

**GENERAL INSTRUCTIONS:**

1. Ensure you have read through all relevant DG Shipping Orders / instructions related to Crew related matters in dashboard menu in the following link:

<https://dgshipping.gov.in/Content/SEAFARERS.aspx>

<https://dgshipping.gov.in/Content/NoticetoalSeafarersStakeholders.aspx>

<https://dgshipping.gov.in/Content/DGSCirculars.aspx?branchid=7>

2. The applicants must ensure that they have registered online (at DG Shipping Website [www.dgshipping.gov.in](http://www.dgshipping.gov.in)) their Seafarer's Profile Registration. (Refer to instructions for Seafarer Profile Registration, if not already done)

3. Columns with red asterix (star) mark in the online forms are mandatorily to be filed in.

4. If you are a seafarer / ship owner / RPS agency and have any more questions which are not listed below then you may send an email with your query to DG Shipping id's:

[helpdesk-dgs@nic.in](mailto:helpdesk-dgs@nic.in); [crews-dgs@nic.in](mailto:crews-dgs@nic.in) and [danieljohn-dgs@gov.in](mailto:danieljohn-dgs@gov.in);

**Frequently Asked Questions (FAQ's)**

**Q1. How do I get my seafarers profile registered and how do I obtain user Id & password?**

**Ans:** Visit DG Shipping website [www.dgshipping.gov.in](http://www.dgshipping.gov.in) and click on E-Governance menu tab, "Seafarers Registrations" and fill up Indos, date of birth details, personal details along with correct email address and submit. Within 24 hours the user Id and password would be emailed by E-Governance to the registered email address. If you haven't received your user Id & password in the email, please do check in the spam / junk folders.

**Q2: Is it necessary to update my DG Shipping online profile for making an application? How do I create and update my profile in the DGS website?**

**Ans:** Yes. According to the Directives of the DG Shipping, it is compulsory for all theseafarers to register with the e-Governance cell of the DG Shipping and update their profile at regular intervals. Please note that the process of registration is very simple.

You need to go to the website [www.dgshipping.gov.in](http://www.dgshipping.gov.in) and click the 'Seafarers registration' section under the main heading 'E-Governance.' Upon completion of registration, you can update your profile using the simple steps stated in the website.

Please note that the 'Seafarers Registration' process can be completed easily, if you use 'Internet Explorer or Mozilla' browser.

**Q3: My photo / signature is not uploaded as per DGS guidelines / requirements. I want to reupload photo and signature, but the link for reupload is not available, what should I do?**

**Ans:** Procedures to be followed for uploading Photograph / Signature.

1. The candidates who were issued INDoS numbers through Maritime Training Institutes (MTI) after the issuance of DGS Training Circular No. 08 of 2019 dated 30.04.2019 and desiring to change their photograph / signature shall follow procedures as outlined in the said Training Circular.
2. The seafarers who were issued INDoS numbers prior to the issuance of DGS Training Circular No. 08 of 2019 dated 30.04.2019 and desiring to change their photograph / signature in order to acquire e-pass shall follow the following procedures.
  - 2.1. Only the seafarers who are signing ON or signing OFF shall be entertained. The permission shall not be granted if the photograph or signature is clearly visible.
  - 2.2. The employing company shall verify the photograph / signature of the seafarer against the passport and send change request by email to [ttc-dgs@nic.in](mailto:ttc-dgs@nic.in) along with copy of passport.
  - 2.3. Upon satisfaction, Mercantile Marine Department (MMD) / Maritime Training Trust (MTT) cell shall grant permission to change photograph / signature.
  - 2.4. Such permission for change in photograph / signature shall be provisional and subject to verification at a later stage.
  - 2.5. The new photograph / signature should be as per the specified requirements.

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2.6. If it comes to the notice of the Directorate that the company / candidate has falsified photograph / signature, strict disciplinary action shall be initiated against the company and the candidate. The company / candidate shall be debarred from being associated with DG Shipping for a period of up to five years.

3. The seafarers / candidates who were issued INDoS numbers prior to the issuance of DGS Training Circular No. 08 of 2019 dated 30.04.2019 and desiring to change their photograph / signature in order to access e-learning shall follow the following procedures.

