

CITIZENS CHARTER
(DIRECTORATE GENERAL OF LIGHTHOUSES AND LIGHTSHIPS)

1. General :-

The Directorate General of Lighthouses and Lightships is a subordinate office under the Ministry of Shipping, Road Transport & Highways. It provides General Aids to Mariner Navigation along the Indian coast. The Headquarters of the Directorate is Noida.(U.P.) For administrative control the entire coastline has been divided into seven Districts having their regional headquarters at Jamanagar, Mumbai, Cochin, Chennai Visakhapatnam , Kolkata and Port Blair. Our motto is safe and secure Indian waters.

2. Services Provided :-

For the safe voyage in Indian waters, the aids provided to the mariners by the Directorate are of two types viz. visual and radio. The visual aids are lighthouses, light vessels, buoys and beacons and the radio aids are DGPS, Racon and Loaran-C. All these aids are passive in nature and not user interactive. The Directorate has entered uinto the interactive field of Aids to Navigation i.e. Vessel Traffic Service.

For the control of jurisdiction the aids to marine navigation are categorized as General Aids and Local Aids. The upkeep and maintenance of general aids to navigation is the responsibility of the Directorate as per the LH Act 1927. The upkeep and maintenance of local aids is the responsibility of various Maritime State Government organizations like Ports, State Maritime Boards etc.

3. Revenue Generation :-

For providing these services, the Directorate collects lightdues once in 30 days at the rate of Rs.8/- per ton on NRT basis from all foreign going vessels calling at/departing from Indian ports. Customs Department collects lightdues on behalf of the Directorate. The Regional Directorates deal with the matters relating to the services.

4. Mission

To help the mariners to navigate safely in the Indian waters.

5. Our clients

Various foreign going ships calling on to Indain Ports.

6. Commitment to Standards:

The Directorate is committed to provide state-of-the-art aids to marine navigation at par with International standards. The availability of the aids provided by the Directorate are as given below for both visual and radio aids to navigation.

(i)	Visual	99.8%
(ii)	Radio	99.6%

7. Location of our staff:-

As stated above for administrative control, the entire coastline has been divided into seven regions having their head quarters as given below. Each regional office is headed by a Director.

- (i) Director (Regional)
Dte. Of Lighthouses and Lightships,
õDeep Bhavanö Pandit Nehru Marg,
Jamnagar-361 008.
Phone No.0288-2750416.
- (ii) Director (Regional)
Dte. Of Lighthouses and Lightships,
õDeep Bhavanö M.G. Road,
Ghatkopar(E),Opp Satyam Sivam Sunderam.,
Mumbai-400 077
Phone No.022-25138779
- (iii) Director (Regional)
Dte. Of Lighthouses and Lightships,
õDeep Bhavanö Gandhi Nagar, Kovanthra,
Cochin-682 020.
Phone No.0484-2206608
- (iv) Director (Regional)
Dte. Of Lighthouses and Lightships,
õDeep Bhavanö Jaffar Syrang Street,
Chennai-600 001.
Phone No.044-25232808
- (v) Director (Regional)
Dte. Of Lighthouses and Lightships,
East Wing, 5th Floor, Dock Labour Board,
Kramik Jyoti Area, Vishakhapatnam-530035
Phone No.0891-2731790
- (vi) Director (Regional)
Dte. Of Lighthouses and Lightships,

õDeep Bhavanö D/372/2, Taratolla Road,
Kolkata ó 700 008
Phone No.033-24010241.

- (vii) Director (Regional)
Dte. Of Lighthouses and Lightships,
õDeep Bhavanö Shaheed Bhagat Singh Road,
Port Blair ó 744101
Phone No.01392-233164

8. From where to collect the information:

Any information pertaining to any aids to general navigation may be collected as given under,

- a. For the information in the geographical region between Jakhu Lighthouse to Gogha Lighthouse ó Regional Office Jamnagar, Fax No.0288-2750860 E-mail dll_jam_adl@Sanchar net.in
- b. For the information in the geographical region between Luhara Pt. Lighthouse to Suratkal Lighthouse - Regional Office Mumbai Fax No.022-25162996 E-mail dllmumbai@vsnl.net
- c. For the information in the geographical region between Kasargod Lighthouse to Mannakodam Lighthouse and Lakshadweep Islands ó Regional Office Cochin. Fax No.0484 2206608 E-mail dllr@sify.com.
- d. For the information in the geographical region between Allepy Lighthouse to Pulicat Lighthouse - Regional Office Chennai. Fax No.044-25232729 Email dllchenai@yahoo.co.in
- e. For the information in the geographical region between Amaramgaon Lighthouse to Santapille Lighthouse - Regional Office Visakhapatnam. Fax No. 0891-2731790 E mail dllrvsp@dataone.in
- f. For the information in the geographical region between Kalingapatnam Lighthouse to Sagar Island Lighthouse - Regional Office Kolkata.Fax No.033-24016757 E mail directorkolyahoo.co.in
- g. For the information in the geographical region of Andaman and Nicobar Group of Islands - Regional Office Port Blair. Fax No.03192-233164, E mail dir_lhns@dataone.in

9. Public Grievances

In case of any grievances the following people may be contacted by fax/ e-mail.

- (i) Director (Regional) Jamnagar
 - (a) Fax No.0288 2750 860
 - (b) E-mail ID ódll_jam_adl@sancharnet.in
- (ii) Director (Regional) Mumbai
 - (a) Fax No.022 - 25162996

- (b) E-mail ID odllmumbai@vsnl.net
- (iii) Director (Regional) Cochin
(a) Fax No.0484 2206608
(b) E-mail ID-dllr@sify.com.
- (iv) Director (Regional) Chennai
(a) Fax No.044 25232720
(b) E-mail ID-dllchennai@yahoo.co.in
- (v) Director (Regional), Visakhapatnam
(a) Fax No.0891-2731790
(b) E-mail ID-dllrvsp@dataone.in
- (vi) Director (Regional) Kolkata
(a) Fax No.033 24016757
(b) E-mail ID odirectorkol@yahoo.co.in
- vii) Director (Regional) Port Blair
(a) Fax No.03198 233164
(b) E-mail ID - dir_lhns@dataone.in

In case the grievance are not settled by the above addresses, the same may be forwarded to the Director General of Lighthouses and Lightships on the address mentioned below:

The Director General of Lighthouses and Lightships,
Deep Bhavanö Tulsi Marg, A-13, Sector-24,
NOIDA-201301
Phone No.0120-2411286
Fax. 0120-2411345
e-mail-dgll@ndb.vsnl.net in
web site:dgllnoida.com.

10. Investment opportunities:

General aids to marine navigation are part of vital national infrastructure and is not open to private or joint venture investment.

11. How can Consumers/users help us:

If any abnormality in the function of general aids to navigation or any other difficulty in the payment of Light dues is experienced by the mariners the same may be reported to the Regional Directorates or the Director General of Lighthouses and Lightships, NOIDA immediately.