Government Shipping Office

C.G.O Building No. 01, Agrabad, Chattogram, Bangladesh

User Manual

(Seafarer)

Table of Contents

Welcome to the User Manual for the Government Shipping Office (GSO) ERP System, designed specifically for seafarers. This comprehensive guide provides detailed instructions on navigating and utilizing the various functionalities of the software, including user login, dashboard features, managing sign-on and sign-off applications, and updating seafarer profiles. Our aim is to ensure a smooth and efficient process for all your seafarer services through this platform.

Login

Software URL: https://gsoerp.gso.gov.bd/seafarer/web/

To log in to the software, open the following URL (https://gsoerp.gso.gov.bd/seafarer/web/ in a web browser. You will see a login page. Your login credentials will be sent to your mobile phone via message after your passing out from the academy.

Enter your username and password and click the "Sign-in" button to access the software.

Dashboard

After logging in, there are several options in the dashboard.
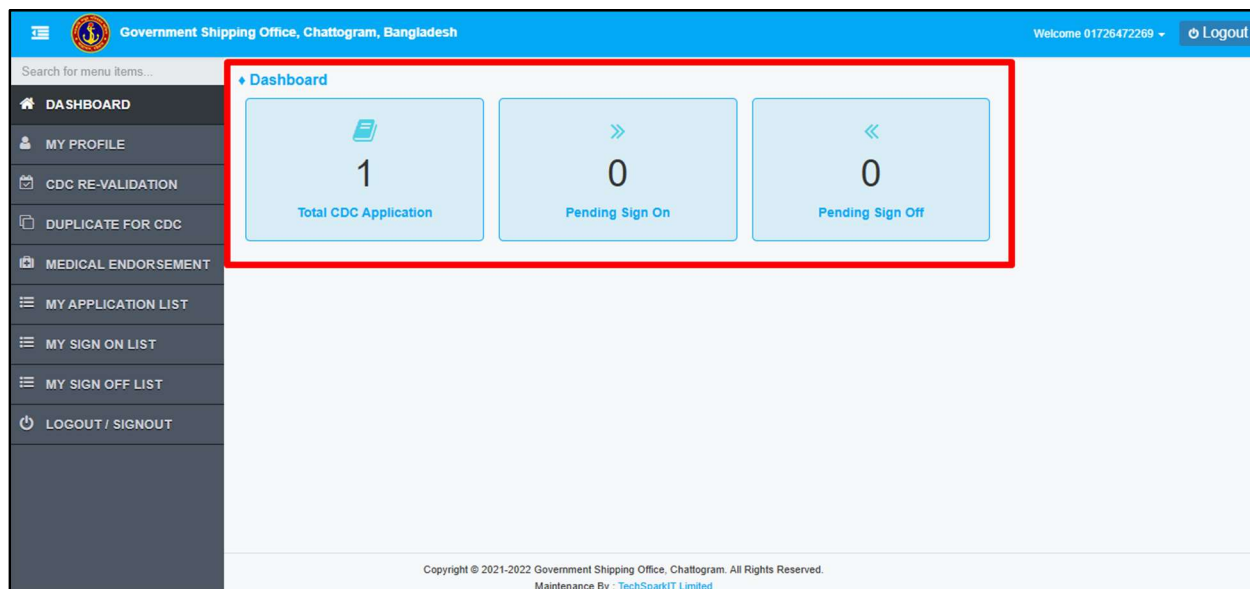
Features that are available in the Dashboard Landing Page are:

- Total CDC Application – It will redirect to your application list.
- Pending Sign On – It will redirect to your sign on list.
- Pending Sign Off – It will redirect to your sign off list.

