



# 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](http://www.ksmumbai.com)

REF. : ONGC/KS/96 /2025

DATE : 30/10/2025

To,  
**The ED- Chief Corporate Drilling Services,**  
ONGC-WOU,  
11 High, Bandra Sion Link Road,  
Sion,  
Mumbai- 400 017.

**Subject: Urgent Request to Resolve Accommodation and Food Issues at  
ONGC Guest House, Surat, Gujarat**

Respected Sir,

We wish to bring to your kind attention a matter of serious concern that has been reported by the crew members of **Rig Sagar Ratna**, currently engaged in operations at the Tapti Field and traveling via Surat Airport, Gujarat.

Please find enclosed a copy of the crew's complaint letter highlighting the difficulties faced during their stay at the ONGC Guest House, Surat. The issues raised are both urgent and critical in nature, and warrant immediate resolution.

**Key issues highlighted by the crew includes:**

- **Accommodation:** Crew member has to stay in a city Surat (ONGC Guest House) for day or more if crew change delays or cancelled.
- **Expired Catering Contract:** The catering contract at the Guest House has expired, and no new contract has been awarded or initiated. As a result, no meals including breakfast or tea are being served.
- **Lack of Access to Food:** The Guest House is located within the ONGC colony, approximately 2 km from the main gate, with no nearby restaurants or food facilities. During recent heavy rains, access to outside food or online deliveries was impossible.
- **Non-utilization of ONGC-empaneled Hotels:** Despite the availability of ONGC-empaneled hotels within Surat city, the crew members were not accommodated there, resulting in considerable hardship.
- **Out-of-pocket Expenses:** Crew members are currently spending up to ₹2,000 per day on food and accommodation, expenses which are not reimbursable under TA/DA provisions.

It is disheartening to note that no interim arrangements or relief measures have been provided by the HR Department of the Hazira Plant, even to ensure minimum basic amenities like food.

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Given that ONGC holds the esteemed status of a “**Maharatna**” organization, it is expected that the welfare of its personnel especially those engaged in offshore operations should be treated with utmost priority.

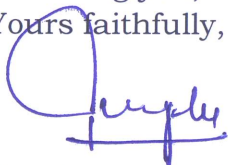
**Considering the above points, we respectfully request:**

That the HR Management of the LPG Plant, Hazira, be directed to immediately accommodate the **Rig Sagar Ratna crew members** in **ONGC-empaneled hotels** until the catering services at the Guest House are restored.

Our employees remain fully committed to upholding the performance, safety, and reputation of ONGC, and we trust that such commitment will be met with due support and care from the organization.

We look forward to your immediate attention to this matter and a favourable resolution.

Thanking you,  
Yours faithfully,



**(Pradeep Mayekar)**  
**General Secretary**

**Copy to:**

- 1) Chairman & CEO, ONGC, PDD Urja Bhavan, “5”, Nelson Mandela Marg,  
Vasant Kunj, New Delhi – 110 070.
- 2) Director (HR), ONGC, PDD Urja Bhavan, “5”, Nelson Mandela Marg,  
Vasant Kunj, New Delhi – 110 070.
- 3) Director (T & FS), ONGC, PDD Urja Bhavan, “5”, Nelson Mandela Marg,  
Vasant Kunj, New Delhi – 110 070.
- 4) ED CDS - SW, ONGC WOU, 11High, Bandra Sion Link Road, Mum.-17.
- 5) ED – Plant Manager, ONGC, WOU, LPG Plant, Hazira, Gujarat
- 6) ED Chief – HR Services, ONGC WOU, NBP Gr. Hts., BKC, Bandra (E), Mum -51.
- 7) GM, I/c-IR, ONGC WOU, NBP Green Heights, BKC, Bandra (E), Mum. -51.
- 8) GM - I/c HR/ER, ONGC, WOU, LPG Plant, Hazira, Gujarat
- 9) Rig I/c, Sagar Ratna, ONGC WOU, 11High, Bandra Sion Link Rd, Mum.-17

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 Crew

General Secretary, Karnachari Sanghatana, ONGC NBP Green Heights, Mumbai.




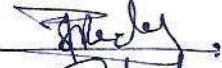
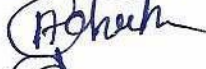


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Received  
30/10/2025  
Nasir UI Din  
SE (Drilling)  
OIM-Sagar Ratna  
ONGC, Mumbai

Name

Sign.

- 1) Darshan Londhe
- 2] SANTOSH SHIVAJI KHATTE
- 3) Shaikh Abdulsaeed. A.
- 4) S. G. Pedini
- 5) Pratik S. Roshke
- 6) Altafcham A Chauhan
- 7) S. P. Chharat
- 8) Abhijit V. Shinde
- 9) Vinod R. Bhagwat
- 10) Prakash S. Nagpure.
- 11) ARVIND V KOLZ
12. Arshad Khan

  
  
  
P. Sat  
  
  
  
  
Bhagwat  
P. S. Nagpure  
