

Directorate General of Shipping, Mumbai

GENERAL INSTRUCTIONS:

1. Ensure your eligibility as per M.S. (Standards of Training, Certification & Watchkeeping for Seafarers) Rules 2014 and Training Examination & Assessment Programme (TEAP) 2015 before filling up the details electronically online.
2. M.S. (Standards of Training, Certification & Watchkeeping for Seafarers) Rules 2014 is available DG Shipping website, please refer to below link
http://dgshipping.gov.in/WriteReadData/userfiles/file/Notification_stcw2014_310714.pdf
3. Training Examination & Assessment Programme (TEAP) 2015 is available DG Shipping website, please refer to below link
https://www.dgshipping.gov.in/writereaddata/ShippingNotices/201505191224526716388TEAPAConsolidatedRev1_May2015-compressed.pdf
4. The applicants must ensure that they have registered online (at DG Shipping Website www.dgshipping.gov.in) their Seafarer's Profile Registration. (See instructions for Seafarer Profile Registration, if not already done)
5. Columns with red asterix (star) mark in the online forms are mandatorily to be filed in.
6. If you are a seafarer and have any more questions which are not listed below then you may send an email to DG Shipping: dgship-dgs@nic.in and helpdesk-dgs@nic.in

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Frequently Asked Questions

Q1. How do I obtain my seafarers profile registered and how do I obtain user Id & password?

Ans: Visit DG Shipping website 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 24hours the user Id and password would be emailed by E-Governance to the registered email address.

Q2: 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.

Q3: Where do I need to apply to get my CoP's?

Ans: All CoP are automatically processed online, candidate need not visit DGS / MMD personally. No fees to be paid.

Please visit DG Shipping website www.dgshipping.gov.in and click E-Governance to avail the online services.

Link for online services: <http://220.156.189.33/esamudraUI/logOut.do?method=loadIndexPage>

Step 1: Read Training Circular no. 12 of 2019 available at www.dgshipping.gov.in.

http://www.dgshipping.gov.in/WriteReadData/userfiles/file/TR_Cir_No_12%20of%202019.pdf

Step 2: Login in to seafarer's profile.

Step 3: Go to "update seafarer profile".

Step 4: Update your latest and active mobile number and email address.

Step 5: Go to "Documents" tab & click on "Upload Documents"

Step 6: Read carefully the instructions to upload Photo, Signature, CDC, TAR Book & Passport.

Step 7: Ensure that **all the documents** are uploaded as per the instructions ((If all documents are not uploaded, system will not process the case further)

Step 8: The online system will automatically filter and fetch all the eligible candidates for processing of the relevant certificates. NO application needs to be submitted.

Step 9: The candidates will receive a system generated email after successful generation of certificates.

Step 10: The certificate will be available in 'Master Checker' of the seafarers profile.

Q4: I have followed above process mentioned for CoP, still I haven't received any communication after one week in my inbox profile?

Ans: All CoP are automatically processed online and CoP, candidate need not visit DGS / MMD personally. You may go inside your online E-Governance module and click the "update seafarer's profile" and click the "**Grievance for CoP**" tab and write your grievance and also email your grievance to helpdesk-dgs@nic.in. Grievance would be replied / resolved online by email by the Directorate.

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Q5. Do I need to personally visit MMD / DG Shipping for collection of my CoP hard cover or seeking my status of application?

Ans: No. Candidate should not personally visit MMD or DG Shipping for any reason. Candidate should write grievance online by “**Grievance for CoP**” tab and also email there grievance to helpdesk-nic@gov.in. The CoP issuance will be processed online and e-certificate will be available in ‘Master Checker’ of the seafarer’s profile under CoP tab, which may be printed and used.

Q6: I have done my sea service through non-RPSL agencies. Can you please confirm whether the service performed through such agencies are acceptable for the purpose of revalidation or issuance of CoPs / WKG?

Ans: No. According to the directives issued by the Directorate General of Shipping, the seafarers should join the ship only through RPSL agencies approved by the DGS. Hence the sea service performed through non-RPSL agencies will not be recognized by the MMD.

Q7: I have done my sea service through RPSL agencies but my sea service is not uploaded in E-Governance and sea service is not reflecting in my Master checker sea service records. Can you please confirm whether the service performed is acceptable for the purpose of issuance of CoPs / WKG?

Ans: No. Seafarer shall ensure that sea service performed is correctly reflecting in the Master checker of the respective individual seafarer profile. If the sea service is missing or not correctly reflecting in the Master checker then approach the RPSL company to rectify the issue.

Q8: My CDC or Passport got expired last month. Do I need to apply for renewal? Is it compulsory to have valid CDC or Passport for the purpose of CoP or obtaining any other certificate?

Ans: No. You need not wait for renewal of CDC or Passport for making an application. However, it is your responsibility to ensure that all the necessary documents such as CDC, Passport are valid prior joining any ship.

Q9: 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 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.

Q10: I have followed all process mentioned for CoP issuance online, still I haven’t received any communication in my inbox profile?

Ans: Read the Training Examination & Assessment Programme (TEAP - A) 2015 available DG Shipping website and **ensure** you are eligible for issuance of CoP, please refer to below link

http://dgshipping.gov.in/writereaddata/ShippingNotices/201505191224526716388TEAPAConsolidatedRev1_May2015-compressed.pdf

Check your Master checker and ensure your Master checker is up to date for issuance of CoP as the system will automatically pickup case for issuance of CoP

- Ensure your **Name** in Master checker is matching correctly as per Indos, passport & CDC.

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- All required **documents correctly uploaded** (Passport / CDC / TAR book as applicable)
- All **required courses** for issuance of CoP is completed and reflecting correctly in Master checker (with course joining & completion dates & certificate number etc)
- **Medical fitness certificate** is valid and reflecting correctly in Master checker.

