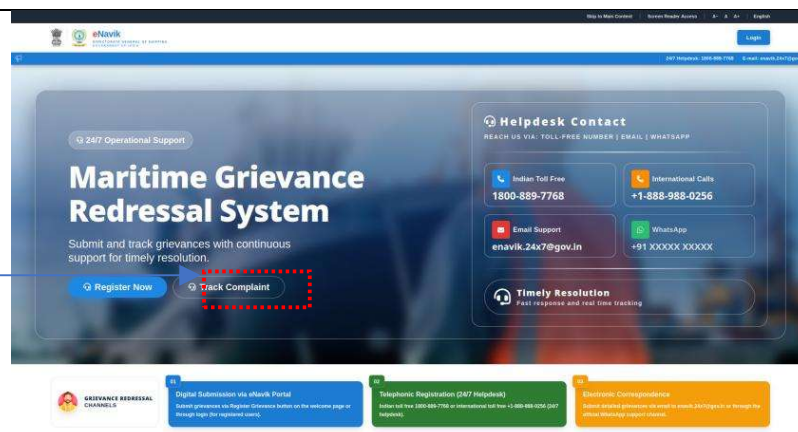
3.1.7 FOREIGN NGO

If the user selects **Foreign NGO**, the system displays the following details.

Figure 17 – Complainant Type Foreign NGO

For all user categories, the complainant information fields displayed shall depend on the complainant type selected by the user. Other than this, the grievance submission workflow remains the same for all complainant types.

3.2 TRACK GRIEVANCE



Click **[Track Grievance]** button to view grievance status.

Figure 18 – Welcome Page

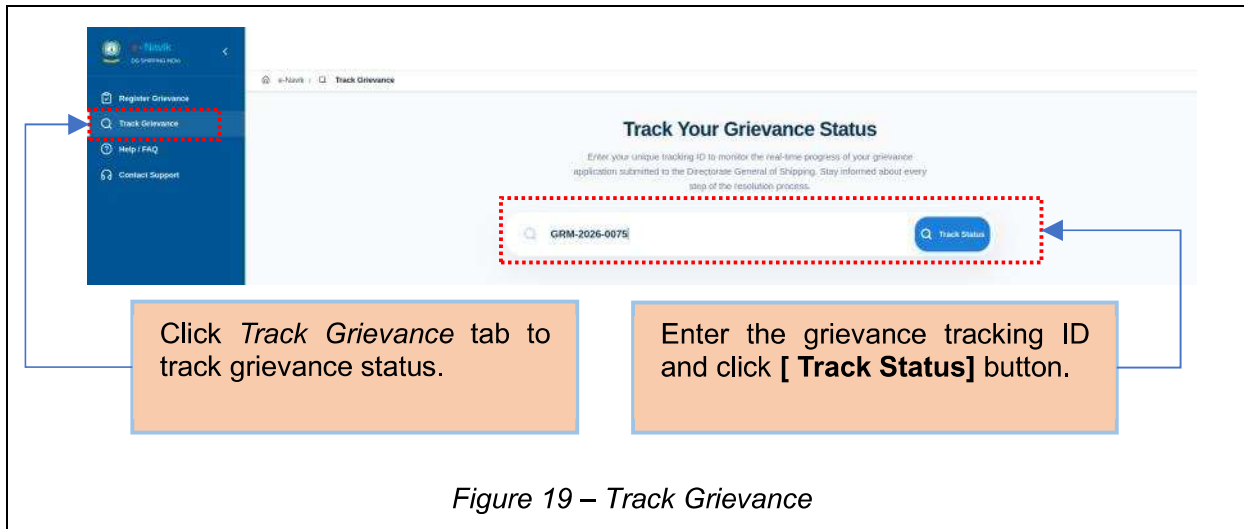


Figure 19 – Track Grievance

After providing the Grievance Tracking ID to track the grievance, the system sends an OTP to the registered email address and mobile number.

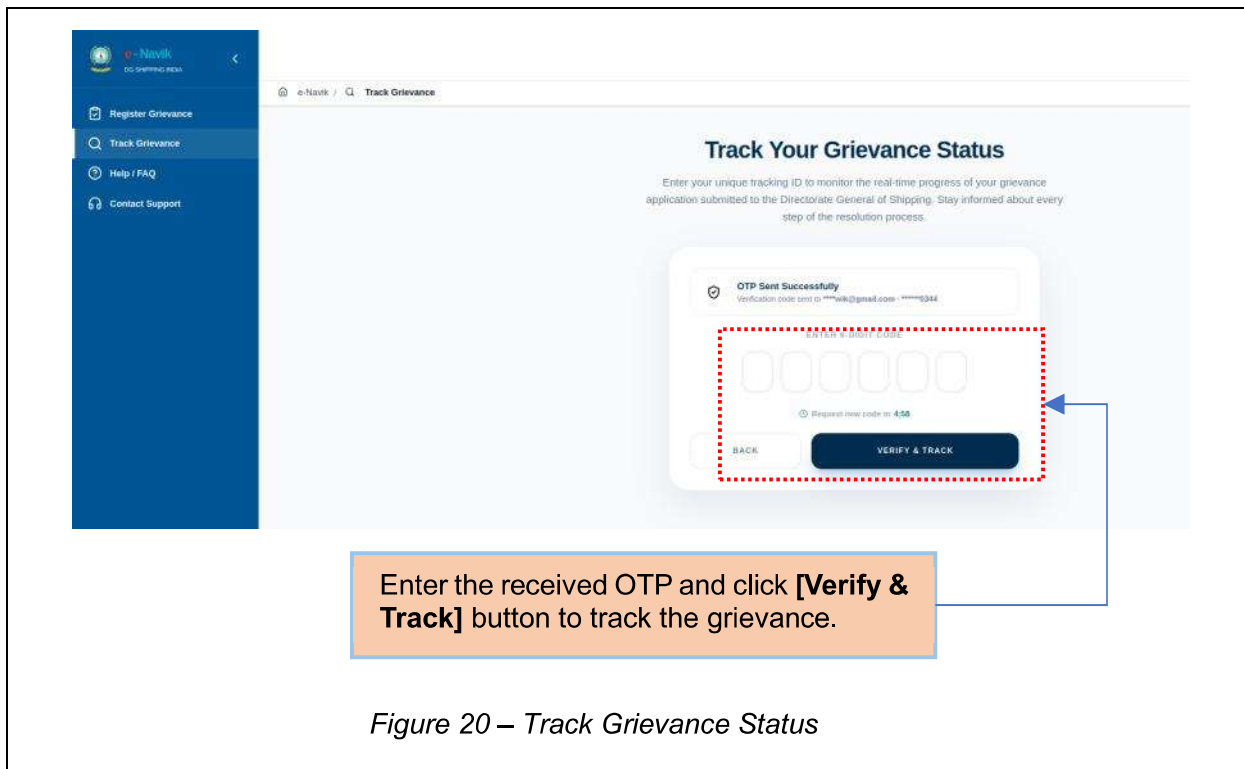


Figure 20 – Track Grievance Status

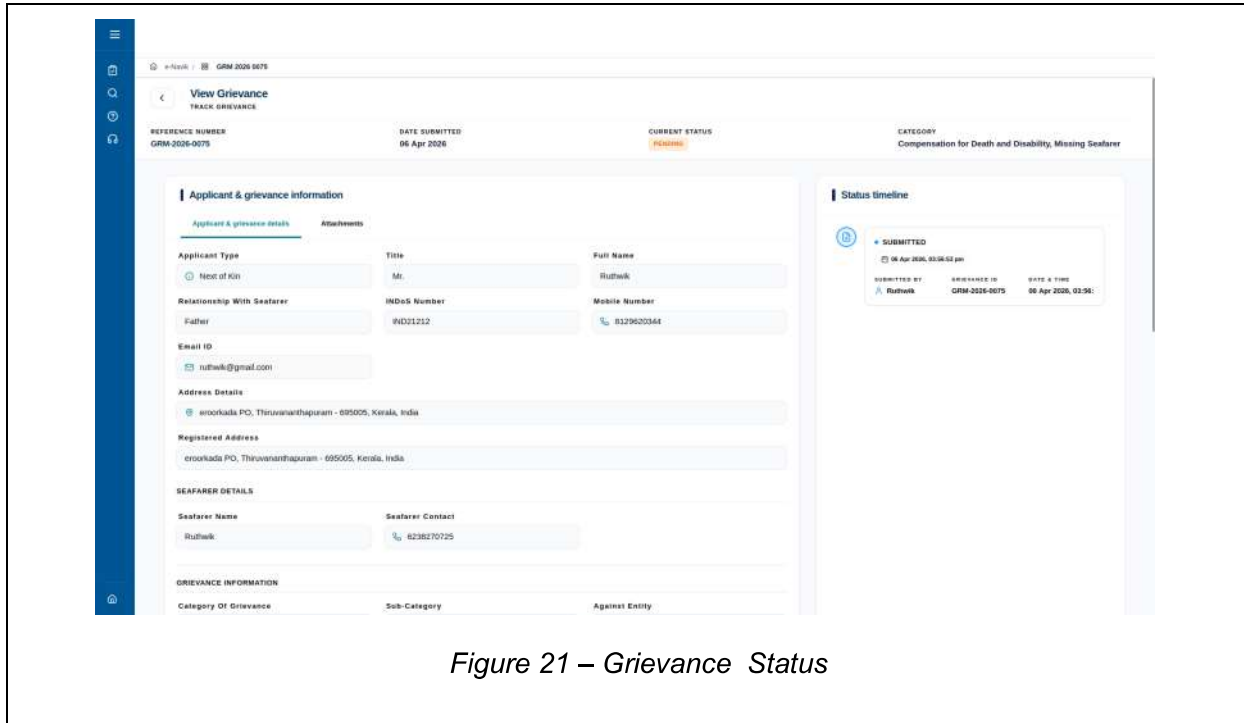


Figure 21 – Grievance Status

If the Authorized User reviews the grievance and raises a query, it can be viewed in the correspondence history section. The user must provide a response with the required reason to address the query.

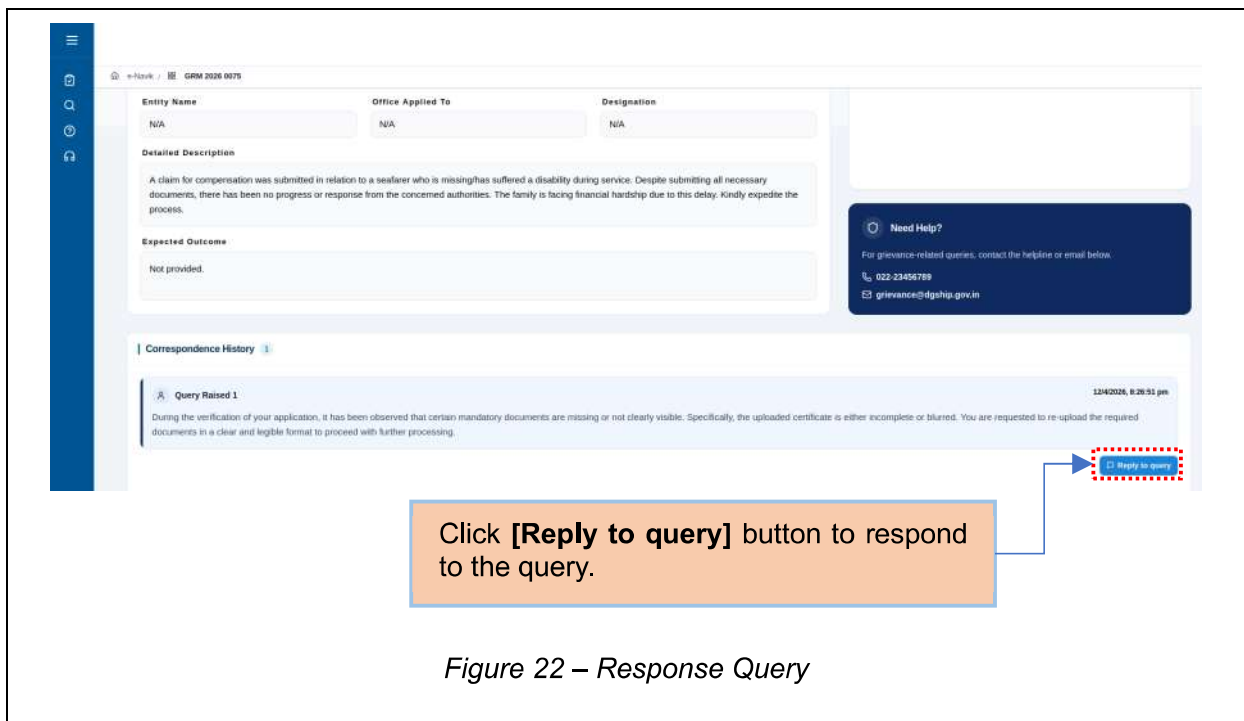


Figure 22 – Response Query

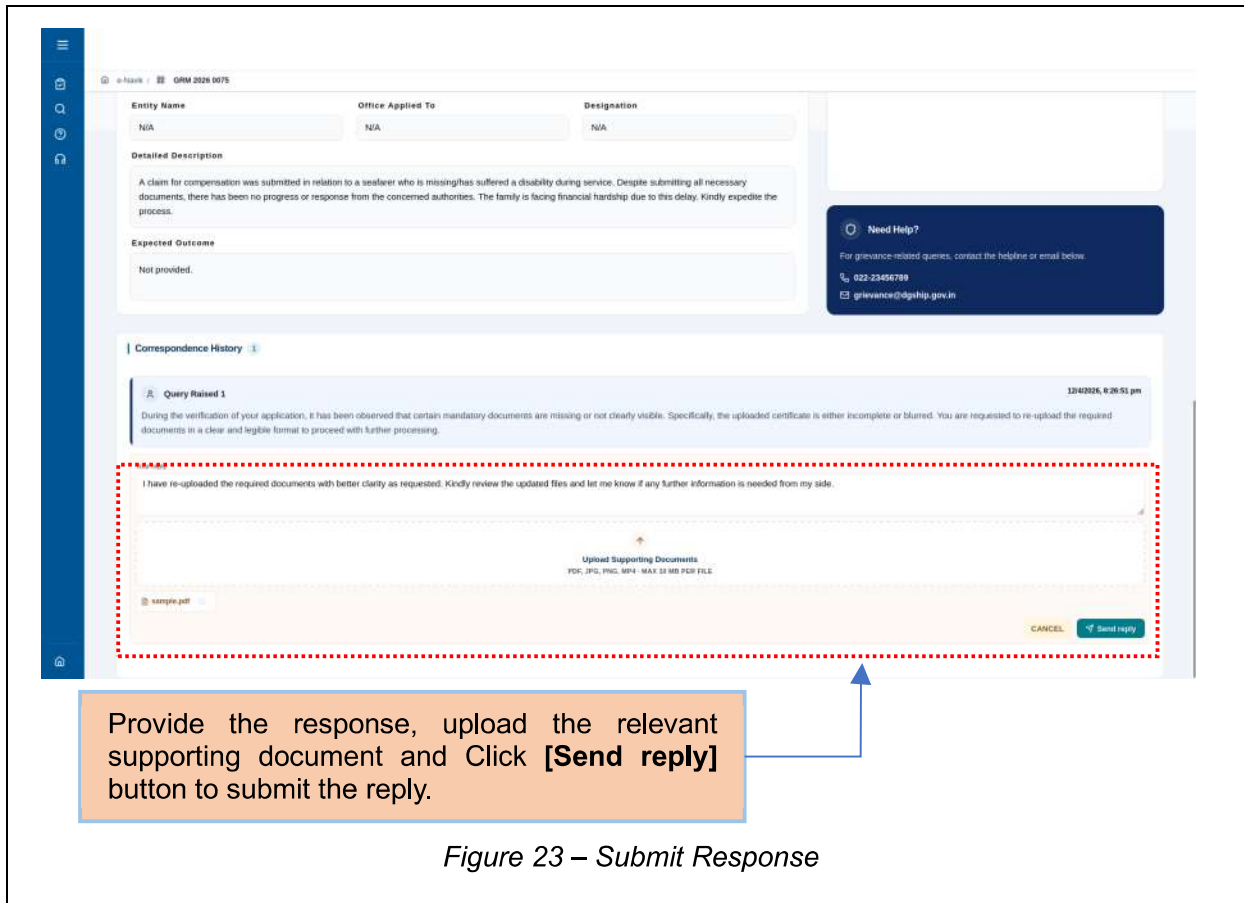


Figure 23 – Submit Response

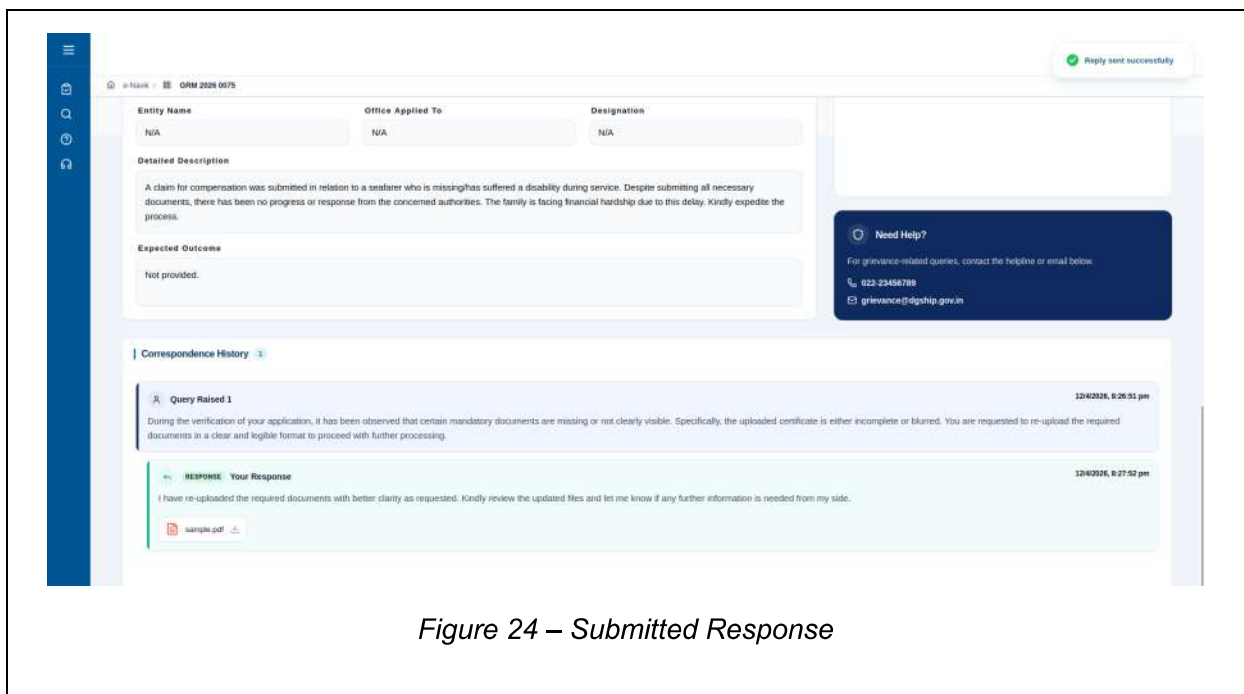
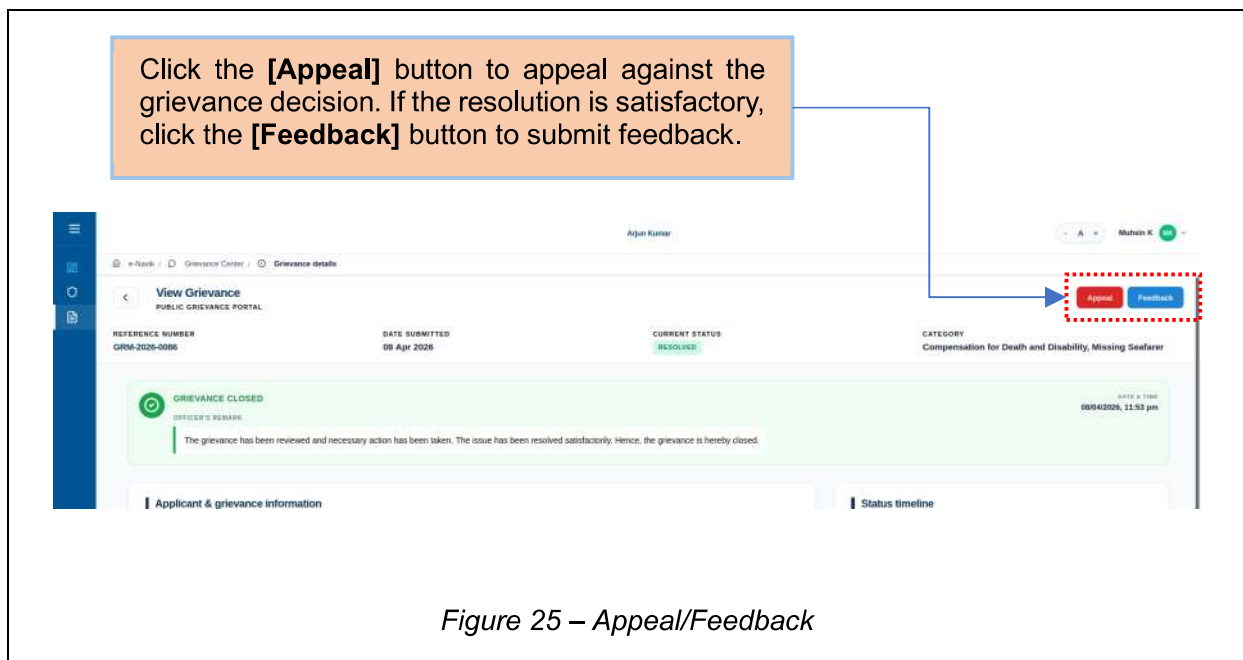