3.1. The candidate / seafarer shall send email to any of the MTI he / she desires to join for attending the maritime course.

3.2. The MTI shall verify the photograph / signature of the seafarer against the passport and send change request by email to [ttc-dgs@nic.in](mailto:ttc-dgs@nic.in) along with copy of passport.

3.3. Upon satisfaction, MMD / MTT cell shall grant permission to change photograph / signature.

3.4. Such permission for change in photograph / signature shall be provisional and subject to verification at a later stage.

3.5. The new photograph / signature should be as per the specified requirements.

3.6. If it comes to the notice of the Directorate that the MTI / candidate has falsified photograph / signature, strict disciplinary action shall be initiated against the MTI and the candidate. The MTI / candidate shall be debarred from being associated with DG Shipping for a period of up to five years.

4. Candidates / seafarers who had uploaded their Photograph / signature earlier in their profile but the same is not visible now in their seafarer profile. Such candidates shall follow the procedure given below.

4.1. The candidate / seafarer shall approach his company.

4.2. The company shall verify the photograph / signature of the seafarer against the passport and send change request by email to [ttc-dgs@nic.in](mailto:ttc-dgs@nic.in) along with copy of passport.

4.3. Upon satisfaction, MMD / MTT cell shall grant permission to change photograph / signature.

4.4. Such permission for change in photograph / signature shall be provisional and subject to verification at a later stage.

4.5. The new photograph / signature should be as per the specified requirements.

4.6. If it comes to the notice of the Directorate that the company / candidate has falsified photograph / signature, strict disciplinary action shall be initiated against the company and the candidate. The company / candidate shall be debarred from being associated with DG Shipping for a period of up to five years.

4.7. Please be informed that this grant of permission may take time as the priority shall be given to those requiring e-pass for Sign ON / Sign OFF.

5. Candidates / seafarers who had never uploaded their Photograph / signature in their profile shall follow the procedure given below (Same procedure to be followed for uploading photograph / Signature).

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Step 1: Go to [www.dgshipping.gov.in](http://www.dgshipping.gov.in)

Step 2: Login to E-Governance system by entering the login credentials.

Step 3: Click on “Update seafarer profile”

Step 4: Go to “Documents” on the top menu and click on “upload documents”.

Step 5: Click on “click to read photo / sign guidelines” or click below link to read the guidelines

[220.156.189.33/esamudraHelp/seafarer/cdc/PhotoGuidlenes.pdf](http://220.156.189.33/esamudraHelp/seafarer/cdc/PhotoGuidlenes.pdf)

Step 6: Read instructions for uploading photograph & signature. Step 7:

Select “photo” from the dropdown list of “Document type”.

Step 8: Click on “Browse” to select the photo from your device and then click on “Upload” to upload the photo.

**Q4: My seafarer’s profile has incorrect data like name, Date of Birth (DOB), address etc. and the same incorrect data is reflecting in my e-pass. What should I do?**

**Ans:** Don’t apply for e-pass with incorrect data fed in seafarers’ profile. Firstly, make necessary corrections and then apply for e-pass as the data are captured in the e-pass from seafarers’ profile. Necessary correction can be made by seafarer online as per INODS circular No. 02 of 2018 dated 09.03.2018 available in the DGS website in the following link: [https://dgshipping.gov.in/writereaddata/ShippingNotices/201803230347434163720indos\\_cir\\_02of2018.pdf](https://dgshipping.gov.in/writereaddata/ShippingNotices/201803230347434163720indos_cir_02of2018.pdf)

**Q5: My passport details have changed due to issuance of new passport by authorities and the same incorrect pass details are reflecting in my e-pass. What should I do?**

**Ans:** Don’t apply for e-pass with incorrect data fed in seafarers’ profile. Firstly, make necessary corrections and then apply for e-pass as the data are captured in the e-pass from seafarers’ profile. The change in passport request can be made online from seafarers’ profile and submitted online with relevant enclosures. Necessary corrections would be made by INODS cell generally within 24 hours and correct data would reflect the seafarers’ profile.

