

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

Flat No.102, 1st Floor, Acme Harmony-I, Poonam Nagar, Off. JV Link Road, Andheri (E), Mumbai - 400 093.

Website : www.ksmumbai.com

REF. : ONGC/KS/32/2026

DATE : 20/04/2026

To,
The ED-MH Asset,
ONGC-WOU,
Vasudhara Bhavan,
Bandra (E),
Mumbai - 400 051.

afk

Subject : Urgent intervention on employee complaints regarding potable water accommodation, & food storage facilities at MHN.

Respected Sir,

This is to bring to your notice that we have received a fresh complaint from employees posted at MHN highlighting a number of serious deficiencies affecting day-to-day living & working conditions in offshore. The employees have stated that these issues have been repeatedly discussed earlier, yet effective corrective action has not been taken. Considering the nature of offshore deployment, the matters raised require immediate & priority attention from management.

The complaint primarily concerns the following issues.

- 1) The HVAC system at MNW is stated to be non-functional for the last six months.** In the prevailing extreme weather conditions, the failure of the air-conditioning system is reportedly causing severe discomfort, loss of proper sleep & physical exhaustion among personnel. The employees have also apprehended that continued high ambient temperature may adversely affect critical equipment, including electrical panels, thereby creating avoidable operational & safety risks.
- 2) Serious concern has again been expressed regarding potable water arrangements.** As mentioned in our **earlier Letter No. ONGC/KS/17/2026 dated 10.02.2026**, we had already raised the issue of drinking water quality from the RO systems at MHN Process Complex, particularly at MNW & MLQ galleys. In that representation, it was pointed out that on-board test results were reportedly unsatisfactory & that employees had experienced discomfort such as throat irritation, stomach heaviness & indigestion after consuming the water. We had requested immediate alternate safe drinking water, stoppage of use of suspect RO output until clearance, urgent inspection by an authorized specialist, independent testing & a preventive maintenance protocol with clear accountability.

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The present complaint indicates that the matter has still not been fully resolved. The installed water filtration system is reported to be non-functional due to non-availability of spares & absence of an AMC, with no clear responsibility fixed for maintenance. Employees have further stated that the quality of water remains inadequate on account of low TDS & PH levels & that the earlier request for installation of a mineral cartridge to improve water quality has not yet been acted upon.

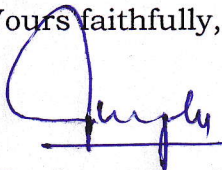
3) The employees have pointed out improper drinking water management on board. They have stated that old Bisleri bottles continue to be reused repeatedly. Although personnel were advised to depend upon the filtration system, proper arrangements for hygienic storage & dispensing of filtered water, such as suitable storage vessels or tanks, have not been provided. This situation raises legitimate concerns relating to hygiene, health & welfare.

4) The complaint also highlights inadequate food storage capacity. According to the employees, food provisions are presently being supplied for approximately 15 days at a time, whereas available storage space on board is insufficient. As a result, vegetables & fruits are reportedly being stored outside the designated storage area, leading to spoilage of perishable items & compromising food quality, hygiene & overall welfare standards offshore.

It is pertinent to mention that these deficiencies collectively affect not only employee welfare & morale but also occupational health, operational efficiency & asset safety. Offshore personnel serve under demanding & isolated conditions & provision of basic amenities such as habitable accommodation; safe drinking water & proper food storage cannot be treated as secondary matters.

We request management to treat this complaint as a matter of urgency & to ensure immediate restoration of the HVAC system at MNW; prompt rectification & maintenance support for the water filtration/RO system with clear responsibility & AMC arrangements; provision of safe alternate drinking water & proper hygienic storage facilities until the system is certified fit; & augmentation of food storage capacity so that perishable supplies are stored safely & hygienically.

Thanking you,
Yours faithfully,



(Pradeep Mayekar)
General Secretary



Copy to:

1. GGM (Prod.), Head Offshore Safety, Vasudhara Bhavan, Bandra (E), Mumbai- 51
2. Surface Manager, ONGC-WOU, Vasudhara Bhavan, Bandra (E), Mumbai - 51.
3. SAM-2, MHN Platform, ONGC-WOU, Vasudhara Bhavan, Bandra (E), Mumbai 51.
4. GM, I/c-HR/ER, MH Asset, ONGC-WOU, Vasudhara Bhavan, Bandra (E), Mum.-51
5. GM, I/c-IR, ONGC-WOU, NBP Green Heights, BKC, Bandra (E), Mumbai - 51.



Respected Sir,

We, the undersigned employees at MHN, would like to bring to your attention several critical issues affecting our daily living and working conditions offshore. These concerns have been repeatedly discussed earlier; however, no effective corrective actions have been implemented so far.

- **Non-Functioning HVAC System at MNW**

The air conditioning system at MNW is not functioning for the last six months in the current extreme weather conditions. Personnel cannot sleep properly which is physically exhausting. Additionally, the high ambient temperature is impacting critical equipment such as electrical panels, increasing the risk of overheating and failure. This is a serious and long-pending issue requiring immediate attention.

- **Water Filtration System Issues**

The installed water filtration system is currently non-functional due to non-availability of spares and absence of an AMC. There is also no clarity on responsibility for maintenance. The water quality is inadequate, with low TDS and pH levels. We had requested installation of a mineral cartridge to improve water quality, but no action has been taken so far.

- **Improper Drinking Water Management**

We are still compelled to reuse old Bisleri bottles repeatedly. While we were advised to rely on the filtration system, no proper arrangement for safe storage of filtered water has been made. We had requested provision of appropriate storage vessels/tanks, but the same has not been addressed.

- **Insufficient Food Storage Capacity**

Currently, food supplies are being delivered for 15 days, whereas storage capacity onboard is inadequate. This forces us to store vegetables and fruits outside, leading to spoilage of perishable items and affecting food quality and hygiene.

These issues are significantly impacting the physical health, mental well-being, and morale of personnel working in offshore conditions. Offshore life is already demanding, and such basic facility shortcomings further deteriorate living conditions. Comparable global offshore facilities maintain much higher standards in terms of accommodation, food, and welfare management.

In line with HSE principles of employee welfare, asset integrity, and safe working conditions, we request immediate intervention from the base to resolve these issues on priority.

Your prompt action in this regard will greatly improve safety, health, and overall working conditions at MHN.