By clicking on your username, you will see a menu where you can change your login password.
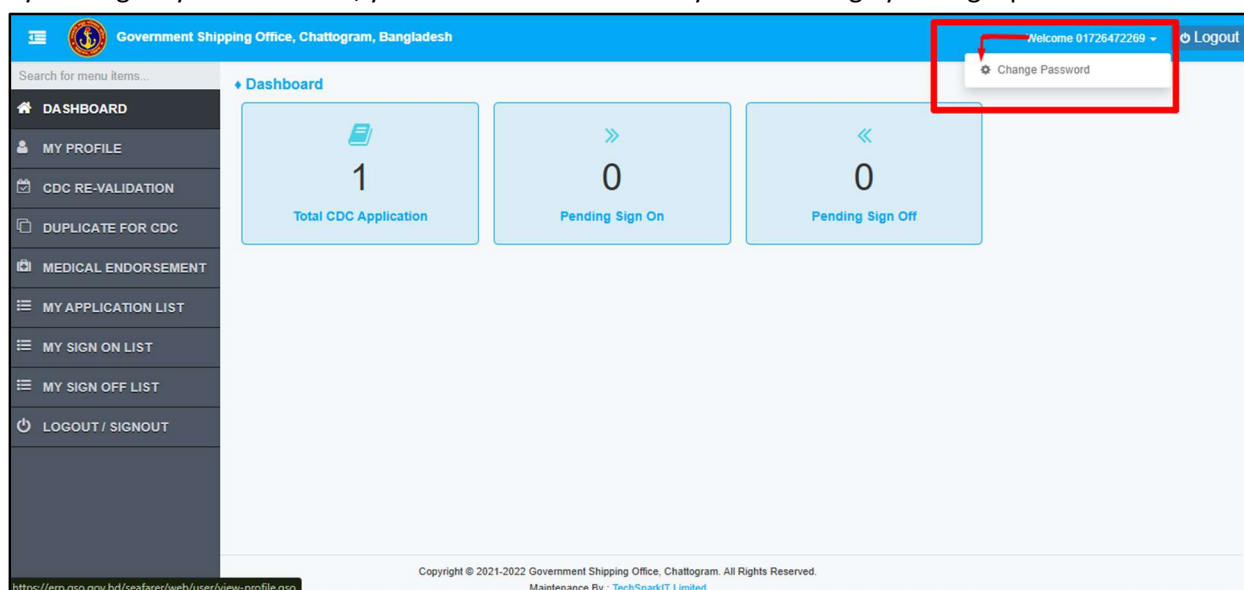
To change your password, first enter your current password, then set and save your new password. Once completed, a pop-up window will appear to confirm the change.

My Profile

By clicking on "MY PROFILE," you can view your profile.

Apply for New CDC

Go to the "Apply for New CDC" menu, fill in all the necessary options, and make the payment. After your files are checked by the operator and the admin, your CDC application will be approved, and you will be able to see a CDC number in your profile.

