

Citizens'/Clients' Charter For Directorate General of Lighthouses and Lightships (2025-2026)

Address : "Deep Bhawan", A-13, Sector-24, Noida-201 301,
Distt.-Gautam Budh Nagar (U.P.)
Website ID : <https://www.dgll.nic.in>
Date of Issue : 31st May, 2025
Next Review after twelve months : May, 2026

Citizens'/Clients' Charter

Directorate General of Lighthouses and Lightships

"Deep Bhawan", A-13, Sector-24, Noida-201 301, Distt.-Gautam Budh Nagar (U.P.)

Our Commitments

S. No.	Our Services and Transaction	How we measure our performance in this area	Our Services standard
1.	Issuance of VTS Logbook	Average time taken from the date of receipt of the fully completed proposal in all respects.	45 Days
2.	Vessel Traffic Service Training	In-principle approval for accreditation of VTS Training Institute	30 Days
		Approval for accreditation of VTS Training Institute	60 Days
		Approval of VTS Training courses	30 Days
3.	Issuance of NTM	Notice to Mariners for availability or non availability or change of AtoN or establishment of new AtoN or discontinuation of existing AtoN	01 day
4.	Refund of MAtoN dues	In case of double payment by the party, non arrival of ship even after payment made by the party and technical glitches arises on the online portal	30 days
5.	Review of Project Progress-client/stake holder feed back	Average time taken from the date of receipt of the fully completed proposal in all respect	90 Days

6.	Grievance Redress	Average time taken to acknowledge grievance received electronically through CPGRAM portal	3 Days
		Average time taken for seeking additional information	15 Days
		Average time for final redressal of the grievance	60 Days
7.	Disposal of any case, application or review filed before the Adjudicatory Board.	Average time from scrutiny of the case/application/review filed scrutiny of documents, affidavits and written representations.	6 Months
8.	Disposal of VVIP Reference	VVIP reference from the Minister MP, MLA	3 Days
9.	Disposal of RTI	As per RTI Act, 2005 matters to be disposed off on priority	30 days

For more details on the procedure, documents, required and contact person. Please visit our website at: <https://www.dgll.nic.in>

What you should do if we do not meet the promised standards of services?

A. Inform our Public Grievance Officer: Shri P.D Ranpura, Director.

Email: noida-dgll@nic.in/ pkd-dgll@gov.in

B. Register your grievance on the following portal: <http://pgportal.gov.in>

List of Stakeholder/Client

S. No	Stakeholder/Client
1.	Major Ports
2.	Indian Port Association
3.	Port Users, Indian National Ship Owners Association
4.	Govt. Departments/PSUs
5.	Maritime Industries
6.	Students
7.	Citizens of India
8.	Maritime States
9.	National Security Agencies
10.	Vessels calling on Indian ports