



Maritec Tanker Management Pvt Ltd

Lotus Corporate Park, 05th Floor, "G" Wing, Unit – 501, 185/A, Graham Firth Compound, Goregaon East, Mumbai – 400063, India. Tel: +91 22 6863 1800,

Email: operations@maritectankers.com; qhse@maritectankers.com

GENERAL CIRCULAR

75/2019

Date: 23rd Oct 2019

This circular supersedes QHSE – 1/2018 issued on 06th Dec 2018

TO: The Fleet

SUBJECT: E-mail Communication Protocol

The aim of this General Circular is:

- Try and guide you through to addressing your e-mails to the correct department (s).
- To try and impress upon you to ensure that the e-mail 'Subject' is related to the content of the message.
- **It is not required to acknowledge receipt of every message sent to the vessel unless the sender has specifically requested for it.** (For every message sent to the vessel, we in the Office receive an automated delivery acknowledgement by the e-mail exchange system).

1) For all Cargo related matters - Commercial :

- s.singh@rubis-ame.com
- dkataria@rubis-ame.com
- Cc operations@maritectankers.com

2) For all Cargo Operations – Loading Plans / Loading & Discharging Operations:

- operations@maritectankers.com
- Cc qhse@maritectankers.com
- Cc s.singh@rubis-ame.com



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- 3) For all matters related to Safety / Environmental / Security / Casualty / Accident :
 - qhse@maritectankers.com
 - Cc technical@maritectankers.com
 - Cc operations@maritectankers.com
 - Cc crewing@maritectankers.com

- 4) For all Crew related matters:
 - crewing@maritectankers.com
 - Cc. qhse@maritectankers.com (*in instances of Accidents / Near Misses / Crew Misbehavior/ Unscheduled Disembarkation*)
 - Cc operations@maritectankers.com (*in instances of visit to Doctor / Unscheduled Disembarkation / Accidents / Near Misses / Crew Misbehavior*)
 - Cc technical@maritectankers.com (*in instances of Accidents / Near Misses / Crew Misbehavior/ Unscheduled Disembarkation*)

- 5) For all Navigational related matters(ie voyage planning / weather routing):
 - operations@maritectankers.com
 - Cc qhse@maritectankers.com

- 6) For all ISM related matters:
 - qhse@maritectankers.com
 - Cc operations@maritectankers.com (*if the matter is related to Vessel's Operation*)
 - Cc technical@maritectankers.com (*if the matter is related to Certificates and Technical Issues*)
 - Cc crewing@maritectankers.com (*if the matter is related to Crew*)

- 7) For all Technical / Machinery related matters:
 - technical@maritectankers.com

- 8) For ordering all spares / stores / lubes / consumables:
 - purchasing@maritectankers.com
 - Cc technical@maritectankers.com (*If requested spares are URGENT or Safety Equipment related*)

- 9) For ordering Nautical Charts & Publications :
 - purchasing@maritectankers.com
 - Cc operations@maritectankers.com
 - Cc qhse@maritectankers.com



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10) For ordering Bunkers (HFO / MGO):

- s.singh@rubis-ame.com
- operations@maritectankers.com

11) For ordering Electronic Charts (ECDIS)- please also refer to GC 15/007:

- data.support@wartisal.com (*Transas ECDIS*)
- wv.chartsservice@warsila.com (*Transas ECDIS*)
- digitalsales@martin.be (*Kelvin Hughes ECDIS*)
- Cc. operations@maritectankers.com
- Cc purchasing@maritectankers.com)

12) Noon Reports / SOF / Cargo Ops Log etc. are to be sent to:

- operations@maritectankers.com
- Cc technical@maritectankers.com

13) Service Order Requests are to be sent to:

- technical@maritectankers.com

14) Month End Mail :

- To_crewing@maritectankers.com (for all crew related documents)
- [Cc technical@maritectankers.com](mailto:Cc_technical@maritectankers.com) (Work & Rest Hours & Crew overtime sheets)
- To_qhse@maritectankers.com (for all the other month end documents)

15) PMS Files (Updated Planned Maintenance Files) are to be sent to:

- support@joterp.com
- it@maritectankers.com
- technical@maritectankers.com

16) Video Tel (renewal of License Key):

- support@vidotel.com
- Cc qhse@maritectankers.com

17) All matters related to Gas Detectors :

- technical@maritectankers.com
- Cc qhse@maritectankers.com
- Cc operations@maritectankers.com



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18) All matters (Hardware & Software) related to Desktop / Laptop Computers / Printers / Scanners:

- it@maritectankers.com
- Cc technical@maritectankers.com

19) JOT Erp:

- support@joterp.com
- Cc technical@maritectankers.com
- Cc Operations@maritectankers.com

Thank You,

Maritec Tanker Management Pvt. Ltd.

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