Figure 24 – Submitted Response

Upon resolution of the grievance by the concerned department, the resolution details are made available to the user. If the user is satisfied with the resolution provided, the user can review the remarks and submit feedback. If the user is not satisfied with the resolution, the user can file an appeal against the grievance decision.

3.2.1 CLOSED GRIEVANCE



3.2.2 REJECTED GRIEVANCE

If the grievance is rejected by the concerned officer, the user can view the rejection remarks. If the user is dissatisfied with the rejection of the grievance, the user can submit an appeal against the grievance decision.

Click **[Appeal]** button to appeal against the grievance decision.

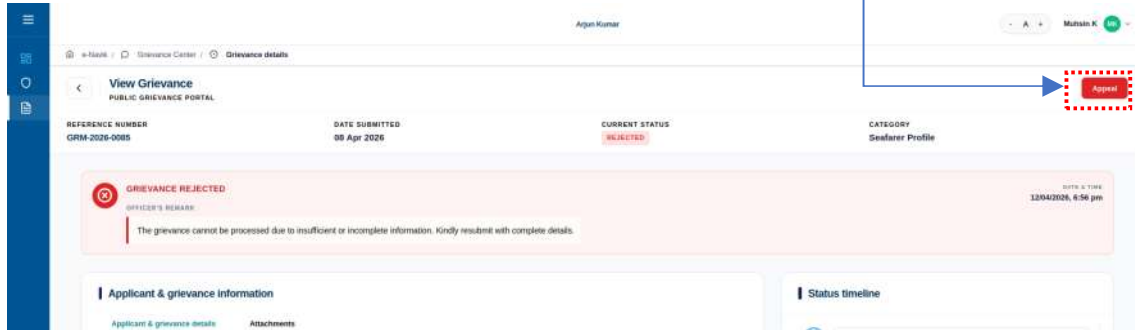


Figure 26 – Rejected Grievance Details

****End Of the Module – e – Navik (Grievance Redressal Management) ****

“Thank you for thoroughly exploring the features and information.”



Directorate General of Shipping: Govt. of India

User Manual

Ver 1.0, Date: 16-04-2026

Module:

Grievance Redressal Management

(Registered Users)

(MTI, RPSL, Seafarers, Shipping Company, Unions)

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Table of Contents

1 VERSION HISTORY	5
2 INTRODUCTION	6
2.1 PRODUCT FUNCTION	6
2.2 INTENDED AUDIENCE	6
3 LOGIN – REGISTERED USER (MTI, RPSL, SEAFARERS, SHIPPING COMPANY & UNIONS7	
3.1 REGISTER GRIEVANCE	9
3.2 DASHBOARD	13
3.2.1 PENDING	14
3.2.2 RESOLVED	16
3.2.3 REJECTED	17
3.3 GRIEVANCE FILED AGAINST	19

Table of Figures

Figure 1 – Welcome Page	7
Figure 2 – Login Page	8
Figure 3 - Register Grievance	9
Figure 4 – Grievance Guidelines	10
Figure 5 – Grievance Registration Form.....	10
Figure 6 – Grievance Location Details	11
Figure 7 – Upload Documents.....	11
Figure 8 – Submit Grievance	12
Figure 9 – Grievance Submission	12
Figure 10 – Successful Submission.....	13
Figure 11 – Dashboard	13
Figure 12 – Pending	14
Figure 13 – Grievance Details	14
Figure 14 – Reply Query.....	15
Figure 15 – Query Reply (1)	15
Figure 16 – Submitted Response	16
Figure 17 – Resolved Query	16
Figure 18 – Appeal/Feedback	17
Figure 19 – Rejected Query.....	18
Figure 20 – Rejected Grievance Details	18
Figure 21 – Grievance Filed Against.....	19
Figure 22 – Grievance Details	19
Figure 23 – Query Reply.....	20
Figure 24 – Submit Response.....	20

Figure 25 – Submitted Details..... 20

1 VERSION HISTORY

VER NO	CHANGE SUMMARY	DATE	PREPARED BY	REVIEWED BY	APPROVED BY
1.0	Draft Version	16-04-2026	Ruthwik P	Vishnu K S	Lokanath S

2 INTRODUCTION

2.1 PRODUCT FUNCTION

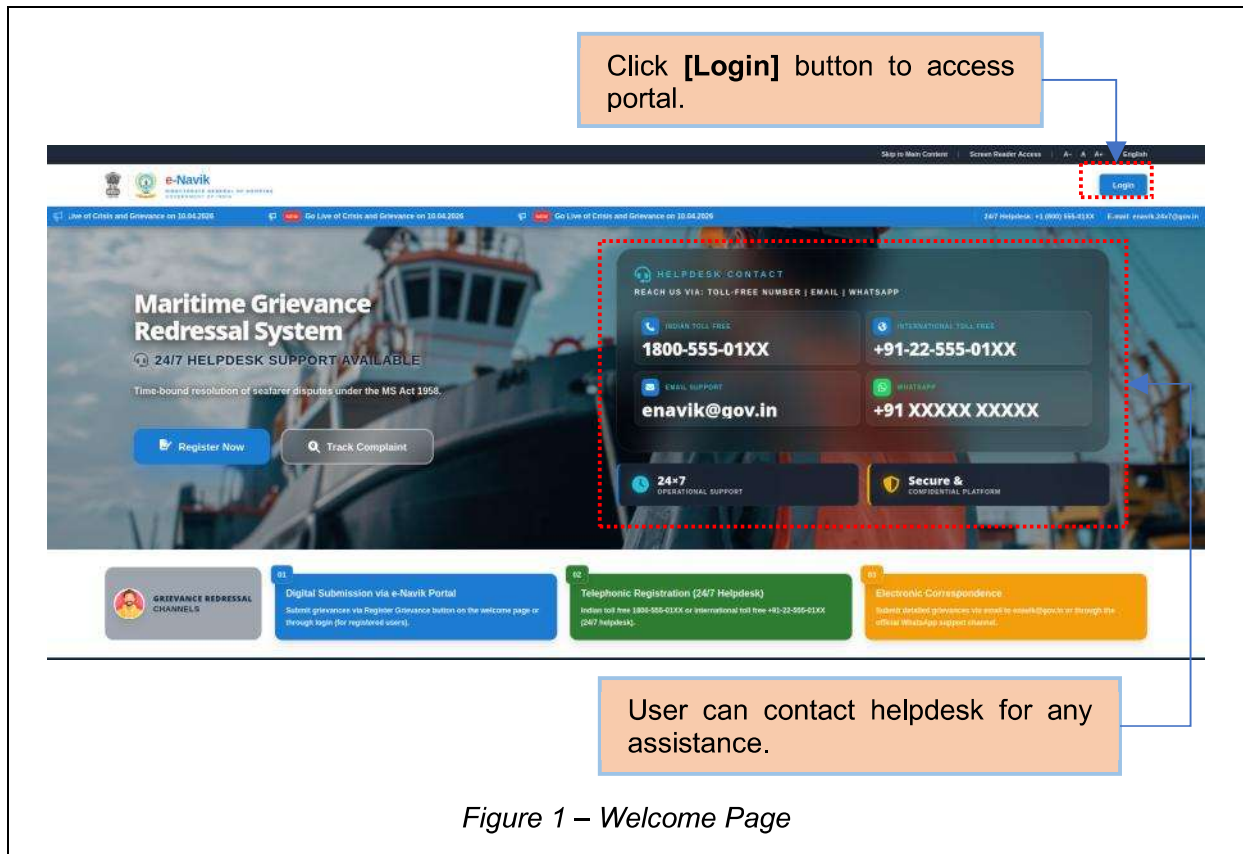
A grievance refers to a formal complaint or concern raised by Registered Users such as MTI, RPSL, seafarers, shipping companies, and unions regarding issues related to services, rights, or suggestions. Users submit grievances to seek appropriate resolution.

All grievances are submitted to the Authorized User for review and necessary action. After receiving a grievance, the Authorized User can view and process it and has the authority to resolve and close the grievance. The user who raised the complaint can track the status of the grievance through the available tracking facility

2.2 INTENDED AUDIENCE

The user manual is intended for Registered Users, including MTI, RPSL, seafarers, shipping companies, and unions. It enables them to raise grievances and submit them to the Authorized User for resolution. Registered Users can also review grievance details and track the status of their submitted grievances using the available tracking facility.

3 LOGIN – REGISTERED USER (MTI, RPSL, SEAFARERS, SHIPPING COMPANY & UNIONS)



Users can click on the login button to proceed with grievance registration.

The **Helpdesk Contact** section provides support channels for seafarers who may require assistance while operating within the Indian Ocean region or internationally.

In case of any issue, emergency, or assistance related to grievances/services, users may contact the helpdesk through the

following channels:

- **Indian Toll-Free Number:** 1800-889-7768
- **International Calls:** +1-888-988-0256
- **Email Support:** enavik.24x7@gov.in

These support channels are available to ensure timely assistance and resolution irrespective of the user's location.

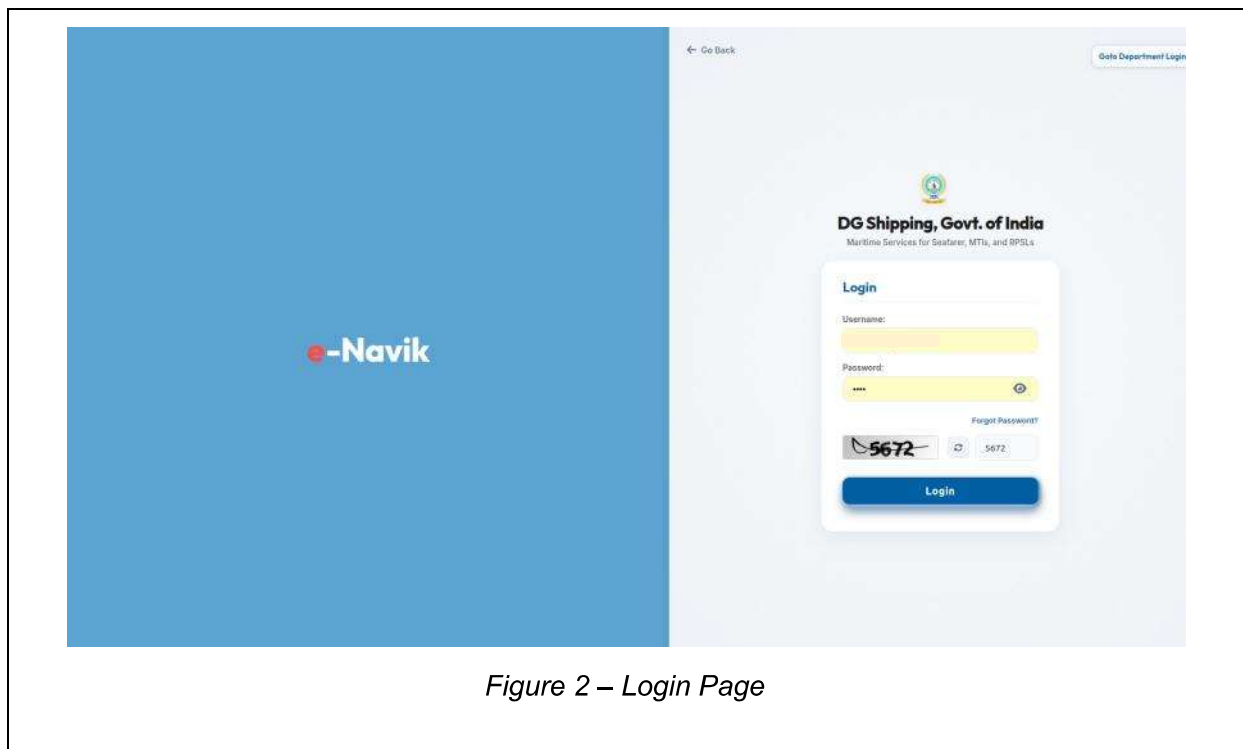
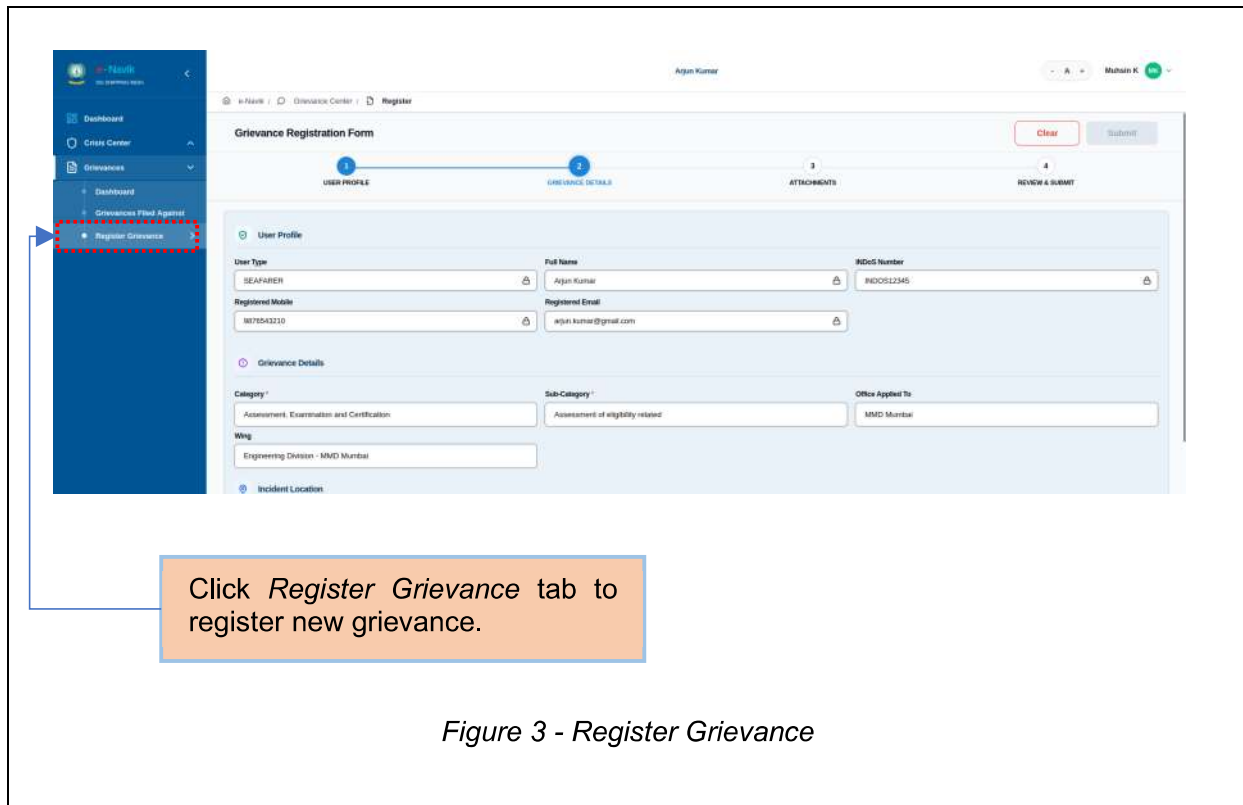


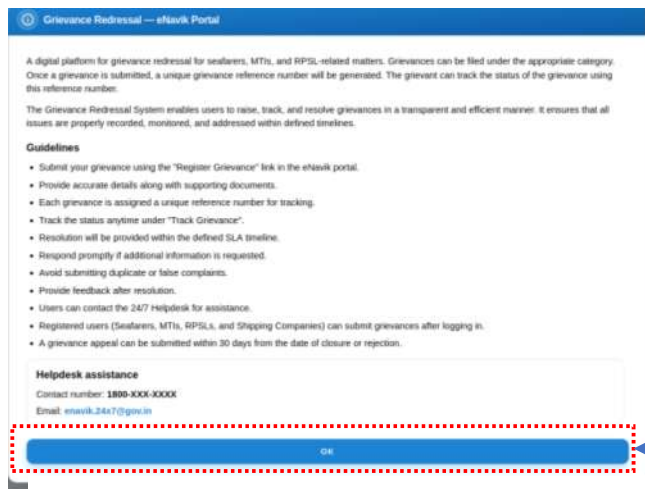
Figure 2 – Login Page

Upon successful login using the username and password, the system displays the home page.

