



Government of the People's Republic of Bangladesh

Department of Shipping  
141-143 Motijheel C/A (8<sup>th</sup> Floor)  
Dhaka-1000

Tel : 02-9513305  
Fax: 02-9587301  
E-mail: info@dos.gov.bd  
Web-site: www.dos.gov.bd

No: 18.17.0000.003.17.017.2017/5641

Date: 30-07-2018

**Subject: Minutes of the Meeting on Certificate of Proficiency (CoP) Matters:**

**President** : Commodore Syed Ariful Islam, (TAS), ndc, psc, BN  
Director General, Department of Shipping  
**Venue** : Department of Shipping  
**Date of Meeting** : 30-07-2018  
**Time of the Meeting** : 10:00 am  
**Attendance** : Annex "A"

1 At his introductory speech, the DG, DoS, welcomed everyone for attending the meeting and appreciated the young mariners for raising their discontent encountered in obtaining CoP from DOS. However, DG, DOS expressed his disappointment on the turnout of the young mariners at this meeting compared to the extensive social media posting and widespread talk on the subject. He commented that the presence is indicative of no serious problem rather an effort to keep the social media engaged to draw attention and create talks on the subject. DG, assured everyone present in the meeting that, due attention has been paid to this issue and efforts are made to eradicate those in a way to remove discontent and satisfy everyone coming to receive services from DOS.

**Matters discussed:**

2 President BMMOA, representatives from different maritime institute and the mariners present in the meeting presented following points related to the issuance of CoP including revalidation of the CoP and other related matters:

- The DoS number on the CoP
- With no number at all
- With hand written number
- With 7 digit number and with 8 digits number, which need to be converted to 16 digits number for electronic record of the CoP
- Presently, it requires verification of the course certificate from the respective maritime institutes and then the time-consuming procedure (up to 3 weeks) for getting the 16 digits DoS number
- Sometimes, the CoP without DoS number are declared 'fake' orally by DoS officials without any verification
- There are incidents that for correcting the DoS number, white fluid was used in the register of DoS but the CoP was declared fake by the DoS officials
- Four or more CoP issued under one DoS number



- On CoP application form, main certificate issuance date missing/strike out during last soft updates. To be reinstated.
- Improper record keeping at DOS on CoP issues
- Sometimes same CoP is issued twice for the reason of non-availability of CoP printing paper at DOS and the candidate is charged the required fees twice
- Application for CoP is online but long time physical presence is required to obtain the CoP. In this digital Bangladesh, why not make the whole process of issuance of CoP online?
- The behavior and attitude of the DoS staff towards the mariners is not very welcoming rather at times very harsh. Individually, the attitude of Ms. Faozia is extremely offending and she has insulted a number of senior mariners at different occasion which compound the problem further.
- A Help Desk is required at DoS for assisting the mariners at DoS.
- Though DoS has a website but information available in the website is inadequate and required information for issuance of CoP and CoC are not available.

3. President BMMOA, Principal of different Private Marine Academy, representatives of Bangladesh Marine Academy, other maritime institutes and some of the senior mariners present in the meeting opined that, candidates in possession of CoP issued more than 5 years back face problem in revalidating CoPs. These candidates in some cases are misguided by DoS staff by stating that full training course is required instead of refresher course. The matter of revalidation of CoP is quite complex due to the requirement of up-gradation and refresher course for CoPs issued after 1995 and after 2010. The candidates do not get proper guidance in this regard.

4. From DOS the explanation was; the issuance of CoP is delayed for not completing the application form "online" and not giving accurate and proper information. Sometimes the application forms are not filled up by the candidate himself, rather, it is done at electronic processing shops. As such in many cases the application contains wrong information/ errors without the notice of the individual applicant. These applications are denied by the system or at times CoP is printed on wrong information causing the individual to suffer.

5. The senior mariners and the representatives of the marine academies stated that in many countries only a few CoP is issued from Maritime Administration. They advised to implement the same in Bangladesh. They also suggested to decentralize the process of issuing CoP. The explanation of DOS on this issue was; the training institutes, specially the private institutes are still new and to the consideration of DOS not ready to handle the certification issue yet. Allowing marine institute to issue CoP or decentralization of issuing CoP at this stage may lead to production of fake CoP which will ultimately tarnish the image of the seafarers in Bangladesh. This point was debated and everyone agreed to the points raised from DOS. Issuing of CoP 'online' was also discussed in length but was not supported by the house. However, for the transparency and to maintain the newly practiced online application procedure to be matured the present practice of issuing CoP was agreed by the house.

