



भारत सरकार/ GOVERNMENT OF INDIA
पोत परिवहन मंत्रालय / MINISTRY OF SHIPPING
नौवहन महानिदेशालय, मुंबई
DIRECTORATE GENERAL OF SHIPPING, MUMBAI

F. No. 7-NT(72)/2014

Date: 20.07.2020

DGS Order No. 21 of 2020

Subject: Standard Operating Procedure / Protocol (SOP) for repatriation of foreign seafarers from Indian ports - reg.

1. The coronavirus (COVID-19) pandemic has created a global crisis which has impacted all aspects of life and badly affected the work environment. In the maritime sector, it has severely impacted the ship to shore interactions, including crew changes.

2. The Directorate had issued DGS Order No. 12 of 2020 dated 22.04.2020 prescribing the Standard Operating Procedures / Protocols (SOP) for controlled crew change of Indian seafarers at Indian ports to facilitate and regulate crew change for seafarers so that the safe environment on the ship is not compromised or no contamination is brought from ship to shore.

3. It may be noted that appeals and statements / joint statements have been made by various international communities such as International Maritime Organisation (IMO), International Civil Aviation Organisation (ICAO), International Labour Organisation (ILO), International Air Transport Association (IATA), International Chamber of Shipping (ICS), International Association of Ports and Harbors (IAPH), INTERTANKO, INTERCARGO, InterManager, International Trade Union Confederation (ITUC) and International Transport Workers' Federation (ITF), World Shipping Council (WSC) etc. seeking the support of Governments and national authorities to facilitate crew changes, operations essential to maintain the global cargo supply chains and operations related to humanitarian aid, medical and relief flights.

4. Also, IMO-ICAO-ILO dated 26.05.2020 vide circular letter No.4204/Add.18 have given a joint statement on facilitation of crew changes in ports and airports in the context of the COVID-19 pandemic.

5. To facilitate and regulate crew sign-off for foreign seafarers on board the vessels making port of calls to Indian ports in a safe manner, the Directorate hereby prescribes the following Standard Operating Procedure / Protocol (SOP) for repatriation of foreign seafarers from Indian ports for compliance by all stakeholders;

6. Standard Operating Procedures (SOP) for sign-off by foreign national seafarers at Indian ports

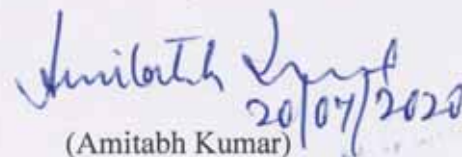
1. Ensure DGS Order 12 of 2020 dated 22.04.2020 is complied with as applicable.
2. Ship owner / Recruitment & Placement Services (RPS) to ensure that the validity of visa issued

to foreign seafarer is adequate for their stay in India till they board International flights for travel outside India.

- a) However, instances have come to notice that the ship-owner / Recruitment and Processing Services (RPS) would not be in a position to ensure the validity of the travel documents and visa of the crew on board in respect of the vessels which are already in the sea. Hence, possibilities of crew arriving on the strength of expired passports and visas cannot be ruled out.
 - b) The crew already on board without a visa cannot obtain a sticker visa from Indian Mission and therefore, the other option is to issue them e-visa online. Issue of e-visas is currently kept in abeyance. However, they would be issued with TLP for one month on the basis of valid passport facilitating their travel outside India.
3. In case the validity of Indian visa and / passport is less than three months from date of sign-off then all necessary efforts shall be made by the ship owner / RPS agency for renewal of passport and / visa through local embassies.
 4. The foreign seafarers with expired Indian visa may be allowed to sign-off on the basis of issuance of TLP by local Immigration officer but subject to valid passport and valid Seaman's Identity document.
 - a) TLP with validity of up to 1 (one) month and a one-time fee of USD 40 may be given by Immigration Officer, keeping in view the requirement of the seafarer.
 - b) As per the Visa Manual, a seafarer on board of a merchant vessel can be signed off on the strength of gratis TLP for a maximum of seven days or till the return journey of the crew member to his home state, whichever is less.
 - c) A special provision has been made to issue them TLPs for up to 1 (one) month after payment of one-time fees of USD 40.
 5. The master of a vessel, before arrival at its port of call, shall ascertain the state of health of each person on board the vessel and submit the Maritime Declaration of Health to the health authorities of the port and to the port authorities. In addition, the information required by the local health authorities of the port, like temperature chart, individual health declaration, etc. shall also be provided by the master as per the directives of the health authorities of the port. Port health authorities shall grant pratique to the vessel prior to berthing as per necessary health protocols.
 6. Seafarer to wear necessary PPE (masks, hand gloves) on arrival.
 7. All the luggage and personal effects of the foreign seafarers has to be disinfected at the time of disembarkation.
 8. Seafarer will be cleared by Immigration authority at the nearest immigration center and custom authorities for luggage clearances etc. after arrival at the port.
 9. Seafarer arriving on a vessel would undergo the COVID-19 test to confirm that he/she is negative of COVID-19. After disembarking and till the time the seafarer reaches the testing

