

Frequently Asked Questions (FAQs) related to INDOS Cell

1. What is an Indian National Database of Seafarers (INDOS) Number?

- i. To prevent the use of fraudulent certificates at sea by seafarers and to comply with the regulation 1/9 para 4 of Standards of Training, Certification and Watchkeeping Convention 1978, as amended in 1995, the Director General of Shipping vide M.S. Notice No. 2 of 2001 had sanctioned the implementation of INDoS.
- ii. The objective of INDoS is to maintain a computerized national database for quick reference by statutory authorities such as flag state, port state, immigration, etc., and also by employers of the seafarers and to include additional details such as name, photograph, signature, address, telephone number, etc.
- iii. All persons including foreign nationals who hold a certificate of competency granted by the govt. of India or all persons including foreign nationals who undergo modular courses in India approved by the DGS or all Indian nationals who holds Indian passport and Indian Continuous Discharge Certificate (CDC) are eligible seafarers to get an INDoS number.
- iv. This number is entered on all documents and certificates of the seafarer. The INDoS number once allotted will not change according to change in categories.
- v. An INDoS number - a distinct, permanent number consisting of eight alphanumeric characters e.g. 24NM1234.
 - a) First two digits of INDoS no. represent the year in which INDoS no. is issued.
 - b) Next two digits represent alphabets mentioning the category i.e. N – Nautical Officer, E – Engineer Officer, P – Polyvalent certified officer, C – Catering Crew (Saloon Rating), G – General Purpose Crew (GP Rating) and Z – Open CDC holders.
 - c) Last four digits represent numbers from 1 to 9.

2. How can I get an INDOS Number?

The procedure for generation of INDOS No. is mentioned in Training Branch Circular No. 8 of 2019 [Tr Br Circular No 8 of 2019 Online procedure for Issuance of INDoS No.pdf](#)

As per the said Circular –

- a) The candidate must have a valid passport.
- b) The candidate must have tenth class pass marksheet unless exempted by DGS Circular.
- c) No fee will be charged for registration for admission in Maritime Training Institute.
- d) Upon successful registration for admission, the candidate shall receive a system generated “Reference number”. The candidate shall note this “Reference number” for future correspondence.
- e) The “Reference number” issued to a candidate shall be valid for a period of three months from the date of issue of “Reference number”. The candidate must seek admission in a Maritime Training Institute within these three months. If the candidate fails to seek admission in Maritime Training Institute within the three months period, the candidate may register again and a new reference number shall be generated for the candidate.

- f) The candidate shall be physically present with all original documents (Valid passport and tenth class pass marksheet unless exempted by DGS Circular) in the Maritime Training Institute during verification for generating the INDoS number of the candidate.
- g) MTI will verify personal details entered by the candidate with original certificates such as Passport and tenth standard mark sheet / Passing certificate submitted by candidate. All the entries made by the candidate are editable except the passport number. The MTI shall ensure that all entries are correct including typo errors, spelling mistakes and dates.
- h) Photograph of the candidate shall be taken at the MTI. Signature of the candidate shall be taken at the MTI on a white paper strip using blue ink.
- i) The MTI shall scan all the original documents and signature of the candidate and save a copy of original documents, photograph and signature for records and upload the same in DGS e-governance system.
- j) Now MTI will make online payment against each application number. The system will open the online payment gateway where the MTI shall pay the total fee using various payment options.
- k) The MTI shall not charge any fee from the candidate for generating the INDoS number.
- l) Upon successful payment, a list of all candidates for whom the payment has been successfully made shall appear on screen with details.
- m) Now click on **“Generate”** button given against each candidate to generate the INDoS number of the candidate. The system generated INDoS number of the candidate shall appear on the screen.
- n) A system generated e-mail and SMS shall be sent to the candidate’s registered email I’d and mobile number confirming the generated **“INDoS number**.
- o) The MTI shall be able to print an excel sheet giving names of the candidates and their respective INDoS numbers for each application number.

3. How can I do my Seafarer Registration in E-Governance system of DGS?

- i. After generation of INDoS number, a system generated e-mail and SMS shall be sent to the candidate’s registered email Id and mobile number confirming the generation INDoS number.
- ii. The candidate has to follow the given procedure for registering himself in Seafarer Profile in DGS e-governance system–
 - a) Login on e-governance website - <http://dgshipping.gov.in/Content/egovernanceeng.aspx>
 - b) Click on Seafarer Registration
 - c) Candidate has to enter his / her INDoS number and date of birth.
 - d) Complete the Seafarer's registration form as directed
 - e) All fields marked with an asterix (*) are mandatory.
 - f) The candidate’s User ID will be his / her INDoS Number, and will remain the same for all his / her future interactions with the DGS.
 - g) Candidate should ensure that his / her User ID and User Password should be kept protected & secured with him / her to prevent any misuse.

4. Where can I get my system generated INDoS Certificate in DGS system?

As per new E-Governance system, generation of INDoS Certificate is not available. Candidate can take Seafarer Profile / Master Checker print-out as a proof.