CDC Revalidation

By clicking on "CDC REVALIDATION," you can apply to revalidate your CDC if it has already expired or is close to the expiry date. You have the option to revalidate either with a medical endorsement or without one. If you choose to revalidate with a medical endorsement, you will need to enter your doctor's information, medical fitness number, issue date, and expiry date, and you must also attach a scanned copy of your medical fitness certificate as a PDF.
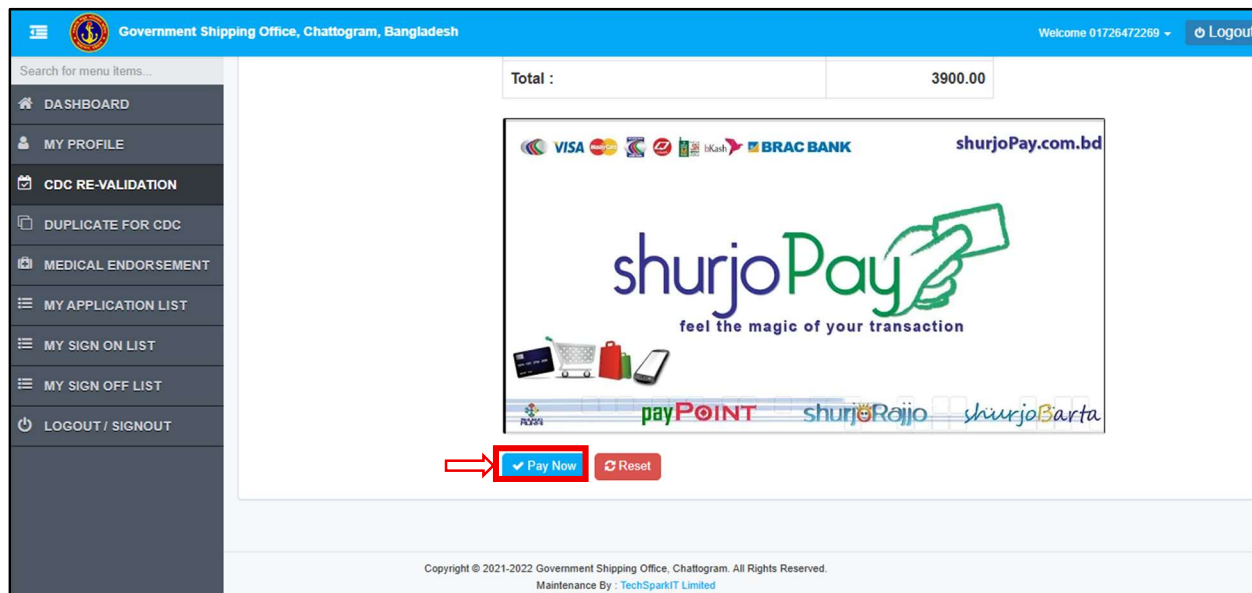

Alternatively, you may apply for revalidation without a medical endorsement, and you can request a medical endorsement letter later at your convenience.
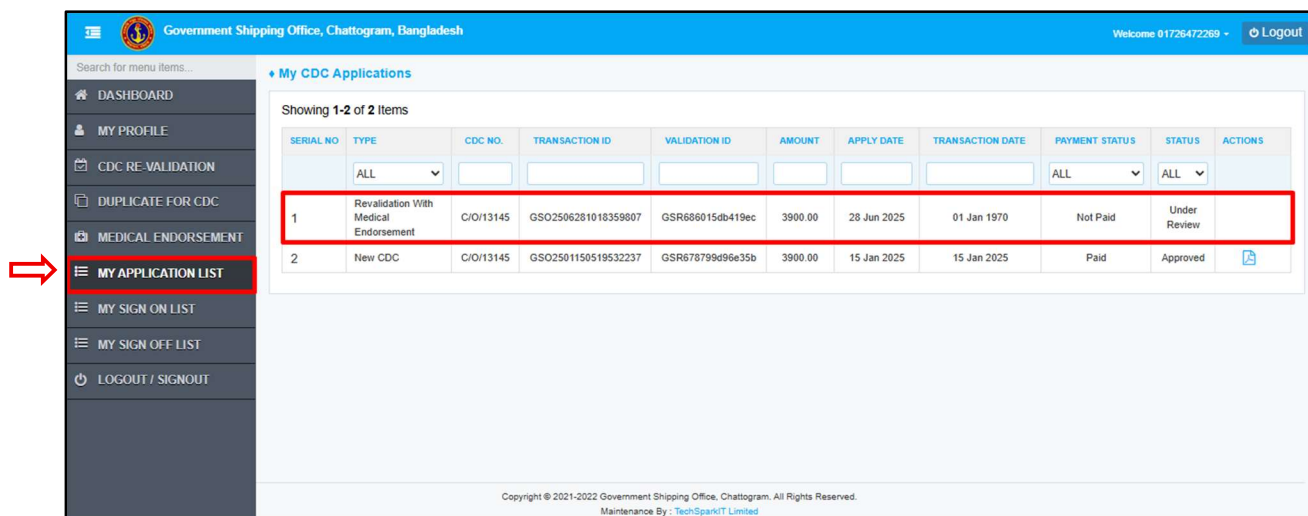
Now scroll down to the bottom of the page, and you will see a "Pay Now" button to pay the fees for the revalidation application.