facility, the shipowner / RPS shall ensure that all safety precautions as per standard health protocol are observed.

10. Till the time test reports are received, the seafarer shall be kept under quarantine facility approved by the Port / State Health Authorities.
11. The seafarer tested as "positive" for COVID-19 will be dealt with as per the procedures laid down by MoHFW, Govt. of India.
12. Till such time international flights / VBM flights / chartered flights / connecting flights are available for the desired location / country, ship owner / RPS agency to arrange for boarding and lodging of seafarer at a safe location ¹.
13. Upon a seafarer tested as "negative", the Ship owner / RPS agency to ensure completion of the following processes if travelling by car:
 - a. Seafarer's travel route post sign-off is to be identified;
 - b. Details of the Seafarer, vehicle and driver ² for the proposed travel to be uploaded on DGS website "e-pass for foreign seafarers link" for generation of e-pass (if needed);
14. Ship owner / RPS agency to download the e-pass and share it with local agents, seafarers and driver for the travel, if needed.
15. The e-pass (to and fro) will be issued for a fixed route and with specified validity and will have to be adhered to strictly.
16. Ship owner / RPS agency to ensure the following for taking seafarer to airport:
 - a. Vehicle being used for travel is properly sanitized and PPE (masks, hand gloves) and sanitizers made available for driver and seafarer ³;
 - b. Driver and seafarer to maintain social distancing requirements as per MoHFW guidelines ³;
17. On reaching the airport, seafarer to abide by the quarantine / isolation and health protocols as desired by airport authorities.
18. In addition to above, seafarer shall abide and full comply by all the concerned flag state orders pertaining to COVID-19 at all times.
19. This DGS order is issued with the concurrence of Ministry of Home Affairs (MHA), Foreigners Division (Immigration Section), Govt. of India vide OM No. 25022/24/2020-Imm dated 17.07.2020.


(Amitabh Kumar)

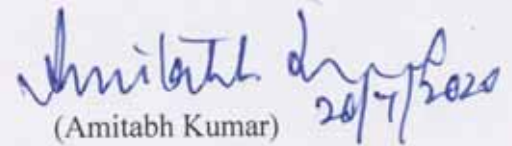
Director General of Shipping &
Additional Secretary to the Govt. of India

Enclosure(s): As above

Notes:

1. ¹ Safe location is a location / place / guest house / hotel etc. where no COVID-19 case is reported till now and has the required amenities for the upkeep of seafarers for the required number of days of isolation / boarding and lodging.
2. ² In case of change in driver, vehicle and or both, the e-pass generated needs to be cancelled by the ship owner / RPS agency & fresh e-pass to be generated.

