

TERM OF REFERENCE (TOR) FOR ENGAGEMENT OF 01 (ONE) SENIOR EXECUTIVE ASSISTANT FOR DIRECTORATE GENERAL OF SHIPPING

Introduction

The **Directorate General of Shipping (DGS)** is an attached office under the **Ministry of Ports, Shipping and Waterways (MoPSW), Government of India**, and serves as the apex regulatory authority for the Indian maritime sector. The Directorate is entrusted with the responsibility of implementing the Merchant Shipping Act, 1958, and formulating policies aimed at ensuring the safety of life and ships at sea, environmental protection, and overall growth and governance of the maritime industry in India.

The DGS oversees a wide range of functions including maritime education and training, certification of seafarers, regulation of shipping services, promotion of Indian tonnage, welfare of Indian seafarers, and coordination with international maritime bodies such as the IMO and ILO.

Given the multifaceted and strategic role of the **Director General of Shipping**, there is an increasing demand for a dedicated, skilled, and experienced secretarial support team to manage day-to-day administrative functions, protocol coordination, document management, official communication, and logistical arrangements in a timely and professional manner. This initiative is aimed at institutionalizing such support through the engagement of one qualified Senior Executive Assistant to ensure operational efficiency and facilitate seamless functioning of the DG's office.

Objectives and Scope of the Assignment

To provide comprehensive, high-level administrative, operational, and logistical support to the Director General (DG) of Shipping. The Secretarial Assistant will act as the central coordinating figure of the DG's office, ensuring seamless communication, efficient scheduling, professional conduct, and protocol adherence in line with the standards and legacy of the Directorate General of Shipping.

Key responsibilities:

The Secretariat will provide comprehensive executive support to the Director General, Shipping, ensuring efficient office operations, professional communication, and high standards of hospitality and protocol. The key responsibilities include:

- **Executive Office Management:** Maintain the DG's chamber in a clean, organized, and professional state at all times. Supervise daily housekeeping, monitor equipment functionality, and ensure proper setup of daily newspapers and television channels. Coordinate with support staff for visitor handling and maintaining a calm, interruption-free work environment.
- **Calendar and Appointment Coordination:** Manage the DG's official calendar, including scheduling internal/external meetings and travel plans. Confirm appointments, brief visitors on protocols and documentation, and ensure all logistical arrangements such as presentations, hospitality, and security are in place.
- **Communication and Correspondence Management:** Act as the primary handler of the DG's official email account. Categorize and escalate emails appropriately (e.g., Ministry, international bodies, public grievances, VIP correspondence). Ensure timely acknowledgments and flag urgent matters to senior officers.

- **Protocol and Tour Management:** Coordinate all aspects of official tours and field visits, including pre-event deployment of support staff, registration setup, hospitality, and VIP protocols. Maintain a standard operating procedure (SOP) for consistent execution of visits.
- **Documentation and Knowledge Management:** Maintain a centralized digital filing system for key records, circulars, and presentations. Support the preparation of institutional knowledge materials such as induction manuals, vision documents, branch briefs, and commemorative publications.
- **Logistics and Vehicle Coordination:** Ensure DG's assigned vehicles are well-maintained, clean, and equipped with necessary amenities. Supervise drivers for grooming, dress code, and compliance. Coordinate availability of standby vehicles and maintain accurate vehicle logbooks.
- **IT and Equipment Support:** Oversee readiness and smooth functioning of all office IT equipment, including laptops, mobile devices, VC systems, and communication tools. Maintain updated contact directories and ensure all staff are trained in basic software and telecommunication protocols.
- **Administrative Finance Support:** Aid in Maintaining and managing petty cash transactions within prescribed limits. Coordinate procurement and bill processing in collaboration with the Admin Division. Ensure regular submission of financial records for review.
- **Professional Conduct and Protocol Compliance:** Uphold the highest standards of professional etiquette, formal dress, and respectful communication. Avoid personal interactions in official spaces and ensure strict adherence to communication hierarchy.
- **Training and Capacity Building:** Complete mandatory induction training and participate in ongoing video-based and on-the-job learning. Contribute to the development and revision of training modules for junior staff and future assistants

Reporting and Review

Directly reports to the Director General, Shipping (DGS), or any other official assigned by the DGS for day-to-day supervision.

