

DREDGING CORPORATION OF INDIA LIMITED

VISAKHPATNAM

DCI/HR/FS/2016 | 1755

Date: 15.12.2016

Circular No. 46 of 2016

Sub: On-board board grievance procedure –Reg.

Pursuant to the provisions of Rule-26 of the Merchant Shipping (Maritime Labour) Rules, 2016 the following procedure is adopted on-board the vessels for redressing the grievances or complaints received from the seafarers :-

(1) Any aggrieved seafarer serving on board the vessel shall, as soon as is feasible, submit a written complaint in the attached pro-forma to his Head of Department on board (Dredge Master/Chief Officer for Deck Department and Chief Engineer Officer for Engine Department), which shall be immediately and formally acknowledged by the Head of Department to the seafarer concerned.

(2) If the Head of Department on-board cannot resolve the seafarer's complaint to the satisfaction of the seafarer, within a prescribed time limit of three days of receipt of the complaint, he shall refer it to the Master of the ship, who shall handle the matter personally and settle the issue within seven days of receipt of complaint.

(3) A seafarer shall, at all times, have the unequivocal right to be accompanied and to be represented by another seafarer of his choice on board the ship concerned, while making the complaint or for the follow-up work thereon.

(4) All complaints and decisions on the complaint shall be duly recorded in the official record book and a copy of the decision taken, in each case, shall be provided to the seafarer concerned by the said issue resolving authority. A proper documentary record of all the complaints and actions taken on each complaint shall be kept on board and available for inspection by the authorities concerned for a period of at least three years of receipt of complaint.

(5) If the Master of the vessel cannot resolve the complaint on board, he shall forward the same to concerned Project Division with a copy to the seafarer. The Project Division shall resolve the matter, without any delay, but not later than one month from receipt of the complaint. The Project Division shall, in resolving the complaint, take the assistance of the Committee that may be set up, comprising the seafarers union(s) also. If the issue pertains to HOD(HR)FS, the Project Division will forward the same to HOD(HR)FS for further action immediately.

(6) If the complaint of the seafarer is not resolved by the Project Division/HOD(HR)FS within one month, including the Committee also represented by the seafarers union, the seafarer shall have the right to approach the competent authority, through the Grievance Redressal Mechanism as may be issued by the Director General from time to time. The complaint so registered with the authority shall contain the copies of the complaint made by the seafarer to all his superiors, as mentioned above, including the Project Division/HOD(HR)(FS) or Union (if any) and the replies given thereto by them, if any.

(7) A seafarer on board a vessel calling at a foreign port, in between a voyage shall also have the right to separately report his complaint alleging breach of the requirement of, the Maritime Labour Convention, 2006 including seafarers' rights, to the authorised officer at that port, under the Maritime Labour Convention on-shore seafarer complaint handling procedures.

(8) In all such cases, seafarers shall also have the right to file their complaints directly with the Master or Head of Project Division or HOD(FS) or any other legal entity that the seafarers may consider appropriate for the purpose.

(9) It shall be the responsibility of the Master to monitor from time to time from the concerned authority and ensure timely redressal of the grievance.

Contact details of the Heads of Project Divisions :-

For vessels in Project Division-I	For vessels in Project Division-II
Capt . S.Divakar , General Manager(Project Division-I) Phone No.0891-2871299 “Dredge House”, Port Area Visakhapatnam -530 001	Capt S.V.Prasad, Head Of the Department(Project Division-II) Phone No.0891-2871344 “Dredge House”, Port Area Visakhapatnam -530 001

Contact details from HR(FS) :-

Ms. Y.A.Sailaja, Manager(HR)FS Phone No.0891-2871353 “Dredge House”, Port Area Visakhapatnam -530 001
Capt. P.M.Saravanan HOD(FS) Phone No.0891-2871365 “Dredge House”, Port Area Visakhapatnam -530 001

PHS Saravanan
(Capt P.M.Saravanan) 15/12/16

HOD(FS)

Cc: Masters of All Vessels

CMD Secretariat –For kind information of CMD
DFN Secretariat – For kind information of DFN
DOT Secretariat –For kind information of DOT
GM(HSE)
GM- Project Division-I
HOD-Project Division-II
Dy.CVO
Manager(HR)-FS
Compendium File

C-25

GRIEVANCE REDRESSAL FORM

1.	Name of the employee	
2.	Badge No.	
3.	Designation	
4.	Name of the Vessel	
5.	Contract/Regular	
6.	Phone No.	
7.	Email id:	
8.	<u>Grievance Details</u>	
A.	Subject of Grievance	
B.	<u>Please Enter Brief Description of the Grievance :(or attach separate sheet)</u>	
11	<u>Any other remarks :</u>	

SIGNATURE:

NAME:

DATE:

CC: MASTER/PIC
HOD (HR)(FS)