3. ³ While applying for e-pass online in DG Shipping Egovernance portal, Ship owner / RPS agency to give declaration that vehicle is properly sanitized & PPE (masks, sanitizers etc.) in place and driver & seafarer would maintain the social distancing requirements as per MoHFW guidelines.
4. All necessary arrangements and facilities at ports in accordance with the guidelines of MoHFW will be made by the port authorities concerned.
5. The entire cost of transportation, stay and logistics etc. of seafarers will be borne by the ship owner / RPS agency.
6. Ship owner / RPS agency to make necessary arrangements and ensure that the signing-off foreign seafarer is in possession of valid stay and travel insurance policy as applicable.
7. The cost of daily subsistence allowance (including accommodation), transport, visa application/ extension assistance and cost, passport application/extension assistance and cost, access to medical treatment for existing morbidities or for any COVID 19 infected cases and its cost need to be borne by ship owner / RPSL agency.
8. Authenticity of the E-pass is verifiable online in www.dgshipping.gov.in
9. In case of any difficulty is faced en-route for signing-off, the seafarer may contact any of the following:
 - a) Contact details of e-pass issuing authority as mentioned under section in "pass details" /
 - b) DG Comm. center (022-22614646) /
 - c) Capt. (Dr.) A. Daniel J Joseph, Dy. DG [Tech. / Crew / COVID-19] (danieljohn-dgs@gov.in)
10. Daily record keeping form for seafarer - Annexure I
11. The detailed process for generation of e-pass for foreign seafarers by RPS is detailed in - Annexure II
12. Notwithstanding above permissions for crew change; the owners, operators, Master and signing-off crew of the vessel shall ensure that at all times they shall comply with all applicable relevant orders of Govt. of India and such permission shall not cause any danger to person, property or the environment.


(Amitabh Kumar) 20/7/2020

Director General of Shipping &
Additional Secretary to the Govt. of India

DAILY CREW RECORDS FOR COVID-19

Name of Seafarer: _____

CDC / Passport no: _____

Nationality: _____

I confirm that the information below are accurate records of my body vital parameters:

| SN | Temp. | Pulse | Blood pressure | Respiratory rate |
|----|-------|-------|----------------|------------------|
| 1 | | | | |
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* Temperature may be recorded in degrees Celsius or Fahrenheit.

I do hereby declare that above particulars of information and facts stated are true, correct and complete to the best of my knowledge and belief.

Date:

Name of seafarer & Signature

Annexure - II

Process of Generation of e-pass for foreign seafarers only:

1. Login to E-Governance system by using User Id and Password provided by DG Shipping for e-pass generation of foreign seafarers. (www.dgshipping.gov.in →E-Governance)
2. Go to the link -> e-pass for non-Seafarer->e-pass ->Generate / Cancel e-pass
3. Click submit application and select “Disembarkation” from dropdown and click “Continue” button.
4. Select Rank as “foreign seafarers” and continue filling all mandatory fields with required data and upload photo, passport copies, declaration and travel history and submit.
5. Upon submission of data, system would display “Reference No.” and the application would be sent to the Issuing Authority at DG Shipping for approval.
6. The designated e-pass issuing authority may approve / reject the e-pass on the system using his / her administrators ID provided by DGS.
7. On approval of the application by authority, e-pass would be generated and available in Ship owner / RPS agency profile for download. System would send an auto intimation email with the details of e-pass generated to Ship owner / RPS agency designated registered email id.
8. Ship owner / RPS agency may print the e-pass which is available at their profile at the link “View Application Status”
9. e-pass can be verified in the e-pass checker link available on DG Shipping website www.dgshipping.gov.in
10. Ship owner / RPS agency may utilize the option of “Cancel e-pass” for cancellation of e-pass