3.1 REGISTER GRIEVANCE

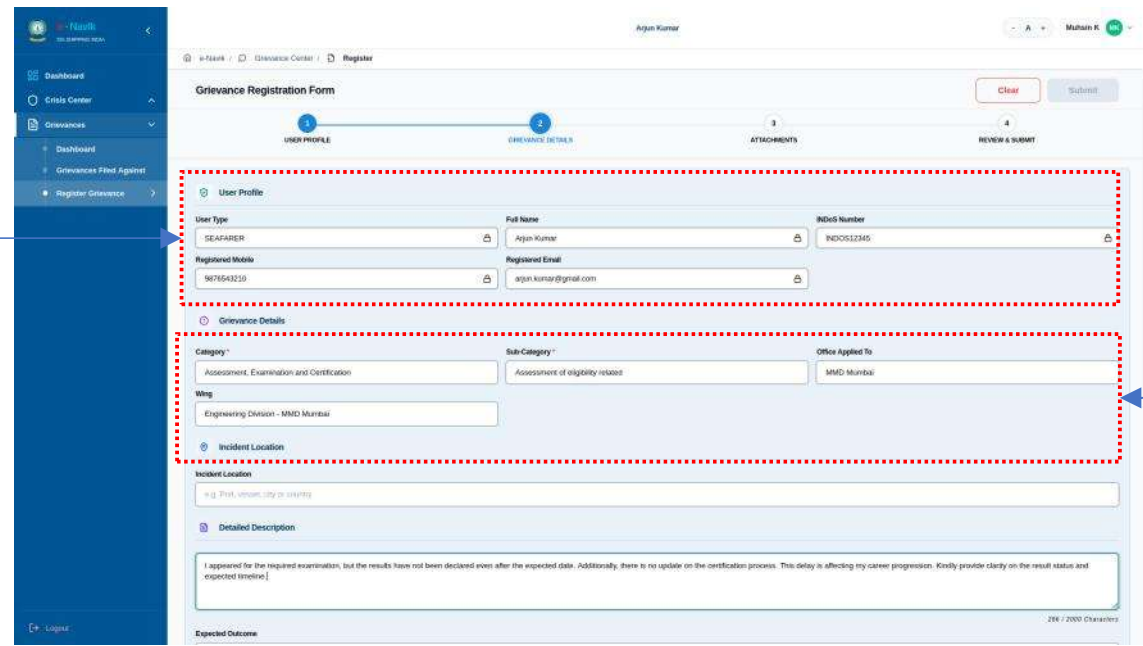


The guidelines are displayed after clicking the **Register** button.



Upon reading the guidelines click [OK] button to proceed further.

Figure 4 – Grievance Guidelines



The information is automatically fetched based on the user type.

The user provides the grievance details such as **Category, Subcategory, and Office Applied To.**

Figure 5 – Grievance Registration Form

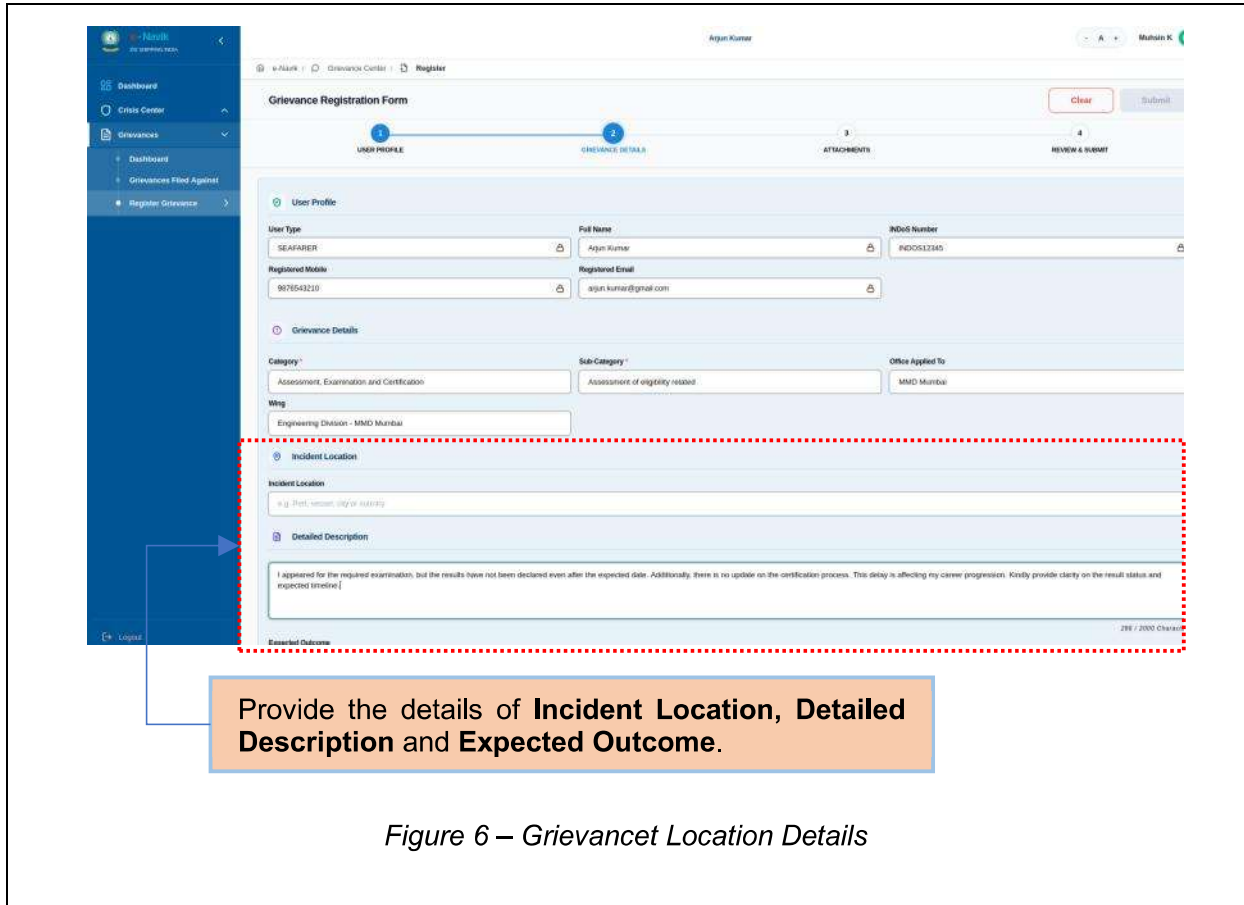


Figure 6 – Grievance Location Details

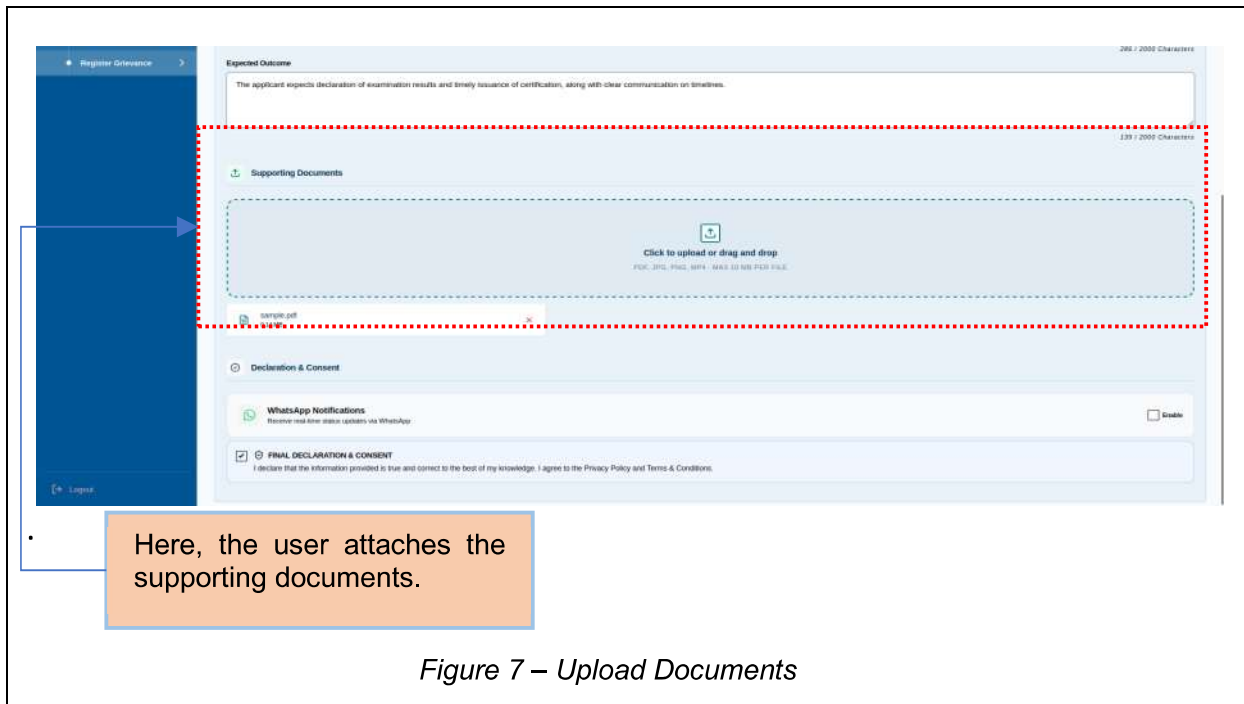
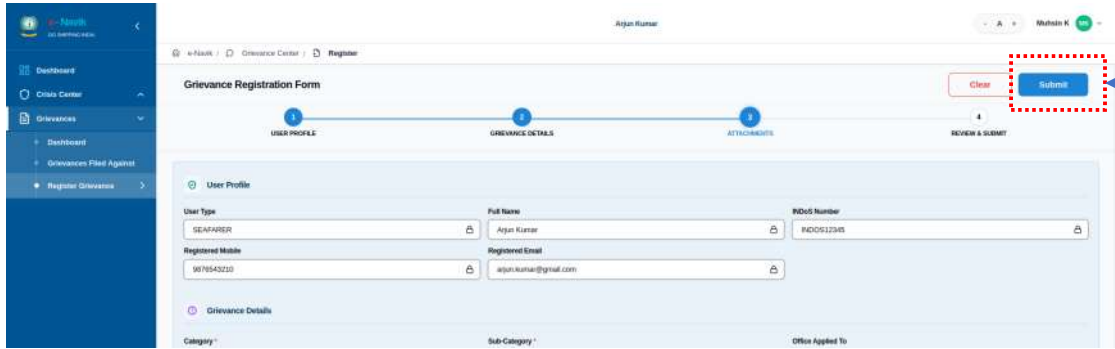


Figure 7 – Upload Documents

Note: Once all required details and supporting documents are uploaded,

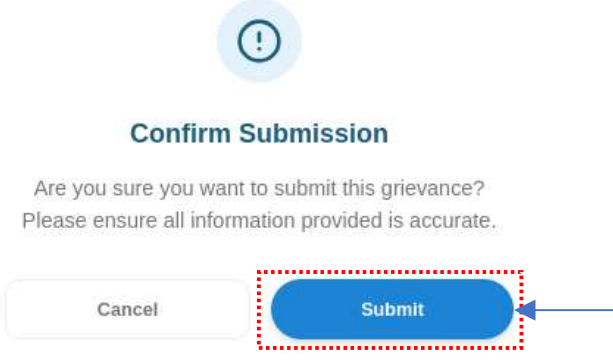
the Submit button is enabled to submit the grievance.



The screenshot shows a web interface for 'Grievance Registration Form'. It has a sidebar menu on the left with options like 'Dashboard', 'Create Center', 'Grievances', 'Dashboard', 'Grievances Filed Against', and 'Register Grievance'. The main content area shows a progress bar with four steps: 1. USER PROFILE, 2. GRIEVANCE DETAILS, 3. ATTACHMENTS, and 4. REVIEW & SUBMIT. The 'REVIEW & SUBMIT' step is active. Below the progress bar, there are input fields for 'User Profile' including 'User Type' (SEAFARER), 'Full Name' (Ajay Kumar), 'INDOS Number' (INDOS12345), 'Registered Mobile' (9876543210), and 'Registered Email' (ajay.kumar@gmail.com). There are also fields for 'Grievance Details' like 'Category' and 'Sub-Category'. At the top right, there are 'Clear' and 'Submit' buttons. The 'Submit' button is highlighted with a red dashed box and an arrow pointing to it.

After uploading and providing all details, click **[Submit]** button to submit the grievance.

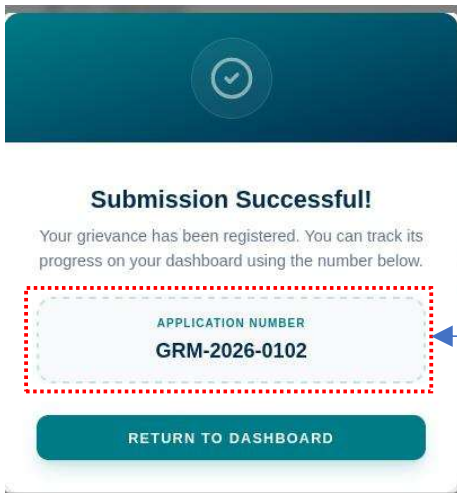
Figure 8 – Submit Grievance



The screenshot shows a 'Confirm Submission' dialog box. At the top, there is a blue circular icon with a white exclamation mark. Below it, the text reads: 'Confirm Submission', 'Are you sure you want to submit this grievance?', and 'Please ensure all information provided is accurate.'. At the bottom, there are two buttons: 'Cancel' and 'Submit'. The 'Submit' button is highlighted with a red dashed box and an arrow pointing to it.

Click **[Submit]** button again to confirm the submission.

Figure 9 – Grievance Submission

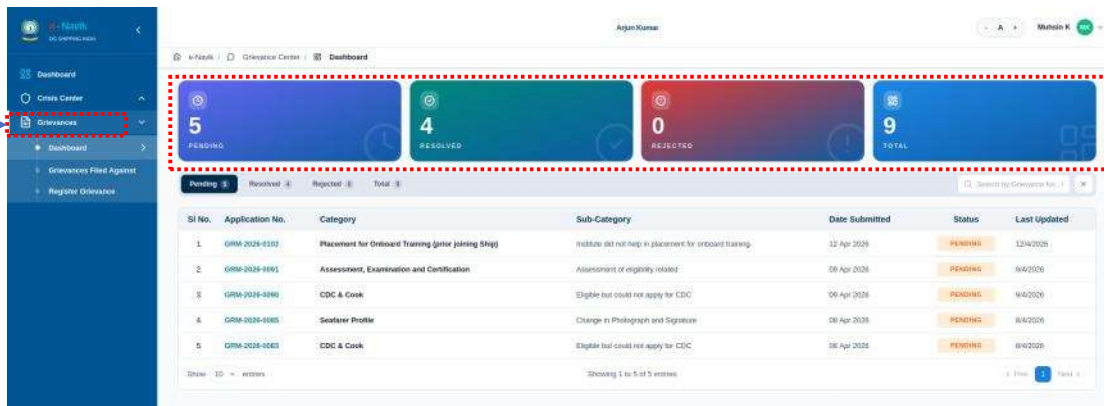


Grievance Tracking number is displayed for further tracking of the process.

Figure 10 – Successful Submission

Once the grievance is submitted, the authorized user reviews the grievance. The grievance tracking number is used to track the grievance.

3.2 DASHBOARD



Click here to view grievance dashboard.

The system displays the total number of **Pending, Resolved, Rejected and Total** grievance.

Figure 11 – Dashboard

3.2.1 PENDING

The user can view the pending grievance and query raised grievance

Click *Pending* sub-tab to access pending grievance details.

Click the **Grievance ID** to view grievance details.

Figure 12 – Pending

Figure 13 – Grievance Details

If any query is raised by the officer, it will be displayed in the

correspondence history section.

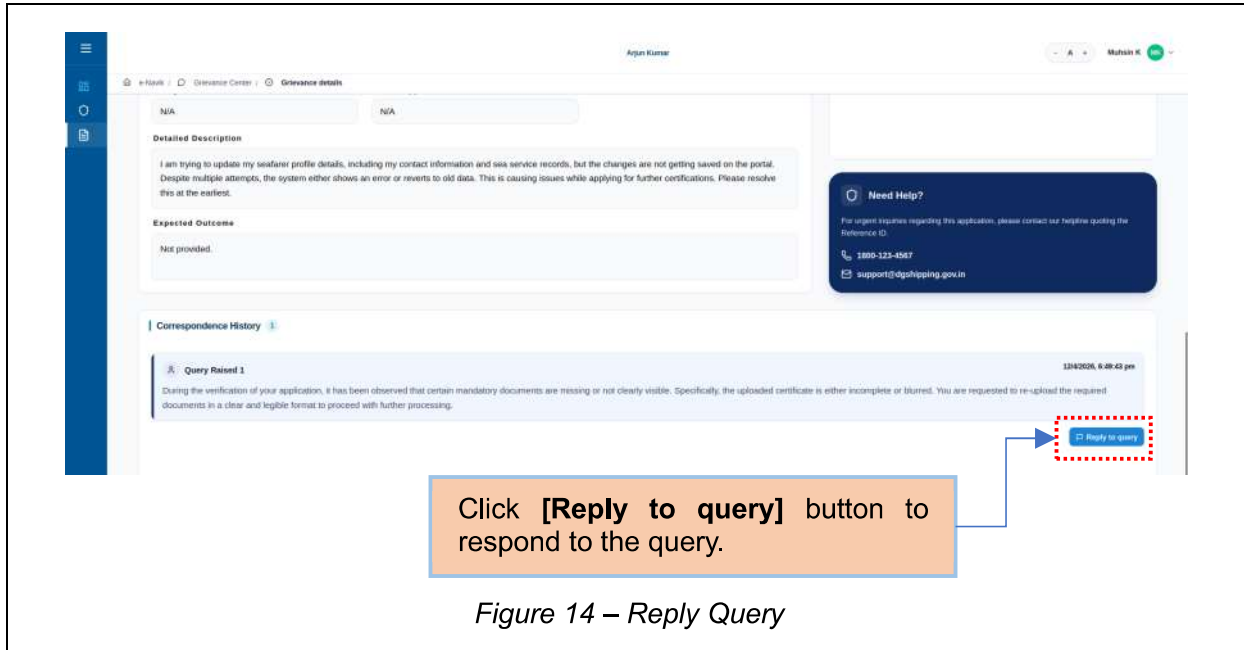


Figure 14 – Reply Query

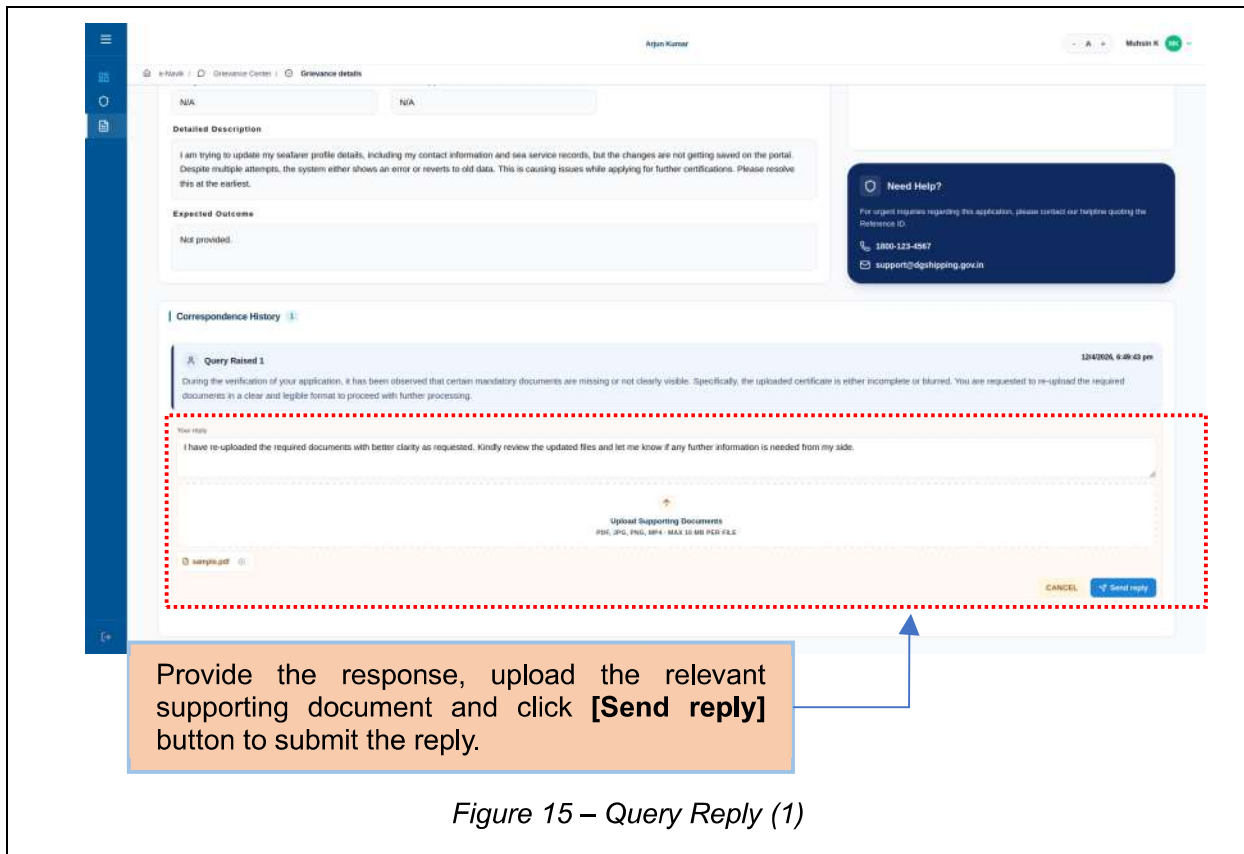


Figure 15 – Query Reply (1)