**Q6. I am a Ship owner / Recruitment & Placement Services (RPS) agency, how do I obtain my user Id & password for utilizing the various services offered under DG Shipping E-Governance portal?**

**Ans:** Each Ship owner / RPS agency has been provided with user Id & password for utilizing the various services offered under DG Shipping E-Governance portal.

**Q7. I am a new ship owner and how do I obtain my user Id & password for utilizing the various services offered under DG Shipping E-Governance portal?**

**Ans:** Ship owner(s) have to download registration form available from DGS website in the following link: <http://220.156.189.33/esamudraHelp/ships/Audit/ISMCompanyRegForm.doc> and the duly filled in form, signed and along with enclosures to be sent by email to [egovernance-dgs@nic.in](mailto:egovernance-dgs@nic.in). Within 24 hours the user Id and password would be emailed by E- Governance to the

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registered email address. If you haven't received your user Id & password in the email, please do check in the spam / junk folders.

**Q8. I am a new potential RPS agency and how do I obtain my user Id & password for utilizing the various services offered under DG Shipping E-Governance portal?**

**Ans:** You will be not provided with the user Id & password for utilizing the various services offered under DG Shipping E-Governance portal. You are required to go through the process of being DG Shipping approved RPS agency to be granted the necessary credentials.

**Q9. I am a seafarer; how do I apply for e-pass for travel / movement? (Applicable during pandemic times / when travel restrictions are imposed by authorities)**

**Ans:** Each ship owner / RPS agency has been provided with user Id & password for applying the e-pass for the seafarer(s) intended for crew change. Once e-pass is approved, same may be **downloaded from seafarers' profile** and used for travel.

Ship owner / RPS agency may refer to DGS Order 12 of 2020 available in the following link for the step-by-step guide for applying for e-pass for crew change:

<https://dgshipping.gov.in/writereaddata/News/202004220806081005154DGSOrder12of2020.pdf>

**Q10. How long does it take to fill up the form for e-pass? (Applicable during pandemic times / when travel restrictions are imposed by authorities)**

**Ans:** If all documents are in order and available, it takes not more than 15mins to fill and submit the e-pass application form online.

**Q11. How long does DG Shipping take to issue / approve for e-pass and what is its validity? (Applicable during pandemic times / when travel restrictions are imposed by authorities)**

**Ans:** Normally it is approved within 24 hours and valid for one week (7 days).

**Q12. I am seafarer, can I apply for e-pass for travel on my own? (Applicable during pandemic times / when travel restrictions are imposed by Govt. authorities)**

**Ans:** No. Request your ship owner / RPS agency to apply for fresh e-pass with your details as per DGS Order 12 of 2020 as detailed above in FAQ Q9.

**Q13. I have a valid e-pass issued by DG Shipping, but my e-pass is about to expire / my ship's port has changed / driver has changed etc. and I need to apply for new e-pass? What to do? (Applicable during pandemic times / when travel restrictions are imposed by Govt. authorities)**

**Ans:** Request your ship owner / RPS agency that they need to cancel the e-pass and again re-apply for fresh e-pass with revised details as per DGS Order 12 of 2020 as detailed above in FAQ Q9.

**Q14. I am ship owner / RPS agency and I have applied for e-pass for our seafarer for travel, but the e-pass has been rejected and I don't know what is the reason for same. (Applicable**

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*during pandemic times / when travel restrictions are imposed by Govt. authorities)*

**Ans:** As soon as the e-pass is approved, an auto notification SMS is sent to seafarer's registered mobile no. and also email notifications are sent to seafarers registered email and ship owner / RPS agency about the same. The same happens in case of rejection of a case, as soon as notification is received by email by the ship owner / RPS agency, they may log in to the system and view the application status with INDOS no. of the seafarer and may also view the reason for rejection. Rectify the issue and then you may re-apply again for e-pass.

**Q15. I have a valid e-pass issued by DG Shipping and need to sign-on, my ships schedule (such as date of arrival, berthing port not confirmed) is not confirmed. Can I obtain two e-passes for same seafarer with the details of two ports? (Applicable during pandemic times / when travel restrictions are imposed by Govt. authorities)**

**Ans:** No. When one e-pass is issued to a seafarer and is valid, the second e-pass for the same seafarer cannot be applied. Request your ship owner / RPS agency that they need to apply for e-pass with known ports name. If there are any changes in the ships schedule (such as date of arrival, change in berthing port), they may cancel the e-pass and again re-apply for fresh e-pass as per DGS Order 12 of 2020 as detailed above in FAQ Q9.