Step 1: visit www.dgshipping.gov.in

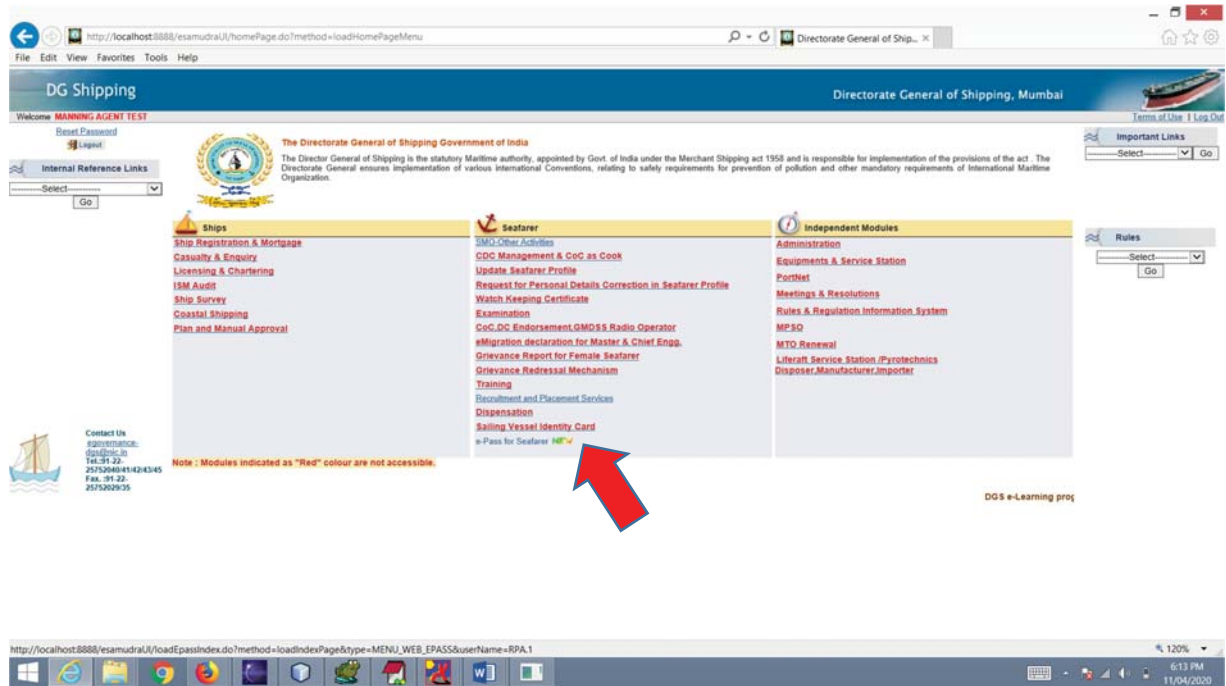
The screenshot shows the homepage of the Directorate General of Shipping, India. The header includes the organization's name in Hindi and English, along with the Ministry of Shipping and Government of India. A navigation menu is visible with options like HOME, ABOUT US, ACTS & RULES, SHIPPING NOTICES, SHIPPING, SEAFARERS, MARITIME TRAINING, E-GOVERNANCE, E-LEARNING, and Exit Exam. The 'E-GOVERNANCE' tab is highlighted, and a dropdown menu lists services such as INDoS online, Anti-piracy escort, Seafarers Registration, and e-Governance related information. A central banner features a large image of a ship and portraits of the Hon'ble Minister of State and the Director General of Shipping. A 'New Initiatives' section highlights 'INDIA elected as member of Council'. A welcome message and a brief description of the Directorate's functions are provided. The footer includes a Swachh Sagar Support Helpdesk link.

Step 2: Log in using user id / password (after clicking 'e-governance' tab)

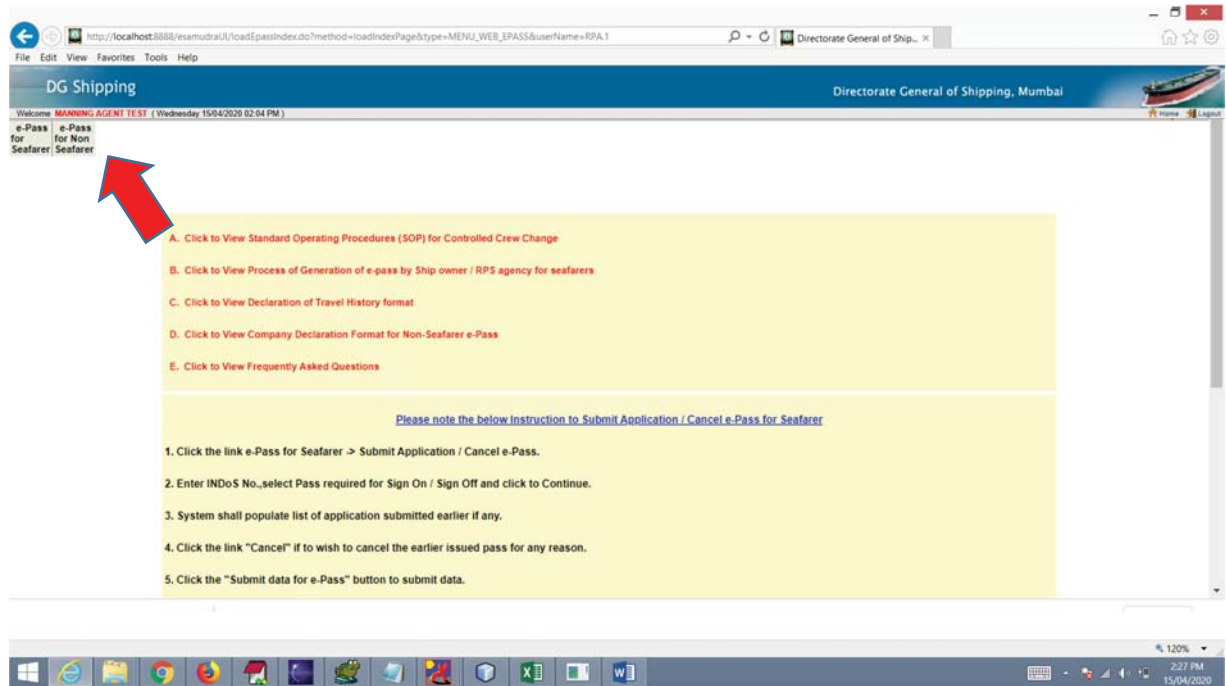
<http://220.156.189.33/esamudraUI/well.do?method=loadPage>