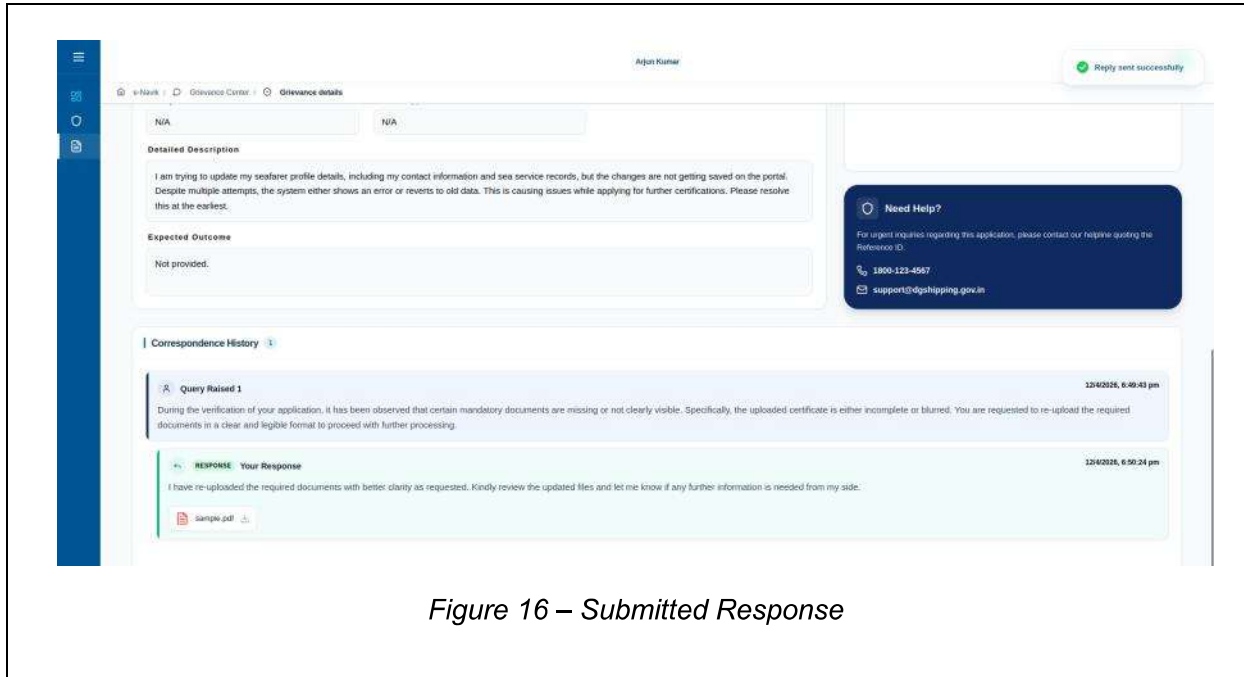


Figure 16 – Submitted Response

3.2.2 RESOLVED

The closed Grievances are listed in the *Resolved* sub-tab.

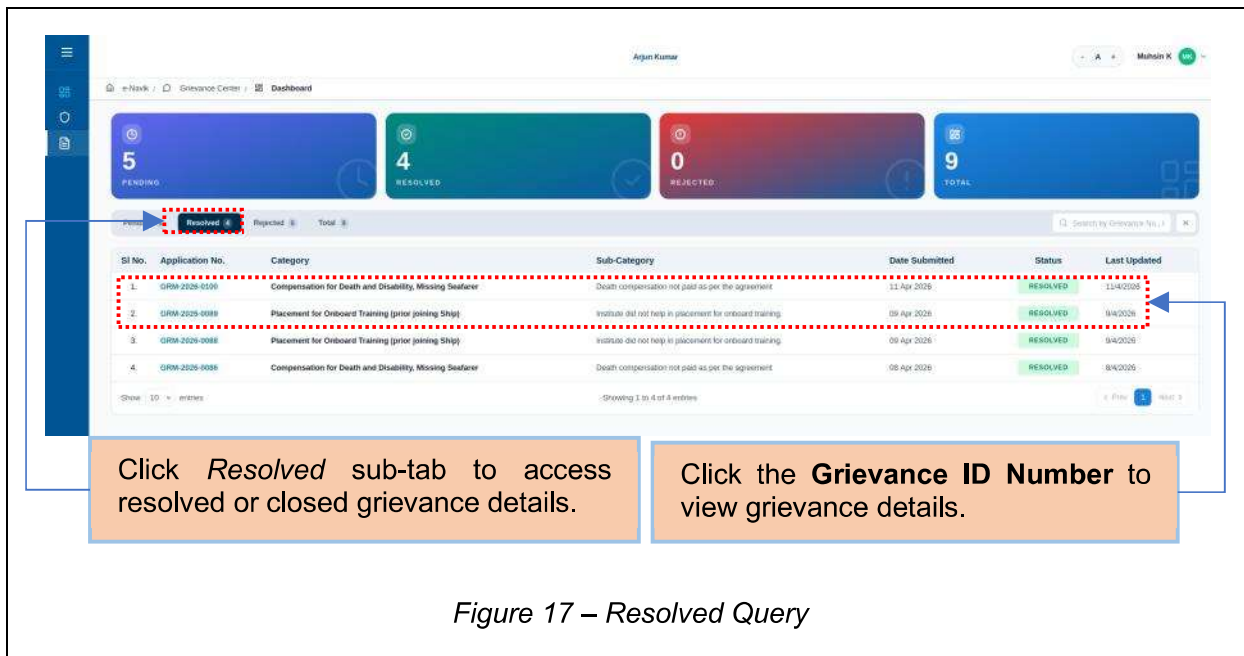


Figure 17 – Resolved Query

Upon resolution of the grievance by the concerned department, the

resolution details are made available to the user. If the user is satisfied with the resolution provided, the user can review the remarks and submit feedback. If the user is not satisfied with the resolution, the user can file an appeal against the grievance decision.

Click the **[Appeal]** button to appeal against the grievance decision. If the resolution is satisfactory, click the **[Feedback]** button to submit feedback.

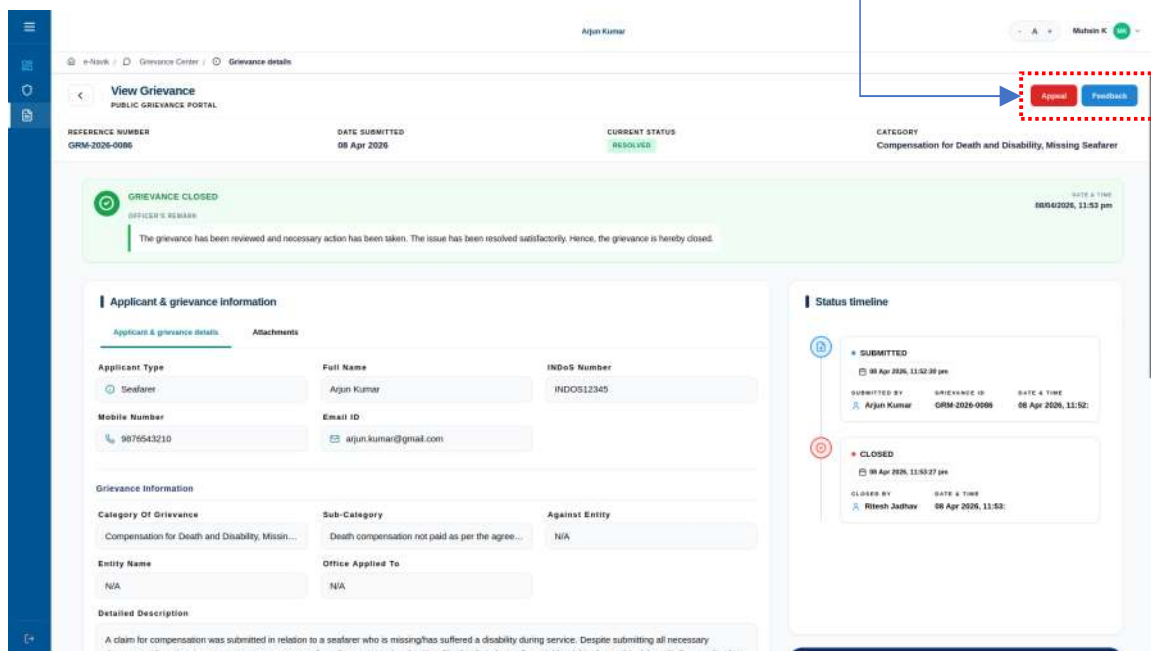


Figure 18 – Appeal/Feedback

3.2.3 REJECTED

The rejected Grievances are listed in the *Rejected* sub-tab.

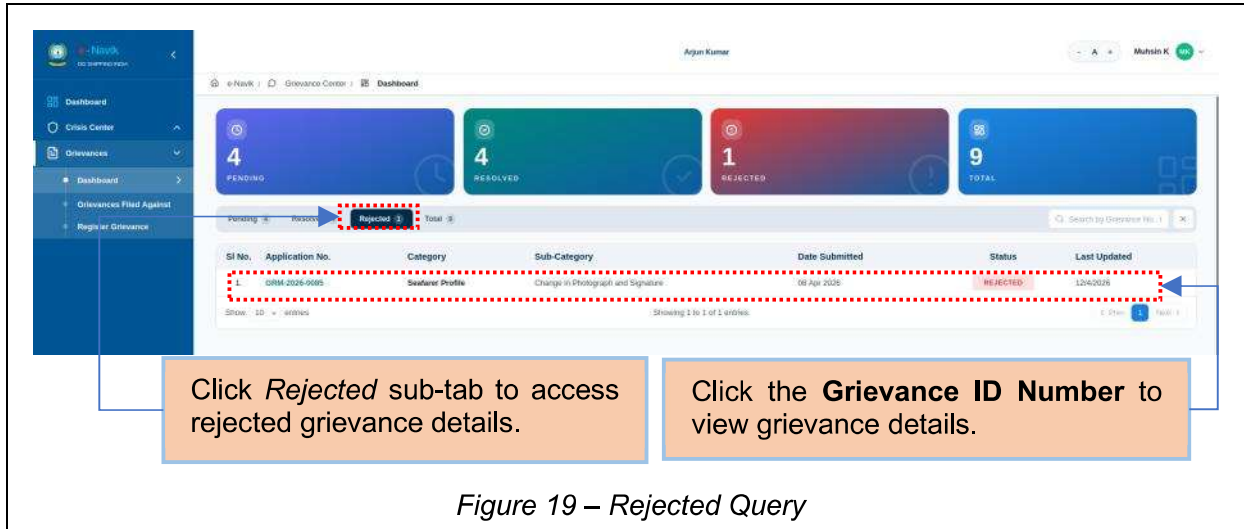


Figure 19 – Rejected Query

If the grievance is rejected by the concerned officer, the user can view the rejection remarks. If the user is dissatisfied with the rejection of the grievance, the user can submit an appeal against the grievance decision

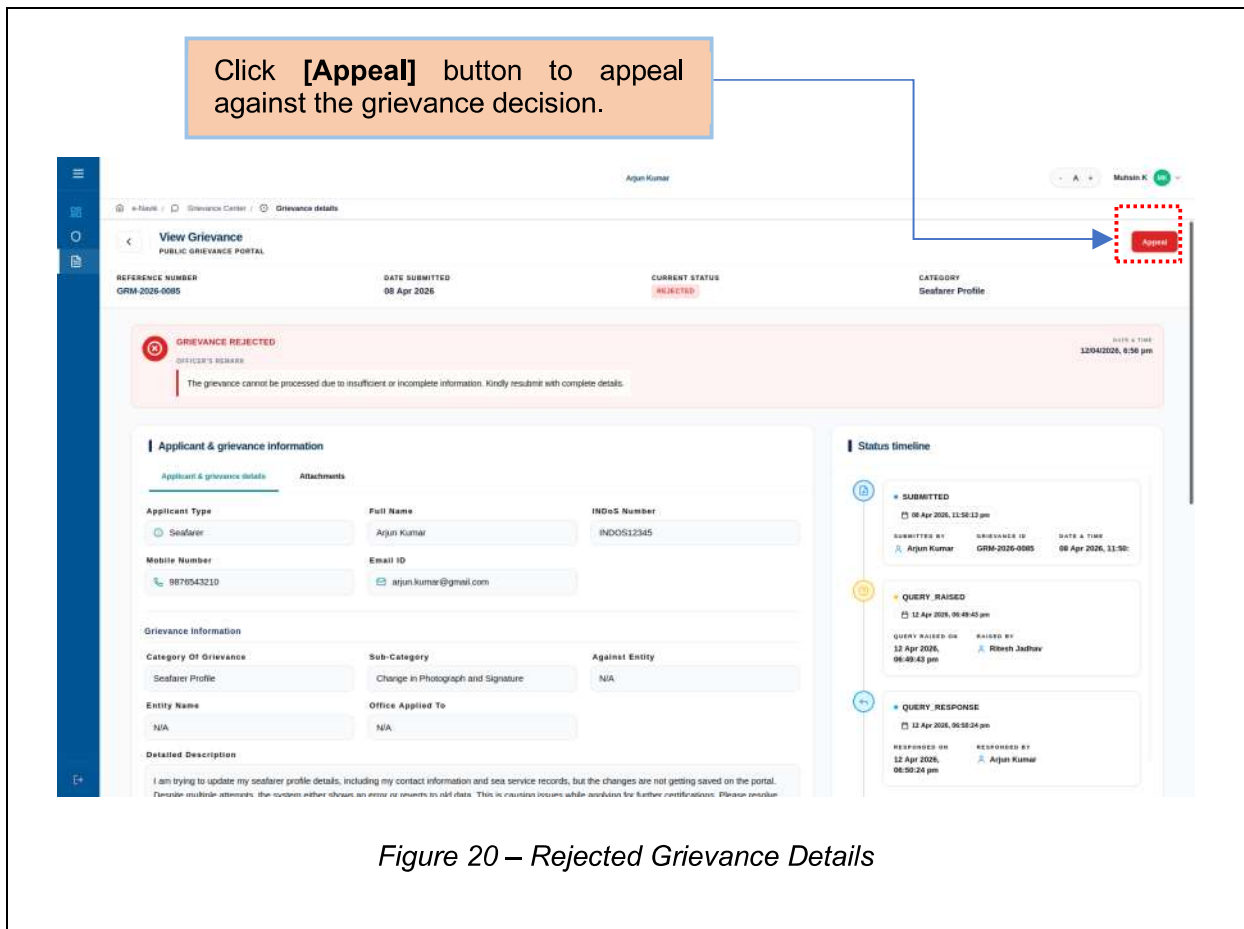


Figure 20 – Rejected Grievance Details

3.3 GRIEVANCE FILED AGAINST

In the *Grievance Filed Against* tab, grievances filed against the user are displayed. Here, the user can reply to any queries raised or submit supporting documents.

The screenshot displays the 'Grievances Filed Against' section of the NAVIK system. A sidebar on the left contains a menu with 'Grievances Filed Against' highlighted. The main area shows a table with the following data:

SI No.	Grievance ID	Category	Sub-Category	Date	Status
1.	GRM-2026-0084	Compensation for Death and Disability, Missing Seafarer	Death compensation not paid as per the agreement	10 Apr 2026	PENDING
2.	GRM-2026-0085	Placement for Onboard Training (prior joining Ship)	Hostels do not help in placement for onboard training.	08 Apr 2026	RESOLVED

Two callout boxes are present:

- Click *Grievance Filed Against* tab to access grievance filed against details.
- Click the Grievance ID to view grievance details.

