

1.4	Norms for discharge of functions[section 4(1)(b)(iv)]	<p>(i) <u>Nature of functions/services offered</u> & (ii) <u>Norms/ Standards for functions /service delivery</u></p> <p>The Directorate General of Shipping has definite objectives and set statutory functions to perform under the rules and regulations prescribed by the Government of India and the regulations of the International Maritime Organization and International Labour Organization, etc. to fulfill its objectives.</p> <p>As other central Government Departments, the DG Shipping also discharges its designated functions strictly in accordance with the provisions contained in the Supplementary Rules and Fundamental Rules, General Financial Rules, Delegation of Financial Powers Rules, Central Civil Service (Classification, Control and Appeal) Rules, Central Civil Service (Conduct) Rules and the instructions, orders and guidelines stipulated by the Government of India from time to time.</p> <p>In the case of technical and statutory matters, the Merchant Shipping Act, 1958, META Manual and the guidelines and regulations of the International Maritime Organization (IMO) under various International Conventions like STCW 1995, MARPOL, SOLAS and the such issued by the International Labour Organization (ILO) are relevant.</p> <p>The DG Shipping, from time to time, has brought out Rules framed under the Merchant Shipping Act on various matters like Examination, CDC, regulation of Recruitment and Placement of Seafarers, etc.</p> <p>In addition to the above, the Department used to layout norms on shipping development, coastal shipping, sailing</p>
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A FRAMEWORK OF TRANSPARENCY AUDIT
 DIRECTOR GENERAL OF SHIPPING
<https://dgshipping.gov.in/>
 Organisation and Functions

Date last updated (01/08/2020)

vessel industry, maritime training, implementation of ISM Code, ISPS Code, PSC, FSI inspections, IMO auditing, etc. All such norms are aimed at the overall development of the shipping industry, augmentation of tonnage, prevention of marine environmental pollution, safety of ships and shipping, etc.

(iii) Process by which these services can be accessed

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(iv) Time limit for achieving the targets

BRANCH	ITEM NUMBER	NAME OF THE SERVICE/ACTIVITY	TIME REQUIRED
SHIPPING DEVELOPMENT	1	Issuance of Charter permission.	02 days
CREW	1	Disposal of representations with all requisite details from the next of kin of the deceased seafarers.	15 days
	2	Disposal of references on CDC matters..	02 days
MULTI MODEL OPERATORS (MTO)	1	Recognition of MTO under Multi Model Transportations and Goods (MMTG) Act, 1993	20 days.
	2	Renewal of recognition of MTO.	20 days
TRAINING	1	In principle approval for pre-sea and post-sea Maritime Training	

A FRAMEWORK OF TRANSPARENCY AUDIT
 DIRECTOR GENERAL OF SHIPPING
<https://dgshipping.gov.in/>
 Organisation and Functions

Date last updated (01/08/2020)

			Institutes.	30 days
		2	Approval of pre-sea and post-sea courses of approved Maritime Training Institutes.	45 days
		NAUTICAL		
		EXAMINATION	1	Number of days prior to the examination when examination slots can be booked by the candidates.
			2	Declaration of results.
			3	Dispatch of competency certificate.
		APPROVAL OF PLANS	1	Shipboard Oil Pollution Preparedness Energy Plan (SOPEP) / Shipboard Marine Pollution Preparedness Energy Plan (SMPEP) / Review
			2	Procedure and Arrangement (P&A) manual.
			3	Global Maritime Distress Safety System (GMDSS) retrofit plans
			4	Automatic Identification System (AIS) plans
			5	Life Saving Appliance (LSA) plans
		BRANCH	ITEM NUMBER	NAME OF THE SERVICE/ACTIVITY
				TIME REQUIRED
		APPROVAL OF PLANS	6	Light and Sound Signal Plan (L&SS) plans
				30 days

A FRAMEWORK OF TRANSPARENCY AUDIT
 DIRECTOR GENERAL OF SHIPPING
<https://dgshipping.gov.in/>
 Organisation and Functions

Date last updated (01/08/2020)

			7	Bridge layout plans	30 days
			8	Cargo securing manuals	30 days
		MEDICAL EXAMINATION	1	Approval of medical examiners.	15 days
			2	Disposal of Appellate cases.	20 days
		LIFE SAVING APPLIANCES, RADIO EQUIPMENT AND SERVICE STATION.	1	Issuance of dispensation / exemption letters.	30 days
			2	Approval of Shore based maintenance agreement.	30 days
			3	Approval of Emergency Position Indicating Radio Beacon (EPIRB) /Search and Rescue Transponder (SART) service stations.	30 days
			4	Shore Wireless Station approval matters.	03 days
			5	Approval of navigational equipments.	30 days.
			6	Issuance of acceptance letter for Life Saving Appliances, Radio Equipment	30 days.
		MANNING DISPENSATION	1	Issuance of manning dispensation	03 days
		ENGINEERING BRANCH	1	Approval of Fire Fighting Appliances / Fire Control Plan.	30 days
			2	Approval of Fire detection	30 days

A FRAMEWORK OF TRANSPARENCY AUDIT
 DIRECTOR GENERAL OF SHIPPING
<https://dgshipping.gov.in/>
 Organisation and Functions