6. At the end of the discussion the behavior and the attitude issues of the dealing clerks and the officer in-charge of CoP was highlighted by the mariners. Most of the mariners had complain about the behavior of Ms. Fauzia in addressing the problem issues of CoP. DG expressed his concern about the issue and emphasized that the problem mostly lays within the system rather to a person. As such once the system improves the complaint will automatically disappear. However, he assured everyone of resolving this issue with appropriate measure in due course of



time. DG also expressed that until the help desk is established, he will personally monitor and provide assistance to the mariners as required.

#### **Decisions:**

7 After a threadbare discussion following decisions were made:

- .1 For any problem with CoP regarding DoS number/suspected fake, the certificate to be put up in file and the Chief of Maritime Education (CME) shall process the file for final approval from the DG and decision shall be taken in 3 days' time. It was decided that if any doubt, DoS may query to the respective institution through E-mail for verification of their certificates.
- .2 In the matter of revalidation of CoP, clear guide line already provided by a circular and the same to be complied with by the DoS staff and the candidate. Candidates will apply for digital (16 digit) DoS registration number online with their existing Attendance Certificate with 8 digits analog number, if it does not contain any DoS Registration number, then candidate should apply with the Institute's certificate number printed on the certificate.
- .3 The online system needs to re-instate the provision for applying "main course certificate with revalidation". Specially for one which is issued around 2013/2014 and is about to expire now.
- .4 CoP application form filled up with incorrect information will be considered as cancelled and re-application to be made with fee.
- .5 The candidates should not pay double fee for issuance of CoP for lacking/fault in the administrative procedure of DoS.
- .6 Though the STCW 2010 specifies the compulsory issuance <sup>7</sup> CoP, any maritime administration can impose issuance of any number of CoP for controlling the quality of education and training. At present the DoS has no intention to reduce the number of the CoP.
- .7 Presently the main aim is to improve and upgrade the online system of CoP and now the DoS is not in a position to open a second CoP issuance centre at Chittagong.
- .8 For improving the website the mariners were requested by the DoS officials to click on the FEEDBACK tab in the website and provide the opinion for improvement of the website.
- .9 Regarding the misbehavior of the staff of DoS and, in particular that of Ms. Faozia, the DG, DoS, assured everyone that appropriate measures will be taken to improve the overall system to eradicate the complains as a whole.

#### **Closing remarks of the DG, DoS**

8. The DG once again thanked the mariners present in the meeting and sought everyone's cooperation to resolve the issue at the earliest. However, he encouraged the concerned mariners-suffering with different kinds of problems related to their service and also on the certification issues to have direct communication with DOS and have dialogues as and when required. He advised the young mariners to be more cautious in using social media. Specially, the use of words and the language in social media not only expresses his problem, it also reflects his

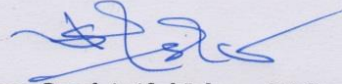




education, social standard his passion towards this profession and many more virtue or vices. Thus, everyone should be respectful of his position and take pride of becoming mariner. All our effort should be to upgrade the profession and its standard. To this effect, the DG regretted that only the complaints against DoS are posted in the social media but the successes and achievements remain subdued. Presently, almost all fresh cadets have joined onboard for training. Visa issue with Middle Eastern countries have been resolved and improved with India. Efforts are ongoing for Chinese maritime cluster to engage with Bangladeshi maritime sector. These issues are not acknowledged properly.

9. Highlighting the importance of this profession and be able to compete with other crew providing nations the DG advised the maritime training institutes to give priority on learning English language and discipline by the individual trainees along with the professional subjects required by the convention the code.

10. There being no other point the meeting ended with a vote of thanks to the DG, DoS.



Commodore Syed Ariful Islam, (TAS), ndc, psc, BN  
Director General

বিতরণ : (জ্যেষ্ঠতার ভিত্তিতে নহে) :

