

**GENERAL INSTRUCTIONS:**

1. Ensure you have read through all relevant DG Shipping Orders / instructions related to COVID-19 as listed in COVID-19 dashboard menu in the following link:

<https://dgshipping.gov.in/Content/COVID-19.aspx>

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

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### **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 the seafarers 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:** Please re-upload your photo & signature as per the instructions provided in seafarers profile. The seafarers’ who have never uploaded their photograph / signature may upload the same in their seafarers’ profile. They need not seek permission of the Directorate.

Photo & signature facility is disabled for only those candidates who are appearing for CoC grade examinations with MMD for security reasons. If the link to re-upload is not available then please click the link <https://forms.gle/KBJeJXNqCGfrszpFA> or copy and paste the link in the browser and enter and fill up the requisite details as requested in the form and submit with necessary supporting documents. Also, you may email the same to [ttc-dgs@nic.in](mailto:ttc-dgs@nic.in) about the same for necessary corrections / rectifications.

**Q4: My seafarer’s profile has incorrect date 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)

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**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 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?**

**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?**

**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.

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**Q11. How long does DG Shipping take to issue / approve for e-pass and what is its validity?**

**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?**

**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 ships port has changed / driver has changed etc. and I need to apply for new e-pass? What to do?**

**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.**

**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?**

**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?**

**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

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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 honoured / 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?**

**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 is as decided by the State Govt. / Union Territory. Such details are usually available in State Govt. / Union Territory official website.

**Q18. Where do I find list of ports where crew change is possible in India?**

**Ans:** Please contact Ship owner / RPS agency for further details, current it's possible in all Indian ports. It's being updated regularly on DG Shipping e-governance portal for viewing Ship owner / RPS agency. You can also obtain same from Port agent or from Port websites.

**Q19. My ships last port of call from infected country 'X', my ship is coming to an Indian port 'Y', will my ship be allowed to be berthed & is crew change possible? Are there any restrictions?**

**Ans:** Yes & berthing in Indian port is subject to necessary permissions granted by port authorities and as per applicable SOP's of the port, applicable rules such as Major Port trust act, Indian Ports Act, Port Entry Rules etc. You may obtain the specific details from the respective port's official website.

**Q20. 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.

**Q21. 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.

**Q22. I am a Ship owner / Recruitment & Placement Services (RPS) agency and apply for seafarers e-pass, but the port is not listed in drop down menu. What should I do?**

**Ans:** Write an email to [helpdesk-dgs@nic.in](mailto:helpdesk-dgs@nic.in) with your request for inclusion of the Indian port.

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**Q23. Can I get e-pass for foreign ports? Are crew changes applicable for foreign ports?**

**Ans:** Presently as per Ministry of Home Affairs' vide their Order No.40-3/2020-DM-I(A) dated 21.04.2020, crew changes are permitted in Indian ports under controlled conditions.

**Q24. I am a seafarer and travelling by road for joining ship. What all documents should I carry while travelling by road?**

**Ans:** Soft copies or hard copies of Ministry of Home Affairs' vide their Order No.40-3/2020-DM-I(A) dated 21.04.2020, DG Shipping Order No. 12 of 2020, Ship owner / RPS agency letter certifying your travel, copy of e-pass and transit pass.

**Q25. During sign-on my Ship owner / RPS agency has arranged for e-pass and transit pass. Is that sufficient document for me to travel by road from Himachal Pradesh to Kandla?**

**Ans:** Yes. E-pass and transit pass are sufficient to travel with maintaining social distancing from driver as per MoHFW guidelines at all times. Its advised that you may preferably display e-pass pasted on the front glass of the car so that it's evident for law enforcement agencies to view and grant access at various places during your road travel.

**Q26. During my sign-on travel by road, at check post the local police is not allowing me to proceed on travel saying I am not allowed to travel. What should I do?**

**Ans:** Speak politely to the police personnel and show them all documents such as Ministry of Home Affairs' vide their Order No.40-3/2020-DM-I(A) dated 21.04.2020, DG Shipping Order No. 12 of 2020, Ship owner / RPS agency letter certifying your travel, copy of e-pass and transit pass. If still facing problem, please call your ship owner / RPS agency who has direct access to DG Comm center (Tel: +91-22-22614646) Shipping. **Do not panic.**

Collect all details such as check post details, district details, concerned official details (if possible) who is stopping the travel and forward the details to ship owner / RPS agency / DG Comm center.

**Q27. I am a DG approved medical examiner; can I open my clinic for carrying out medical examination of seafarers?**

**Ans:** Yes, Ministry of Home Affairs' vide their Order No.40-3/2020-DM-I(A) dated 15.04.2020 & 01.05.2020 had permitted opening of such essential services.

**Q28: I have a medical certificate which was issued by the DGS approved doctor prior joining my last ship, which is still valid. Do I have to get another medical certificate?**

**Ans:** No need to get another new medical certificate for the purpose of making an application if it's valid and reflecting in your respective Master checker under medical certificate tab.

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**Q29. Do I need to personally visit MMD / DG Shipping or any other office for collection of my e-pass / travel pass?**

Ans: No. Once approved, same can be downloaded from seafarers' profile.

**Q30. I am expecting sign-off at Indian Port with my wife and child who are sailing as Supernumerary on board. Is it possible for three of us to sign Off and do covid-19 test?**

Ans: Yes. The ship owner / RSP agency can apply for e-pass for the seafarer and supernumerary can accompany the seafarer and all three can sign-off / disembark from ship as complying with the SOP.

**Q31. We don't have RPSL, as we are vessel owner employing for own vessel only. Issue is we don't have articles either as vessels are less than 200GT. So now how to upload into DGS website and obtain e-pass for IV crew who doesn't possess INDOS id?**

Ans: Request for user id and password as detailed in FAQ Q7 and you may apply for e-pass for your IV crew in the module for IV vessels.

**Q32. We are not ship owners neither we are DGS approved RPSL agency, but we place repair technicians, surveyors, security staff etc. onboard ship who are not the regular crew of ships. How do we obtain e-pass for such non-seafarers who doesn't possess INDOS id?**

Ans: Please be guided by MS Notice No. 2 of 2018 and submit necessary documents, fees etc. to jurisdictional Shipping Master for obtaining necessary credentials for utilizing e-pass services for the non-seafarers.

**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); and [danieljohn-dgs@gov.in](mailto:danieljohn-dgs@gov.in);