



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

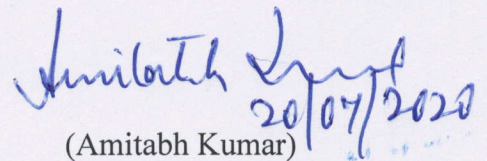
to foreign seafarer is adequate for their stay in India till they board International flights for travel outside India.

- 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 <sup>1</sup>.
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 <sup>2</sup> 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 <sup>3</sup>;
  - b. Driver and seafarer to maintain social distancing requirements as per MoHFW guidelines <sup>3</sup>;
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

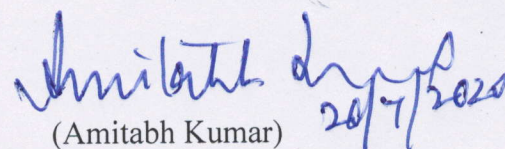
Enclosure(s): As above

**Notes:**

1. <sup>1</sup> 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. <sup>2</sup> 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. <sup>3</sup> 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](http://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](mailto: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				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				
26				
27				
28				
29				
30				

\* 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

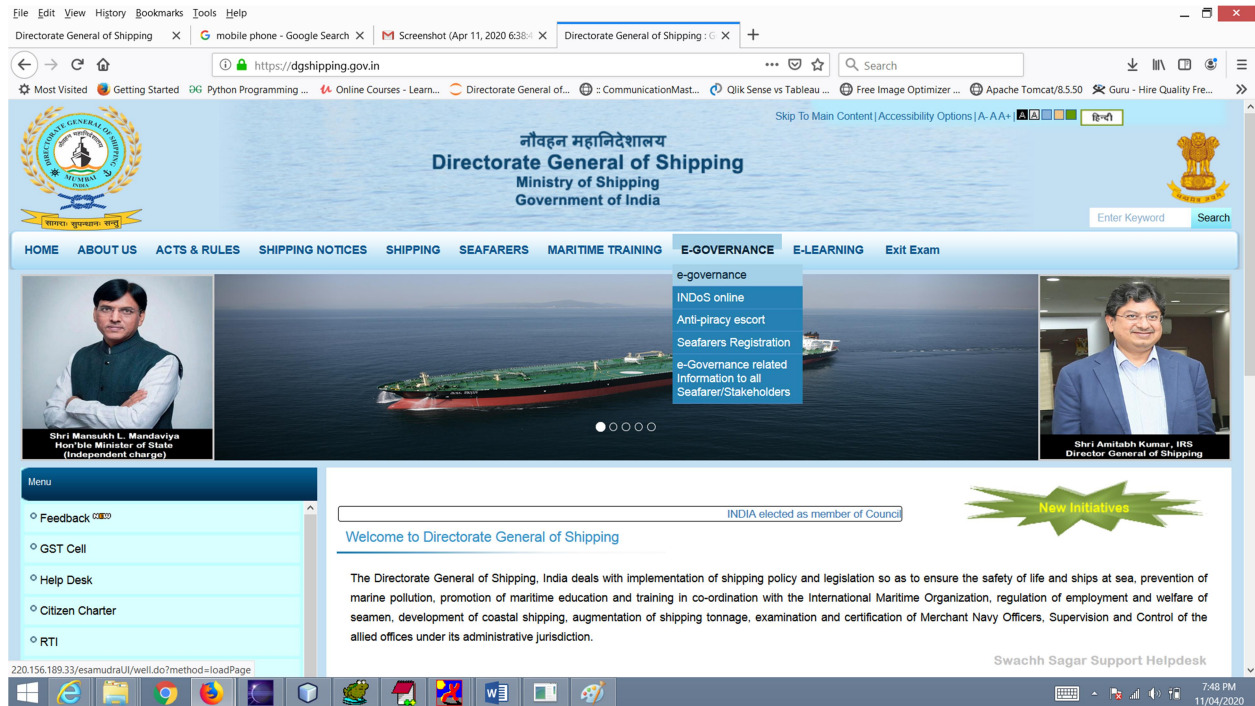
## **Annexure - II**

### **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](http://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](http://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](http://www.dgshipping.gov.in)



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

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



### Step 3: Logged in

The screenshot shows the Directorate General of Shipping (DGS) website. The header includes the DGS logo and the text 'Directorate General of Shipping, Mumbai'. The main content area is divided into three columns: 'Ships', 'Seafarer', and 'Independent Modules'. The 'Seafarer' column contains a list of links, including 'e-Pass for Seafarer' which is highlighted with a red arrow. A red arrow also points to a note at the bottom of the 'Seafarer' column: 'Note: Modules indicated as "Red" colour are not accessible.' The 'Independent Modules' column lists various administrative and regulatory links. The footer includes contact information for the DGS.

