

CIRCULAR

It has been noticed that several queries are being received from Seafarers / Company / other Stakeholders seeking status of Biometric Seafarer's Identity Document (BSID) Card, technical issues faced while submission of online applications for BSID or any other like wise issues. Queries are being forwarded by sender concerned to multiple e-mail IDs without providing requisite details.

2. Hence, all seafarers / stakeholders are hereby requested to refer all queries pertaining to Biometric Seafarer's Identity Document (BSID) Card with regard to issuance / technical issues in a respective Shipping Master Office on E-mail IDs as appended below:

Sr. No.	Particulars	E-mail ID
01	Queries pertaining to locations; GSO, Mumbai, MMD, Goa, MMD, Noida & MMD, Kandla	bsid-mum@cdac.in
02	Queries pertaining to GSO, Kolkata	bsid-kol@cdac.in
03	Queries pertaining to locations; GSO, Chennai, MMD, Kochi, MMD, Vizag & MMD, New Mangalore	bsid-chn@cdac.in

3. It is requested that all details pertaining to application, viz, Online Application Number, INDoS No, CDC No, Name of Candidate along with screenshot of any error being faced to be provided vide e-mail.

4. Necessary response / intimation shall be provided vide return e-mail within 03 working days from receipt of e-mail.

BY ORDER