Late you can check your application from "MY APPLICATION LIST"

Duplicate for CDC

When your CDC is damaged or lost you can apply for a Duplicate CDC. For applying you have to upload **Affidavit Attachment, Paper Publication, GD Copy** and all other necessary documents in PDF form. Then you can pay for the application using the payment gateway.

Medical Endorsement

If you want to add a medical endorsement to your CDC, you can apply using this option.

Application List

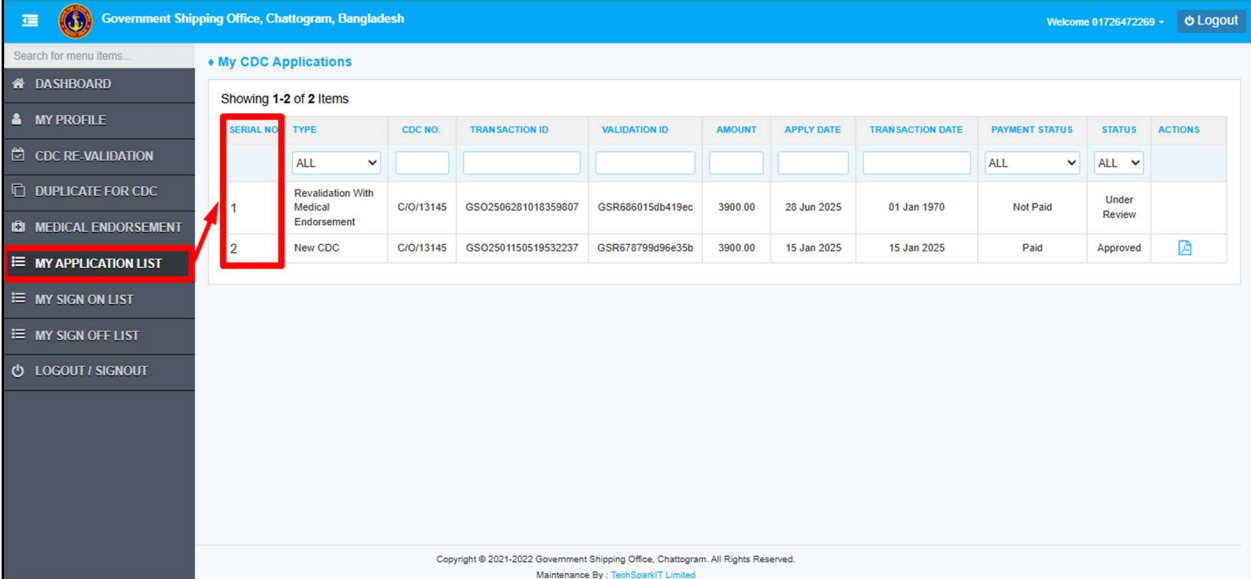By clicking on "My Application List," you can view all the applications you have submitted so far.

Sign on

To check Sign On requests, click the "My Sign on List" option. Sign on applications will be sent by the manning agent.

You can check the sign-on details, such as ship information, place of joining, salary, etc., by clicking on the 'Details' button. You can also choose not to accept the request or send it back to the company for correction of the information. In such cases, you must mention the reason for not accepting or returning the request.

Alternatively, if all information is correct, you can accept the request. You may write any confirmation remarks in the comment section.

Upon selecting "Accepted" radio button and write comments you have to click "Save" to accept the Sign On request.

After clicking on "Save" you can check the application by going to "My Sign on List"

After the payment is made by the manning agent, you will see the payment status marked as 'Paid' and the application status as 'Pending for Operator.' (Here, 'Operator' refers to the GSO Operator.)

You can also view the pay slip by clicking the PDF button.