- ১। ব্যবস্থাপনা পরিচালক, বাংলাদেশ শিপিং কর্পোরেশন, বিএসসি ভবন, সেন্টগোলা রোড, চট্টগ্রাম।
- ২। ক্যাপ্টেন কে. এম. জসীমউদ্দীন সরকার, চীফ নটিক্যাল সার্ভেয়ার, নৌপরিবহন অধিদপ্তর, ঢাকা।
- ৩। ক্যাপ্টেন মোঃ গিয়াসউদ্দিন আহমেদ, কন্ট্রোলার অব মেরিটাইম এডুকেশন, নৌপরিবহন অধিদপ্তর, ঢাকা।
- ৪। জনাব মোঃ মনজুরুল কবীর, চীফ ইঞ্জিনিয়ার এন্ড শিপ সার্ভেয়ার, নৌপরিবহন অধিদপ্তর, ঢাকা।
- ৫। জনাব মোঃ আলমগীর খান, পরিচালক, নৌপরিবহন অধিদপ্তর, ঢাকা।
- ৬। শিপিং মাস্টার, সরকারী অফিস, সি জি ও ভবন, আগ্রাবাদ, চট্টগ্রাম।
- ৭। ফাওজিয়া রহমান, সহকারী কেমিস্ট, নৌপরিবহন অধিদপ্তর, ঢাকা।
- ৮। কমান্ডেন্ট, বাংলাদেশ মেরিন একাডেমী, জুলদিয়া, চট্টগ্রাম।
- ৯। অধ্যক্ষ, ন্যাশনাল মেরিটাইম ইন্সটিটিউট, হালিশহর, চট্টগ্রাম।
- ১০। অধ্যক্ষ, মেরিন ফিশারিজ একাডেমী, মৎস্য বন্দর, চট্টগ্রাম।
- ১১। অধ্যক্ষ, বাংলাদেশ মেরিটাইম ট্রেনিং ইন্সটিটিউট (বিএমটিআই), বাড়ী-১২, রোড-৮, সেক্টর-৩, উত্তরা মডেল টাউন, ঢাকা।
- ১২। অধ্যক্ষ, ইন্টারন্যাশনাল মেরিটাইম একাডেমী (আইএমএ), বাড়ী-১২, রোড-৮, সেক্টর-৩, উত্তরা মডেল টাউন, ঢাকা।
- ১৩। অধ্যক্ষ, মাস মেরিন একাডেমী (মাস), বাড়ী-১, রোড-১, লেন-৫, বণ্ডক-এল, হালিশহর হাউজিং এস্টেড, চট্টগ্রাম।
- ১৪। অধ্যক্ষ, ওসান মেরিটাইম একাডেমী, তুলাতলী রোড, ফৌজদারহাট, চট্টগ্রাম।
- ১৫। অধ্যক্ষ, ইন্টারন্যাশনাল মেরিটাইম ট্রেনিং একাডেমী (আইএমটিএ), এসএন্ডএফ ভবন (৪র্থ ফ্লোর), ১৫৩/১, গ্রীন রোড, ঢাকা।
- ১৬। অধ্যক্ষ, ওয়েস্টার্ন মেরিটাইম একাডেমী, ৮, শাহ মোকদুম এভিনিউ, সেক্টর-১১, উত্তরা, ঢাকা।
- ১৭। চেয়ারম্যান, নটিক্যাল ইন্সটিটিউট, বাংলাদেশ ব্রাঞ্চ, ফারুক চেম্বার (৭ম ফ্লোর), ১৪০৩ শেখ মুজিব রোড, চট্টগ্রাম।
- ১৮। ইন্সটিটিউট এন্ড মেরিন ইঞ্জিনিয়ারিং এন্ড টেকনোলজি, বাংলাদেশ ব্রাঞ্চ, প্রান্তিক গ্রুপ, আকতার সেক্টর (৭ ফ্লোর), ২১/২২ আগ্রাবাদ, চট্টগ্রাম।
- ১৯। সভাপতি, বাংলাদেশ মার্চেন্ট মেরিন অফিসার্স এসোসিয়েশন, রোড নং ১, ব্লক-জি, হালিশহর আ/এ, চট্টগ্রাম।
- ২০। সভাপতি, বাংলাদেশ কার্গো ভেসেল ওনার্স এসোসিয়েশন, ১৫/৫ বিজয় নগর, আক্রাম টাওয়ার (৬ষ্ঠ তলা), রুম-১ ও ২, ঢাকা।
- ২১। সভাপতি, বাংলাদেশ সী-ফেয়ারার্স ইউনিয়ন, লাকী প্রাজা, ৫৩, আগ্রাবাদ, চট্টগ্রাম।
- ২২। সভাপতি, বাংলাদেশ সীম্যাপ এসোসিয়েশন, ৩৪, মুর চেম্বার (৩য় তলা), আগ্রাবাদ, চট্টগ্রাম।
- ২৩। সভাপতি, বাংলাদেশ শিপ ম্যানিং এজেন্ট এসোসিয়েশন, উনিট-১২/ই, ১৪/এ, সেন্ট্রাল পয়েন্ট, তেজকুনিপারা, ফার্মগেট, তেজগাঁও, ঢাকা-১২১৫।
- ২৪। সভাপতি, মেরিন ফিশারিজ এক্সকেডেট এসোসিয়েশন, ১১৫ সদরঘাট রোড, চট্টগ্রাম।
- ২৫। সভাপতি, বাংলাদেশ মেরিনার্স সোসাইটি, ফ্লাট-৩সি, বাড়ী নং-৬, রোড-২, বনানী, ঢাকা।

অনুলিপি অবগতির জন্য

- ১। সচিব, নৌপরিবহন মন্ত্রণালয়, বাংলাদেশ সচিবালয়, ঢাকা।
- ২। পিএ-টু-মহাপরিচালক, নৌপরিবহন অধিদপ্তর, ঢাকা।