

OIL & NATURAL GAS COMMISSION (W.O.U.) KARMACHARI SANGHATANA

AFFILIATED TO - PETROLIUM & GAS WORKERS' FEDERATION OF INDIA

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REF. : ONGC/KS/137/2016

DATE : 24/10/2016

To,

Shri. Pralhad Joshi, Hon'ble MP,
Chairman, Standing Committee on Petroleum & Natural Gas,
113, Parliament House Annexe,
New Delhi : 110 001.

Subject : Chaotic management at Pawan Hans Ltd. exposing ONGC, offshore services to infinite uncertainties and causing huge financial losses.

Respected Sir,

This is in reference to **M/s. Pawan Hans Limited** who is catering helicopter services to ONGC employees working in offshore area for E&P activities. The service given by PHL has deeply deteriorated to the extent that it has become most **uncertain, and unsafe** for flying to ONGC installations / Oil Rigs in Mumbai offshore. We are in a receipt of multiple complains, frequenting almost every second day regarding its poor services as well as maintenance of Helicopters.

It has been reported by crew-members of MHN and NQO and from other installations regarding frequent grounding of Helicopters due to snags or technical faults. We are enclosing the list received from MHN & NQO production platforms, which includes data wise details of snags.

The horrifying fact is, maintenance of Helicopter is done in front of the crew, where they witness even total engine getting replaced which is creating immense feeling of personal insecurity in their mind that what will happen when we take off from platform in such helicopters. They have never experienced such things in the history of ONGC offshore operations. Their confidence is slowly ebbing out, indirectly affecting their moral as well as oil and gas productivity.

We are given to understand that PHL is facing acute shortage of skilled manpower as well as spares. Even at base spares from other Helicopters, even engines are replaced to fulfill the requirement of ONGC. Work environment is forcing experienced technicians to move out of PHL, moreover scarcity of right manpower is deeply affecting its performance since the accident and incident record is very high as compared to nil accidents in **M/s. Global Vectra Company**.

Most shocking is unmindful, planning and scheduling of pilots though PHL. C&MD is fully aware of the repercussions at ONGCs end mainly in Mumbai offshore, he does not have any remedial action and solution. Faulty and Inadequate service of PHL is forcing ONGC to impose heavy penalty on PHL but this is only contract conditions, not a solution to the sufferings of employees of ONGC. This can be substantiated by obtaining details of penalty imposed by ONGC and also financial loss ONGC incurred due to improper services given by PHL. The enclosed list will give you elaborate and clear picture how irregular their services are.

It is pertinent to mention that we are also having our limits and If there is no improvement in the working style of PHL, we will be compelled to oppose the services of PHL and opt for other agencies already operating in ONGC. Your esteemed authority will definitely gauge the seriousness of the issue and will take remedial action which will give relief to employees working in offshore area and stop causing financial loss to ONGC. The improper service of PHL is affecting oil exploration activities.

It can be summarized that ONGC is encountering heavy expenditures because of non-availability and frequent grounding of helicopters, as well as frustrating **ON/OFF** employees who travel from different parts of the country leaving their families, all at the cost of inefficient and mismanagement by **M/s. PAWAN HANS Ltd.** The unnecessary expenditures are from multiple pockets such as payment of overtime to crew members for their overstay, providing guest house and hotel accommodation for offshore going crew, cancellation and rebooking of air tickets etc.

In the recent past PHL track record of its accidents and incidents is disturbing and we firmly believe and expect that being a public sector Undertaking, PHL should not compromise on safety and maintenance, taking prompt remedial action and desist from causing inconvenience to its 49% share holder. All accidents in offshore are due to inefficient and mismanagement of Chopper services has caused huge losses on both ends i.e. loss of unparalleled human lives and gadgets including offshore installations.

The immediate need of the hour is to investigate reasons for poor performance of PHL to stop further deterioration and irreparable **National Loss**. I firmly believe it is high time when we public sectors should strengthen each others hand and progress together, as an ONGCian it is my conviction our board will never lag behind to stand by **Pawans Hans Ltd.**