The screenshot shows the login page of the Directorate General of Shipping. The page is titled 'DG Shipping' and 'Directorate General of Shipping, Mumbai'. It features a login form with fields for 'User ID' and 'Password', and a 'Login' button. Below the login form, there are several sections: 'Internal Reference Links' with a dropdown menu, 'Ships' with a list of services like Ship Registration & Mortgage, Casualty & Enquiry, Licensing & Chartering, ISM Audit, Ship Security, Coastal Shipping, and Plan and Manual Approval; 'Seafarer' with a list of services like SMO/Other Activities, CDC Management & CoC as Cook, Update Seafarer Profile, Request for Personal Details Correction in Seafarer Profile, Watch Keeping Certificate, Examination, Co/CDC Endorsement/GMSSS Radio Operator, Migration declaration for Master & Chief Engin, Grievance Report for Female Seafarer, Grievance Redressal Mechanism, Training, Recruitment and Placement Services, Dispensation, Sailing Vessel Identity Card, and e-Pass for Seafarer; and 'Independent Modules' with a list of services like Administration, Equipments & Service Station, PortNet, Meetings & Resolutions, Rules & Regulation Information System, MPSQ, MTD Renewal, and Librath Service Station. There is also a 'Rules' section with a dropdown menu and a 'Go' button. The page includes contact information for the Directorate and a 'DG e-Learn' link.

Step 3: Logged in



Step 4: Click “e-pass for non-seafarer” and click “submit” option



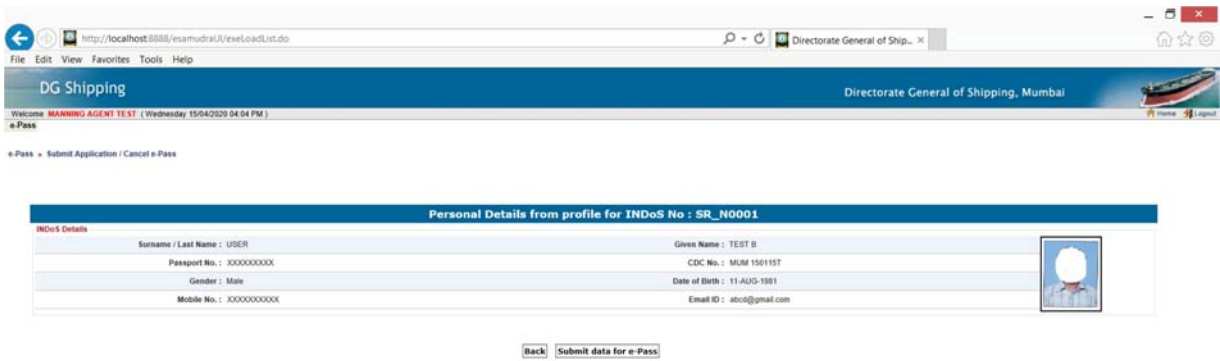
Step 5: Chose option (Disembarkation)

The screenshot shows the 'Details to Generate e-Pass for Non Seafarer' form. The 'Embarkation / Disembarkation' dropdown menu is open, and 'Disembarkation' is selected. A red arrow points to this option. Other fields include 'Name of Company', 'Email Id of Company', 'Rank', 'Identity Document to Upload', 'Sur Name / Last Name', 'Given Name', 'Gender', 'Date of Birth', 'Mobile No.', and 'Email Id'.