You have checked and ensured everything is correct and in order and still you haven't received CoP or any communications or online reply from the Directorate. You may go inside your online E-Governance module and click the "update seafarer's profile" and click the "**Grievance for CoP**" tab and write your grievance and also email your grievance to helpdesk-dgs@nic.in. Grievance would be replied / resolved online by email by the Directorate.

Q11: I have been issued with CoP online, but my Name is not correct as per Passport/CDC?

Ans: Prior uploading documents, you have to ensure that your name in Master checker is matching correctly as per Indos, passport & CDC.

- Comply with Training Circular 08 of 2019 dated 30.04.2019 for correction of Name in Indos https://www.dgshipping.gov.in/WriteReadData/userfiles/file/TR_Cir_08%20of%202019.pdf
- Once Name is rectified in Indos, write an email to helpdesk-dgs@nic.in for rectifying the mistake in the certificate. New certificate would be processed/issued and it would reflect in Master checker of the candidate
- Once Name is corrected in Indos, upload a copy of the corrected indos certificate (copy may be obtained online in Indos checker) along with passport in passport upload section for CoP

Q12: I have been issued CoP certificate (hard copy) by Facilitation Center (CMMI, FOSMA / MASSA / IMEI / IMF etc) and have lost the CoP

Ans: Approach nearest MMD with requisite fees for issuance of lost CoP. MMD would verify and process the same for issuance of CoP.

Q13: I have lost my CDC and / passport, can I apply for CoP?

Ans: No. You need to wait for new CDC or Passport for making an application.

Q14: My TAR book all pages have got exhausted. Do I need to procure new TAR book?

Ans: No. You may make photocopies of relevant TAR book blank pages and attach it the TAR book and use /fill it up.

Q15: 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: Photo & signature facility is disabled for only those candidates who are appearing for CoC grade examinations with MMD for security reasons. You may personally approach the concerned MMD where you are appearing for CoC grade examinations and request for the one time enabled link for photo and signature upload.

Q16: I have been issued CoP basic Oil/Chem/Gas DC by MMD or Facilitation Center (CMMI, FOSMA / MASSA / IMEI / IMF etc) and my CoP basic Oil/Chem/Gas DC is getting expired or expiring, what should I do?

Ans: This is a **renewal case** and not fresh case. You may use the "renewal of CoP basic Oil/Chem/Gas DC" tab available in your seafarers profile and upload requisite documents and pay fees and choose respective MMD. CoP basic Oil/Chem/Gas DC would be processed and issued by post by MMD to the candidates chosen address.

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Q17: I have been issued CoP basic Oil/Chem/Gas DC by MMD or Facilitation Center (CMMI, FOSMA / MASSA / IMEI / IMF etc) and my CoP basic Oil/Chem/Gas DC is expired and I don't have 3 months of sea service on Oil/Chem/Gas tanker for renewal, what should I do?

Ans: Redo the basic Oil/Chem/Gas course again fresh and upload documents online as per FAQ in seafarers profile for fresh automatic issuance of CoP e-certificate in your master checker.

Q18: I have been issued CoP basic Oil DC by MMD or Facilitation Center (CMMI, FOSMA / MASSA / IMEI / IMF etc) and I want CoP basic Chemical DC now, what should I do?

Ans: Ensure you have completed the basic Oil Chemical Tanker course (OCTCO) and it is reflected in master checker and upload all docs as per FAQ and write a email about your grievance for issuance of CoP with your indos no. to helpdesk-dgs@nic.in.

Q19: I have received an auto generated email query to comply, what should I do?

Ans: Do not reply to that email as it's a system generated email. Also donot email to any other DGS email ids about this query. Go inside your seafarers profile and read the query carefully. Please fulfill and try to comply with the query requirements by seeking guidance from your RPSL Company Training Officer (CTO) and then submit **suitable reply** in your seafarers profile against the query raised (DONOT REPLY BY EMAIL TO THE SYSTEM GENERATED EMAIL AS IT WILL BOUNCE BACK)

Q20: I have received an auto generated email query to comply, I don't understand the query as the same query is being raised again. What should I do?

Ans: Do not reply to that email as it's a system generated email. Also donot email to any other DGS email ids about this query. Go inside your seafarers profile and read the query carefully. Please approach your RPSL Company Training Officer (CTO) and seek assistance & suitable guidance for complying the query raised. After complying with the query (ex. Uploading corrected documents, clarification letter etc etc), go inside your seafarers profile again and then submit **suitable reply** against the query raised (DONOT REPLY BY EMAIL TO THE SYSTEM GENERATED EMAIL AS IT WILL BOUNCE BACK)

Q21: I have received an auto generated email saying my CoP is approved, what should I do?

Ans: Do not reply to that email as it's a system generated email. Also donot email to any other DGS email ids about this query. The CoP is processed online and e-certificate would be available in 'Master Checker' of the seafarer's profile under CoP tab, which may be downloaded, printed and used.

Q22: I have incorrectly uploaded passport under different documents upload tab i.e uploaded passport under CoP WKG tab but not under basic CoP tab, what should I do?

Ans: Do not try and delete as there is no link for deleting the same, let it remain as it is, it wont effect anything. You may again upload passport for basic CoP under the basic CoP passport tab correctly for the system to auto pick your case for CoP issuance.

Q23: I have uploaded all documents for CoP issuance and what should I do?

Ans: Do not email or write grievance under grievance tab, wait minimum for a week for processing and if nothing or no auto generated email is received within one week then email or write grievance under grievance tab.

If you are a seafarer and have any more questions which are not listed below then you may send an email to DG Shipping: dgship-dgs@nic.in and helpdesk-dgs@nic.in