



भारत सरकार / GOVERNMENT OF INDIA
पत्तन, पोत परिवहन और जलमार्ग मंत्रालय
MINISTRY OF PORTS, SHIPPING AND WATERWAYS

नौवहन महानिदेशालय, मुंबई
DIRECTORATE GENERAL OF SHIPPING, MUMBAI

E. No.: 19-18011/2/2026-MTO-DGS (Comp No.: 38630)

Date: 21.03.2026

Public Notice No. 14 of 2026

Sub.: Establishment of Dedicated Help Line and E-Mail ID for Outreach to Exporters, Shipping Lines, and MTOs regarding issues arising from the current situation in the Middle East

In view of the ongoing disruptions in maritime logistics and trade due to the prevailing situation in the Middle East, and based on industry feedback received during stakeholder consultations, it has been decided to establish a dedicated Help Line and E-Mail ID to facilitate outreach and support for exporters, shipping lines, and Multimodal Transport Operators (MTOs).

2. The Help Line: 022-25752019 and E-Mail ID: mto-dgs@nic.in (Copy may also be marked to sudhir.kohakade@gov.in) shall serve as a single point of contact for stakeholders facing issues related to freight charges, delays and disputes related to cargo discharge, disputes with the shipping lines on various charges levied by shipping lines & operational uncertainties.
3. The Help Line Desk shall:
 - 3.1. Continuously monitor all stakeholder issues
 - 3.2. Maintain a centralized record of complaints and actions taken
 - 3.3. Manage and respond to queries/complaints received through the dedicated helpline and email
 - 3.4. Coordinate with concerned divisions/ministries/agencies for prompt resolution
 - 3.5. Ensure timely submission of daily status reports to the Ministry
4. A daily summary report of issues received, and actions taken shall be submitted to the Ministry of Ports, Shipping and Waterways for monitoring and review.
5. This issues with the approval of Director General of Shipping.

(Dr Sudhir Kohakade, IRS)
Deputy Director General of Shipping

To,
All Exporters through their Federations & Associations (As per mailing list)
Copy to:

1. Secretary to the Govt. of India, MoPSW
2. All the officers of DGS & Allied offices
3. MD, Indian Port Association
4. Chairperson, All Major Ports
5. CEOs, State Maritime Boards
6. DGFT/APEDA
7. INSA/CSLA/AMTOI/FOSMA/MASSA

9वीं मंजिल, बीटा बिल्डिंग, आई थिंक टेक्नो कैंम्पस, कांजुर गाँव रोड, कांजुरमार्ग (पूर्व) मुंबई- 400042

9th Floor, BETA Building, I-Think Techno Campus, Kanjur Village Road, Kanjurmarg (E), Mumbai-400042

फ़ोन/Tel No.: +91-22-2575 2040/1/2/3 फ़ैक्स/Fax.: +91-22-2575 2029/35 ई-मेल/Email: dgship-dgs@nic.in वेबसाइट/Website: www.dgshipping.gov.in