GOVERNMENT SHIPPING OFFICE
C.G.O BUILDING NO-1
AGRABAD, CHATTOGRAM
www.gso.gov.bd
(Sign On Payment Slip)

Article's Information

Articles agreement No. : 2025/0003	Official No. : 304	Year of Articles : 2025	Date of Registration : 01-01-1970

Ship's Information

IMO Number : 9254549	Ship Name : MV. GRAND ROYAL EXPRESS (MV)	Port Of Registry : CHATTOGRAM	Flag Of Registry : BD
Gross Tonnage : 30,000	Net Tonnage : 18,449	Engine Power (BHP) : 12713	Engine Power (KW) : 9480

Registered Owner OR Manager Information's

Name : CROWN CEMENT PLC	IMO Number : 9254549	Mobile :
Email :	Address : CROWN CEMENT PLC, WEST MUKTERPUR, MUNSHIGONJ, DHAKA	

Seafarer's Recruitment and Placement of Service Information's

Name : M/s. Haque & Sons Ltd.	License No. : MLA-008	Address : Rummana Haque Tower, 1267/A, Goshail Danga, Agrabad C/A, Chittagong, Bangladesh.

Seafarer's Information

CDC No. : C/O/13145	Name : MD MOHAIMEN	Father's Name : MD BAZLUR RASHID	Date of Birth : 08-22-1998
Rank : E/OFF.J.MET.O	Mobile : 01726472269	SID :	CBA Name (If any) :
Passport No. : A1234567	CoC No. : N/A	CoC Expire Date : 11-30--0001	Expiry Date of Medical Fitness : 06-30-2026

Sign On Information

Place of Joining : Singapore	Expected Date of Joining : 06-29-2025	Designation/Rank : E/OFF.J.MET.O	Salary : 3000
Advance Against Wages :	Amount of Monthly Allotment :		

Payment Information

Application ID: 2125062708413520	Transaction ID:	Payment Status: Paid
Sign On Fees (Tk.): 0.00	Transaction Date: 01-01-1970 1:00 AM	
Online Charge (Tk.): 0.00	Card Type:	Card No.:

Once the operator reviews the application and forwards it to the next step, the status will be shown as 'Pending for Admin.' (Here, 'Admin' refers to the GSO Admin.)

