



सत्यमेव जयते

भारत सरकार / GOVERNMENT OF INDIA

पोत परिवहन मंत्रालय / MINISTRY OF SHIPPING

नौवहन महानिदेशालय / DIRECTORATE GENERAL OF SHIPPING

“बिटा बिल्डिंग”, 9 वी मंजिल / “BETA BUILDING”, 9th FLOOR

आई-थिंक टेक्नो कैम्पस / I-THINK TECHNO CAMPUS

कांजुर गाँव रोड / KANJUR VILLAGE ROAD

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COMPUTER CELL CIRCULAR NO. 02 of 2014

F. No. 1-Computer Cell (Misc)/2014

05th September, 2014

Subject: Remedies for e-Governance problems/complaints.

The e-Governance Cell of the Directorate General of Shipping is always in a best pursuit towards ensuring the smooth functioning of various departmental activities through the online portal. Accordingly, by virtue of continuous dedicated effort of the e-Governance team, most of the work is being executed in a methodical, accurate and timely manner.

2. However, over the last few months it has been observed that the performance of e-Governance Portal, as experienced by the various users, allied offices and departments has been suboptimal.

3. It is very pertinent to mention that e-Governance Cell has been instructed and directed towards attending any projected issue in an expeditious manner. It is also very pertinent to mention that in order to ensure the best efficiency and performance of e-Governance, the projected issue may be brought out on an immediate basis to the e-Governance team through the designated protocol of the DG (S).

4. In view of the above, it is requested that any future issues, problems or any e-Governance related grievances may be informed on an immediate basis through the designated officer (DDG/ADG e-Governance) holding the said responsibility. In addition, it is also asserted that relevant feedback would be sought from various allied offices / users on periodic basis towards assessing the performance of various operational modules.

5. Co-operation from various stakeholders in this regard is highly solicited.

(Lt. Cdr. Ranjan Biswas)

Asstt. Director General of Shipping

All Officers

All Branches

Allied Office of the Directorate