



Government of the People's Republic of  
Bangladesh  
Ministry of Shipping  
Department of Shipping  
Exam section (Engineering)  
F-12/C-1, Agargaon, Sher-e-Bangla Nagar,  
Dhaka-1207  
www.dos.gov.bd



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**Date:** 08 Nov 2024

### Notice

The Department of Shipping (DoS) has introduced a digitalized system for the Certificate of Proficiency (COP) examination and certification, allowing ship officers and seafarers to complete the COP examination and certification process online. This system enables to receive the service from anywhere, whether at home or onboard a ship, eliminating the need to visit the DoS in person. In continuation of providing the best services, the following enhancements have been made to the system to streamline further and enhance user experience :

a) **Simplified Payment of Government Fees:** All government fees related to the COP examination can now be paid online through the Sonali Bank fee payment gateway, which accepts mobile banking platforms (such as Nagad, bKash, Rocket, Upay, etc.) and credit cards. For added flexibility, the previous banking process will also remain available.

b) **Introduction of E-Certificates:** A new e-certificate system for COP allows candidates to print their certificates from their location immediately upon completing all examination processes. This eliminates the need for courier services, enabling faster and more efficient access to certification. Meantime hard-copy certificates will continue to be available until further notice. Maritime authorities worldwide can verify the authenticity of these certificates by scanning the QR code provided on each e-certificate or by visiting the department's verification page at <https://verification.dos.gov.bd/search/web/cop.html>.

c) **Feedback System for Service Improvement:** To enhance service quality, a feedback system was launched on October 1, 2024, accessible on the websites of the Department of Shipping, the Mercantile Marine Office, and the Government Shipping Office (<https://feedback.dos.gov.bd/>). Service recipients are encouraged to provide constructive feedback/suggestions for further improving the department's services.

All concerned are requested to utilize these updated services, and the Department of Shipping looks forward to your support and cooperation in further improving service delivery.

08-11-2024

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1. Ship officers & Seafarers and
2. Notice Board.