When the admin approves the sign-on request, the application status will be shown as 'Approved.' This will also generate your immigration letter.
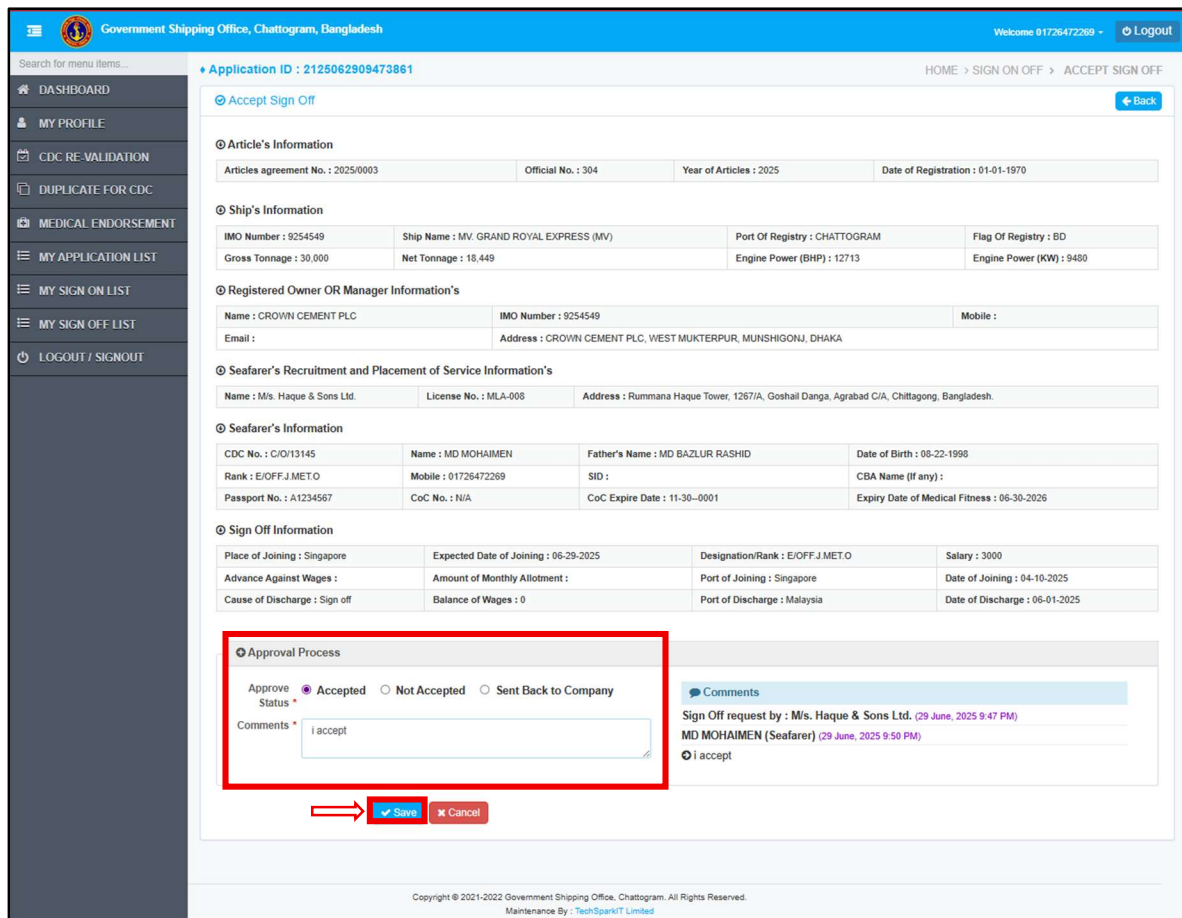

Sign off

Once the manning agent creates your sign-off application, you will be able to view your sign-off applications in the "My Sign off List." Here you will able to check details of the sign off application

After checking the details, you may accept it, send it back to the company for correction, or reject it.
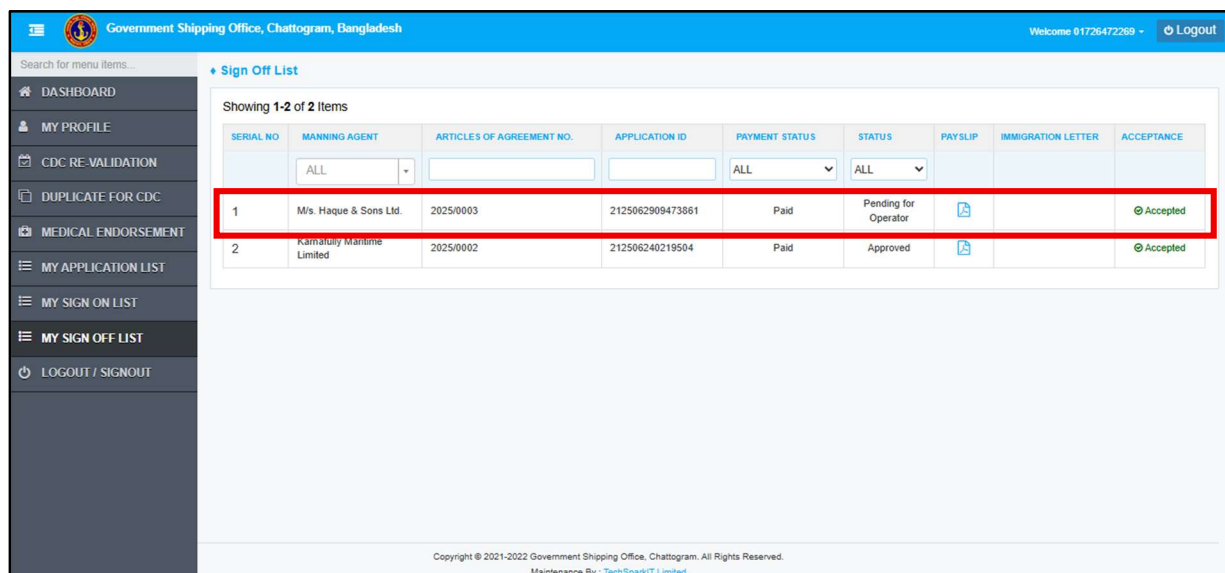
Once you accept the sign-off request, your manning agent will be able to pay for the application. Once paid, the payment status will be shown as "Paid," and the status will show as "Pending for Operator." (Here, 'Operator' refers to the GSO Operator)

