

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

AFFILIATED TO - PETROLIUM & GAS WORKERS' FEDERATION OF INDIA

Reg. No. (By - II - 8268)

Tel. : 2659 9775

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

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”**.