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

The screenshot shows the 'e-Pass for Non-Seafarer' page on the DGS website. The left sidebar contains a link labeled 'e-Pass for Non-Seafarer' with a red arrow pointing to it. The main content area is a yellow box containing a list of instructions for submitting an application. The instructions are as follows:

- A. Click to View Standard Operating Procedures (SOP) for Controlled Crew Change
- B. Click to View Process of Generation of e-pass by Ship owner / RPS agency for seafarers
- C. Click to View Declaration of Travel History format
- D. Click to View Company Declaration Format for Non-Seafarer e-Pass
- E. Click to View Frequently Asked Questions

Below the instructions, there is a section titled 'Please note the below instruction to Submit Application / Cancel e-Pass for Seafarer' with the following steps:

1. Click the link e-Pass for Seafarer -> Submit Application / Cancel e-Pass.
2. Enter INDoS No., select Pass required for Sign On / Sign Off and click to Continue.
3. System shall populate list of application submitted earlier if any.
4. Click the link "Cancel" if to wish to cancel the earlier issued pass for any reason.
5. Click the "Submit data for e-Pass" button to submit data.



## **Step 5: Chose option (Disembarkation)**

Company Details

Name of Company\* : Email Id of Company\* : (Please enter only one Email Id)

Candidate Details

Embarkation / Disembarkation\* : Select  
Identity Document to Upload\* : Select  
Sur Name / Last Name : Disembarkation  
Gender\* : Select  
Mobile No.\* : Rank\* : Select  
Identity Document No.\* :  
Given Name\* :  
Date of Birth\* :  
Email Id\* :

Ship Details

Official No.\* : IMO No.\* :  
Name of Vessel\* :

Port Details

Name of Port\* : Name of Place\* :

Traveling Details

From Address\* : To Address\* :

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

Company Details

Name of Company\* : Email Id of Company\* : (Please enter only one Email Id)

Candidate Details

Embarkation / Disembarkation\* : Disembarkation  
Identity Document to Upload\* : Passport  
Sur Name / Last Name : Given Name\* :  
Gender\* : Select  
Mobile No.\* : Rank\* : Foreign Seafarer  
Identity Document No.\* :  
Date of Birth\* :  
Email Id\* :  
Doctor  
External Inspectors  
Family Members of Ships Officers  
IV Crew without INDoS  
Medic / Nurse  
Pilot  
Repair Technician  
Scientists  
Security Guard  
Service Engineers of OEM  
Surveyors  
Technical Superintendent

Ship Details

Official No.\* : IMO No.\* :  
Name of Vessel\* :

Port Details

Name of Port\* : Name of Place\* :

Traveling Details

From Address\* : To Address\* :

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

The screenshot shows a web browser window with the URL `http://localhost:8888/esamudraUI/exeLoadList.do`. The page header includes "DG Shipping" and "Directorate General of Shipping, Mumbai". A welcome message for "MANNING AGENT TEST" is displayed. The main content area is titled "Personal Details from profile for INDoS No : SR\_N0001". It contains a form with the following fields:

INDoS Details	
Surname / Last Name : USER	Given Name : TEST B
Passport No. : XXXXXXXXXX	CDC No. : MUM 150115T
Gender : Male	Date of Birth : 11-AUG-1981
Mobile No. : XXXXXXXXXX	Email ID : abc@gmail.com

Below the form, there is a "Back" button and a "Submit data for e-Pass" button. A small profile picture placeholder is visible on the right side of the form.

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

The screenshot shows the same web browser window, but the URL has changed to `http://localhost:8888/esamudraUI/ePassFromExeAction.do?method=exeEPassFrom`. The page header remains the same. A blue message box in the center of the page displays the text: "Data Submitted successfully ( Reference No. : 21 )".



## 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&btnType=null`. The page title is "DG Shipping" and the header includes "Directorate General of Shipping, Mumbai". The main content area is titled "Search Application" and contains a form with the following fields:

- Search Criteria: INDIAN No., CDC No., Mobile No. of Seafarer, Application Received Between (date range).
- Reference No. (text input).
- e-Pass for Sign On Ship/Sign Off Ship (dropdown menu).
- e-Pass No. (text input).

Below the form are three buttons: "View Details", "Cancel", and "Generate Report".



## 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/exeLoadList.do`. The page title is "DG Shipping" and the header includes "Directorate General of Shipping, Mumbai". The main content area is titled "View Application Details" and contains a table with the following columns:

Application Date	Reference No.	Sign On / Sign Off Ship	INDIAN No.	Name of Seafarer	e-Pass No.	Pass Issue Date	Valid Date	Vessel Name	Port / Air Port	Name of Port / Air Port	Travel History	Cancelled ?	Details
2020-04-12 10:00:00 PM	31	Sign On Ship	04_00001	JOHN TEST 8	DGSGMR054208	11 APR 2020	23 APR 2020	ARABIAN DAWN	Pvt	Mumbai	View	--	View