Figure 21 – Grievance Filed Against

The screenshot displays the 'View Grievance' details page. Key information includes:

- REFERENCE NUMBER:** GRM-2026-0094
- DATE SUBMITTED:** 10 Apr 2026
- CURRENT STATUS:** QUEUED
- CATEGORY:** Compensation for Death and Disability, Missing Seafarer

Applicant & grievance information

- Applicant Type:** Next of Kin
- Title:** Mr.
- Full Name:** Ruthvik
- INDoS Number:** IND7894324
- Address Details:** Peronkada PO, Thiruvananthapuram - 695005, Kerala, India, Thiruvandrum, Kerala, 695005

SEAFARER DETAILS

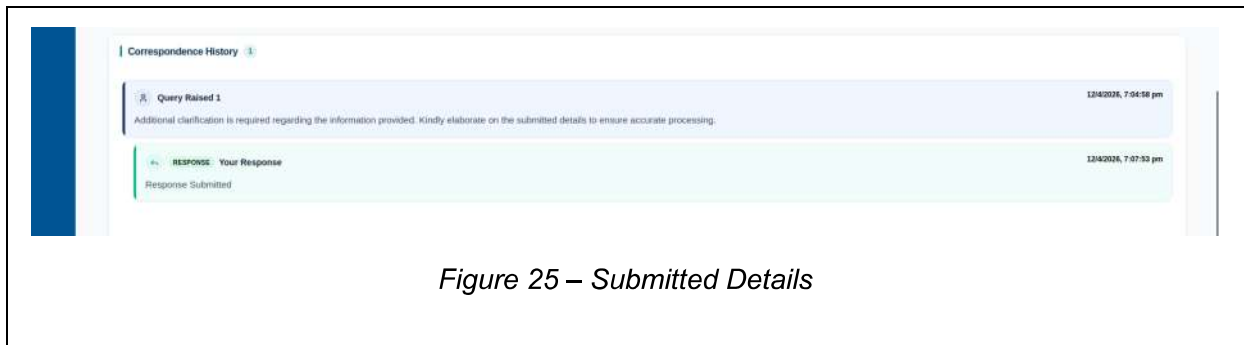
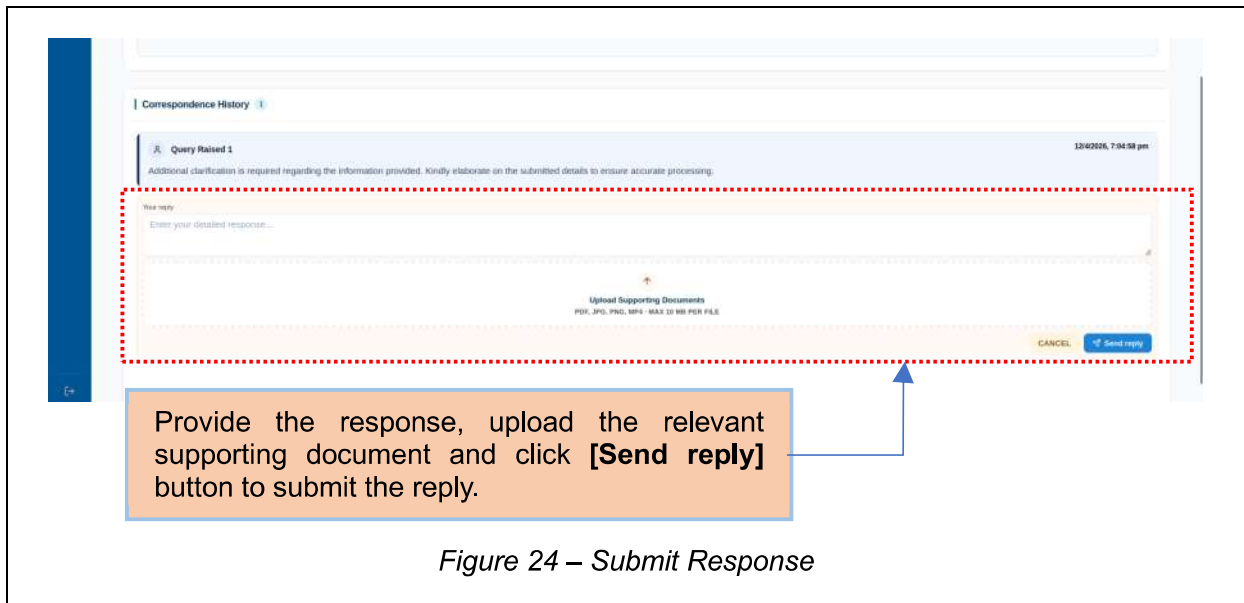
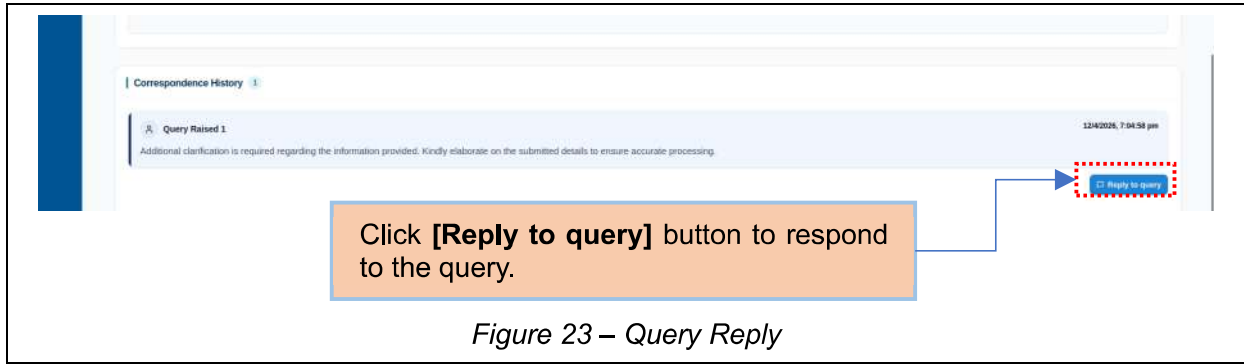
- Seafarer Name:** Ritu

Grievance Information

- Category Of Grievance:** Compensation for Death and Disability, Missing Seafarer
- Sub-Category:** Death compensation not paid as per the agreement
- Against Entity:** RPSSL (Recruitment and Placement Service Licence holder)
- Entry Name:** ABC Shipping Services Pvt Ltd
- Office Applied To:** N/A

Detailed Description:
A claim for compensation was submitted in relation to a seafarer who is missing/has suffered a disability during service. Despite submitting all necessary documents, there has been no progress or response from the concerned authorities. The family is

Figure 22 – Grievance Details



****End Of the Module – e – Navik (Grievance Redressal Management) ****

“Thank you for thoroughly exploring the features and information.”



Directorate General of Shipping: Govt. of India

User Manual

Ver 1.0, Date: 16-04-2026

Module:

Grievance Redressal Management (Helpdesk User)

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Table of Contents

1 VERSION HISTORY	5
2 INTRODUCTION	6
2.1 PRODUCT FUNCTION	6
2.2 INTENDED AUDIENCE	6
3 LOGIN – HELPDESK USER	7
3.1 REGISTER GRIEVANCE	9
3.1.1 NEXT OF KIN	9
3.1.2 SEAFARER	13
3.2 DASHBOARD	16
3.2.1 PENDING	17
3.2.2 RESOLVED	18
3.2.3 REJECTED GRIEVANCES	19
3.3 TRACK GRIEVANCE	21
3.3.1 CLOSED GRIEVANCE	25
3.3.2 REJECTED GRIEVANCE	26

Table of Figures

Figure 1 – Welcome Page	7
Figure 2 – Login Page	8
Figure 3 – Grievance Registration Form.....	9
Figure 4 – Grievance registration Form (1)	10
Figure 5 – OTP Verification	10
Figure 6 – Seafarer Details	11
Figure 7 – Grievance Details	11
Figure 8 – Upload Documents.....	12
Figure 9 – Grievance Submission	12
Figure 10 – Confirm Submission	13
Figure 11 – Successful Confirmation.....	13
Figure 12 – User Type	14
Figure 13 – User Type Details	14
Figure 14 -OTP Verification	15
Figure 15 – Dashboard	16
Figure 16 – Pending	17
Figure 17 - Pending Grievance Details	17
Figure 18 – Resolved Grievance	18
Figure 19 – Resolved Grievance Details	19
Figure 20 – Rejected Grievance	20
Figure 21 – Rejected Grievance Details	20
Figure 22 – Welcome Page	21
Figure 23 – Track Grievance.....	22
Figure 24 – Track Grievance Status.....	22

Figure 25 – Grievance Status 23

Figure 26 – Response Query 23

Figure 27 – Submit Response..... 24

Figure 28 – Submitted Response 24

Figure 29 – Appeal/Feedback 25

Figure 30 – Rejected Grievance Details 26

1 VERSION HISTORY

VER NO	CHANGE SUMMARY	DATE	PREPARED BY	REVIEWED BY	APPROVED BY
1.0	Draft Version	16-04-2026	Ruthwik P	Vishnu K S	Lokanath S

2 INTRODUCTION

2.1 PRODUCT FUNCTION

A grievance refers to a formal complaint or concern raised by a Helpdesk User regarding issues related to rights, services, or suggestions. Users submit grievances to seek appropriate resolution.

All grievances are submitted to the Authorized User for review and necessary action. After receiving a grievance, the Authorized User can view and process it and has the authority to resolve and close the grievance. The user who raised the complaint can track the status of the grievance using the available tracking facility.

2.2 INTENDED AUDIENCE

The user manual is intended for Helpdesk Users. Helpdesk Users can raise grievances on behalf of others and submit them to the Authorized User for resolution. They can also review grievance details and track the status of their submitted grievances using the available tracking facility.

3 LOGIN – HELPDESK USER

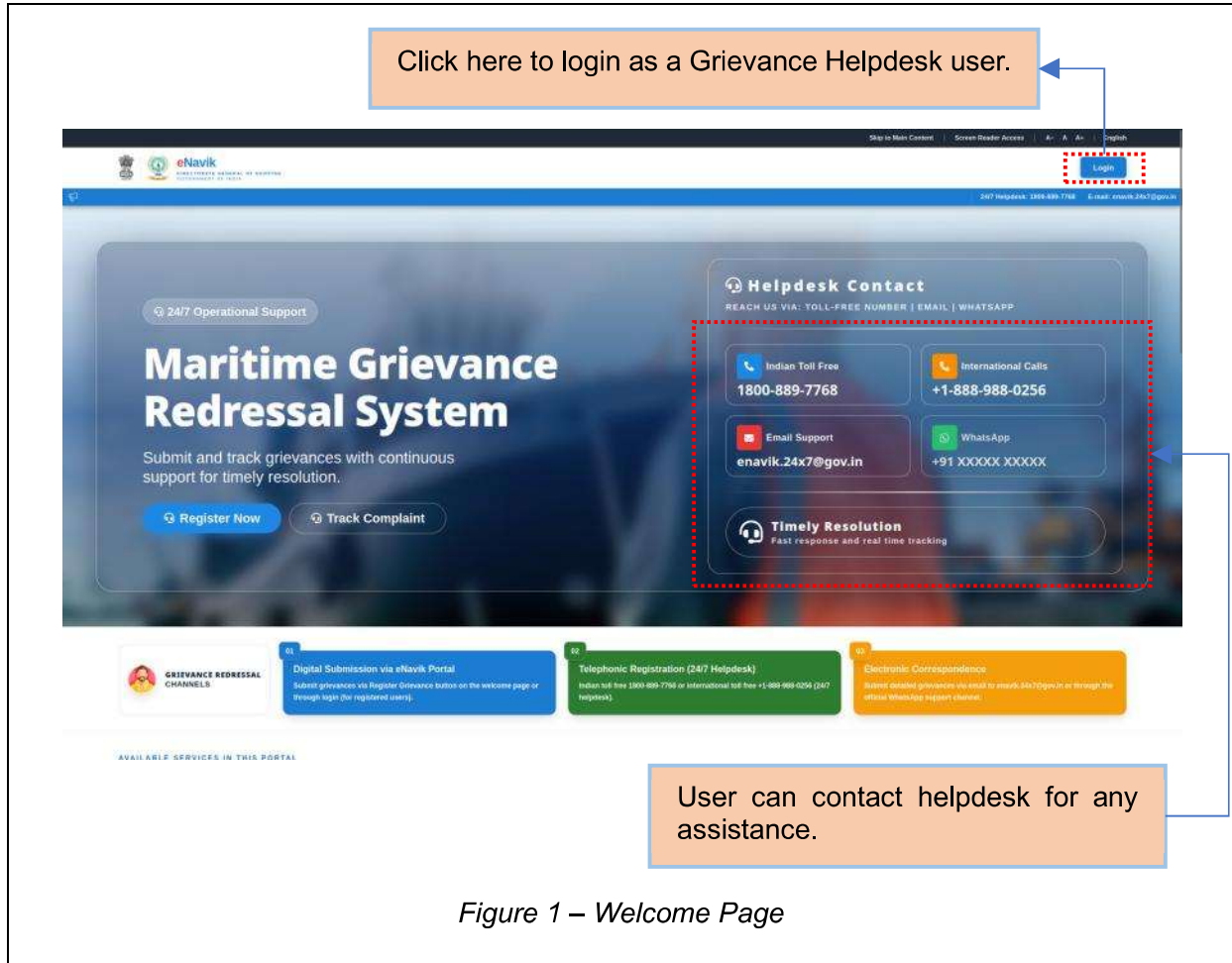


Figure 1 – Welcome Page

The **Helpdesk Contact** section provides support channels for seafarers who may require assistance while operating within the Indian Ocean region or internationally.

In case of any issue, emergency, or assistance related to grievances/services, users may contact the helpdesk through the following channels:

- **Indian Toll-Free Number: 1800-889-7768**

- **International Calls:** +1-888-988-0256
- **Email Support:** enavik.24x7@gov.in

These support channels are available to ensure timely assistance and resolution irrespective of the user's location.

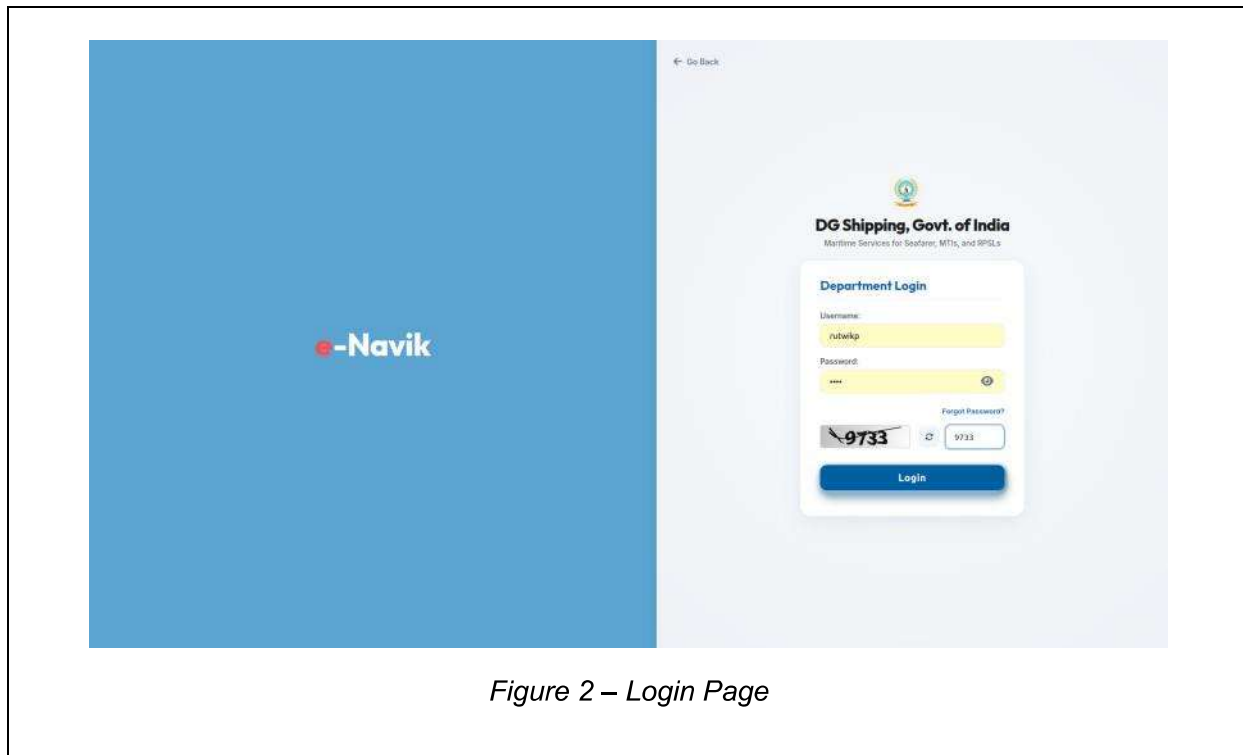
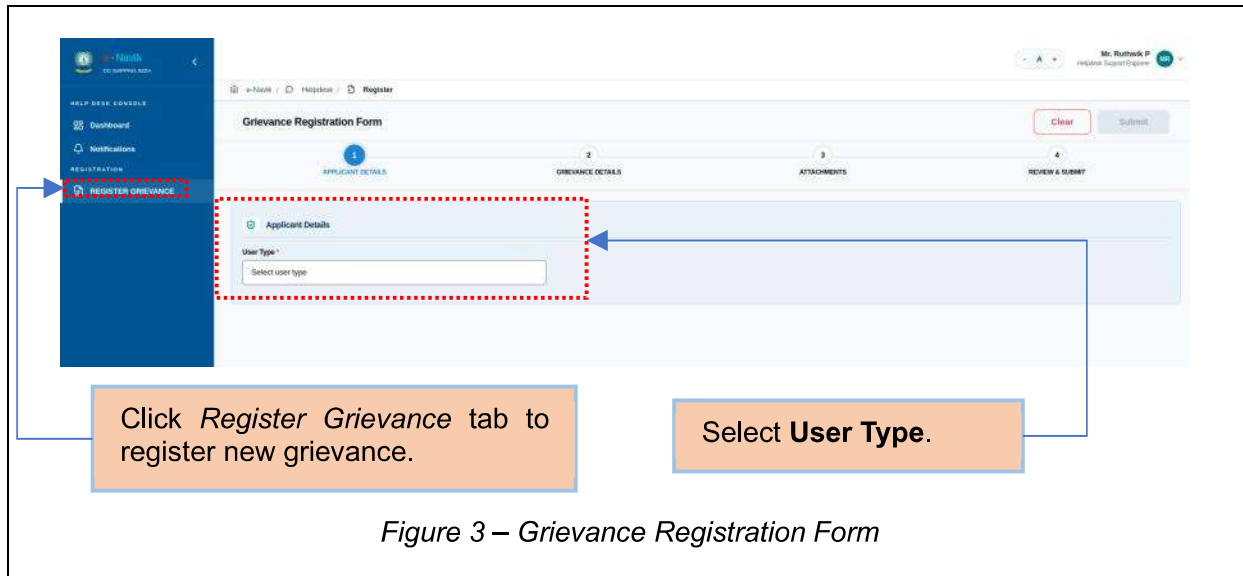


Figure 2 – Login Page

Upon successful login using the username and password, the system displays the home page.

