



भारत सरकार / GOVERNMENT OF INDIA
पोत परिवहन मंत्रालय / MINISTRY OF SHIPPING

नौवहन महानिदेशालय, मुंबई
DIRECTORATE GENERAL OF SHIPPING, MUMBAI

File NO. 20-16/8/2020-TRG-DGS

Dated: 10.11.2020

DGS Order No. 37 of 2020

Subject: Revised Procedure for Updating of Seafarer Profile

1. Whereas an INDOS (Indian National Database of Seafarers) number is a Unique Identification number allotted to each candidate intending to work as a seafarer. The seafarers profile containing various details including Name, Signature and Photograph, Course Certificates, Passport /CDC details etc. is mapped with this INDOS number. The MTIs are responsible for initiating the process for generation of INDOS number and details being entered in the seafarer's profile while ensuring the correctness and authentication of such details.
2. Whereas the requirement of details such as Name, Photograph, signature etc. in the seafarer's profile for purposes of e-pass, e-learning, exit examination, automatic generation of watch-keeping certificates/DCEs etc. revealed that the required data in the seafarer's profile were either missing or unusable due to poor quality of photograph and signature, name wrongly entered etc. The above resulted in allowing the seafarers to make changes in their profile which was allowed with due control measures.
3. It has been further noticed that the Email ID, address and mobile number of the seafarer are either incorrectly filled or not present in his profile. Apart from difficulty in communicating with the seafarer, this also renders many facilities available to the seafarers in the Directorates E-governance system unusable including regeneration of passwords.

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4. The increasing use of digital technology is an unavoidable and pressing requirement which has been fairly evidenced in the recent pandemic and the increased use of data in the seafarer's profile for 3 tier examination process, generation of digital certificate etc. has necessitated further simplification of the seafarer's profile updation process and also the need for correct capture of data at the initial stages. Facial recognition is now an integral part of the various e-governance process for ensuring integrity and security of all processes and facilities available to the seafarers.
5. The Directorate vide DGS Order 27 of 2020 dated 01.10.2020 imposed responsibility on the MTI to verify correctness of details of a particular candidate on his seafarer profile prior uploading the batch details and gave a detailed procedure in case changes are needed on the seafarer profile of a particular candidate. This included forwarding of change request by the Candidate through the MTI to the MTT Cell of the Directorate and the escalation matrix, provided the response to change request is not received by the Candidate within a certain time frame. **The Directorate hereby reaffirms the continuation of said procedure and all MTIs are hereby directed once again to ensure correctness on seafarer profile of a Candidate prior uploading batch details.**
6. Noting that INDOS Cell Circular No. 2 of 2018 dated 09 March 2018 gives detailed procedure for up-dating changes in personal details of a seafarer on his profile.
7. Also noting that the Training Circular 08 of 2019 dated 30.04.2019 has assigned added responsibility on MTI to ensure correctness of a Candidates personal details including photograph and signature while initiating the on-line mechanism of generation of INDOS number.

8. **In partial modification to Training Circular 08 of 2019 and INDOS Cell Circular No. 02 of 2018**, the Directorate has now devised following procedure for making a change request for the purpose of E-Learning, enrolment at a MTI prior uploading of batch details by MTI, Automatic Watch-Keeping/Dangerous Cargo Endorsement issuance and E-Migration:

- 8.1. Request for change from those seafarers who have taken admission in a Course at a MTI on/after 1 October 2020 and the batch details have been uploaded, shall not be accepted. Same will be verified with uploaded batch details.
- 8.2. All seafarers are hereby directed to put their own e-mail id and mobile number in their seafarer profile. At present there is no permission required to change email id and mobile number. All a seafarer is required to do is log-in to his seafarer profile on e-governance module available on Directorates web-site using his INDOS number as user id and password as INDOS number followed by digit "1" (in case seafarer has not already changed his password) and carry out the changes.
- 8.3. The above facility to carry out change in e-mail id or mobile number will not be in existence for a long time and then any further changes in a seafarer mobile number or e-mail id will be through on-line verification, that is a request for change in e-mail id shall only be permitted by an on-line verification through a one-time password sent to a seafarer mobile number and vice-versa.
- 8.4. While carrying out a change of photograph/signature or personal details now, the Seafarer is also advised to put their own mobile number and e-mail id on their profile. Please note after this change the system will lock a seafarer e-mail id and mobile number and any further changes in e-mail id or mobile number will only be permitted through on-line verification as detailed in Paragraph 8.3

8.5. If two seafarers are found registering the same e-mail id or mobile number after completion of their change request now, the INDOS profile of both shall be deactivated and they will not be able to utilize the same for any purpose.

8.6. All request for photograph and/or signature changes to be forwarded to MTT at ttc-dgs@nic.in by a Seafarer mentioning his INDOS number and **from his registered e-mail id. In case, the correct e-mail is not registered on his profile, mail to be sent from the e-mail id, which he intends to get registered along with registered mobile number or the mobile number which he intends to get registered now.**

8.7. ***Request for Change of Photograph:***

8.7.1. Seafarer to forward recent photograph (which should be of standard passport size with white background and the face size should be 75% to 80% of the photograph and in jpg form) along with self-attested copies of his passport and CDC and mobile number.