Step 6: Fill up all mandatory details and also choose Rank as “foreign seafarer”

The screenshot shows the 'Details to Generate e-Pass for Non Seafarer' form. The 'Rank' dropdown menu is open, and 'Foreign Seafarer' is selected. A red arrow points to this option. Other fields include 'Embarkation / Disembarkation', 'Identity Document to Upload', 'Sur Name / Last Name', 'Given Name', 'Date of Birth', 'Mobile No.', and 'Email Id'.

Step 7: Fill up all required data mandatory details and upload photo, passport copy, annexure II with contract & travel history doc & submit



Step 8: Once data is submitted (Note down the Ref. no.)



Step 9: Track status of application

View submitted application, e-Pass and generate reports:

1. Go to the link -> e-Pass for Non-Seafarer->e-Pass -> Submit Application / Cancel e-Pass

or

Go to the link -> e-Pass for non-Seafarer->e-Pass ->View Application Status

The screenshot shows a web browser window with the URL <http://localhost:8888/esamudraUI/loadEpassIndex.do?method=loadCompanyIndexView&tmType=null>. The page title is "DG Shipping" and the breadcrumb is "e-Pass > View Application Status". The main content is a "Search Application" form with the following fields:

| Search Criteria | Reference No. |
|---|--|
| MDC No. <input type="text"/> | <input type="text"/> |
| CDC No. <input type="text"/> | e-Pass for Sign On Ship/Sign Off Ship <input type="text"/> |
| Marks No. of Seafarer <input type="text"/> | e-Pass No. <input type="text"/> |
| Application Received Between <input type="text"/> to <input type="text"/> | and <input type="text"/> |

Buttons:


Step 10: Status of application can be tracked with ref. no.

The screenshot shows a web browser window with the URL <http://localhost:8888/esamudraUI/enrLoadList.do>. The page title is "DG Shipping" and the breadcrumb is "e-Pass > View Application Status". The main content is a table titled "View Application Details" with the following columns:

| Application Date | Reference No. | Sign On/Sign Off Ship | MDC No. | Name of Seafarer | e-Pass No. | Pass Issue Date | Valid Date | Seafarer Name | Port/At Port | Home of Port/At Port | Search History Document | Cancelled ? | Details |
|---------------------|---------------|-----------------------|---------|------------------|------------|-----------------|------------|---------------|--------------|----------------------|-------------------------|-------------|---------|
| 2024-12-18 10:44:44 | 14 | Sign On Ship | 14 | 14 | 14 | 14 | 14 | 14 | 14 | 14 | 14 | 14 | 14 |

The "e-Pass No." column in the first row is circled in red.

Step 11: Ship owner / RPS agency may download e-pass from system, once e-pass application status shows approved (auto email notification would be also received to registered email id)