**Q16. I am a seafarer; how do I apply for “transit pass” for my travel / movement during lockdown period? (Applicable during pandemic times / when travel restrictions are imposed by Govt. authorities)**

**Ans:** The downloaded e-pass need to be submitted by RPS agency / local agents to the Local Authority (local pass issuing authority of the state such as Police Authority / Collector / District magistrate) in the area where the seafarer resides for clearance for sign-on / sign-off for issue of a transit pass for movement / travel.

The transit pass (to and fro) for such movement by road, for the seafarer and one driver, will be issued by the Government of the State / Union Territory where the seafarer resides. The transit pass (to and fro) will be issued for a fixed route and with specified validity and will have to be adhered to strictly. Such transit pass would be honored / allowed by the authorities of the State / Union Territory along the transit route.

**Q17. I am a seafarer; how do I know who is Local Authority who will apply for transit pass to be issued for my travel / movement during lockdown period? (Applicable during pandemic times / when travel restrictions are imposed by Govt. authorities)**

**Ans:** The RPS agency / local agents would apply for transit pass usually via online mode / email to Local Authority office (local pass issuing authority of the state such as Police Authority / Collector / District magistrate) where the seafarer resides for clearance for sign-on / sign-off as decided by the State Govt. / Union Territory. Such details are usually available in State Govt. / Union Territory official website.

**Q18. Where can I find the exact port specific Standard Operating Procedures (SOP) for crew change?**

**Ans:** Please contact Ship owner / RPS agency for further details. You can also obtain the same from Port agent or from respective Ports official website.

**Q19. Is crew change possible at anchorages in Indian ports? Where can I find the exact port specific Standard Operating Procedures (SOP) for crew change at anchorages?**

**Ans:** Yes. DG Shipping has issued addendum No. 1 to DGS Order 12 of 2020 dated 06.05.2020 detailed SOP for crew changes at anchorages. Please contact Ship owner / RPS agency for further details. You can also obtain the same from Port agent or from respective Ports official website.

**Q20. I have an onboard grievance? Whom shall I approach or contact?**

**Ans:** Please refer to the link for contact points for seafarer grievances:

<https://dgshipping.gov.in/writereaddata/News/202405100132574984828ContactPointsforseafarers.pdf>

**Q21. What is INDoS no. for seafarers and do I need it?**

**Ans:** Indian National Data base of Seafarers (INDOS) is not a requirement by any convention. Under STCW code, PSC and those recognizing certificates of other countries for working on their flag vessels, are obliged to verify the authenticity of same before granting equivalence. Similarly, the countries issuing the certificates are obliged to have a mechanism to facilitate the confirmation of all certificates given to seafarers by employers, PSC and other flag states etc.

This necessitated creation of unique number as INDOS number associated with all seafarers doing training and certification in India and endorsing of the same on all certificates issued.

INDOS data center under INDOS cell managed by Maritime Training Trust (MTT) of DG Shipping was created to facilitate the same.

**Q22. I have forgotten my INDoS no. / password for seafarers, how can I get it and from whom?**

**Ans:** Please email to [egovernance-dgs@nic.in](mailto:egovernance-dgs@nic.in) with your details seeking information's.

**Q23. I have forgotten the email id used during creation of Indos No., how to retrieve the email id?**

**Ans:** Please email to [egovernance-dgs@nic.in](mailto:egovernance-dgs@nic.in) with your details seeking information's from other alternate email ID.

**Q24. I am an existing seafarer and I don't have Indos No., how do I create my Indos No.?**

**Ans:** Login [www.dgshipping.gov.in](http://www.dgshipping.gov.in) / Click E-GOVERNANCE / Choose "INDOS online" and Click "INDOS application from Existing seafarer" and fill up requisite details and submit.