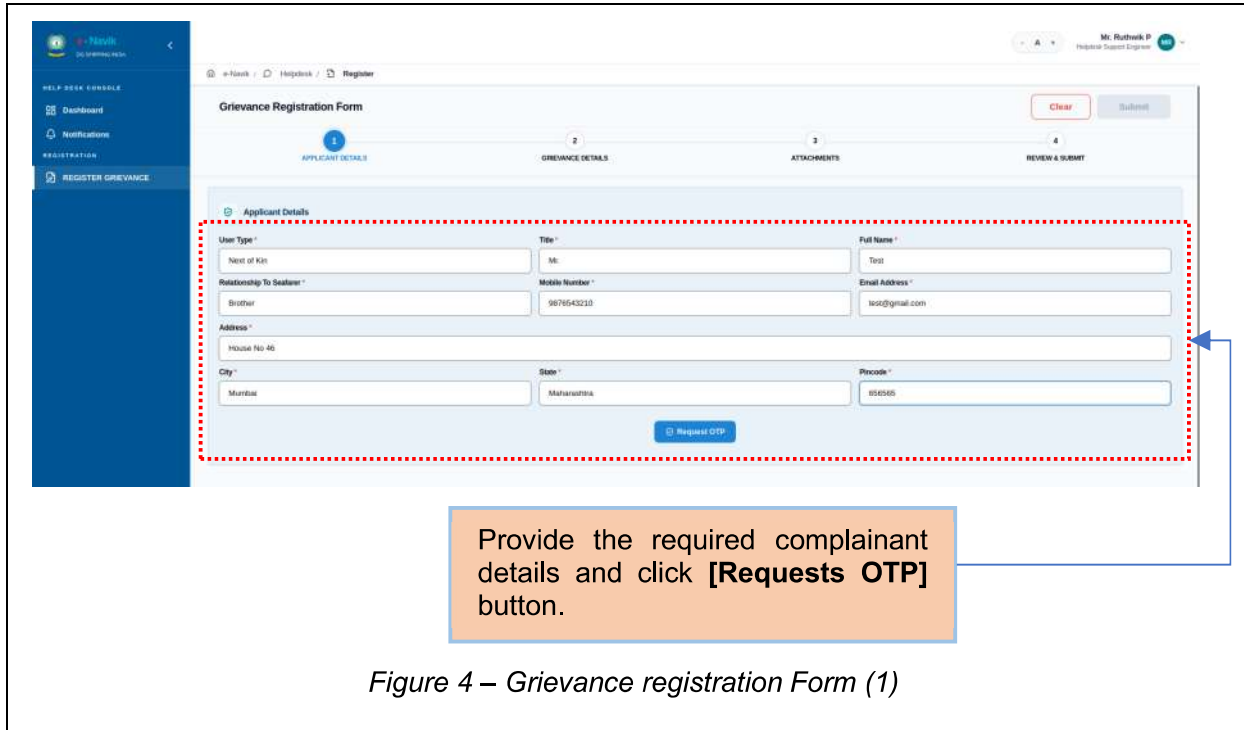
3.1 REGISTER GRIEVANCE



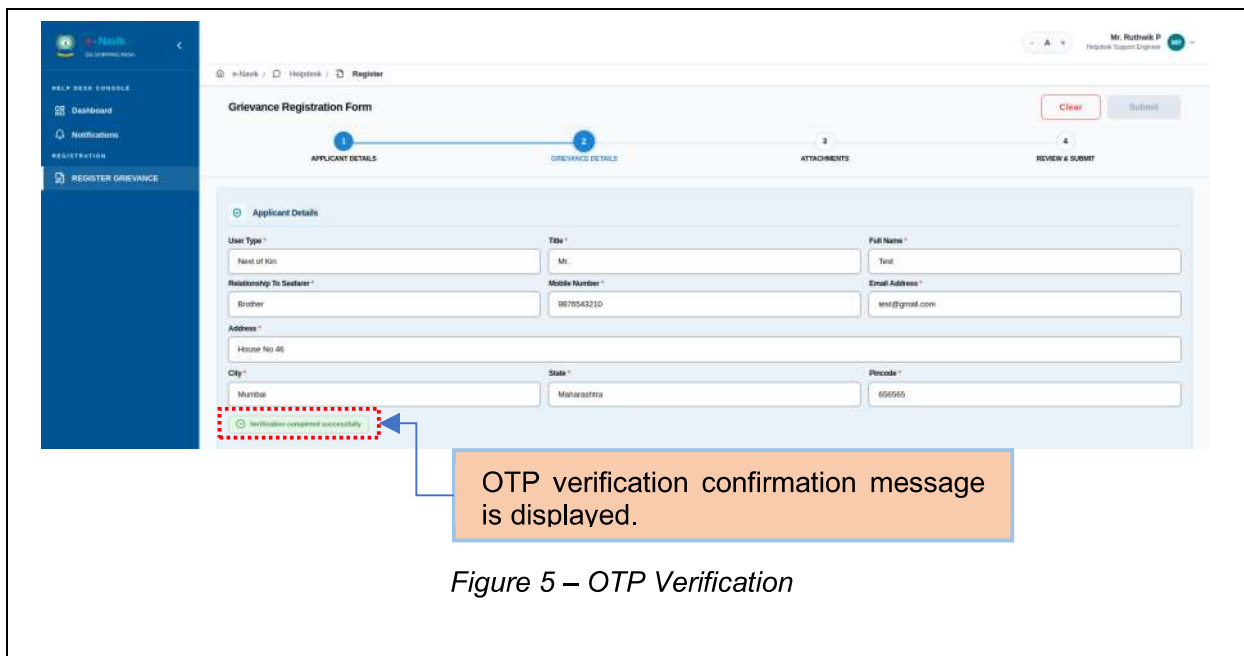
The user selects the user type as **Next of Kin** or **Seafarer**. Based on the selected user type, the complainant information section is displayed.

3.1.1 NEXT OF KIN

If the user selects **Next of Kin**, the system displays the following details.



The system sends the OTP to the registered email address and mobile number. Enter the OTP for verification. Once the OTP is verified, the system displays a confirmation message.



Seafarer Details

Seafarer Full Name
James

Identification (INDUS / CDC / Passport Number)
INDUS4242 CDC Number Passport Number

Nationality
Indian Seafarer Contact Number
9876543210

Grievance Details

Category Sub-Category

Provide the required seafarer details.

Figure 6 – Seafarer Details

Grievance Details

Category
Others Sub-Category
Others

Incident Location
Incident Location
e.g. Port, vessel, city or country

Detailed Description
I am facing an issue that does not fall under the listed categories. Despite trying to find relevant information, I was unable to locate proper guidance or support. This has caused confusion and delay in resolving my concern. Kindly review my issue and guide me on the appropriate steps to resolve it.

Expected Outcome
The user expects proper guidance, categorization of the issue, and support from authorities to resolve the concern efficiently.

300 / 2000 Characters

Provide Grievance Details, Incident Location, Detailed Description and Expected Outcome.

Figure 7 – Grievance Details

The screenshot shows the 'Supporting Documents' section of a web form. At the top, there is a dashed box for uploading documents with the text 'Click to upload or drag and drop' and supported file types: PDF, JPG, PNG, MP4, MAX 30 MB PER FILE. Below this, a file named 'sample.pdf' (0.14 MB) is shown. Underneath is the 'Declaration & Consent' section, which includes 'WhatsApp Notifications' (with an 'Enable' checkbox) and a checked 'FINAL DECLARATION & CONSENT' checkbox with a text box for a declaration.

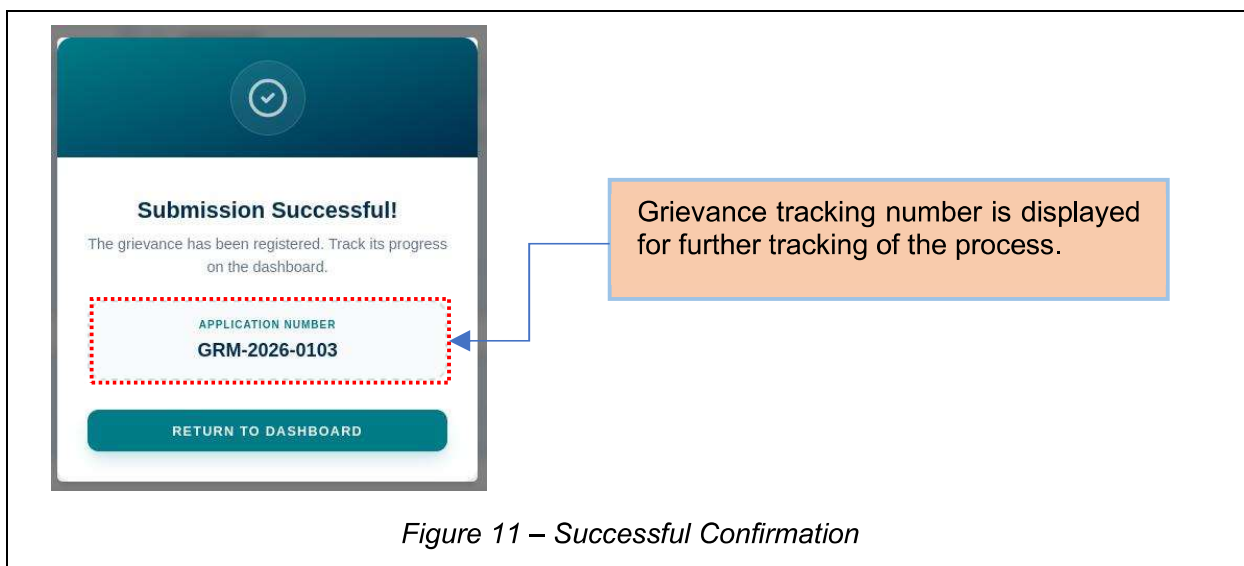
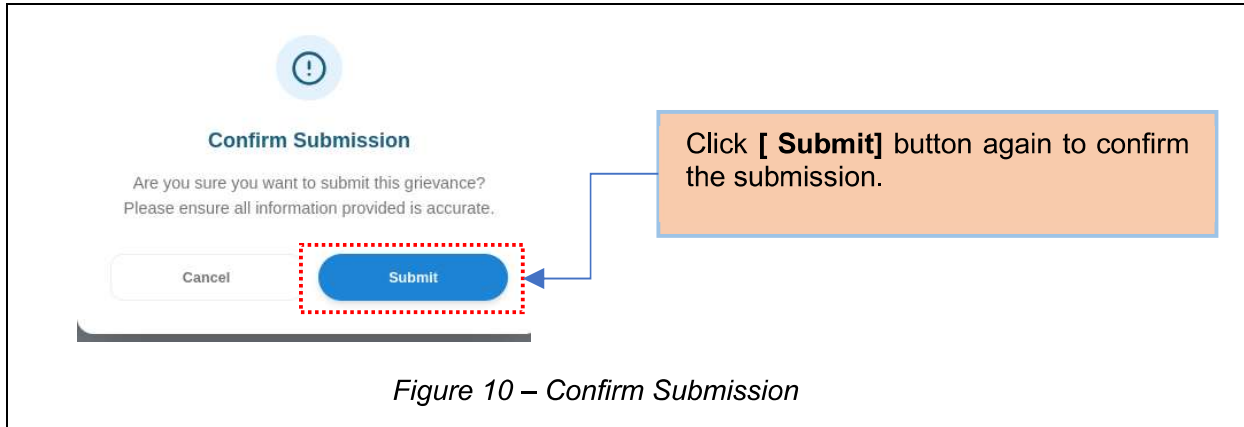
Upload the supporting document and select the declaration and consent checkbox.

Figure 8 – Upload Documents

After providing all the details, click [Submit] button to submit the details.

The screenshot shows the 'Grievance Registration Form' in the 'REVIEW & SUBMIT' stage. A progress bar at the top indicates four steps: 1. APPLICANT DETAILS, 2. GRIEVANCE DETAILS, 3. ATTACHMENTS, and 4. REVIEW & SUBMIT. The form includes sections for 'Expected Outcome' (with a 2000-character limit), 'Supporting Documents' (with a file upload area and 'sample.pdf' listed), 'Declaration & Consent', 'WhatsApp Notifications', and a checked 'FINAL DECLARATION & CONSENT' checkbox. A 'Submit' button is highlighted with a red dashed box, and a 'Clear' button is visible next to it.

Figure 9 – Grievance Submission



3.1.2 SEAFARER

If the user selects **Seafarer**, the system displays the following details.

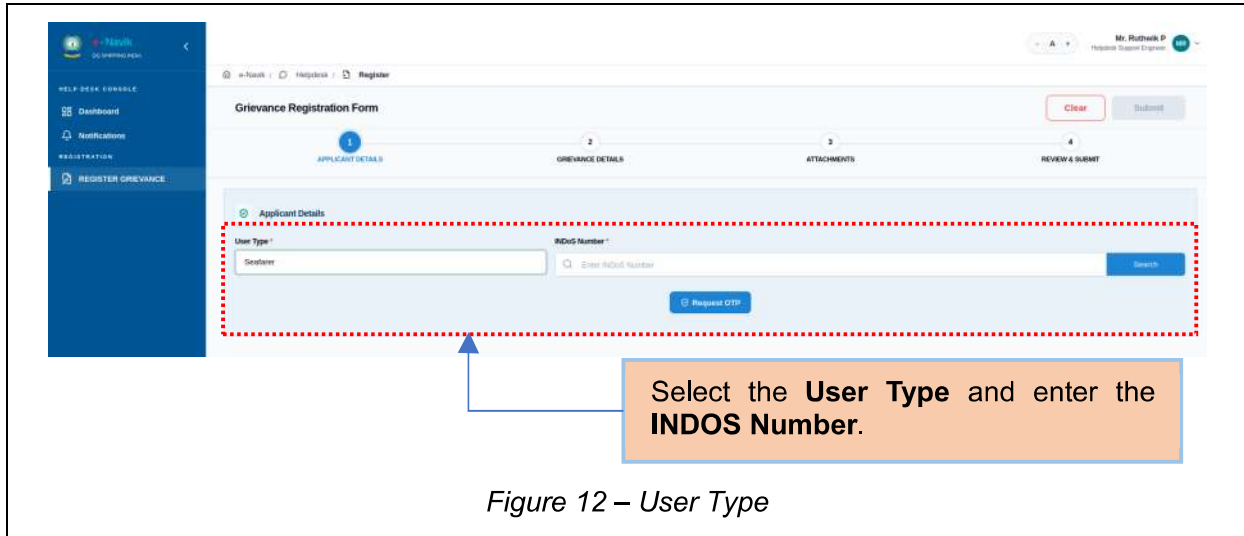


Figure 12 – User Type

Once the user selects the user type as Seafarer and provides the INDOS number, the complainant information is auto-fetched.

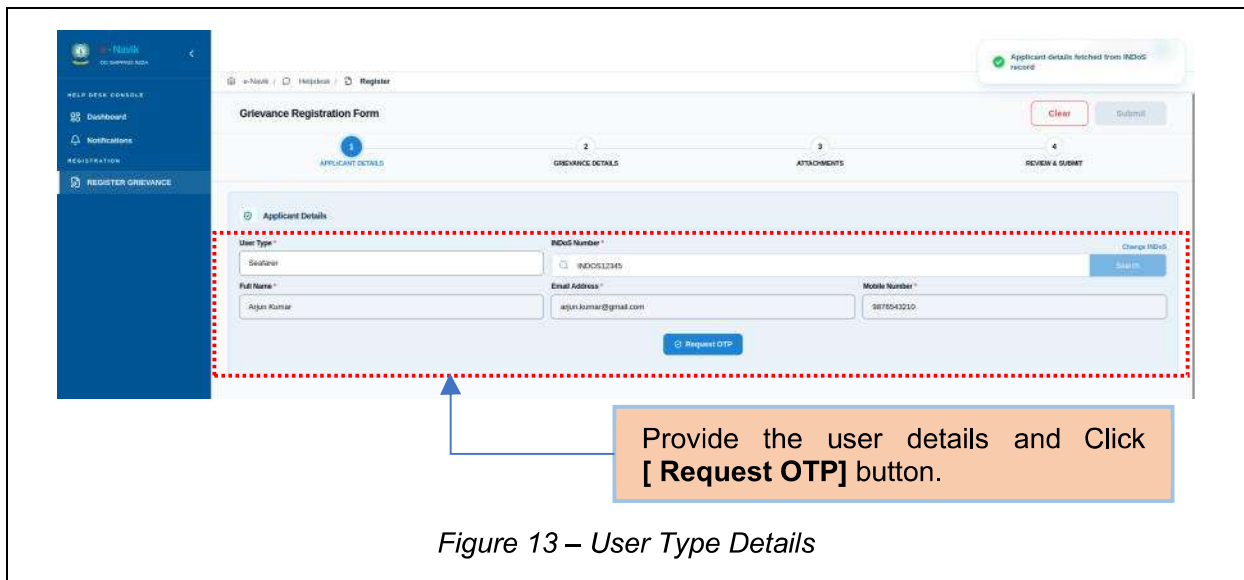


Figure 13 – User Type Details

The system sends the OTP to the registered email address and mobile number.

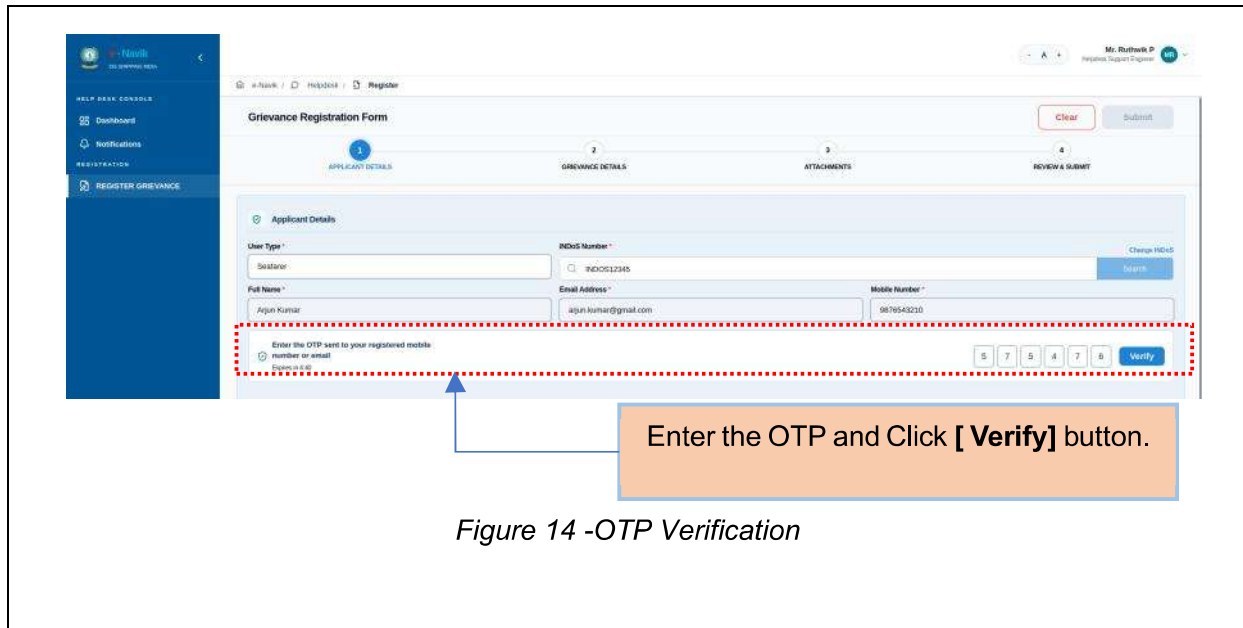


Figure 14 -OTP Verification

- Once the OTP is verified, the remaining process is the same as for Next of Kin. Submit the grievance after completing the required details.
- After the grievance is submitted, the authorized user reviews the submitted grievance.

3.2 DASHBOARD

Click *Dashboard* tab to access dashboard.

