

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

AFFILIATED TO - PETROLIUM & GAS WORKERS' FEDERATION OF INDIA

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REF. : ONGC/KS/146/2016

DATE : 04/11/2016

**To,**  
The GM (HR) -Head Co-ordination  
ONGC,  
Jeevan Bharati – II,  
Indira Gandhi Chowk,  
New Delhi.

O/C

**Subject : Exemption of SBT or make other choice available for ticket booking to offshore personnel deployed in East Coast.**

Respected Sir,

We are in a receipt of request letters from crew member of Rig Sagar Bhushan and Rig Sager Ratna deployed in East Coast for drilling operation regarding the difficulties faced while booking Air ticket through SBT. Which has been made compulsory wide **O.O. No. DLH/HOSP/SBT/2016 dtd. 05/10/2016**

At present there are three Rigs operating in East Cost namely Rig Sager Bhushan, Rig Sager Vijay & Rig Sager Ratna. Please find enclosed copies of the letter received from Rig Sager Bhushan and Rig Sager Ratna on the above issue for your perusal.

The crewmembers of Rigs have detailed their problems which are not by choice but circumstantial. For multiple reasons chopper are either cancelled or diverted, this unpredictable circumstances makes it difficult for them to book their air tickets at the last moment. It is pertinent to mention, only three flights are flying in a day at present from Rajahmundry.

Due to the unpredictable cyclonic conditions, shortage of manpower, crew is forced to stay beyond 14 days, which stretches up-to 17 to 18 days also. In such cases in line with the Office Order, approved trip cannot be extended more than two days.

The service of M/s. Balmer & Lawrie is not up to the mark and their customer care no. is found engaged all the time. The Air Lines like TRUE JET, VISTARA, AIR COSTA Which are low cost Air Lines, their tickets are not available with the M/s. Balmer & Lawrie. More surprising and shocking is some of the specified flights are showing sold out at M/s. Balmer & Lawrie, while it is available on respective Air Line's official site. Also in some cases cost of the tickets are much higher in M/s. Balmer & Lawrie.

Most important, valuable time of drilling work is wasted/utilized in booking or cancellation of Air Tickets reason being, internet connectivity is very poor, takes long time for booking or cancellation. In addition to this telephone connectivity is also very inconsistent.

In our recent recruitment of last 5 years, employees have been recruited from all over Maharashtra. In some cases they come from very interior part of the districts where sufficient internet connectivity to book the Air tickets through SBT is not available and current policy of ONGC do not allow them to visit Mumbai.

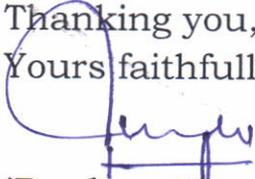
The issues narrated are very frustrating and needs analytical approach to resolve the same, firm policies are appreciated but under the above circumstances rigidity is not practical. It is very true, as mentioned above valuable time of drilling operation cannot be wasted. Moreover system should be easily accessible and operable, so that Air Ticket can be book by individuals and also multiple choice, when not illegal should be made available, presently we believe, **“Today economization should be the first option, purchase of tickets at a lesser cost should be encouraged”**.

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The Air facility to the crew members going to offshore should not be misutilized, in the interest of organization. Invariably when ONGC is passing through very tough time and to stop such practices we stand by you. "Dip in global oil prizes, non striking of new oil & gas fields for nearly three decades and resultant dent in our profit oriented balance sheet is not the singular concern of our board, it has equally affected every employee of ONGC".

In the prevailing psychological condition offshore going employees should be more comfortable in their work environment to have positive surge in maintaining all our E&P activities. Your esteemed authority is requested to kindly exempt the crewmembers deployed at East Coast on Rig S/Vijay, S/Bhushan and S/Ratna for compulsory booking of Air Tickets though SBT or extend multiple choice as mentioned above.

Thanking you,  
Yours faithfully,

  
(Pradeep Mayekar)  
General Secretary

o/c

**Copy to :**

- 1: Director (Offshore), ONGC, Jeevan Bharti-II, New Delhi.
- 2: Director (HR), ONGC, Jeevan Bharti-II, New Delhi.
- 3: ED – Chief ER, ONGC, Gr. Bldg. Tel Bhavan, Dehradun.
- 4: ED - HDS, ONGC, WOU, 11-High, Sion, Mum: 17.
- 5: ED – Deep Water, ONGC, WOU, 11-High, Sion, Mum: 17.
- 6: ED - HRO, ONGC, WOU, Gr. Heights, Bandra (E), Mum: 51.
- 7: DGM - I/c, Corporate, IR, ONGC, Gr. Bldg. Tel Bhavan, D'dun.
- 8: DGM - I/c, IR, ONGC, WOU, Gr. Hts, Bandra (E), Mum: 51.

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Date: 30<sup>th</sup> OCT, 2016

To,  
The Rig Manager,  
Rig Sagar Ratna,  
ONGC – WOU,  
216, 11 High,  
Mumbai.