**Q25. I am an existing seafarer and I don't have Indos No., how do I create my Indos No.?**

**Ans:** Type in the web browser as [www.dgshipping.gov.in](http://www.dgshipping.gov.in) / Click E-GOVERNANCE / Choose "INDOS online" and Click "INDOS application from Existing seafarer" and fill up requisite details, pay necessary fees and submit "online INDOS application form". Indos No. will be generated and shared to the seafarer by email.

**Q26. I am a fresher (seafarer) and I don't have Indos No., how do I create my Indos No.?**

**Ans:** You cannot apply online by self. You may need to approach to any DGS approved MTI, they will review all your documents, conduct necessary course (pre-sea / post-sea), pay necessary fees to DGS Indos cell and obtain INDOS no. for the seafarer.

For fresh seafarer (not done any course from DGS approved institution) can obtain Indos no. by approaching DGS approved MTI only, cannot apply by himself / herself online.

**Q27. How do I change my profile password?**

**Ans:** Type in the web browser as [www.dgshipping.gov.in](http://www.dgshipping.gov.in) / Click E-GOVERNANCE / Log in with user Id as your Indos no. and your password (default as Indos No. +1). Click Reset Password tab and change password. Punch in values to change password and submit.

**Q28. How do I update my seafarers' profile?**

**Ans:** Type in the web browser as [www.dgshipping.gov.in](http://www.dgshipping.gov.in) / Click E-GOVERNANCE / Log in with user Id as your Indos no. and your password (default as Indos No. +1). Click the menu "Update seafarers profile" and update all details. Click on "Seafarer details" and submit and go to next and so on and till last and submit. All fields marked with an (\*) Asterix are mandatory

**Q29. How do I update my Indian passport number in seafarers' profile?**

**Ans:** Type in the web browser as [www.dgshipping.gov.in](http://www.dgshipping.gov.in) / Click E-GOVERNANCE / Log in with user Id as your Indos no. and your password (default as Indos No. +1). Click the menu "Update seafarers profile" and click "Document" menu and update passport details and upload "scanned copies of passport" to update. The submitted applications would be verified by Indos cell and normally within 24 – 48 working hours the application would be processed, verified and approved.

**Q30. How do I upload my photograph / signatures in seafarers' profile?**

**Ans:** Type in the web browser as [www.dgshipping.gov.in](http://www.dgshipping.gov.in) / Click E-GOVERNANCE / Log in with user Id as your Indos no. and your password (default as Indos No. +1). Click the menu "Update seafarers profile" and click "Document" menu and click "Upload Documents" menu. Keep your scanned photograph / signatures ready and upload the same.

Please read the instructions carefully provided in the upload document sections for uploading photograph / signatures in profile.



**Q31. I want to edit my photograph / signatures in seafarers' profile and there is no edit option available for editing the same.**

**Ans:** Type in the web browser as [www.dgshipping.gov.in](http://www.dgshipping.gov.in) / Click E-GOVERNANCE / Log in with user Id as your Indos no. and your password (default as Indos No. +1). Click the menu "Update seafarers profile" and click "Document" menu and click "Upload Documents" menu. Keep your scanned photograph / signatures ready and upload the same.

Select and click on the edit / upload button tab besides photo and signatures & upload, if edit / upload button is not available; then may please email to "[ttc-dgs@nic.in](mailto:ttc-dgs@nic.in)" with name, Indos and scanned copies of passport, CDC, photographs / signatures etc. seeking permission to edit.

**Q32. What is CDC?**

**Ans:** Continuous Discharge Certificate (CDC) is a document of identity for seafarers. Just like a passport account for all international travels a person undertakes, a CDC also called a Seaman's Book, accounts for all the seafarers' contracts and records all his / her time at sea.

**Q33. How to obtain fresh (first time) CDC?**

**Ans:** Option 1: Approach DGS approved MTI. The DGS approved MTI will help in creation of Indos No., and do 5 basic STCW courses and seafarer can apply for CDC online and obtain the same. (Seafarer may login in his / her seafarer's profile and apply for fresh CDC).

Option 2: Apply and pass IMU CET, then get selected in DGS approved pre-sea MTI conducting any of the pre-sea approved officers' course (DNS, BSc, GME etc.), MTI will help in creation of Indos No., will get seafarer completed 5 basic STCW courses and MTI will apply for CDC online and issue CDC to seafarer in hand.

