



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

AFFILIATED TO - PETROLIUM & GAS WORKERS' FEDERATION OF INDIA

Reg. No. (By - II - 8268)

Tel. : 022-26274102

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Website : www.ksmumbai.com

REF. : ONGC/KS/102/2025

DATE : 18/11/2025

To,
The ED - Chief Offshore Logistics,
ONGC-WOU,
11 High, Bandra Sion Link Road,
Sion,
Mumbai - 400 017.

Subject: Proactive Action Needed About Inadequate Helicopter Capacity during crew changes via Surat.

Respected Sir,

We are in receipt of a complaint letter from the crew of **Rig Sagar Ratna**. The crew's concerns about an issue affecting our offshore personnel during crew changes via Surat. The issue require your **urgent intervention** to ensure the safety, welfare & efficient operation of our workforce at Rig Sagar Ratna. Please find enclosed a copy of the crew's complaint letter highlighting the difficulties faced during their **crew changes via Surat**.

Inadequate Helicopter Capacity for Crew Changes

It has been brought to notice that the helicopter currently allocated for crew change at **Surat Airport** is insufficient. The present aircraft seats only **9 passengers**, while typically **10-13 crew members** are manifested for each rotation. As a result, **several crew members are left behind** on almost every crew change, forced to wait for the next day's sortie. This **capacity shortfall** is causing operational delays & disrupting manpower schedules. The **on-duty crew** often must overstay beyond their scheduled hitch & off-duty personnel face **fatigue, uncertainty & hardship** waiting in transit. Such scenarios not only **corrode crew morale** but can also undermine ONGC's standards of safe & efficient operations.

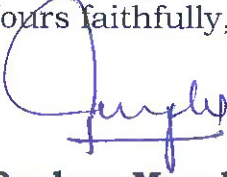
To resolve this, we firmly request to **provide a larger-capacity helicopter** (at least **13-15 seats**) or arrange additional sorties for Surat crew changes. Ensuring that the entire crew can be transported in one go will **eliminate the problem of stranded personnel**, maintain proper rotation schedules & uphold operational continuity & safety. This will prevent delays & ensure no personnel are left behind.

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We trust in your prompt attention to this matter & kindly request you to treat this letter with utmost urgency & provide a positive response at the earliest.

Thanking you,
Yours faithfully,



(Pradeep Mayekar)
General Secretary

a/c

Copy to:

- 1) ED Chief - HR Services, ONGC WOU, NBP Gr. Hts., BKC, Bandra (E), Mum. -51
2) ED - Chief Corporate Drilling Services - 11 High, Bandra Sion Link Rd., Mum 17
3) GM, I/c-IR, ONGC WOU, NBP Green Heights, BKC, Bandra (E), Mum. -51
4) Rig I/c, Sagar Ratna, ONGC WOU, 11 High, Bandra Sion Link Rd, Mum.-17

19/11/2025
19/11/2025

To,

Date: 11.11.2025

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

Subject: *Request for Immediate Resolution of Crew Change and Accommodation Issues at Surat*

Respected Sir,

We, the staff crew of **Rig Sagar Ratna**, wish to bring to your kind attention certain pressing issues being faced during **crew change operations via Surat**, which require your immediate consideration and necessary action.

1. Inadequate Helicopter Capacity for Crew Change Operations

As you are aware, *Sagar Ratna* is presently operating in the **Tapti Field**, and the crew change operations are conducted through **Surat Airport**. Presently, only a **small-capacity helicopter** is available for these operations. On average, **10 to 13 personnel** are manifested for each crew change, whereas the helicopter can accommodate only **9 passengers** per sortie.

Due to this limitation, **several crew members are regularly left out** from the scheduled flight and have to wait for the next sortie on the following day's operation. This situation causes **operational delays**, disrupts the **rig's manpower scheduling**, and leads to **considerable hardship** for the affected personnel, who must remain stranded at Surat for extended periods.

The repeated instances of left-out passengers also affect the crew rotation plan — the **onboard crew** must often continue beyond their scheduled hitch, while the **off-duty crew** experience fatigue, uncertainty, and additional personal inconvenience.

To ensure smooth and efficient crew change operations, it is requested that a **larger-capacity helicopter** (capable of carrying at least **13–15 passengers**) be made available at **Surat Airport**. This measure will help eliminate the issue of left-out personnel, maintain operational continuity, and enhance crew welfare.

2. Accommodation and Maintenance Issues at ONGC Guest House, Surat

During transit for crew change, the crew members are accommodated at the **ONGC Guest House, Surat**. While we have already submitted a separate representation earlier regarding the **non-availability of food and refreshments** due to the catering contract issue, we would like to reiterate that the problem still persists and continues to cause inconvenience, especially for crew members stranded for multiple days.

In addition to the above, there are some **serious housekeeping and maintenance concerns** that require immediate attention. The **cleanliness and hygiene levels** at the guest house have deteriorated significantly. Crew members have reported the presence of **rats and mosquitoes** in the rooms, along with **poor upkeep of washrooms**.