Date last updated (01/08/2020)

			arrangement plans.	
		3	Plan approval of Propellers & Stern Gear arrangement.	30 days
		4	Plan approval of Oily Bilge Water Separator/Oily Water separating equipment and its arrangement.	30 days
		5	Plan approval of Steering Gear arrangement.	30 days
		6	Approval of Engine room ventilation arrangement plan.	30 days
		7	Plan approval of Electrical system layout, main and emergency arrangement.	30 days
		8	Plan approval of Bilge and ballast pumping arrangements.	30 days
		9	Plan approval of Machinery layout including stern gear arrangement.	30 days
		10	Plan approval of Fixed deck foam system or fixed foam system for machinery spaces.	30 days
		11	Plan approval of Fixed water spray system for passenger spaces.	30 days
		12	Plan approval of Fixed gas extinguishing system.	30 days

A FRAMEWORK OF TRANSPARENCY AUDIT
 DIRECTOR GENERAL OF SHIPPING
<https://dgshipping.gov.in/>
 Organisation and Functions

Date last updated (01/08/2020)

BRANCH	ITEM NUMBER	NAME OF THE SERVICE/ACTIVITY	TIME REQUIRED
ENGINEERING BRANCH	13	Issuance of International Safety Management (ISM) certificates under ISM	03 days
	14	Examination of Marine Engineers	Conduct of exam as per monthly schedule except in the month of May.
	15	Declaration of Engineer Examination results	25 th of the following month
	16	Review of results.	03 days
	17	Issuance of fresh or duplicate/ Re-validation of CoC.	07 days
	18	Issuance / Re-validation of D.C. Endorsements for officers and ratings. Issuance of Certificate of Recognition to officers.	07 days
	19	Approval of Fire Fighting Appliances (FFA) & Launching appliances for survival crafts service stations.	15 days
	20	Registration of bunker suppliers.	15 days
	21	Dispensation regarding requirements of Engineers and other statutory requirements.	05 days
	22	Extension of statutory surveys, audits & validity of certificates	15 days

A FRAMEWORK OF TRANSPARENCY AUDIT
 DIRECTOR GENERAL OF SHIPPING
<https://dgshipping.gov.in/>
 Organisation and Functions

Date last updated (01/08/2020)

			23	Dispensations / Exemptions related to pertaining to Fire Fighting Appliances, Emergency source of power, LSA launching appliances, Oily water separator, Sewage treatment plant, Incinerator etc within the ambit of SOLAS, MARPOL, AFS and Ballast water conventions.	03 days	
			24	Exemptions pertaining to STCW convention and Safe Manning Document.	03 days	
			25	Permission for issuance of short term certificates for Single voyage.	07 days	
		NAVAL ARCHITECTURE	1	Scrutiny and approval of Trim & Stability Booklets and Damage Stability Booklet of passenger vessels.	30 days	
			2	Scrutiny and approval subdivision plans of passenger ships	30 days	
			3	Issue of Document of Compliance for carrying grain.	07 days.	
			4	Scrutiny and approval of tonnage computations of	15 days.	

A FRAMEWORK OF TRANSPARENCY AUDIT
 DIRECTOR GENERAL OF SHIPPING
<https://dgshipping.gov.in/>
 Organisation and Functions

Date last updated (01/08/2020)

			passenger vessels.	
BRANCH	ITEM NUMBER	NAME OF THE SERVICE/ACTIVITY	TIME REQUIRED	
NAVAL ARCHITECTURE	5	Scrutiny and approval of Crew & Passenger Accommodation Plans.	30 days	
	6	Scrutiny and approval of Loading Operations Manual.	30 days.	
	7	Scrutiny of Structural Fire Protection, Doors and Escape Plans.	30 days	
	8	Scrutiny and approval of Cargo Securing Manual.	20 days.	
	9	Scrutiny and approval of Ventilation and Piping Plans.	30 days.	
	10	Scrutiny and approval of subdivision calculations of passenger ships.	30 days.	
	11	Scrutiny and approval of structural plans of passenger ships.	30 days.	
	12	Scrutiny and approval of Rescue Boat / Fast Rescue Boat Plans.	30 days.	
	13	Scrutiny and approval of Life Boat Plans.	60 days.	
	14	Scrutiny and endorsement of Enhanced Survey Program (ESP) reports.	30 days	

A FRAMEWORK OF TRANSPARENCY AUDIT
 DIRECTOR GENERAL OF SHIPPING
<https://dgshipping.gov.in/>
 Organisation and Functions

Date last updated (01/08/2020)

			15	Exemptions from accommodation provisions	15 days
			16	Exemption from ship construction requirements	15 days
			17	Extension of statutory surveys & validity of certificates, exemption from dry-docking surveys, surveys of hull structure	15 days
			18	Exemptions / extensions related to Load Line Convention, MS Load line rules, inclining test.	15 days
			19	Approval of fire protection materials such as insulation, flooring, fire class panels, ceiling, fire doors and other furnishing materials.	15 days.
			20	Assignment of Govt. of India load line.	30 days on receipt of full survey reports and load line forms from MMDs.
		<p>Notes(s): (1) The time allocation mentioned above commences from the receipt of mail in the Directorate. (2) For availing services within stipulated period kindly ensure that all “relevant documents/ relevant information” are submitted as per DGS Order / Circular / SOP wherever applicable</p> <p>https://dgshipping.gov.in/Content/StandardOperatingProcedures.aspx</p>			

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

(v) Process of redress of grievances:

In the directorate following grievances redress Helpdesk system is available

1. Public Grievances Portal
2. Online Concurrent feedback Grievances redress mechanism is established in 2016- monitored by Ministry of Shipping and Dept of AR & PG
3. Through Twitter grievances are redressed and it is monitored by Ministry of Shipping.
4. Query/grievances received through e-mail are redressed.
5. <http://220.156.188.210/>