Once the operator reviews the application and forwards it to the next step, the status will be shown as 'Pending for Admin.' (Here, 'Admin' refers to the GSO Admin.)

Once the admin approves your sign-off request, it will be shown as "Approved," which will automatically generate the voyage record on the CDC and the ashore record on the roster.

Roster Profile

The roster profile is only available to Rating CDC holders. It displays the seaman's personal details, roster information, and voyage history.

Change Roster

You can switch from company roster to general roster, or from general to company roster, by applying through the "Change Roster" section. You will need to submit the necessary documents and apply for the roster change. Once your request is approved by the GSO Admin, your roster type will be updated.

Modify Rating

To change your rank, you can apply for "Modify Rating." You will need to select the desired rank from the dropdown menu. Once the request is approved by the admin, your rank will be updated in the roster profile.

Roster Payment Slip

You can download your payment slip for by clicking here.

Logout

The "Logout" option is located in the top-right corner of the interface. By pressing this button, you can log out of the system.
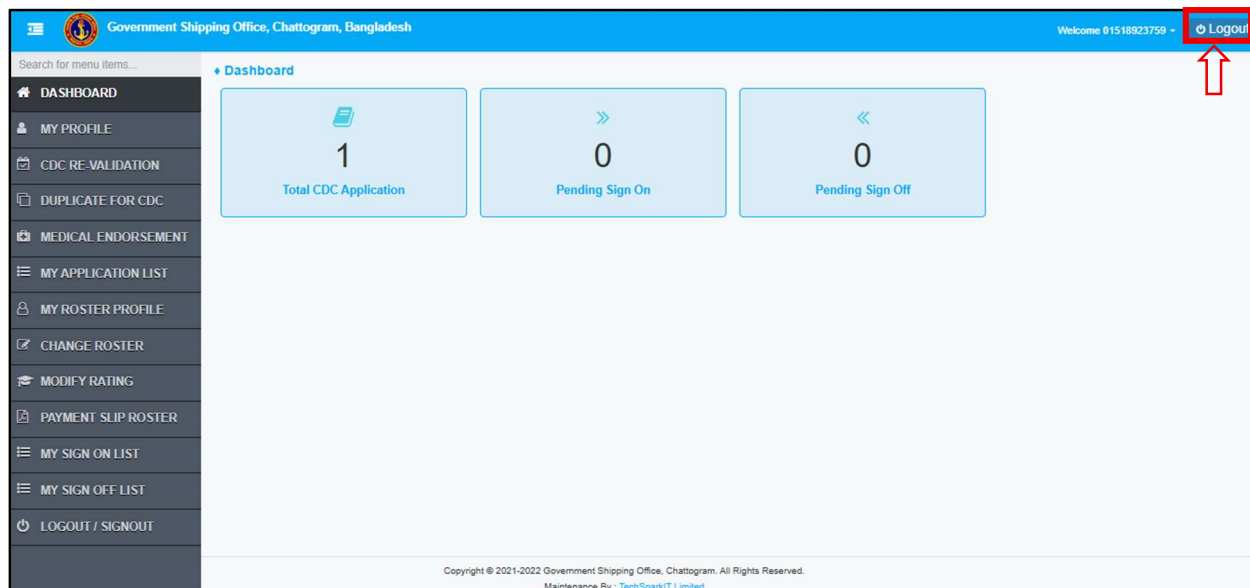
Workflows in Brief