Option 3: Apply and get selected in DGS approved pre-sea MTI conducting any of the pre-sea approved rating / miscellaneous course (GP rating, CCMC / OCCP Catering course, ETO etc.), MTI will help in creation of Indos No., will get seafarer completed 5 basic STCW courses and MTI will apply for CDC online and issue CDC to seafarer in hand.

**Q34. What does Continuous Discharge Certificate (Fresh / Renewal / Replacement) mean?**

**Ans:** Prior applying, seafarer should be clear if he / she wants to extend the validity of CDC Or needs to replace old CDC and obtain fresh CDC. **Fresh CDC** means apply for fresh CDC booklet.

If CDC is damaged / torn / mutilated / pages exhausted, then seafarer may need to apply for **CDC Replacement** (*As you need a new CDC booklet*).

If your CDC validity has expired or going to expire, then you may need to apply for **CDC Renewal** (*As you need to extend the validity of current CDC*).

In case of loss of your old CDC, you will have to apply for **duplicate CDC**.

**Q35. How to apply for CDC (Fresh / Renewal / Replacement)?**

**Ans:** Type in the web browser as [www.dgshipping.gov.in](http://www.dgshipping.gov.in) / Click E-GOVERNANCE / Log in with user Id as your Indos no. and your password (default as Indos No. +1).

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Click the menu “CDC Management’ profile” and apply. Keep all relevant scanned copies ready for uploading the same, pay requisite fees and submit. Reference no., will be generated and application status may be verified against the reference number online.

### **Q36. Where can I check my sea service records?**

**Ans:** Type in the web browser as [www.dgshipping.gov.in](http://www.dgshipping.gov.in) / Click E-GOVERNANCE / Log in with user Id as your Indos no. and your password (default as Indos No. +1). Click the menu “Update seafarers profile” and click “sea service” tab to check sea service records.

### **Q37. My RPSL agency is “valid” and had made mistakes in my sea service dates, rank etc. in sea service records in online profile? How to correct it?**

**Ans:** Refer to DGS Crew Branch Cir. 01 of 2013 and request company to submit requisite supporting documents as listed in the said circular along with covering letter and requisite fees to jurisdictional DSEO office for necessary corrections.

### **Q38. My RPSL agency is “suspended” and had made mistakes in my sea service dates, rank etc. in sea service records in online profile? How to correct it?**

**Ans:** Refer to DGS Crew Branch Cir. 29 of 2021 and seafarer may submit requisite supporting documents as listed in the said circular along with covering letter and requisite fees to jurisdictional DSEO office for necessary corrections.

### **Q39. My RPSL agency is “valid” and had missed sea service entry i.e sign on / sign off? How to include the missed entry in my seafarers profile?**

**Ans:** Refer to DGS Crew Branch Cir. 02 of 2024 and request company to submit requisite supporting documents as listed in the said circular along with covering letter and requisite fees to jurisdictional DSEO office for necessary corrections.

### **Q40. My RPSL agency is “suspended” and had missed sea service entry i.e sign on / sign off? How to include the missed entry in my seafarers profile?**

**Ans:** Refer to DGS Crew Branch Cir. 29 of 2021 and seafarer may submit requisite supporting documents as listed in the said circular along with covering letter and requisite fees to jurisdictional DSEO office for necessary corrections.

### **Q41. What is Biometric SID?**

**Ans:** Biometric Seafarers Identity Document (SID).

Biometric SID has the provisions for the bar coding of the biometrics-based identity of seafarers and a centralized data base maintained in the issuing country, which can be accessed globally through an interoperable & standard biometric template. India has ratified C-185 ILO convention and issuance of new Biometric Seafarers Identity Document for its seafarers commenced in 2019.

