

HELP DESK

The Directorate General of Shipping, Govt of India, with an objective of bringing its interaction with his stakeholders, on an online platform, has developed & operationalised various modules, under its e-samudra project. With increasing number of stakeholders making use of the online facility, it is felt that the information on the common queries/problems faced by them and their solutions, be available readily for their reference. The information on the contact points in the DGS and its field offices, for addressing their queries and registering their grievances is required to be put up front. With this view, following e-mail ids have been created for reference by the stakeholders.

Sr. No.	Name of the Office	Function	Contact person e-mail id	Supervisory Officer e-mail id
1.	Mercantile Marine Department, Mumbai	Examinations/CoCs (Engineering Wing)	mmdmum-eexam-ship@gov.in	pommdmum-exam-ship@gov.in
		Examination/CoCs (Nautical Wing)	mmdmum-nexam-ship@gov.in	
2.	Mercantile Marine Department, Kolkata	Examinations/CoCs (Engineering Wing)	mmdkol-eexam-ship@gov.in	pommdkol-exam-ship@gov.in
		Examination/CoCs (Nautical Wing)	mmdkol-nexam-ship@gov.in	
3.	Mercantile Marine Department, Chennai	Examinations/CoCs (Engineering Wing)	mmdchn-eexam-ship@gov.in	pommdchn-exam-ship@gov.in
		Examination/CoCs (Nautical Wing)	mmdchn-nexam-ship@gov.in	
4.	Mercantile Marine Department, Kochi	Examinations/CoCs (Engineering Wing)	mmdkhi-eexam-ship@gov.in	pommdkhi-exam-ship@gov.in
		Examination/CoCs (Nautical Wing)	mmdkhi-nexam-ship@gov.in	
5.	Mercantile Marine Department, Kandla	Examinations/CoCs (Engineering Wing)	mmdkla-eexam-ship@gov.in	pommdkla-exam-ship@gov.in
		Examination/CoCs (Nautical Wing)	mmdkla-nexam-ship@gov.in	
6.	Mercantile Marine Department, Noida	Examinations/CoCs (Engineering Wing)	mmdnoida-exam-ship@gov.in	pommdmum-exam-ship@gov.in
		Examination/CoCs (Nautical Wing)		

7.	Shipping Master, Mumbai	CDCs/Other works	sm-mum-ship@gov.in	pommdmum-exam-ship@gov.in
8.	Shipping Master, Kolkata	CDCs/Other works	sm-kol-ship@gov.in	pommdkol-exam-ship@gov.in
9.	Shipping Master, Chennai	CDCs/Other works	sm-chn-ship@gov.in	pommdchn-exam-ship@gov.in
10	Nautical Wing, DGS	COC/Examination	ntexamcoc-dgs@gov.in	na-dgs@nic.in
11	Engineering Wing DGS	COC/Examination	engexam-dgs@nic.in	cs-dgs@nic.in

Given below are the list of common problems faced by the stakeholders and the action to be taken for addressing the same.

(A) Examination (assessment and seat booking) --

1. A candidate appearing for the examination is unable to apply, as his earlier examination result for the lower grade or the same grade has been processed manually and therefore not found in the system. In such cases, a message *“Result / Last result is in process”* is displayed on screen. In all such cases, the candidates are requested to send an e-mail to the concerned MMD with the copy to the supervisory officer, along with the details of the previous examination. The MMDs have been given the facility/rights to enable such candidates for applying for the examination.
2. Request for increasing the available seats for a particular subject may please be taken up through an e-mail with the Supervisory officer of MMD with a copy to Nautical Advisor or Chief Surveyor, as the case may be.
3. Examination fee paid but challan not generated: On some occasions, the candidate, who pays the examination fee, does not get the acknowledgement, even when the amount is debited from his/her account. In absence of the acknowledgement, the candidate makes the payment twice or sometimes thrice. In such cases, the candidates are requested not to pay the fee again, but wait for maximum 48 hours. In these 48 hours, the necessary

reconciliation with the e-payment service provider would be carried out and the acknowledgment would be generated. More importantly, the candidate is also informed that he would not miss the seat booking, in such cases. The seat booking would have taken place as the fee has been received. In case, there is delay of more than 48 hours in the reconciliation, the candidate may please send an email to egovernance-dgs@nic.in with a copy to amolkirtane-dgs@nic.in. The above is applicable **only** in those cases **where the fee has been debited from the candidate's account, but the acknowledgement is not generated**. This is not applicable in case where the message "Payment failed" is displayed. Failed payment status can be due to multiple reasons i.e. (a) wrong card details (b) session timeout (c) Bank server failure. In these cases, the seafarer may make another attempt to pay fees.