The table shows 1 to 1 of 1 entries. The "e-Pass No." column 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	
<b>e-Pass No.:DGS/GMB/042026</b>	
<b>Pass Details</b>	
e-Pass No. : DGS/GMB/042026 Valid From : 15-APR-2020	Company Name : MANNING AGENT TEST Valid To : 22-APR-2020
<b>Issuing Authority Details</b>	
Office : TEST Trust Authority : xxxxxxxx Name : xxxxxxxx Issue Date : 15-APR-2020	Address : xxxxxxxxxx, xxxxxxxxxx, xxxxxxxxxx, Email Id : xxxxxxxx@gmail.com Contact No. : xxxxxxxx
<b>Seafarer Details</b>	
Sur Name / Last Name : USER Given Name : TEST B Passport No. : xxxxxxxxxx INDoS No. : SR_N0001 Gender : Male Email Id : abcd@gmail.com	 Date of Birth : 11-AUG-1981 CDC No. : xxxxxxxxxx Mobile No. : xxxxxxxxxx
<b>Travelling Details</b>	
Travelling From : FLAT:101,ABCD Apartment, Thane-400025	Travelling To : Mandvi Port
<b>Vehicle Details</b>	
Vehicle No. : MH01GH2586 Date of Birth of Driver : 18-APR-2007 Mobile No.of Driver : 1231231231	Name of Driver : Rakesh Kumar Driving License No. of Driver : DL256478
<b>Notes:</b> 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 <a href="http://www.dgshipping.gov.in">www.dgshipping.gov.in</a> 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.

http://localhost:8888/esamudraUI/xeLoadList.do?method=loadSeafarerDetails&indosNo=SR\_N0001&signOnOff=SIGN\_ON Directorate General of Ship... X

File Edit View Favorites Tools Help

DG Shipping Directorate General of Shipping, Mumbai

Welcome MANNING AGENT TEST (Wednesday 15/04/2020 04:04 PM)

e-Pass Submit Application / Cancel e-Pass

**Personal Details from profile for INDoS No : SR\_N0001**

INDoS Details

Surname / Last Name : USER	Given Name : TEST B
Passport No. : XXXXXXXXXX	CDC No. : MUM 150115T
Gender : Male	Date of Birth : 11-AUG-1981
Mobile No. : XXXXXXXXXX	Email ID : abc@gmail.com

Note : Seafarer already having valid e-Pass ( NO.:DGS/GMB/042026 Issued on :15-APR-2020 Valid Till : 22-APR-2020 for Sign On Ship by MANNING AGENT TEST )

Back Already e-Pass Issued by you is valid.

**e-Pass Issued for Sign On Ship**

Show 10 entries (Enter 3 characters to search data in all the columns) Search:

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 ?	Details
1.	21	DGS/GMB/042026	AKASH GANGA	Port	Mumbai	MH05GN2565	Rakesh Kumar	1231231231	View	Cancel	View

Showing 1 to 1 of 1 entries

http://localhost:8888/esamudraUI/xeLoadList.do?method=loadPassFormToCancel&status=241231231231231231231231231233&pk=21&flag=T Directorate General of Ship... X

File Edit View Favorites Tools Help

DG Shipping Directorate General of Shipping, Mumbai

Welcome MANNING AGENT TEST (Wednesday 15/04/2020 04:04 PM)

e-Pass Submit Application / Cancel e-Pass

**Details**

e-Pass Details

Pass No. : DGS/GMB/042026	Print e-Pass	Name of Company : MANNING AGENT TEST
Valid From : 15-APR-2020		Valid To : 22-APR-2020

Seafarer Details

INDoS No. : SR_N0001	e-Pass for Sign On Ship/Sign Off Ship	Sign On Ship
Surname / Last Name : USER	Given Name : TEST B	
Passport No. : XXXXXXXXXX	CDC No. : XXXXXXXXXX	
Gender : Male	Date of Birth : 11-AUG-1981	
Mobile No. : XXXXXXXXXX	Email ID : abc@gmail.com	

Note:  
1. Photo not visible. Seafarer has to contact concerned MMD to activate or upload link and re-upload the same in the profile.  
2. Personal details are as per INDoS. For any modification use the link "Request for Personal Details Correction in Seafarer Profile" prior to submission of online application.

Ship Details

Official No. : XXXXXXXXXX	BNO No. : 1234567
Name of Vessel : AKASH GANGA	

Port Details

Name of Port : Mumbai	Name of Place : Mumbai
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Travelling Details

From Address : PLAT-101 JARCO Apartment, Thane-400025	To Address : Mumbai Port
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Vehicle Details

Vehicle No. : MH05GN2565	Name of Driver : Rakesh Kumar
Date of Birth of Driver : 15-APR-2007	Driving License No. of Driver : DL-356478
Mobile No. of Driver : 1231231231	

Upload Travel History declared for last 14 days

Note : Seafarers identified for joining ship should have travel history declared for last 14 days which shall be self-declared by seafarer and verified by Ship owner / RPS. This record should be retained by RPS and made available to medical practitioner. DG Shipping approved medical examiner shall utilize this information whilst certifying fitness to join ship. (Local sheet of travel history annexure 1 may be maintained for verifications by authorities)

Declaration

I / we, declare the following:

- ☒ Vehicle which would be utilized for travel would be properly sanitized.
- ☒ Personal Protective Equipment's such as masks, hand gloves & sanitizers would be placed in the vehicle for use.
- ☒ The driver & seafarer would maintain the social distancing requirements as per MoHFW guidelines.

Cancel Details

Reason for Cancel :
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Back Cancel e-Pass Reset