



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

नौवहनमहानिदेशालय, मुंबई
DIRECTORATE GENERAL OF SHIPPING, MUMBAI

F. No.: 23-CIR/5/2021-CREW-DGS

Date: 11.08.2021

DGS Circular No. 23 of 2021

Subject: COVID and mental health helpline for Indian seafarers and their families – Initiatives by Association of Shipping Companies & Seafarers Unions – reg.

The COVID-19 pandemic situation is likely to cause enormous stress both physical and mental, among Indian seafarers and their families.

2. The Government of India as well as several States and Union Territories have already launched central helpline numbers for corona virus.


3. It is reported to this Directorate that various associations of shipping companies and seafarers unions have set up helpline numbers exclusively for the benefit of Indian seafarers and their families keeping in view of the ongoing COVID-19 pandemic situation.

4. It is felt that the initiatives by Associations of Shipping Companies / Seafarers Unions might be helpful to offer remote assistance to Indian seafarers on leave and their families for COVID counseling and mental well-being.

5. It is informed that Indian seafarers and their families may avail the said initiatives, details of which are listed as under:-

S. No.	Name of the Initiative	Details
1	REACH (by MASSA-FOSMA)	24x7 helpline for psychological assistance, counseling & medical queries Phone Number: +91 8069123344 Email: reach@3cubemedicare.com
2	SAHARA (by NUSI)	Psychological helpline for seafarers and their families Phone Number: 1800-102-5110 (toll free) WhatsApp Number: +91-9833991880
3	WeTeam Services (Synergy Recruitment Ltd.)	Counselling Maritime Services Pvt. 24/7 confidential, free, helpline for mental wellbeing of seafarers; Available in 11 local languages Phone number: 1800 890 3315 (toll free) Timings: Mon to Sat: 0800 – 2200 Email: support@weareweteam.com

6. This issues with the approval of Director General of Shipping & Addl. Secretary to the Govt. of India.


(Subhash Barguzer)
Deputy Director General of Shipping (Crew)

... 2

To

1. All Stakeholders through DGS website
2. Computer Cell (with a request to place this DGS Circular on DGS website for wider circulation)
3. Hindi Section, DG Shipping (for Hindi version)

बीटा बिल्डींग, 9वीं मंजिल, आई थिंक टेक्नो कैम्पस, कांजूर गौव रोड, कांजूर मार्ग (पूर्व), मंबई -400042

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

फोन/Tel.: 91-22-25752040/1/2/3, फैक्स/Fax.: 91-22-25752029/35 ई-मेल/E-mail: dgship-dgs@nic.inवेबसाइट/Website: www.dgshipping.gov.in