4. Process for refund of the fee would be initiated by the e- Governance cell, only in those cases, wherein there has been multiple payments by the candidate on account of the technical problem listed at serial no 3 above. In such cases of double payment, if at all made, in spite of instruction given at serial no 3, the candidate may please send an e-mail to egovernance-dgs@nic.in with a copy to amolkirtane-dgs@nic.in.
5. Candidates are advised that before the payment of the examination fee and submission of the application, they may reconfirm the month, paper, type of examination and other details filled in by them. No change of month or type of examination is possible online, once the seat is booked. In such cases, if the candidate wishes to apply for some other month or some other paper, the fee paid cannot be adjusted in the system. In such cases the candidate would have to do a fresh booking and pay the fee again. It is also informed that the candidate cannot make more than one booking for the same month. For eg- If the candidate has booked for the month of October, he cannot make another booking for October. If he desires to do so, his earlier booking would have to be rejected by the MMD concerned. On rejection of application, he can book the seat again with payment of fee.
6. If the candidate wishes to transfer his seat booking, he may submit an online application form available at e-gov login → Examination → Application for transfer of seat booking. The application would be transmitted online to the transferor MMD and would be processed by it.

Once the transferor MMDs processes the said application, the seat would automatically be transferred to the desired MMD. Delay in transfer of seat booking may please be taken up with the MMD concerned.

(B) Certificate of Competency [COC] :

The processing of application for the COC is done at the DGS Head quarters. For any queries related to the same, you are requested to forward an e-mail to mail ids mentioned above with copy to the supervisory officer. The processing of application for revalidation of COC is done at respective MMDs. For any queries related to the same, you are requested to forward an e-mail to mail ids mentioned above with copy to the supervisory officer.

(C) Dangerous Cargo Endorsement and GMDSS certificate

The processing of applications for the Dangerous cargo endorsement and GMDSS certificate is done by the MMDs. For any queries related to the same, you are requested to forward an e-mail respective MMDs with a copy to supervisory officer.

(D) Continuous Discharge Certificate [CDC]:

1. If the details of the CDCs are not visible in the CDC checker, then the candidate and please fill and submit an online application available at (<http://220.156.189.33/IndosApplication/Indos/CDCChecker.jsp>) after which an online application number would be generated. The said application will be processed by respective Shipping Master office. Queries with respect to such application may please be taken up with the respective Shipping Master office, by sending email to the IDs given above with a copy to the supervisory officer. The application number may please be mentioned in the e-mail.
2. Queries related to application made for fresh CDC/renewal/replacement /duplicate CDC may be directly taken to the respective Shipping Master with the copy to supervisory officer.

3. Requests for correction in the online CDC database and the CDC booklet such as expiry date/issue date/passport number etc may please be taken up directly with the respective Shipping Master office.

(E) Issue of integration between the CDC and INDoS data

There may be instances where the CDC details are not available in the INDoS checker & vice versa. The seafarers are requested to verify their INDoS & CDC data from INDoS Checker & CDC checker available in www.dgshipping.gov.in. This exercise is meant to ascertain that the details of the seafarer are correctly reflected in the DGS database. If the seafarer notices that the CDC details are not reflected in the INDoS checker or the INDoS details are not reflected in the CDC checker, then it indicates that the data requires integration. Also there could be cases, where the details are available, but are not correctly reflected. In all such cases, the seafarers are requested to write an e-mail to the respective shipping master office along with the correct INDoS and CDC number. 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.

(F) Correction to be made in the data filled in form III-A

After submitting the details in form III –A or Articles of Agreement, if a user comes across incorrect entries / multiple entries / or intends to make changes in the already submitted data, the user may follow the instruction in the crew branch Circular no 1 of 2013 (available in DGS website) & approach the Shipping Master office for the corrections along with the required documents.

(G) Ship registration –

(1) Obtaining of user ID and password-

The registration of the ships is done at the MMD through an online application, which has to be filed by the owner of the vessel. For making such application, the owner needs to have a unique user ID & password. The owner may download an online form

(<http://220.156.189.33/esamudraUI/dropDown.do?method=executeDropDown>) which may be filled, signed, stamped & sent to egovernance-dgs@nic.in by e-mail. The user ID & password will be generated and sent to the email id mentioned in the form.

(2) Other problems faced by the companies-

The online applications submitted by the company require to be approved by the competent authority. Enquiries regarding the status of application for registration and related transactions may please be taken up directly with MMD concerned. If the application has been forwarded to DGS, then the enquiries with respect to the same may be taken up with bcsharma-dgs@nic.in with copy to Nautical Advisor.

(3) The mode of payment of fee for ship registration is through e-payment gateway. Any issues related to the e-payment may be brought to the notice of e-gov cell (egovernance-dgs@nic.in).

(4) If any online transaction has to be applied against a vessel & the vessels details are not seen in the system, you are requested to send an e-mail to bcsharma-dgs@nic.in with a copy to egovernance-dgs@nic.in with a scanned copy of certificate of registry of the vessel .The details would be loaded in the system.

(5) If any changes are to be made in the details already uploaded, you may send an e-mail to the Principal Officer, MMD with a copy to bcsharma-dgs@nic.in.
