



भारत सरकार / Government of India
पत्तन, पोत परिवहन और जलमार्ग मंत्रालय
Ministry of Ports, Shipping and Waterways
समुद्रीय प्रशासन महानिदेशालय, मुंबई
Directorate General of Maritime Administration, Mumbai.

F. No. 23-18/101/2026-CREW-DGS (C.No.40064)

Dated: 09.10.2026

DGMA Circular No. 67 of 2026

Subject: Prominent Display of DGMA 24×7 Grievance Redressal Contact Information

In order to ensure that all seafarers, trainee seafarers, prospective seafarers and maritime stakeholders are aware of the grievance redressal mechanisms available under DGMA, all Maritime Training Institutes (MTIs) and Recruitment and Placement Service Licensees (RPSLs):

1. Prominently display the DGMA 24×7 Grievance Redressal Information in both English and Hindi.
2. Additionally, MTIs and RPSLs may also display the notice in the vernacular/regional language(s) commonly understood by the seafarers, trainees and visitors accessing the establishment, so as to facilitate better awareness, comprehension and accessibility of the DGMA 24×7 Grievance Redressal Mechanism.
3. The display shall be placed at visible locations like main entrance/reception area, student/trainee notice boards, office reception and waiting areas or any location frequently accessed by seafarers and trainees/cadets where it is prominently displayed.
4. The information shall be displayed in a format where it is clearly visible and legible to all visitors.
5. Compliance with these instructions shall be subject to verification during inspections, audits and other monitoring exercises conducted by DGMA.
6. The message/ text format is given below for reference.

DGMA 24×7 Grievance Redressal Mechanism

ENGLISH

Dear Seafarer,

The Directorate General of Maritime Administration (DGMA) is committed to supporting seafarers and assisting in the registration and resolution of grievances.

For grievance-related assistance, please contact through any of the following channels:

National Toll-Free Helpline (India): 1800-889-7768

International Toll-Free Number: +1-888-988-0256

WhatsApp Helpline: +91 8655856830

Email: enavik.24x7@gov.in

e-Navik Grievance Portal: <https://beta-enavik.dgma.gov.in/enavik/welcome>

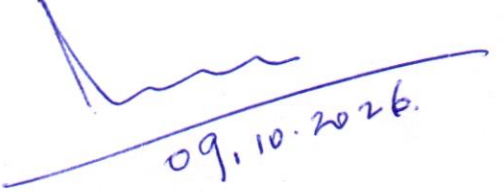
हिंदी

प्रिय नाविक,

समुद्रीय प्रशासन महानिदेशालय (DGMA) आपकी शिकायत के पंजीकरण एवं निवारण हेतु हर समय सहायता प्रदान करने के लिए प्रतिबद्ध है। यदि आपको किसी प्रकार की समस्या या शिकायत है, तो आप निम्नलिखित माध्यमों से संपर्क कर सकते हैं:

24X7 शिकायत निवारण तंत्र निम्नलिखित सहित पहुंच के कई चैनल प्रदान करता है:

- राष्ट्रीय टोल-फ्री हेल्पलाइन: 1800-889-7768
- अंतर्राष्ट्रीय टोल-फ्री नंबर (यूएस): +1-888-988-0256
- व्हाट्सएप सहायता: +91 8655856830
- विशेष ईमेल: enavik.24x7@gov.in
- शिकायतों के ऑनलाइन पंजीकरण और ट्रैकिंग के लिए ई-नाविक शिकायत पोर्टल- <https://beta-enavik.dgma.gov.in/enavik/welcome>



09.10.2026.

(Capt. Bipin Kumar)

Dy. Director General of Maritime Administration
Directorate General of Maritime Administration

To,

1. All RPSLs
2. All MTIs