**Q42. How to apply for Biometric SID?**

**Ans:** Type in web browser address bar: [www.dgshippingbsid.in](http://www.dgshippingbsid.in) and read through instruction given in link: [www.dgshippingbsid.in/Instructions.jsp](http://www.dgshippingbsid.in/Instructions.jsp)

1. Details in your CDC and INDOS database would be captured in your SID, hence if you wish to make any change in the INDOS and CDC database, you may please do so before applying for the SID.
2. For changes in INDOS database such as name, date of birth, place of birth, state of birth, country of birth, nationality, height, hair color, eye color, identification mark, complexion please send an e-mail to INDOS cell at "[Ibsindos@vsnl.net](mailto:Ibsindos@vsnl.net)" with a scanned copy of INDOS certificate, Passport and CDC.
3. Data related to CDC and INDOS Number in the database of the DG Shipping is correct, updated and linked in CDC checker. In cases the details are not visible in CDC checker, then the candidate may approach Indos cell for rectifications of the same and then apply for BSID.

**Q43. How to monitor the status of SID applications?**

**Ans:** The said application will be processed by respective Shipping Master office which you have chosen while applying for BSID.

Queries with respect to such application may please be taken up with the respective Shipping Master office, by sending email to the email IDs given below. The application reference number to be mentioned in the e-mail. In the cases, wherein the CDC details are visible in the checker, but the INDOS number is not reflected or incorrectly reflected in the CDC details, it indicates that the CDC and INDOS data requires integration. In such cases, the seafarer may please fill the excel sheet given therein and forward the same by e-mail to the respective Shipping Master.

The Shipping Master office, after necessary verification would, forward the same to e-Governance cell for integration. The correct data would be automatically reflected, once the integration is carried out. Time required for the same would be seven working days.

Shipping Masters email id:

Mumbai: [sm-mum-ship@gov.in](mailto:sm-mum-ship@gov.in), Chennai: [sm-chn-ship@gov.in](mailto:sm-chn-ship@gov.in), Kolkata: [sm-kol-ship@gov.in](mailto:sm-kol-ship@gov.in),

**Q44. What is this SMS alert system in Form 1?**

**Ans:** Refer to DGS Crew Cir. 25 of 2024 for details of the SMS alerts in form 1.

**Q45. How shall I acknowledge and validate my sea service in seafarers profile?**

**Ans:** Refer to DGS Crew Cir. 25 of 2024 for details and step by step flow chart for acknowledge.

**Q46. I have a grievance and want to approach authorities related to crew grievances, how can I approach official and what are the contact details?**

**Ans:** Refer to the contact details of all DGS / MMD officials dealing with crew grievances as

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available in the following link:

<https://dgshipping.gov.in/WriteReadData/userfiles/file/Sea-ries%20No%201%20-%20Contacts%20for%20seafarer%20grievances.pdf>

**Q47. I need to refer to FAQs related to other branches, where I can find them?**

**Ans:** Refer to the following link for other branches related to FAQs:

<https://dgshipping.gov.in/WriteReadData/userfiles/file/Sea-ries%20No%202%20-%20FAQ%20for%20seafarers.pdf>

**Q48. I want to make a career in shipping, want to get details about good reputed DG Shipping approved pre-sea colleges and genuine RPS agents?**

**Ans:** Refer to the following link to more details about safe career in shipping:

<https://dgshipping.gov.in/WriteReadData/userfiles/file/Sea-ries%20No%203%20-%20Safe%20seafaring%20&%20secure%20career%20C2%A0planning.pdf>

**Q49. What are seafarers rights and where can I and my family get details about our rights?**

**Ans:** Refer to the following link to more details about seafarers and their NoK family's rights:

<https://dgshipping.gov.in/WriteReadData/userfiles/file/Sea-ries%20No%204%20-%20Seafarers%20rights%20at%20sea.pdf>

**Q50. What is the e-migrate system and how can I verify and acknowledge my sea service?**

**Ans:** Refer to DGS Crew Cir. 25 of 20204 and also may refer to the following link to know the detailed step by step guide process related to changes in DG Shipping e-migrate system:

<https://www.youtube.com/watch?reload=9&v=cU28op0BJXE&feature=youtu.be>

**If you are a seafarer / ship owner / RPS agency and have any more questions which are not listed above then you may send an email with your query to the following DG Shipping id's: [helpdesk-dgs@nic.in](mailto:helpdesk-dgs@nic.in); [crews-dgs@nic.in](mailto:crews-dgs@nic.in) and [danieljohn-dgs@gov.in](mailto:danieljohn-dgs@gov.in);**

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