Here, the user can view the total number of **Pending, Resolved, Rejected, and Total Grievances.**

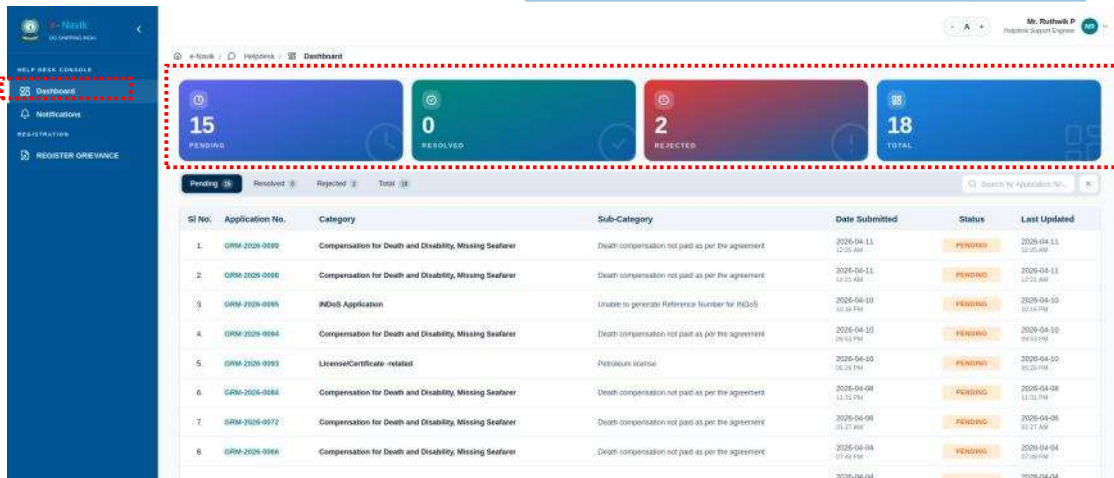


Figure 15 – Dashboard

3.2.1 PENDING

Click *Pending* sub-tab to access pending grievance details.

Click the **Grievance ID Number** to view grievance details.

Sl No.	Application No.	Category	Sub-Category	Date Submitted	Status	Last Updated
1.	GRM-2025-8989	Compensation for Death and Disability, Missing Seafarer	Death compensation not paid as per the agreement	2025-04-11 12:25 AM	PENDING	2025-04-11 12:25 AM
2.	GRM-2025-8988	Compensation for Death and Disability, Missing Seafarer	Death compensation not paid as per the agreement	2025-04-11 12:25 AM	PENDING	2025-04-11 12:25 AM
3.	GRM-2025-8985	INDOS Application	Unable to generate Reference Number for INDOS	2025-04-10 12:25 AM	PENDING	2025-04-10 12:25 AM
4.	GRM-2025-8984	Compensation for Death and Disability, Missing Seafarer	Death compensation not paid as per the agreement	2025-04-10 12:25 AM	PENDING	2025-04-10 12:25 AM
5.	GRM-2025-8983	Licence/Certificate-related	Petroleum license	2025-04-10 05:30 PM	PENDING	2025-04-10 05:30 PM
6.	GRM-2025-8984	Compensation for Death and Disability, Missing Seafarer	Death compensation not paid as per the agreement	2025-04-08 11:31 AM	PENDING	2025-04-08 11:31 AM
7.	GRM-2025-8977	Compensation for Death and Disability, Missing Seafarer	Death compensation not paid as per the agreement	2025-04-06 12:25 AM	PENDING	2025-04-06 12:25 AM
8.	GRM-2025-8986	Compensation for Death and Disability, Missing Seafarer	Death compensation not paid as per the agreement	2025-04-04 07:30 PM	PENDING	2025-04-04 07:30 PM

Figure 16 – Pending

View Grievance
HELPSKIN GRIEVANCE CENTER

REFERENCE NUMBER: GRM-2025-0099 | DATE SUBMITTED: 11 Apr 2025 | CURRENT STATUS: PENDING | CATEGORY: Compensation for Death and Disability, Missing Seafarer

Applicant & grievance information

Applicant & grievance details | Attachments

Full Name: Arjun Kumar | INDOs Number: INDOs12345 | Mobile Number: 9876543210
 Email ID: arjun.kumar@gmail.com

Grievance Information

Category Of Grievance: Compensation for Death and Disability, Missing... | Sub-Category: Death compensation not paid as per the agree... | Against Entity: N/A
 Entity Name: N/A | Office Applied To: N/A

Detailed Description

A claim for compensation was submitted in relation to a seafarer who is missing/has suffered a disability during service. Despite submitting all necessary documents, there has been no progress or response from the concerned authorities. The family is facing financial hardship due to this delay. Kindly expedite the process.

Expected Outcome

Not provided.

Status timeline

- SUBMITTED
 - 11 Apr 2025, 12:25:53 am
 - SUBMITTED BY: Ruthwik P. | GRIEVANCE ID: GRM-2025-0099 | DATE & TIME: 11 Apr 2025, 12:25:53

Need Help?
 For urgent inquiries regarding this application, please contact our helpline quoting the Reference ID.
 1800-123-4567 | support@dsshipping.gov.in

Figure 17 - Pending Grievance Details

3.2.2 RESOLVED

The screenshot displays the NAVIK dashboard with the following components:

- Dashboard Metrics:**
 - PENDING: 14
 - RESOLVED: 1
 - REJECTED: 2
 - TOTAL: 18
- Navigation Menu:**
 - Dashboard
 - Notifications
 - REGISTER GRIEVANCE
- Grievance Table:**

SI No.	Application No.	Category	Sub-Category	Date Submitted	Status	Last Updated
1	GRM-2026-0001	Compl.	Req. for Death and Disability, Missing Surface	2026-04-11	RESOLVED	2026-04-11

Callout 1: Click *Resolved* sub-tab to access resolved grievance details.

Callout 2: Click the **Grievance ID Number** to view grievance details.

Figure 18 – Resolved Grievance

If the user is satisfied with the grievance details and the resolution provided, the user can view the resolution remarks.

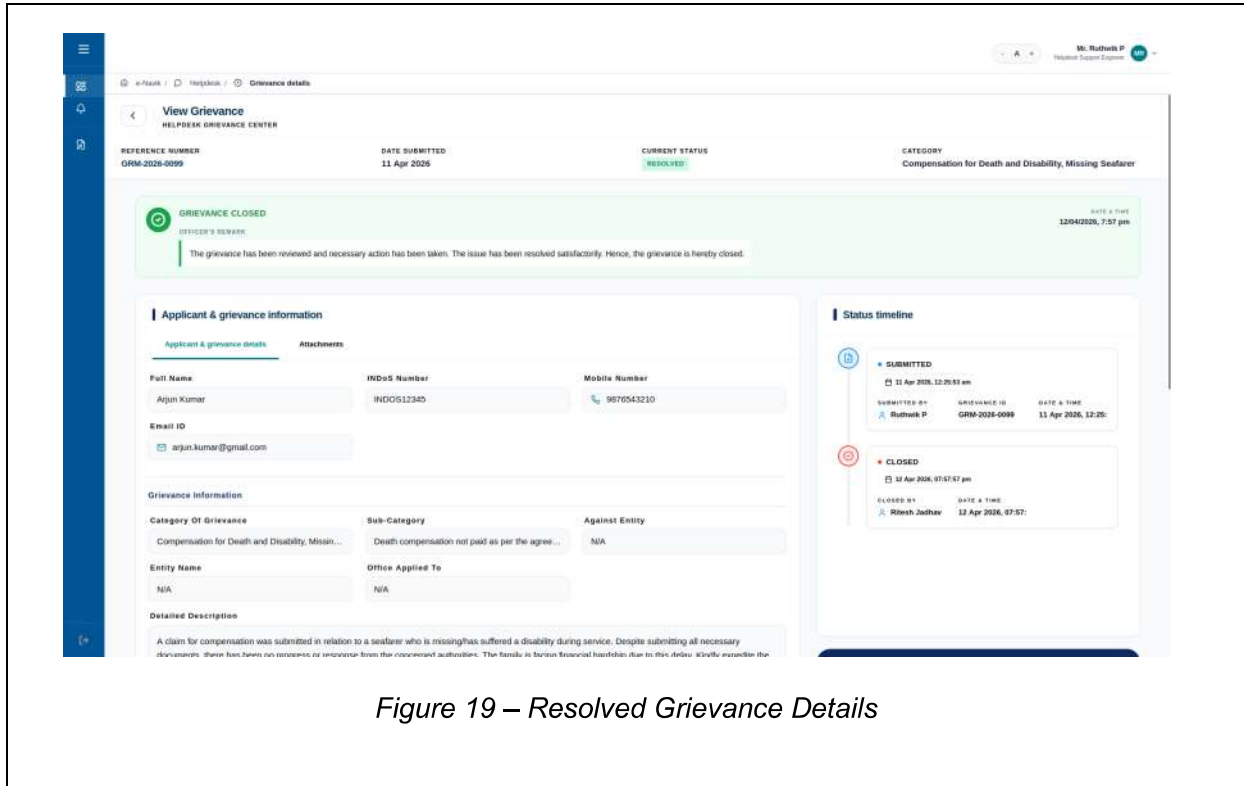


Figure 19 – Resolved Grievance Details

3.2.3 REJECTED GRIEVANCES

If the Authorized User is not satisfied with the grievance details, the grievance can be rejected with rejection remarks. The user can view the rejection remarks.

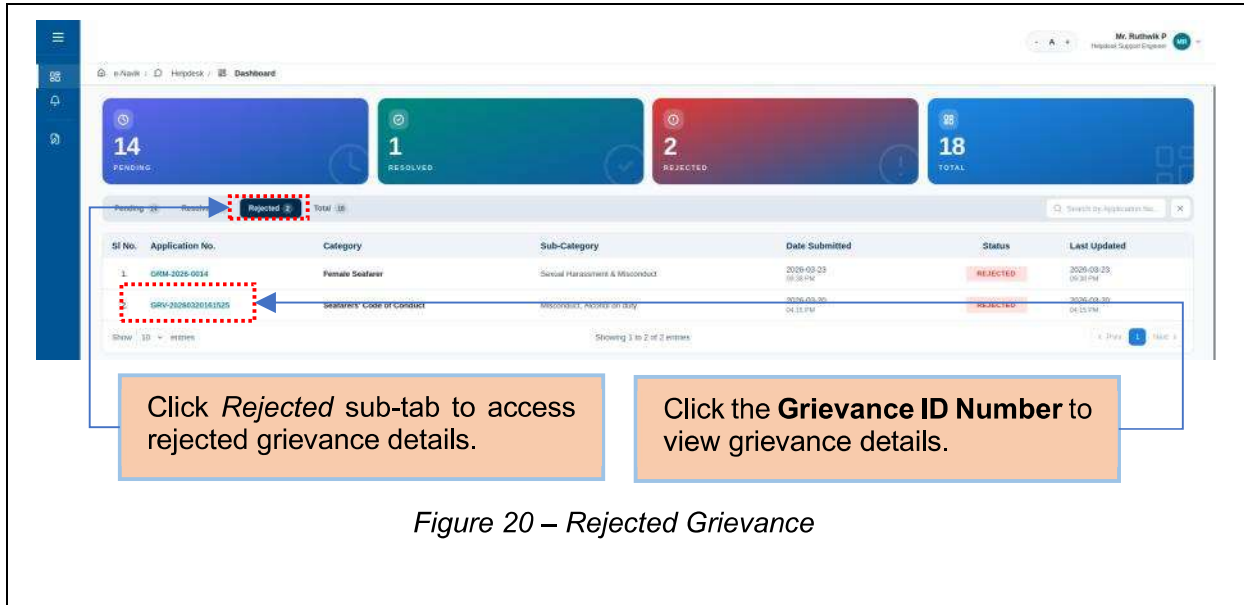


Figure 20 – Rejected Grievance

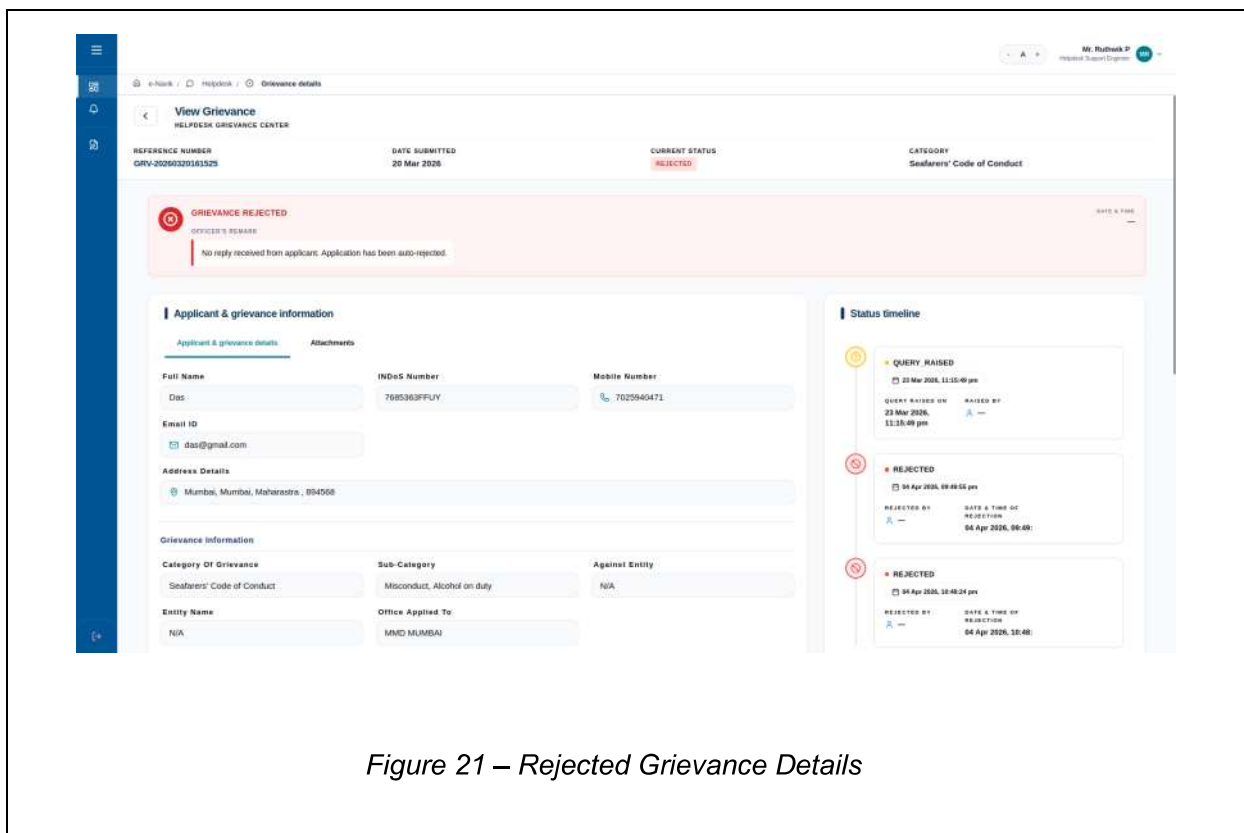


Figure 21 – Rejected Grievance Details

The Helpdesk User submits the grievance on behalf of the complainant,

and the complainant can directly view and respond to queries through the Track Grievance functionality.

3.3 TRACK GRIEVANCE

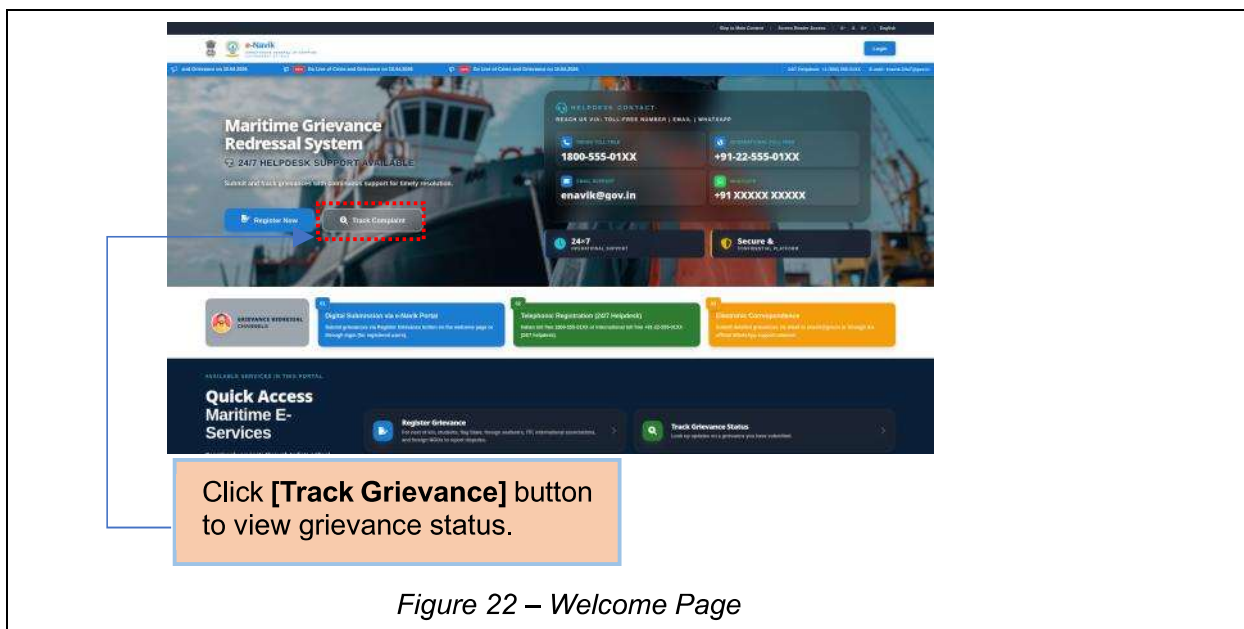
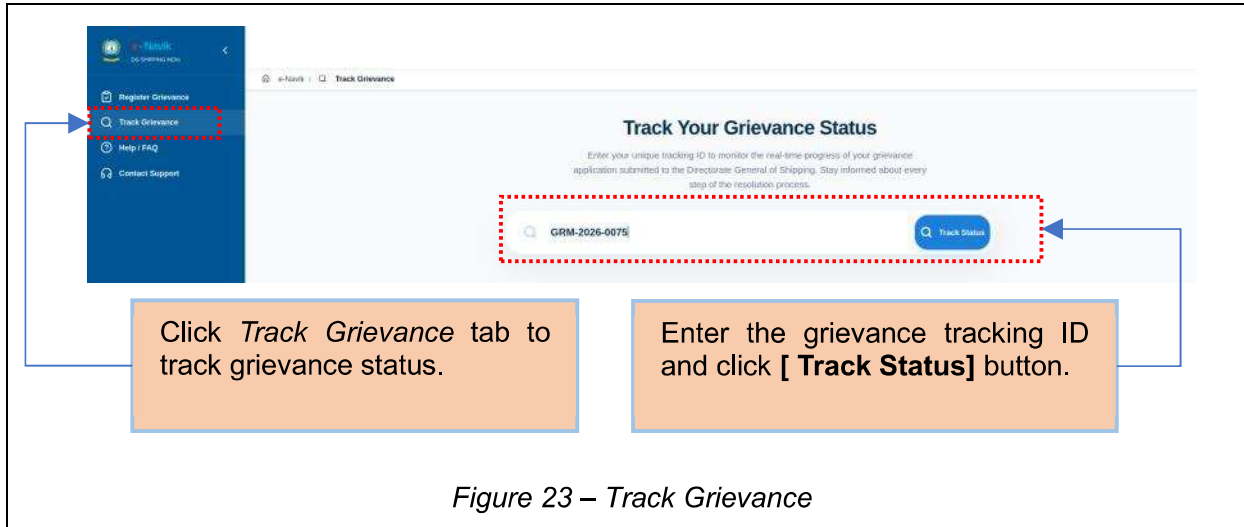
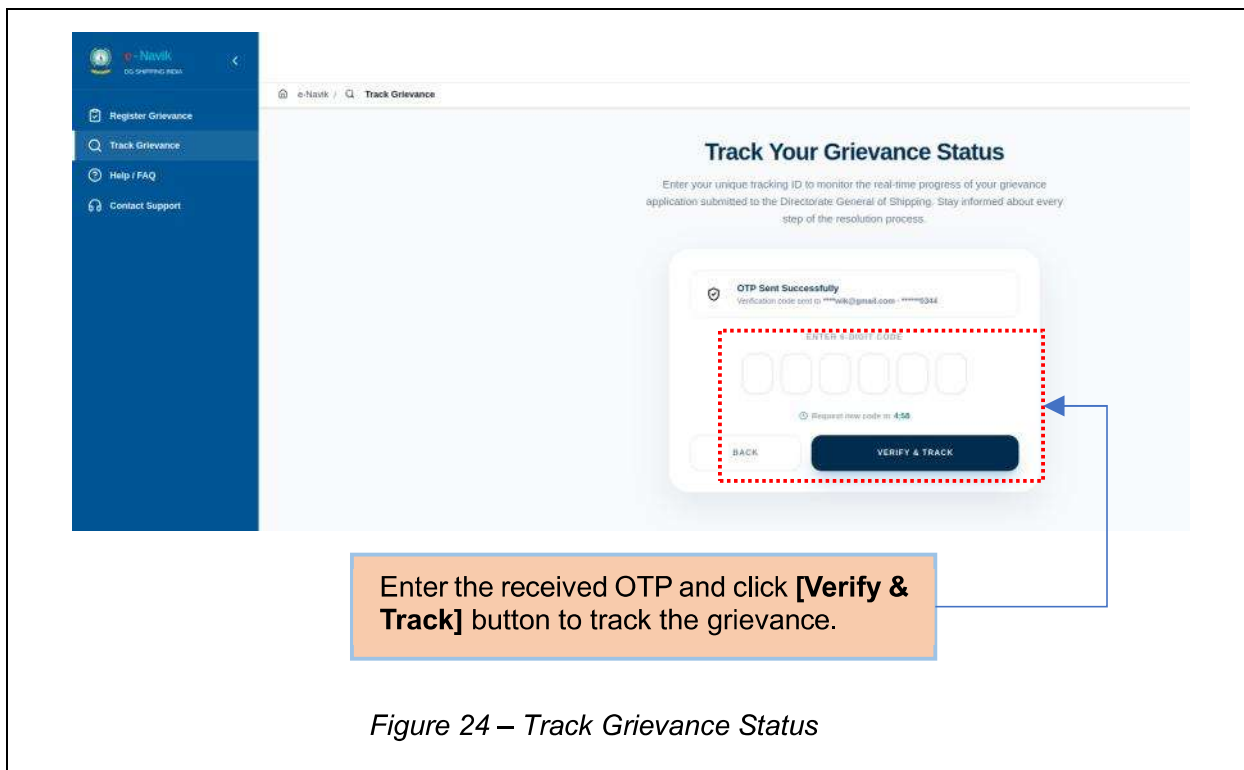


