Citizens' / Clients' Charter

of

Seamen's Provident Fund Organisation
(Under Ministry of Ports, Shipping and Waterways)

"KRUPANIDHI" 3RD FLOOR,
9, WALCHAND HIRACHAND MARG,
BALLARD ESTATE, MUMBAI - 400 001
Tel: 022-22 620402 (P) Commissioner

Tel Office 022 226169525

OFFICE OF THE SEAMEN'S PROVIDENT FUND COMMISSIONER
(Under Ministry of Ports, Shipping and Waterways)

Our Vision

To Provide for an institution of a Provident Fund to the Seafarer as an old age retirement benefit to them and to their family members in the event of death.

Our Mission

a) To protect financial interests of seafarer by ensuring recovery of statutory dues i.e. employers and members contributions from Shipping Companies and RPS Agents.

b) To levy penal charges (damages) for delay in remittances and recovering the same from defaulters under Seamen's Provident Fund Act and Scheme, 1966.

c) To provide timely help to the seafarer by way of Non-Refundable Withdrawal from Provident Fund for (i) continued un-employment (ii) medical expenses of self and family members (iii) marriage of family members and self (iv) higher education of family members (v) construction of house or purchase of flat.

d) To settle the claims of members on retirement/cessation of sea service and claims of nominee or legal heirs in case of death.

Our Main Services/Transactions

1. Receiving Provident Fund and other Contributions.
2. Maintaining individual accounts.
3. Fund Management.
4. Settlement of claims of Non-Refundable Withdrawal and Final Withdrawal.
5. Redressal of grievances during accretion and payout stage.

Our Services Standards

1. Non-Refundable Withdrawal payment to the seafarer within 4 working days from the receipt of Application.
2. Final Withdrawal payment to the seafarer within 15 working days from the date of receipt of Application.
3. Transfer of money through RTGS/NEFT in the Seafarer’s Bank Account.

Our Grievance Redressal Mechanism
The office has Grievance Redressal Mechanism headed by the Commissioner of Seamen's Provident Fund Organization, Mumbai. All citizens/stakeholders may contact the designated officer for redressal of grievance providing a clear statement of grievance, indicating the background and officials/channels previously approached for redressal.
Capt. Nitin Mukesh, Commissioner Seamen's Provident Fund Organisation (Under Ministry of Ports, Shipping and Waterways) **"KRUPANIDHI" 3rd floor,** **9, Walchand Hirachand Marg,** **Ballard Estate, Mumbai - 400 001.** Tel: 022-22620402 (P) Commissioner Tel Office: 022-22616925 / 22662044
Our Stakeholders / Clients
Seafarers / Shipping Companies / RPSL Agents
Responsibility Centers and Subordinate Organizations
Liaison Office, Kolkata
Indicative Expectations from Service Recipients / Clients
1. Remittances (PF Contributions) from Shipping Companies / RPSL Agents in time along with the correct seafarer’s details. 2. Seafarers are required to fill up the Application form for registration / claims in correct way and submit to this Office along with required enclosures.
Performance Reports
Obtained by the C&AG during the course of Audit
Governing Body
Board of Trustees

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Main Service/Transactions

Sr. No.	Services/ Transaction	Responsible Person (Designation)	E-mail	Mobile (Phone No.)	Time Frame	Process
1.	Final Withdrawal Payment section (Correspondence) & Settlement of retired/deceased Seafarer	Dy. Superintendent	kaushal@spfo.gov.in	9145027995	15 Working days	Dealing Assistant to Commissioner
2.	Non-Refundable Withdrawal of Seafarer	Dy. Superintendent	kaushal@spfo.gov.in	9145027995	04 Working days	Dealing Assistant to Commissioner
3.	Receipt / Updating of Provident Fund Contributions from Shipping Companies.	Dealing Assistant	mahadev.mk@spfo.gov.in	9594617480	Updating seafarer's account within 15 working days after receipt of PF statement	Dealing Assistant to Commissioner
4.	Damages Notices	Dealing Assistant	sampa@spfo.gov.in	7890044089	15 Working Days after completion of F.Y.	Dealing Assistant to Commissioner
5.	Seafarer's Grievance	Dealing Assistant	sudershan@spfo.gov.in	9920903938	15 Working days	Dealing Assistant to Commissioner
6.	Unclaimed	Dy. Superintendent	kaushal@spfo.gov.in	9145027995	15 working days on receipt of claim	Dealing Assistant to Commissioner
7.	SPFO Officials & Pensioners Grievance	Dealing Assistant	sudershan@spfo.gov.in	9920903938	15 Working days	Dealing Assistant to Commissioner
8.	Issuance of NOC / NDC to the Shipping Companies/RPSL	Dealing Assistant	sudershan@spfo.gov.in	9920903938	08 Working Days after compliance of requirements	Dealing Assistant to Commissioner

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Grievance Redress Mechanism

Sr. No.	Name of Public Grievance Officer	Helpline Number	E-mail	Mobile Number
1.	Capt. Nitin Mukesh, Commissioner	022-22620402	nitin.mukesh@spfo.gov.in	9883280303

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List of Stakeholders/Clients

Sr. No.	Stakeholders/Clients
1.	Seafarers from all over India / Shipping Companies and RPSL Agents.

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Responsibility Centres and Subordinate Organization

Sr. No.	Responsibility Centres and Subordinate Organization	Landline Number	E-mail	Mobile Number	Address
1.	Seamen's Provident Fund Organization, Mumbai	022-22616925/ 022-22620402	spfo-commr@spfo.gov.in	9819665514 / 9869065394	"KRUPANIDHI" 3rd floor, 9, Walchand Hirachand Marg, Ballard Estate, Mumbai - 400 001.
2.	Liaisons Office at Kolkata	033-2223 0517 / 527	sampa@spfo.gov.in	7890044089	Shipping Master ‘Marin House’, Kolkata - 700022