

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/ 45/2025

DATE : 04/06/2026

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

Sub.: Unresolved Accommodation & Food Issues at ONGC Guest House, Surat.

Respected Sir,

This has reference to our earlier letters No. **ONGC/KS/96/2025** dated **30.10.2025** & No. **ONGC/KS/103/2025** dated **18.11.2025** have mentioned serious grievances of the drilling crew regarding conditions at the Surat Guest House. Regrettably, these issues remain unresolved.

The crew reports that multiple air-conditioning units in the guest rooms are still non-functional, causing extreme discomfort (especially during warm weather). The standard of meals provided (lunch & dinner) also remains unsatisfactory due to the lapsed catering contract (no meals being provided), forcing crew to pay for outside food from their own funds.

In particular, the key unresolved issues include:

- **Expired Catering Contract:** No breakfast, lunch or dinner served; crew forced to procure outside meals.
- **Restricted Food Access:** Guest House location (secure zone, ~2 km from gate) prohibits delivery of meals.
- **Non-utilization of ONGC-Empaneled Hotels:** Available approved hotels in Surat were not used, causing undue hardship.
- **Poor Hygiene & Maintenance:** Dirty premises with reports of rodents & pests, frequent plumbing leaks, & no upkeep.
- **Air-Conditioning Failures:** Multiple AC units remain broken, worsening the accommodation conditions.
- **High Out-of-Pocket Costs:** Crew spending up to ₹2,000/day on alternative lodging & meals, not covered under TA/DA.

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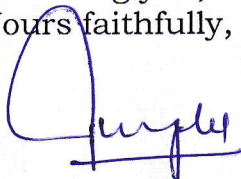
None of the above have been adequately addressed. We request the following corrective actions immediately:

- Repair all non-functioning air-conditioning units & verify that all guest rooms meet habitability standards.
- Reinstate catering services at Surat Guest House by finalizing a new contract or arranging quality meals (lunch & dinner) via an interim vendor or meal allowance.
- Engage a certified pest-control service & maintain strict housekeeping & sanitation standards at the Guest House.
- Shift affected crew members to ONGC-empaneled hotels (with transportation support) until Surat Guest House conditions meet norms.
- Conduct a joint inspection of the Surat Guest House (with our union representative) to certify completion of these actions.

Please treat this matter with the utmost urgency. We insist that these corrective measures be completed.

We trust that you will ensure immediate resolution & provide a positive response without further delay.

Thanking you,
Yours faithfully,



(Pradeep Mayekar)
General Secretary



Copy to:

- Handwritten mark*
1. ED - Chief HR Services, ONGC, WOU, NBP Gr. Hts., BKC, Bandra (E), Mum - 51
 2. ED - COL, ONGC, WOU, 11 High, Bandra Sion Link Road, Sion, Mumbai - 17
 3. ED - B&S, ONGC, WOU, Vasudhara Bhavan, Bandra (E), Mumbai - 400051
 4. ED - Plant Manager, ONGC, WOU, LPG Plant Hazira, Gujarat.
 5. SAM - Tapti, ONGC, WOU, Vasudhara Bhavan, Bandra (E), Mumbai - 400051
 6. Rig I/c-Sagar Jyoti, ONGC, WOU, 11 High, Bandra Sion Link Rd, Sion, Mum-17
 7. GM I/c IR, ONGC WOU, NBP Gr. Hts., BKC, Bandra (E), Mum - 51.
 8. GM I/c HR/ER, MH-Asset, ONGC, WOU, V. Bhavan, Bandra (E), Mum - 400051
 9. GM I/c HR/ER, ONGC WOU, LPG Plant, Hazira, Gujarat.



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Website : www.ksmumbai.com

REF. : ONGC/KS/103/2025

DATE : 18/11/2025

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

Subject: Proactive Action Needed About Substandard Guest House Conditions at Surat.

Respected Sir,

We are in receipt of a complaint letter from the crew of **Rig Sagar Ratna** & remind your authority about our earlier **letter No.ONGC/KS/96/2025, dated 30.10.2025** regarding "**Urgent request to resolve accommodation and food issues at ONGC Guest House, Surat, Gujarat**".

Substandard Accommodation at ONGC Guest House, Surat

The issue pertains to the **ONGC Guest House in Surat**, where crew are housed during transit. We are concerned by reports of **poor living conditions** & lack of basic amenities at this facility. Key problems highlighted by the crew include:

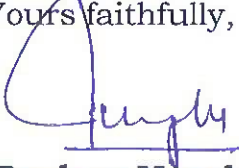
- **Hygiene & Pest Control:** Cleanliness levels have deteriorated severely. Crew members report **rats & mosquitoes in the rooms**, dirty surroundings, & poorly maintained washrooms. Such conditions are unsanitary & **unfit for employees** preparing for offshore duty.
- **Maintenance Issues:** There are frequent **plumbing problems**, water supply interruptions & leaky fixtures, making it difficult for crew to use the facilities comfortably. These maintenance lapses add to the inconvenience & reflect a lapse in standards.
- **Food & Catering Gaps:** We understand that due to an unresolved **catering contract issue**, the guest house has not been providing meals or refreshments. This leaves crew with no food arrangements, especially when they are stranded for multiple days. Despite an earlier representation on this matter, the **problem persists**, causing further hardship.

It is important to note that in the past, ONGC had **empanelled hotels in Surat** for crew transit accommodation, which offered a better standard of living & reliable food services. Considering the current subpar guest house conditions, we believe this practice should be **temporarily reinstated**.

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We trust in your prompt attention to these matters & 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



Copy to:

- 1) ED Chief - HR Services, ONGC WOU, NBP Gr. Hts., BKC, Bandra (E), Mum -51.
- 2) ED - Plant Manager, ONGC, WOU, LPG Plant, Hazira, Gujarat
- 3) GM, I/c-IR, ONGC WOU, NBP Green Heights, BKC, Bandra (E), Mum. -51.
- 4) GM - I/c HR/ER, ONGC, WOU, LPG Plant, Hazira, Gujarat
- 5) Rig I/c, Sagar Ratna, ONGC WOU, 11 High, Bandra Sion Link Rd, Mum. -1

Handwritten: 19/11/2025

Handwritten signature and date: 19/11/25

To,

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

Date: 11.11.2025

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.




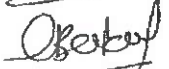

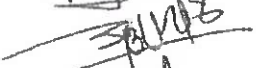

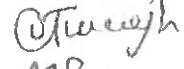
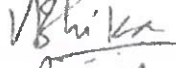

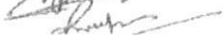
Your prompt support in resolving these matters will greatly enhance the welfare and efficiency of the workforce and ensure uninterrupted operations.

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. Kaple 
S. B. Chaudhari 
Shubham Avale 
Jagdish T. Wagh 
Vishal S. Bhikar 
Santosh Alkand 
Prakash Manohar 

Umesh Bhoir 



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Website : 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.

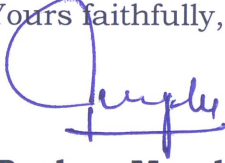
Considering the above points, we respectfully request:

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 Singhatana, ONGC NBP Green Heights, Mumbai.




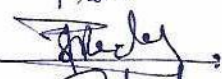
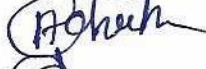



Page 1 of 1

Received
30/10/2025
Copy To:
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