Qualification and Experience

- **Educational Qualification:**
 - Post graduate degree in any discipline with min. 60% from a recognized University/Institute.
- **Professional Experience:**
 - At least **10 years** of professional experience in similar fields in a State or Central Government office, with working proficiency in English and Hindi; knowledge of Marathi is desirable.
 - **Executive Office Management:** Proven ability to manage high-profile executive offices, ensuring cleanliness, organization, and professional ambiance. Experience in managing equipment functionality, media setup, and visitor protocols.

- **Calendar & Scheduling Administration:** Hands-on experience managing calendars using tools like Google Calendar, handling official appointment coordination, and organizing hospitality and protocol requirements for meetings and events.
 - **Email & Communication Handling:** Experience in handling high-volume official correspondence, triaging emails, escalating important communications, and maintaining clarity and discretion in professional responses.
 - **Event and Travel Logistics:** Coordinated logistics for field visits and high-level meetings, including advance deployments, PPT readiness, security, VIP protocol, and venue preparedness.
 - **Documentation & Records Management:** Skilled in maintaining soft documentation systems for presentations, government circulars, conventions, statistics, and knowledge repositories. Contributed to the preparation of induction manuals, vision documents, and coffee table publications.
 - **Fleet & Driver Supervision:** Oversight of executive transport, including cleanliness, readiness, driver grooming, and vehicle documentation. Liaison with administrative staff for scheduling standby vehicles.
 - **IT and Communication Support:** Familiarity with managing laptops, mobile phones, dongles, video conferencing systems, and telecommunication tools including EPABX and landline systems.
 - **Administrative Finance:** Managed petty cash accounts, ensured timely bill processing, and coordinated procurement of supplies and official materials in compliance with finance norms.
 - **Professional Conduct:** Maintained high standards of protocol, discretion, and professionalism in communication and behavior within the proximity of senior leadership.
 - **Training & Onboarding:** Participated in structured training programs and supported the development of training modules for new assistants or support staff
- **Desirable Skills and Competencies:**
 - **Administrative Excellence:** Strong organizational and time management skills with the ability to multitask in a dynamic, protocol-driven environment.
 - **Tech-Savvy Operations:** Proficiency in MS Office Suite (Word, Excel, PowerPoint), Google Workspace (Gmail, Calendar), video conferencing tools, and basic IT troubleshooting.
 - **Communication Proficiency:** Excellent verbal and written communication skills in English and Hindi, with the ability to interact effectively with dignitaries, stakeholders, and internal teams.
 - **Discretion and Confidentiality:** High emotional intelligence, ability to handle sensitive information with integrity and professionalism.
 - **Protocol Adherence:** Familiarity with VIP, government, and institutional protocol, including handling of official visits, documentation, and hospitality.
 - **Crisis Handling and Composure:** Ability to remain calm and composed under pressure or during high-stakes meetings and visits.

- **Coordination and Teamwork:** Capable of working with cross-functional departments such as Administration, IT, Protocol, and International Cooperation Divisions.
- **Continuous Learning Orientation:** Willingness to undergo periodic training and contribute to institutional knowledge development.

How to Apply

Candidates must submit their applications in the prescribed format within 21 days from the date of publication of window advertisement in Newspaper. The application should be sent via email along with necessary documents to the contact email mentioned in the advertisement. Hard copies will not be accepted. Scanned copy of the application form along with other relevant documents should be mailed to dgship.sect@gov.in & muthu.pl@gov.in

Selection Criteria

1. **Shortlisting:** Based on essential and desirable qualifications.
2. **Interview:** Shortlisted candidates from the test will be invited for an online interview, which will assess technical skills, communication, and domain understanding. The interview details will be sent to the shortlisted bidder only.

Period of the Assignment/Services

The engagement will initially be for a period of **11 months**, extendable based on performance and project requirements.

Payment Terms and Leave Eligibility

- The remuneration shall be in accordance with the applicable Government Policy Manual, with a consolidated total package (CTP) of ₹90,000 per month. The initial base remuneration will be finalized during the interview, taking into consideration the candidate's experience and last drawn salary.
- Selected candidates will be eligible for an annual Casual Leave of 8 (Eight) Working days, excluding 2 (two) days of Restricted holidays. Leave of absence for more than a total of 10 (= 8+2) working days in a year shall be treated as leave without pay. Nevertheless, casual leave of more than 5 working days at a stretch will not be granted. Additionally, paid Medical leave of a maximum of 10 days in a year may also be granted subject to the production of medical certificates. However, leave of absence on medical grounds beyond 10 days in a year will be treated as leave without remuneration/ CTP.
- The Consultant will have access to all the required documents, correspondence, and any other information associated with the project assignment and as deemed necessary.
- The Consultant will be provided office space with a computer for work, printer, computer/office consumables, and internet access, as determined by the Competent Authority.

