



MARITIME AND PORT AUTHORITY OF SINGAPORE SHIPPING CIRCULAR NO. 18 OF 2017

MPA Shipping Division
460 Alexandra Road
#21-00, PSA Building
Singapore 119963
www.mpa.gov.sg

1 November 2017

Applicable to: Ship owners, ship managers, operators of Singapore-registered ships and MPA's recognised organisations

IMPLEMENTATION OF 24/7 AFTER OFFICE HOURS CUSTOMER SERVICE HOTLINE FOR SINGAPORE REGISTERED SHIPS

1. With effect from 1 November 2017, owners, managers and operators of Singapore-registered ships requiring urgent assistance after office hours¹ services relating to ship technical matters, crewing matters and registry matters will be able to call MPA's newly launched 24/7 customer service hotline at **(+65) 6-CALL-SRS** (6-2255-777). Please refer to **Annex A** for more details on the types of services available after office hours.
2. Callers will be prompted to select the type of services required such as technical matters, crewing matters or registry matters. They will then be directed to the respective Duty Officer (DO). Applications and requests which do not require immediate attention will be handled during office hours so as to allow the DO to devote attention to urgent cases.
3. For applications relating to the transfer of flag into Singapore or change of ownership under the Singapore flag, companies can request for the certificates or services as listed in **Annex B** to be provided outside of office hours, only if it has been pre-arranged with our office in advance.
4. Companies are encouraged to plan ahead for their normal shipboard certification and documentation needs with MPA. The contact details of the Shipping Division departments during office hours for the non-urgent enquiries and service requests are listed in **Annex C**.

¹ Monday to Thursday – 8.30am SGT to 6.00pm SGT
Friday – 8.30am SGT to 5.30pm SGT.
Sat, Sun, PH – closed

5. Any queries regarding this circular should be directed to Mr Wong Kai Cheong at (+65) 6375 6236 or Mr Goh Chung Hun at (+65) 6375 6206.

CAPT DAKNASH GANASEN
DIRECTOR OF MARINE
MARITIME AND PORT AUTHORITY OF SINGAPORE

Annex A

Types of urgent service available after office hours

Ship technical matters

All ship technical matters requiring Singapore Flag state approval or advice.
Notification of Incidents (grounding, collision, pollution, fire, etc) to Singapore Flag state for assistance

Crewing matters

Crew dispensation / exemption
Receipt of Acknowledgement (ROA) for Certificate of Endorsement (COE) to join ship
Statutory seafarers documentation or certification matters that may lead to the delay of the Singapore ship in port, e.g. loss or damaged certificates

Registry matters

Replacement of lost or damaged certificates
Notification of Security Incidents (piracy, armed robbery, etc) to Flag for assistance ¹
Request for Advisory on the Carriage of Privately Contracted Armed Security Personnel
Statutory ship registry documentation or certification matters that may lead to the delay of the Singapore ship in port, e.g. loss or damaged certificates

¹ Owners or operators should continue to refer to Shipping Circular no. 6 of 2010 for initial reporting. They can contact this SRS hotline for subsequent updates.

Annex B

List of Pre-Arranged Registry-Related Services

Registration of ship /Registration anew and related services

- Recording of Bill of Sale
- Registration/discharge of mortgage and transcript of register¹
- Issuance of Certificate of Insurance or Other Financial Security in Respect of Civil Liability for Oil Pollution Damage (CLC)
- Issuance of Certificate of Insurance or Other Financial Security in Respect of Civil Liability for Bunker Oil Pollution Damage (BCC)
- Issuance of Certificate of Insurance or Other Financial Security in Respect of Liability for the Removal of Wrecks (WRC)
- Issuance of Continuous Synopsis Record (CSR)
- Issuance of Long Range Identification and Tracking of Ships Conformance Test Report (LRIT)
- Issuance of Minimum Safe Manning Document (email confirmation)
- Issuance of Declaration of Maritime Labour Compliance Part 1 (email confirmation)

¹ Provided original mortgage instrument has been deposited at MPA

Annex C

Contact Details for Shipping Matters During Office Hours

Office Hour Contact Details <i>Mon to Thurs – 8.30am to 6.00pm (SG time)</i> <i>Fri – 8.30am to 5.30pm (SG time)</i> <i>Sat, Sun, PH – Closed</i>	
Registry matters	(+65) 6375 1932 marine@mpa.gov.sg
Crewing matters	(+65) 6375 6224 mmo@mpa.gov.sg
Ship regulatory development	(+65) 6375 6252 shipping@mpa.gov.sg
Flag State/Port State matters, Ship Survey & Certification	(+65) 6375 6251 shipping@mpa.gov.sg
Enquiries on Certificate of Competency	(+65) 6375 6222 coc@mpa.gov.sg
Ship investigation	ivd@mpa.gov.sg

Hotline for urgent matters	
24/7 SRS Hotline	(+65) 6-CALL-SRS (6-2255-777)