Figure 22 – Welcome Page



After providing the Grievance Tracking ID to track the grievance, the system sends an OTP to the registered email address and mobile number.



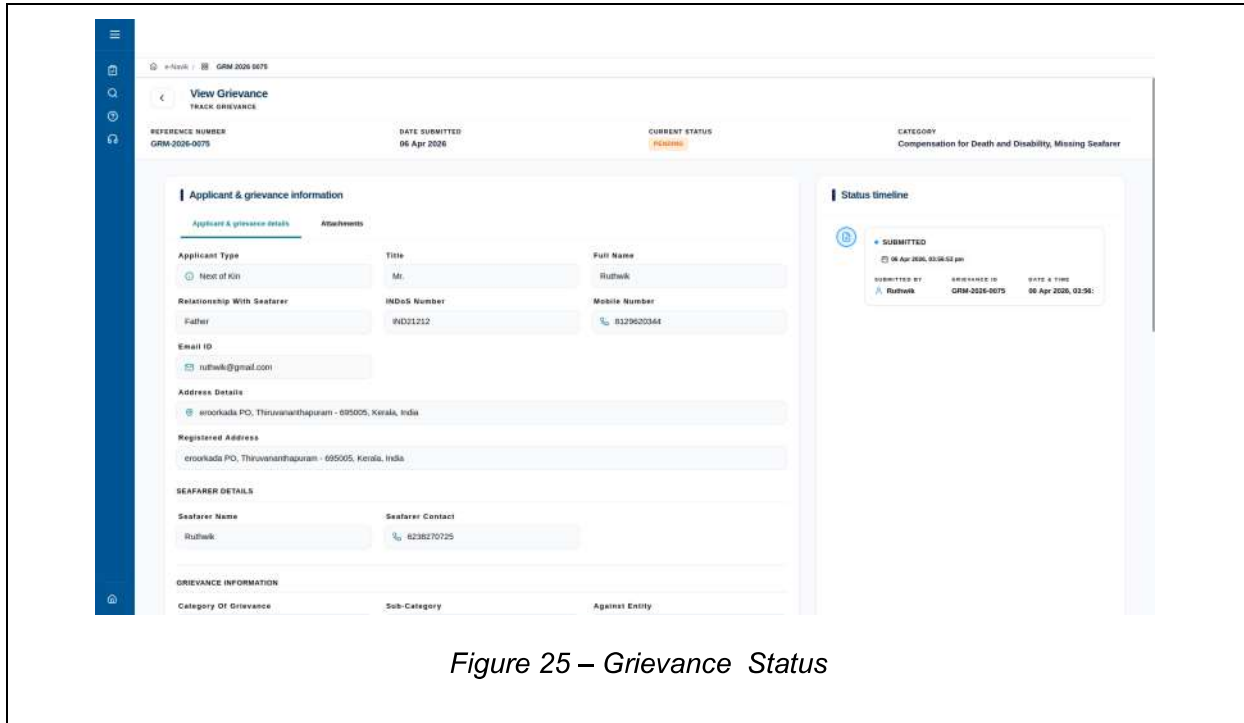


Figure 25 – Grievance Status

If the Authorized User reviews the grievance and raises a query, it can be viewed in the correspondence history section. The user must provide a response with the required reason to address the query.



Figure 26 – Response Query

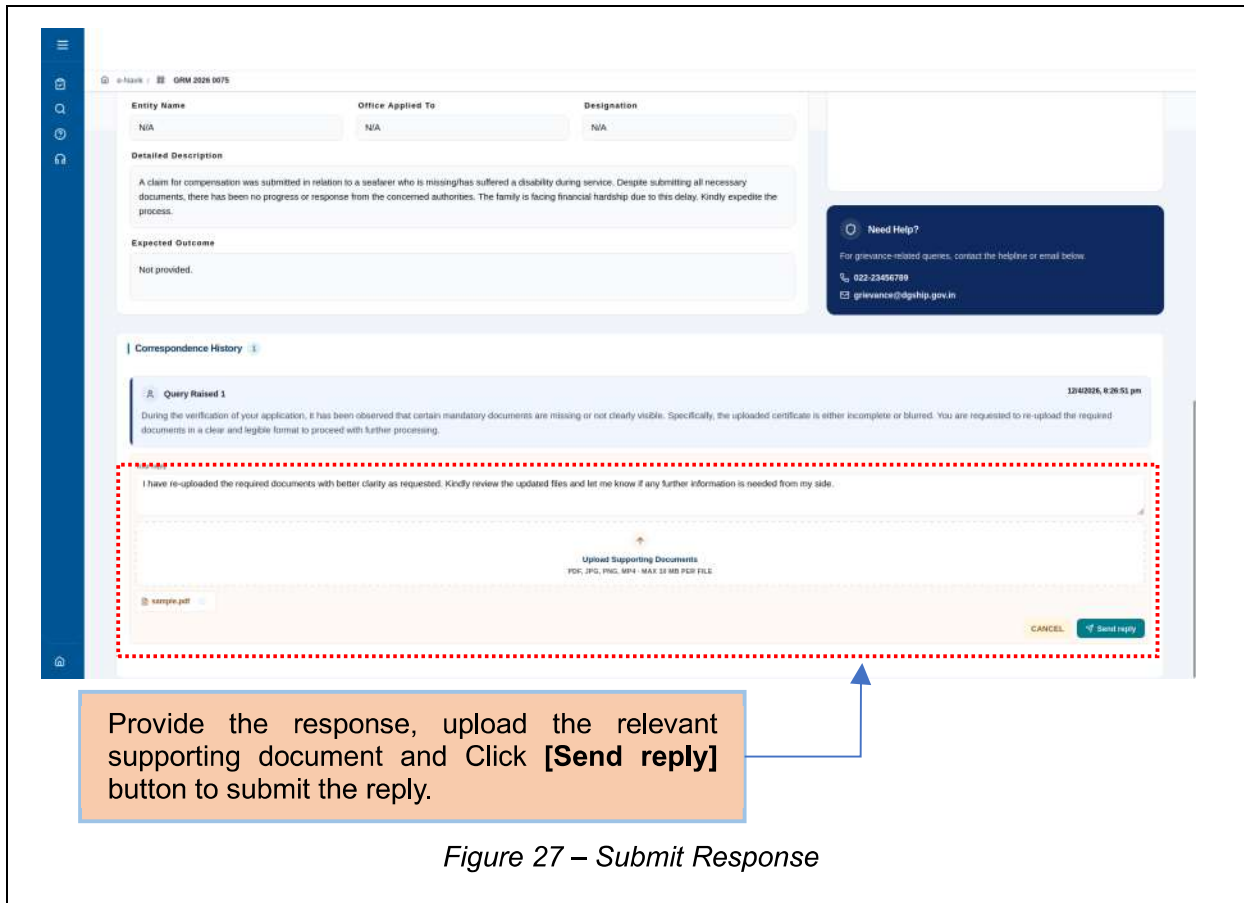


Figure 27 – Submit Response

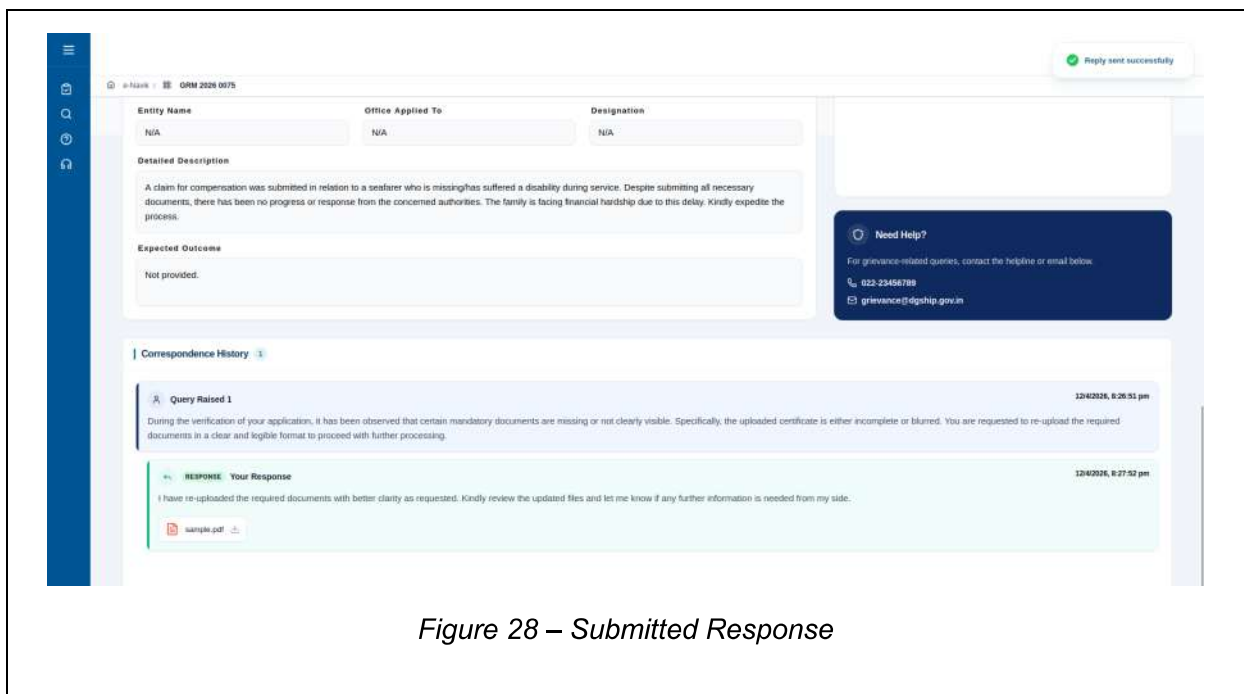
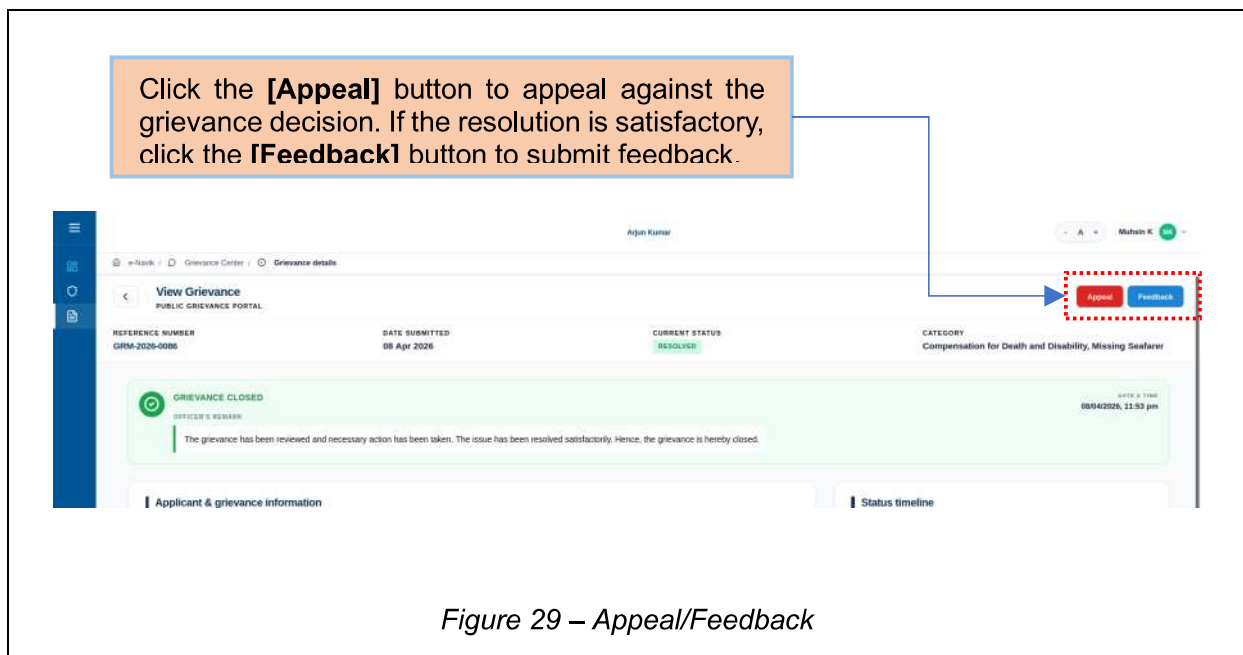


Figure 28 – Submitted Response

Upon resolution of the grievance by the concerned department, the resolution details are made available to the user. If the user is satisfied with the resolution provided, the user can review the remarks and submit feedback. If the user is not satisfied with the resolution, the user can file an appeal against the grievance decision.

3.3.1 CLOSED GRIEVANCE



3.3.2 REJECTED GRIEVANCE

If the grievance is rejected by the concerned officer, the user can view the rejection remarks. If the user is dissatisfied with the rejection of the grievance, the user can submit an appeal against the grievance decision.

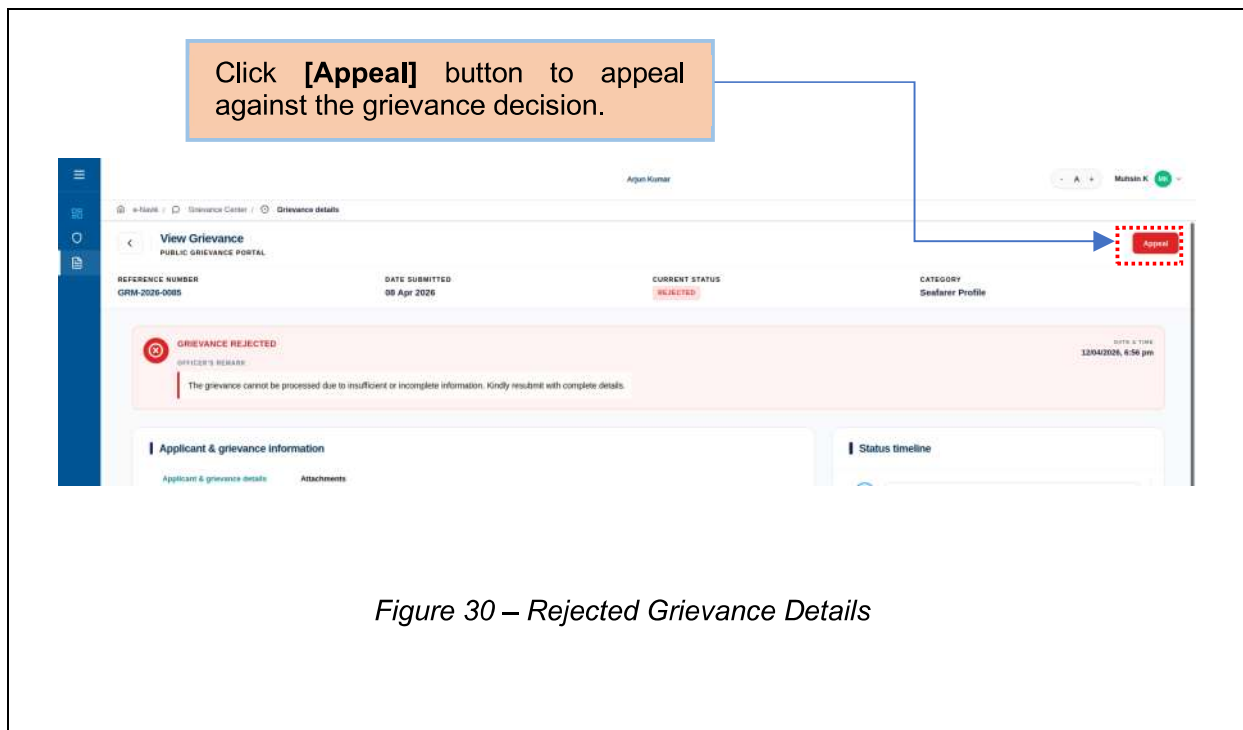


Figure 30 – Rejected Grievance Details

****End Of the Module – e – Navik (Grievance Redressal Management) ****

“Thank you for thoroughly exploring the features and information.”