Subject: Inconveniency of self booking tool for ticket booking in case of eastern offshore.

We the employees of Sagar Ratna would like to place some issues in front of your esteemed authority which we are facing regarding above mentioned subject. These are as elaborated as below

1. As we all are known here in Rajahmundry, only three ONGC rigs are working and in accordance with that limited no. of choppers are available and there are many situations like, VIP visit on either of the rig or the chopper may allotted to the VIPs, any technical error in chopper, weather problem etc. All such situations will lead to Unpredictable Chopper cancellation at the last moment.
2. Cyclonic conditions and low visibility problems may arise suddenly at any time almost half of the year which lead to chopper cancellation as well as flight cancellation.
3. Only 3 flights land a day at Rajahmundry airport which are approachable considering crew change timings and it is very difficult to get ticket at the last movement.
4. Here in eastern offshore there is constant problem of internet connectivity and it really took too long time to book ticket.
5. If due to man power shortage with prior permission of controlling officer you have to stay on rig for more than 2 days then your approved trip cannot be extended more than two days.
6. Balmer and Lawrie dose not issue tickets of the airlines like TRUE JET, VISTARA, AIR COSTA etc. though these are low cost airlines.
7. It was observed that some of the specified flights was showing sold out at Balmer Lawrie while it was available on respective airlines official site, also in some cases cost of the ticket is higher in balmer lawrie. And in future we can't guarantee when their officials comes to know its only SBT, they won't do it for every ticket
8. Though SBT provides the telephonic cancellations of ticket but for rebooking we have to go through entire procedure again in very limited time. Also in maximum cases customer care numbers of Balmer and Lawrie were engaged and we can't reach out them
9. Telephone connectivity is very poor in east coast. As a rig was not fixed as platform we are facing a telephone connectivity problem. And a representatives of Balmer and Lawrie are not serious about attend our phone.
10. Our Valuable time of drilling work is actually wasting in booking or cancellation an air ticket. Due to take long time for booking, our actual work would be hamper.
11. Some employees came from smaller village, where no sufficient internet connectivity to book a ticket through SBT. And ONGC's current policy do not allow them to visit office i.e. Mumbai to solve them problems.

These are some issues we are facing regarding self-booking tool which needs to be sorted at the earliest so that the work force on Rig can perform the duties without any tension of ticket booking and give their cent percent output to organization. As we consider above causes you will easily understand the situation and it is very easier for employees to book their tickets or cancel and re-book ticket from respective sides or a window ticket or from agents as it can be booked on telephonic conversation only. Our suggestion is you may allow a ticket from SBT as well as a check fare ticket from airlines sites or from agents. We once again request your kind authority to resolve the issues as early as possible.

Thanking You.

Yours Sincerely,  
**Sagar Ratna Crew**

**Copy to :**

1. ED-HDS, ONGC – WOU, 11 High, Sion, Mumbai 17.
2. ED-HRO, ONGC – WOU, NBP Green Heights, BKC, Bandra (E), Mumbai 51.
3. LMDS, S/Ratna, ONGC – WOU, 11 High, Sion, Mumbai 17.
4. GM (D), Op. ONGC – WOU, 11 High, Sion, Mumbai 17.
5. OIM, Sagar Ratna Rig, East Coast, India.
6. DGM I/c HR-ER, Services, ONGC – WOU, 11 High, Sion, Mumbai 17.
7. DGM I/c IR, ONGC – WOU, NBP Green Heights, BKC, Bandra (E), Mumbai 51.
8. General Secretary, Karmachari Sanghatana, 102, Gr. Heights, BKC, Bandra (E), Mumbai 51.

**Sagar Ratna Crew :**

1. Pradeep Mhadgut
2. Vishal Bhika
3. Md. Sirajuddin
4. Pankaj Athare
5. M. M. Sawant
6. R. E. Joshi
7. Bhushan Dhumal
8. Amol Chavan
9. R. Mahato
10. Girish Deshmukh
11. Pratik Rode

### Points to discuss

1. Cancellation time margin should be 1 hr prior to flight departure.
2. Booking of tickets is not being permitted if the last name contains one alphabet.

Eg: An employee whose name in the webice is reflected as Ganesh R the portal denies booking as the last name contains a single alphabet (i.e R)

3. Flexibility in creating trip request is to be provided.

Case Study: Suppose a passenger has to travel on the 15<sup>th</sup> of Nov, 2014 from the platform to his hometown, ideally the trip should start on 15<sup>th</sup> and end on 15<sup>th</sup>, however considering the uncertainty of crew change if the trip starts on 15<sup>th</sup> and ends on 16<sup>th</sup> it would be better and convenient. But the problem one faces while doing the same is the portal then does not allow booking of tickets on the 16<sup>th</sup> and hence is a demerit of the portal.

Similarly if one has to come from hometown to platform and starts and ends the trip on the same date and the crew change gets cancelled on the very same day then for CPP charges against cancellation another trip request has to be made which is not an efficient way of executing a portal.