



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

नौवहन महानिदेशालय, मुंबई  
DIRECTORATE GENERAL OF SHIPPING, MUMBAI

**DGS Order 27 of 2020**

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

Dated: 01.10.2020

**Subject: Addendum-3 to DGS Order 20 of 2020 dated 04.08.2020.**

1. Whereas the Directorate has issued elaborate instruction and SOP for updation of photograph and signature of the candidates for facial recognition by e-learning, CAS and exit examination. The Directorate is however, receiving a lot of requests/grievances from MTIs and candidates intimating difficulties to change uploaded Photograph or signature of the candidate before e-learning, Exit-Exam or during generation of e-certificates.

2. Whereas the Directorate reiterated adherence to the SOPs vide its letter No. 20-11011/5/2020-TRG-DGS Dated: 18.09.2020 to all MTIs.

3. It may be noted that the issuance of digital certificate was started on 28<sup>th</sup> August, 2020 and till date more than 12000 digital certificates have already been issued after completion of the three tier process indicating the efficiency and robustness of the system. The complaints are far and few which have been investigated and found that many MTIs are not adhering to SOPs issued by this Directorate and are not ensuring that prior to uploading of batch details, the candidates photograph, signature, name etc as may be required are updated in the INDOS seafarer profile.

4. All the MTIs are hereby advised to ensure that the SOP are followed scrupulously. The candidates may be asked to update the photograph, name error correction, signature etc, if required prior to enrolling for any tier of the three tier process i.e. e-learning, virtual classes/live video sessions/practicals and exit examination.

4.1. Whereas an additional facility has been created for the MTIs and the candidates to



assess the need for updation of photo in INDOS and also the accuracy of the updated photograph by visiting the URL: **<https://220.156.188.35/login>** and match his current face profile online with the photograph in his/her seafarer INDOS profile, existing or updated.

4.2. It shall be the responsibility of the MTI to ensure the accuracy of the INDOS photo and other details e.g. name, signature etc required for generation of digitally signed e-certificate before uploading batch details as any mismatch will create problem at a later stage.

5. In case the face profile is not matched or signature is not updated or the name is not correct, the MTI should verify the credentials of candidate with his passport and CDC copies and forward the request for change to [ttc-dgs@nic.in](mailto:ttc-dgs@nic.in) along with following documents:

5.1. In case candidate requires a photo change, he requires to forward the copy of photograph which he intends to upload along with the screen-shot of the face profile unmatched as per Paragraph 4.1 and copy of his passport.

5.2. In case candidate needs a change in signature which is present in his profile, MTI is required to forward new signature in JPG form along with copy of his passport.

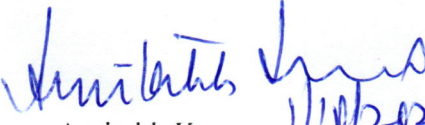
5.3. In case a Candidate needs a name change, he should follow Training Circular No. 08 of 2019 dated 30.04.2019 or INDOS Circular No. 2 of 2018 dated 09.03.2018 as applicable.

6. All the requests for change of Photograph or Signature as stated above are required to be sent to email: [ttc-dgs@nic.in](mailto:ttc-dgs@nic.in) through MTI.

7. In case of any problem or 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 CEOMTT email: [mttindos@gmail.com](mailto:mttindos@gmail.com), the second level of escalation if the request is not addressed within three working days is ADG (Training) email: [singh.deependra@gov.in](mailto:singh.deependra@gov.in).

8. All candidates and MTIs may note that any change request if received after uploading of batch details shall not be entertained. Any non-compliance may lead to unwarranted hardships to the candidates and strict action upto withdrawal of approval may be taken by the Directorate as system based approach is not amenable to frequent manual interventions.

9. Further all such requests are to be made to the above stated e-mail IDs and Authorities. No MMD shall accept any request for change in Name/Photograph/Signature etc. received from Candidate/MTI for the purpose of E-Learning/Exit Exam or for uploading batch details for a new course.

  
1/10/2020

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

To,  
All MTIs  
All MMDs for compliance.