



DIRECTORATE GENERAL OF SHIPPING, MUMBAI

File No: 20-19/4/2023-TRG-DGS (Comp. No. 26271)

Dated: 14.12.2023

To,
Shri R.P. Veetil,
National President (SUI-BMS),
Central Working Committee Member, Varishtha Nagarik Parishad (VNP-BMS)
General Secretary Retired Merchant Navy Sailors Association of India (RMNSAI-BMS)
(Email: rpvettel99@gmail.com, Mob. No. 8104168646)

Subject:- Minutes of the Meeting held on 08.12.2023 at 1700 hrs to discuss the complaints against the fair conduct of the 'Exit Exam' - reg.

Sir,

I am directed to refer to online meeting held on 08.12.2023 at 1700 hrs to discuss the complaints against the fair conduct of the 'Exit Exam'. In this regard, kindly find enclosed herewith the minutes of the meeting for your kind perusal and information.

This issues with the approval of Director General of Shipping.

Yours faithfully,

(Savita Raj)
Executive Officer (Trg.)

Encl.: As above.

Copy to:

1. Sr. PS to DG (S).
2. Dr. P. K. Raut, Deputy Director General of Shipping (Trg.), DGS.
3. Shri Praveen Nair, Engineer & Ship Surveyor-cum-DDG (Tech), DGS.
4. Capt. Ravi Singh Sikarwar, Nautical Surveyor-cum-DDG (Tech), DGS.
5. Shri S.I. Nathan, Chairman of Virtual Guru, 55-Krishnaswamy Nagar, Ramanathanpuram, Coimbatore-641045 (Email: chairman@cmc.ac.in).
6. E-Governance team, DGS.

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Minutes of the meeting held on December 8, 2023 at 17:00 hrs to discuss the complaints against the fair conduct of the 'Exit' exams

List of participants: Annex 1 to this note

The Directorate had received an email on December 5, 2023 from Shri R.P. Veetil, National President, SUI-BMS, complaining about the manipulations that are being employed by the MTIs during the conduct of the 'E-learning' and the 'Exit' examinations. In view of the allegations, the Director General of Shipping, had vide email dated December 6, 2023 instructed the concerned branches and the MMD Kochi to undertake steps to verify the allegation and to seek explanation from the developers of the portal 'Virtual Guru'. It was also instructed that a video conferencing may be arranged to discuss the findings and to seek further information from the complainant on December 8, 2023 at 17:00 hrs.

The following items were discussed during the virtual meeting:

1. The MMD Kochi as instructed to visit the premise named in the complainant's email at Kochi on December 8, 2023.
2. The DG sought an explanation from the 'Virtual Guru' team and in turn, the 'Virtual Guru' team presented their side clarifying that the system is robust and tamper proof. They denied that the usage of 'split screen' and impersonation could be possible. They also explained that the 'Exit' exam cannot be conducted outside the MTI and with the CCTV recording and safeguards it is not possible for someone to dictate the answers, during the exam.
3. The complainant Shri R.P. Veetil started with the issue of about 3700 seafarers getting debarred for using unfair means in the year 2019. He was asked to provide specific inputs with details of the candidate or the MTI details for taking the investigation further in the current complaint. He promised to provide the details at a later stage.

(Action by Shri R.P. Veetil, National President, SUI-BMS)

4. The team of surveyors from MMD Kochi, Shri V.V. Paul, Engineer & Ship Surveyor and Shri Nishant Bhaskaran, Ship Surveyor were called upon to share their findings and it was revealed that the 'CNS Maritime Services' located at Fort Kochi is a kind of facilitation center which provides support to the seafarers who wish to apply for various functions, such as CDC renewal, e-governance applications for Watch-keeping, Panama CDC etc.
5. The team from MMD Kochi described the premise as some kind of an 'Internet cafe' and as no specific evidence were provided in the complainant's email, they could not find anything substantial and relevant to the complaint. They had telephonically contacted the complainant from the premise and requested to provide any specific details, which the complainant did not share to the MMD Surveyors and stated that he has mentioned all the details that he had in the email.

6. The Director General informed the 'Virtual Guru' team to submit details of their security audits and security features of the portal. The D-G wanted the E-governance to verify the issuance of certificates and called for further details on the 'E-learning' portal and methodology being followed for the next review.

(Action by Shri S.I. Nathan, Chairman of Virtual Guru)

The meeting concluded with thanks to the Chair.

Annex 1

List of Attendees

1. Shri Shyam Jagannathan, IAS, DGS
2. Capt. Ranjit Muduli, NA (i/c), DGS
3. Shri Praveen Nair, E&SS, DGS
4. Shri V.V. Paul, E&SS, MMD Kochi
5. Shri Nishant Bhaskaran, SS, MMD Kochi
6. Smt Savita Raj, EO, Trg Branch, DGS
7. Shri S.I. Nathan, Chairman, CMC group of Institutions & Virtual Guru
8. Shri R.P. Veetil, National President, SUI-BMS