| GOVERNMENT OF INDIA MINISTRY OF SHIPPING DIRECTORATE GENERAL OF SHIPPING | | |
|---|--|-----------------------------|
| e-Pass No.:DGS/GMB/042026 | | |
| Pass Details | | |
| e-Pass No. : DGS/GMB/042026 | Company Name : MANNING AGENT TEST | |
| Valid From : 15-APR-2020 | Valid To : 22-APR-2020 | |
| Issuing Authority Details | | |
| Office : TEST Trust | Address : xxxxxxxx, xxxxxxxx, xxxxxxxx, | |
| Authority : xxxxxxxx | Email Id : xxxxxxxx@gmail.com | |
| Name : xxxxxxxx | Contact No. : xxxxxxxx | |
| Issue Date : 15-APR-2020 | | |
| Seafarer Details | | |
| Sur Name / Last Name : USER |  | |
| Given Name : TEST B | | |
| Passport No. : xxxxxxxx | | Date of Birth : 11-AUG-1981 |
| INDoS No. : SR_N0001 | | CDC No. : xxxxxxxx |
| Gender : Male | | Mobile No. : xxxxxxxx |
| Email Id : abcd@gmail.com | | |
| Travelling Details | | |
| Travelling From : FLAT:101,ABCD Apartment, Thane-400025 | Travelling To : Mandvi Port | |
| Vehicle Details | | |
| Vehicle No. : MH01GH2586 | Name of Driver : Rakesh Kumar | |
| Date of Birth of Driver : 18-APR-2007 | Driving License No. of Driver : DL256478 | |
| Mobile No.of Driver : 1231231231 | | |
| Notes: | | |
| 1. Ministry of Home Affairs, vide Order No. 40-3/2020-DM-I (A) dated 15.04.2020 & addendum dated xx.04.2020 has exempted movement of staff and contractual labour of seaports / ships / vessels and prescribed procedure for sign-on / sign-off of Indian crew. | | |
| 2. The holder of this e-pass is a ship's crew and would be signing-on / signing-off. Law enforcement agencies & concerned machinery of states may allow safe passage through inter-state / inter-district borders. | | |
| 3. This is a computer-generated e-pass / document. No signature is required. | | |
| 4. The authenticity of this e-pass can be verified online using e-pass checker on website www.dgshipping.gov.in | | |
| 5. For any queries with the e-pass may be referred to the e-pass issuing authority address as stated in above "pass details". | | |

Sample e-pass copy

Step 12: Cancellation of e-Pass

1. After log in, go to e-Pass for non-Seafarer->e-Pass -> Submit Application / Cancel e-Pass
2. Enter Reference no. or seafarers name and select disembarkation from dropdown and Continue.
3. System will populate the list of application submitted.
4. Click the cancel link and enter the remarks for cancel and submit.
5. Upon cancellation system shall send auto intimation of email about the same.

The screenshot shows the 'Personal Details from profile for INDoS No : SR_N0001' page. The details include: Surname (Last Name): USER, Given Name: TEST B, Passport No.: XXXXXXXXXX, CDC No.: MCM 153119T, Gender: Male, Date of Birth: 11-AUG-1981, and Mobile No.: XXXXXXXXXX. A note states: 'Seafarer already having valid e-Pass (NO.:DGS/GMS/042026 Issued on : 15-APR-2020 Valid till : 22-APR-2020 for Sign On Ship by MANNING AGENT TEST)'. Below this is a table titled 'e-Pass Issued for Sign On Ship' with columns: Sr.No., Reference No., e-Pass No., Vessel Name, Port / Air Port, Name of Port / Air Port, Vehicle No., Name of Driver, Mobile No. of Driver, Travel History Document, Cancelled?, and Details. A row is shown with Reference No. 21, e-Pass No. DGS/GMS/042026, Vessel Name ARASH GANSA, Port Mumbai, and Name of Driver Rajesh Kumar. The 'Cancel' link in the 'Cancelled?' column is circled in red.

The screenshot shows the 'Cancel e-Pass' form. It includes fields for: e-Pass No. (DGS/GMS/042026), Valid From (15-APR-2020), Name of Company (MANNING AGENT TEST), and Valid To (22-APR-2020). The 'Seafarer Details' section includes INDoS No. (SR_N0001), e-Pass for Sign On Ship/Sign-Off Ship, Given Name (TEST B), Passport No. (XXXXXXXXXX), CDC No. (MCM153119T), Gender (Male), Date of Birth (11-AUG-1981), and Mobile No. (XXXXXXXXXX). The 'Ship Details' section includes Official No. (1254887) and Name of Vessel (ARASH GANSA). The 'Port Details' section includes Name of Port (Mumbai) and Name of Place (Mumbai). The 'Traveling Details' section includes From Address (FLAT 10/1 ABCD Apartment, Thane-400025) and To Address (Mumbai Port). The 'Vehicle Details' section includes Vehicle No. (M-01-1542088), Name of Driver (Rajesh Kumar), Date of Birth of Driver (15-APR-2007), and Driving License No. of Driver (DL-261619). A 'Reason for Cancel' field is present at the bottom. The form includes 'Back', 'Cancel e-Pass', and 'Reset' buttons.