8.7.2. MTT shall verify photograph and INDOS number with that on his passport and CDC and after satisfactory verification will give grant permission for updating the changes. The permission shall be granted within two-working day of receipt of request from seafarer.

8.7.3. The seafarer is expected to update the changes within two days of grant of permission and in the meanwhile should not get enrolled in a course at any MTI. After updating his Photograph on his seafarer profile, the candidate should ensure that quality of updated photograph is as required for present or future E-Learning/Exit Examination/DCE purposes. This is to be done by visiting the URL: <https://220.156.188.229/> and logging-in using his user-id and password for seafarer profile and match his current face profile online with the photograph in his seafarer INDOS profile, existing or updated.

8.7.4. In case the matching is not successful, the Candidate can re-write to ttc-dgs@nic.in with a new photograph. Provided the seafarer re-writes to MTT

within two days of permission granted and his INDOS number is not submitted in any batch details by any MTI, the MTT shall grant him permission again for re-uploading the new photograph.

8.7.5. After two days of grant of permission and non-receipt of any mail by MTT regarding photo match, the MTT will verify satisfactory updating of photograph, e-mail id and mobile number and shall close the case.

8.8. ***Request for Change of Signature:***

8.8.1. The Seafarer to forward a copy of the strip (**not page**) of his signature (on a white paper strip using blue/black ink & not on a blank page) along with self-attested copy of his passport and CDC. MTT to verify that the signature is as per required format or else mail the seafarer to submit his signature in correct format.

8.8.2. MTT shall verify signature and INDOS number with that on his passport and CDC and after satisfactory verification will give grant permission for updating the changes. The permission shall be granted within two-working day of receipt of request from seafarer.

8.8.3. The seafarer is expected to update the changes related to signature and also mobile number/e-mail ID, if required within two days of grant of permission.

8.8.4. After two days of grant of permission, the MTT will verify satisfactory updating of photographs and e-mail id and mobile number, if required, and shall close the case.

8.9. ***Change of Name/Date of Birth/Gender/Place of Birth/Birth Country/Nationality/Permanent Address:***

8.9.1. Request for change in personal profile from those seafarers who have been issued INDOS number prior to 30.04.2019 or after 30.04.2019 can be raised using the following procedure:

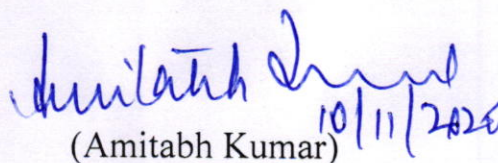
8.9.1.1. Go to www.dgshipping.gov.in

8.9.1.2. Click on "e-governance"

- 8.9.1.3. Enter the User ID & Password and Click on "Login". Use your INDOS number as User-Id and INDOS number followed by digit 1 as password in case the password has not been changed earlier.
- 8.9.1.4. Click on "Request for Personal Details Correction in Seafarer Profile"
- 8.9.1.5. Click on "Request for correction of personal details".
- 8.9.1.6. Please enter the desired details in the column "Proposed Changes" & Upload your scanned copy of latest passport.
- 8.9.1.7. Click on "Submit for correction" which will submit your request and generate a reference number for future correspondence.
- 8.9.2. MTT shall verify the changes requested from details on his passport and after satisfactory verification will give grant permission for updating the changes. The permission shall be granted within two-working day of receipt of request from seafarer.
- 8.9.3. The seafarer is expected to update the changes related to signature and also mobile number/e-mail ID, if required within two days of grant of permission.
- 8.9.4. After two days of grant of permission, the MTT will verify satisfactory updating of personal details, e-mail id and mobile number and shall close the case.
- 8.10. **Escalation Matrix:** If the change request is not addressed within 2 working days (excluding Saturday and Sunday) the **first level of escalation** of the request will be **CEO-MTT email:** mttindos@gmail.com and the **second level of escalation**, if the request is not addressed within three working days of raising the request is **ADG (Training) email:** singh.deependra@gov.in
9. Whereas to ensure that correct data of a seafarer is available on his seafarer profile, the Directorate vide Training Circular 08 of 2019 dated 30.04.2019, has given the responsibility of generation of INDOS number to MTIs. Further to ensure correctness of Seafarer data, the Directorate vide the same Order has also

stated that any correction request received from MTI after issuance of INDOS shall only be done after ensuring a payment of INR 3000/- per change except when the personal details are changed due to issuance of new passport after issuance of INDOS number. The fine of INR 3000/- per change was to be imposed on INDOS issuing MTT vide the same Order. ***In partial modification to said Order, no fine shall be imposed for next three months.***

10. All MMDs are hereby instructed not to process any change request in the Seafarer Profile for the above said purposes.
11. Many INDOS number generating MTIs are seen to be providing their own or 3rd party email ids and mobile numbers in the INDOS database of the seafarers. This practice compromises with the integrity and security of the e-governance data and creates problems for the seafarer in their subsequent transactions including training, e-migration, examination and issuance of digital certificates. Accordingly, if any MTI is found to have entered wrong email id or mobile number of seafarers in their INDOS database, then strict punitive action may be initiated against them. MTI may sensitise their staff accordingly.


(Amitabh Kumar) 10/11/2020

Director General of Shipping &
Additional Secretary to the Government of India