5. How can I retrieve my password if forgotten or can change my Mobile Number or Email Address in my Seafarer Profile?

The candidate has to follow the same procedure for either retrieving the password or for change of Mobile No. or email ID. The procedure is as under –

- a) Login on e-governance website - <http://dgshipping.gov.in/Content/egovernanceeng.aspx>
- b) Enter your INDoS Number as Login ID
- c) Do not put any password in Password column.
- d) Click “Forget Password” option
- e) Enter your INDoS No
- f) Enter your registered email ID in the registered ID column
- g) Click on Submit
- h) If Registered ID matches with the email, system generated will be sent on your registered email with password.
- i) If registered email ID mismatch then window will appear that email address mismatch
- j) Down below - Click on Apply to Update new email ID option
- k) Fill All the column and upload your valid passport
- l) Online application will generate
- m) DGS after verification, will approve or reject the application.
- n) After approved, new password will be sent to the new register e-mail address.

6. How can I update my Seafarer Profile details?

The seafarer has to refer INDoS Circular No. 2 of 2018 dated 07.03.2018 [INDOS Circular No. 2 of 2018 reg Correction.pdf](#) wherein procedure has been given for making corrections in his / her INDoS profile. The same is as under –

- i. Login to the DG Shipping E-Governance website: <http://www.dgshipping.gov.in/Content/egovernanceeng.aspx>
- ii. Select e-governance which is there on the left side window.
- iii. Select the menu 'Request for Corrections in personal details profile' under 'Seafarer' module on the Home page.
- iv. Click on the top menu link 'Request for Corrections in personal details profile' tab
- v. System would open the request form facilitate the user to enter the 'New value' against the 'old values' for field names.
- vi. Attach the mandatory documents and click on the checkbox to confirm the changes.
- vii. Click on button 'Submit for Correction'.
- viii. System would display the confirmation page to acknowledge the 'acceptance of application request'.
- ix. If Application is ‘Rejected’, then make a new application request by following the above procedure.

7. How can I change my Photograph or signature in the Seafarer Profile?

- The seafarer has to refer **DGS Order No. 07 of 2021 dated 28.01.2021** [DGS Order No. 7 of 2021.pdf](#) wherein all procedure has been given for change of photo / signature.

- Photograph shall be of standard passport size. The background of the photograph should be white. The face size should be 75% to 80% of the photograph.
- Signature with a black / blue pen or marker
- Photo guidelines are also enclosed herewith

8. How can I update my passport details in the Seafarer’s Profile?

- i. Login to the DG Shipping E-Governance website: <http://www.dgshipping.gov.in/Content/egovernanceeng.aspx>
- ii. Select e-governance which is there on the left side window.
- iii. Enter your Login ID (INDOS No.) and Password
- iv. Click on Upload Documents Section
- v. For modifying the existing passport details, click on Update or
- vi. For adding new passport details, click on Add Passport option
- vii. Fill all the required fields
- viii. Upload colour scan copy of your passport
- ix. Online application will be generated.

9. Facing problem in Face Verification, what to do?

The candidate has to write a mail to cas-dgs@cdac.in

10. Facing problem in E-Learning, what to do?

The candidate has to write a mail to support@aduacademy.in or acadsupport@aduacademy.in for queries regarding his / her E-Learning.

11. Facing problem in EXIT examination, what to do?

- The candidate has to write a mail to technical@dgsexams.in or info@dgsexams.in for queries regarding his / her EXIT Exam.
- For EXIT exam fees related issued, please write a mail to accounts@dgsexams.in

12. If I have two INDOS numbers (double INDOS numbers), how can I delete one of the INDOS number?

For cancellation of one of the INDOS number out of two,

1) The candidate should write a mail from his registered e-mail ID to MTT INDOS Cell email address ttc-dgs@nic.in

2) The mail should written in following format –

Sr. No.	Name of the Seafarer	INDOS Numbers currently having with the Seafarers	INDoS Number Seafarer wants to retain	Reason for Retention

- The seafarer should also confirm that he wishes to delete one INDOS number out of two after integration of data to the INDoS number, seafarer wants to retain.

- Along with this, the seafarer should attach soft copies of the following documents –
 - a) Passport
 - b) CDC
 - c) INDOS Certificate if available

13. If DC / COP / DCE certificates of the candidate is not uploaded in his / her seafarer's profile then how to upload the same?

The following steps to be followed for uploading of DC / COP / DCE certificates into seafarer's profile by the candidate –

- i. The candidate has to write a mail to its respective Facilitation Centre or respective MMD from where the certificate is issued.
- ii. If certificate is issued by the Facilitation centre, then they will forward such mail to Nautical / Engineering Branch.
- iii. The Nautical / Engineering Branch if found ok, will forward the same to MMD for verification.
- iv. After due verification, MMD will forward confirmatory mail to Nautical / Engineering Branch.
- v. Then Nautical / Engineering Branch will forward the same to MTT for uploading of the certificate.
- vi. If the certificate is issued by MMD only, step no. 4 & 5 only to be followed.

14. If the INDOS Number of a candidate is deactivated, what to do?

The INDOS Deactivation is done either by Training Branch / Shipping Master office / concerned MMD. The candidate has to resolve the issue due to which his INDOS Number has been deactivated or blocked. After resolving the issue, the concerned office will write a mail to E-Governance Cell of the DGS for activation of the INDOS number.