Flow of Sign on

```
Start → Manning Agent Send Sign on Request to Seafarer → Seafarer Accepts
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- Seafarer Accepts — Yes → Pending for Operator → End
- Seafarer Accepts — No → Pending for Admin → Approved → Generate Immigration Letter → End

Flow of Sign off

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Start → Manning Agent Send Sign off Request to Seafarer → Seafarer Accepts
```

- Seafarer Accepts — Yes → Pending for Operator → End
- Seafarer Accepts — No → Pending for Admin → Approved → End
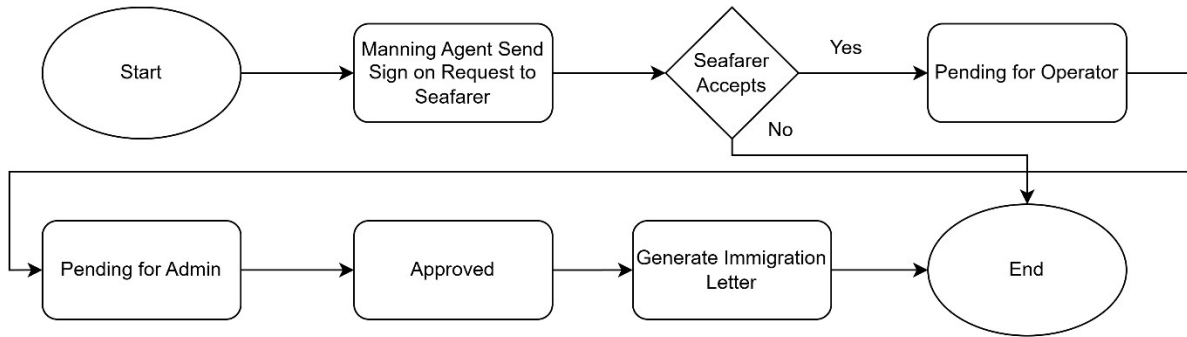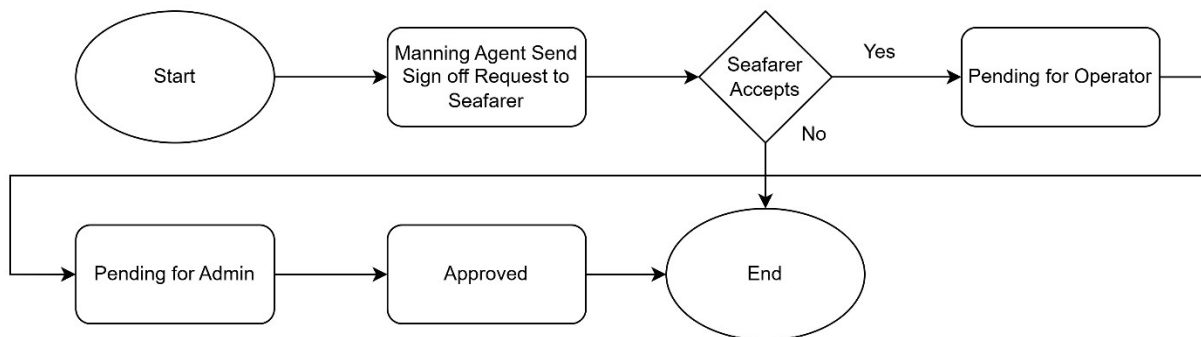
Conclusion

Dear Seafarer,

Thank you for reading through this manual. For your convenience, you can find tutorials on YouTube. The channel/playlist link is provided below:

If you are still unclear about any procedure or are facing any technical issues, please feel free to email us at **support@techsparkit.com** or call us at **01972 380 821**.