Furthermore, there are frequent plumbing and water supply issues, including leakages, and inconsistent water availability, which make it difficult for the crew to use the facilities comfortably. These conditions are unsanitary and unsuitable for personnel reporting for offshore duty.

Previously, ONGC-empowered hotels in Surat were used for transit accommodation and provided a better standard of living and food facilities. In light of the present situation, we request that hotel accommodation be temporarily reinstated until the catering, housekeeping, and plumbing issues at the guest house are fully rectified.

The crew of *Sagar Ratna* remains fully committed to upholding ONGC's standards of safety, performance, and operational excellence. However, the current challenges related to crew change logistics and accommodation conditions are causing undue hardship and impacting crew morale.

We sincerely request your kind intervention and immediate action to:

1. Provide a larger-capacity helicopter for crew change operations at Surat Airport.
2. Resolve the maintenance, hygiene, and food-related issues at the ONGC Guest House, Surat, or reintroduce hotel accommodation until conditions improve.



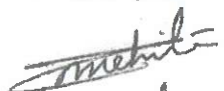
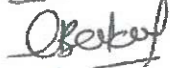
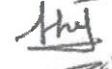

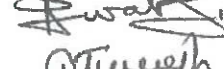
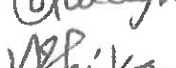



Your prompt support in resolving these matters will greatly enhance the welfare and efficiency of the workforce and ensure uninterrupted operations.

Yours Sincerely,

Sagar Ratna Staff Crew.

Copy To:

- 1) General Secretary, Karmachari Sanghatana, ONGC NBP Green Heights, Mumbai.

Ashok Rajguru.		
Krupesh Thakur		
Mahesh Patil	M.E. Patil	
Rupesh Mohite		
Roshan Balcal		
Atul G. Kapte		
S. B. Chaudhary		
Shubham Arale		
Jagdish T. Wagh		
Vishal S. Bhiker		
Parthiv Alkand		
Prashant Marvane		Umesh Bhoir 

To,

Date: 29.10.2025

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

Subject: Request for Immediate Resolution of Accommodation and Food Issues at ONGC Guest House, Surat

Respected Sir,

We, the staff crew of Rig Sagar Ratna, wish to bring to your kind attention an important issue that requires immediate resolution.

As you are aware, Sagar Ratna is currently operating in the Tapti Field, and the crew reports to Surat for crew change operations. During on-off duty travel via Surat, the crew often has to stay in the city for a day or more in case of crew change delays or cancellations. Presently, accommodation is being provided at the ONGC Guest House in Surat.

The major concern relates to the non-availability of food and basic refreshments at the guest house. Due to ongoing contract renewal issues with the caterer, meals, tea, and coffee are not being served. The guest house is located in an area where there are no nearby hotels or restaurants, making it extremely difficult for the crew to arrange meals independently.

In a recent incident, due to heavy rainfall in Surat, crew members were unable to leave the guest house and had to sleep without food, as even online delivery services were suspended. For even a small cup of tea, one must travel a considerable distance. Furthermore, if any crew member is left out or dropped from the chopper, he has to wait at the guest house for 2-3 days, thereby extending his hardship.

The Rig's workforce constantly strives to uphold the prestige and performance of the Rig and the organization. In return, the least they expect is decent and comfortable living conditions while at work and in transit.

We would also like to highlight that there are ONGC-empanelled hotels in Surat which were previously used for crew transit accommodation. However, this practice was discontinued, and the guest house was made the sole option. We humbly request that the hotel accommodation system be reinstated until the catering issue at the guest house is resolved.

Another major concern is the personal expenditure incurred by the crew due to the lack of food provision. These costs cannot be claimed under TA/DA, as there is no provision for DA during on-off duty trips. The average cost of meals for one day is approximately ₹1,000, which can go up to ₹4,000- ₹5,000 for those stranded for multiple days. These unavoidable expenses cause financial strain on the employees.

We, the staff crew of Rig Sagar Ratna, sincerely request your kind intervention in this matter and urge you to take necessary and effective action at the earliest to ensure the welfare and morale of the workforce.

We remain committed to upholding the performance, safety, and reputation of the Rig and the organization. Together, we can continue to achieve greater operational excellence.

Thanking You.

Yours Sincerely,

Sagar Ratna Staff

General Secretary, Karmachari Employees' Union, ONGC NBP Green Heights, Mumbai.




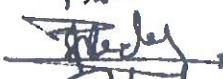


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Received
30/10/2025
Nasir Ul Din
GE (Drilling)
OIM-Sagar Ratna
ONGC, Mumbai

Name

Sign.

- 1) Darshan Londhe
- 2] SANTOSH SHIVAJI KHATTE
- 3) Shaikh Abdulsaeed. A.
- 4) S. G. Pedini
- 5) Pratik S. Rode
- 6) Altafkhani A Chauhan
- 17) S. P. Gharat
- 8) Abhijit V. Shinde
- 9) Vinod R. Bhagwat
- 10) Prakash S. Nagpure.
- 11) Arvind V Koli
12. Arshad Khan




P. Sad



Bhagwat
P. S. Nagpure