- The Consultant will have to arrange his/her own conveyance facility for attending the office whenever necessary. However, for official travel within Mumbai City and for field visits (duly approved by the Competent Authority) Conveyance facility may be provided, whenever available.

Other Details

- This is an indicative ToR only. The Competent Authority reserves the right to change, update or modify this ToR at any stage during the recruitment process or at the time of signing of the Contract Agreement.
- The contract shall not confer any right or claim of extension/absorption in the department at any point of time whatsoever.
- The date of the interview will be informed via email to the shortlisted candidates. The department reserves the right to cancel/postpone the appointment if so required.
- No TA, DA or expenses of any kind will be paid for attending the interview.
- Canvassing in any form may lead to disqualification of candidature.
- For any clarification, Please contact [Shri PL Muthu, Assistant Director General of Shipping (I/C), (DG Secretariat)] on dgship.sect@gov.in & muthu.pl@gov.in

APPLICATION FORM FOR THE POSITION OF ENGAGEMENT OF SENIOR EXECUTIVE ASSISTANT FOR DIRECTORATE GENERAL OF SHIPPING

1. **Full Name of the candidate** (In Block Letters):
2. **Father's/Husband's Name:**
3. **Mother's Name:**
4. **Gender:**
5. **Marital Status:**
6. **Nationality:**
7. **Permanent Postal Address** (attach a copy of evidence):
8. **Police Station:**
9. **Current Address:**
10. **Mobile No.:**
11. **Mobile No.** (*WhatsApp messenger*):
12. **Email ID:**
13. **Passport No.** (*If available*):
14. **Date of Birth**(attach a copy of evidence)(dd/mm/yyyy):
15. **Age** (*As on 1st January 2023*):__Years__month(s)
16. **Current Designation:**
17. **Current Employer's Full Address with contact email and phone number:**
18. **Educational Qualification** (attach copies of certificates):

Paste Recent
Passport Photo

Sl.	Examination	Subject	Year of Passing	Name of College	Name Board/University	Class/ Percentage of marks obtained
1.	Graduation					
2.	Post graduation					
3.	Others(if any)					

19. **Training details relevant to the position applied**(attach copies of certificates):

Sl.	Title of the Training program	Duration of Training	Training organized by
-----	-------------------------------	----------------------	-----------------------

1.			
2.			
3.			

20. Total Professional Experience: _Years__month(s)

21. Details of Professional Experience (Starting from latest **)(attach copies of experience certificates):

Sl.	Designation	Organization	From (MM/YYYY)	To (MM/YYYY)	Last net salary drawn (per annum)	Summary of Services provided

22. Write a brief note describing why you would like to be associated with us:(Maximum 250 words)

23. Languages proficiency:(please tick✓)

Sl.	Language	Read	Write	Speak

24. Computer proficiency:

<i>Sl.</i>	<i>Program/Software/Applications</i>	<i>Excellent</i>	<i>Good</i>	<i>Average</i>

25. Names and Addresses of two persons from whom we may seek reference about you

Sl.	Name of the person & designation(if any)	Address	Phone no	E-mail id
1.				
2.				

(The two persons must not be related to you and must have interacted with you for more than 2 years in a Professional and/or academic capacity during the last 5 years)

26. Have you ever been discharged or forced to resign from any position?(If yes furnish details)

Declaration: I certify that the statements made by me in this application are true, complete and correct to the best of my knowledge and belief. Permission is hereby given to the DG Shipping to make such investigations as are necessary on the information given above. I understand that any misrepresentation or fraudulence or material omission made herein or in any other document requested by DG Shipping would render dismissal and termination of my candidature/service/contract apart from other penal action as per the law.

Date :

Place:

Signature of the Candidate

IMPORTANT Notes:

1. Candidates shall complete this application in not more than 8 pages **strictly** as per the above format, along with self-attested copies of testimonials/certificates (not more than 12 pages), evidencing that he/she is qualified to perform the services. ***The complete application (only in PDF format) along with certificates/testimonials shall not be more than 20 (twenty) pages or else the application may not be considered.***
2. While self-attested copies of all the relevant certificates/testimonials needs to be submitted along with the application (only in PDF format).
3. Candidates are to note that **applications without self attested copies of certificates/testimonials relating to Educational Qualifications shall be rejected.**