

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/104/2026

DATE : 09/10/2026

To,
The ED - NH & BS Asset,
ONGC-WOU,
Vasudhara Bhavan,
Bandra (E)
Mumbai - 400 051

ofc

Sub.: Serious Concern Regarding Irregular & Incomplete Food Supply through Food Box Boat Services at Heera Platform.

Respected Sir,

We are in receipt of a complaint from the employees working at Heera Platform regarding a serious & recurring issue concerning the **irregular, delayed & incomplete delivery of food materials** through the designated Food Box Boat service.

The incident dated **28.09.2026**, when the Food Box Boat "**M POUL Vessel**", after departing from Nhava & delivering food boxes at Neelam Platform, arrived at Heera Platform. However, only two containers i.e. one Veg container & one Dry Ration container were unloaded at Heera. The remaining containers meant for Heera, comprising **one Fruits container & two Dry Ration containers**, were not unloaded & the vessel proceeded towards Rig Sagar Ratna.

Despite repeated requests by the personnel at Heera Platform to unload the complete consignment, the vessel crew reportedly informed them that the remaining containers had to be taken to Ratna Platform & also referred to leakage in the freezer container. The vessel thereafter departed without completing the delivery. Employees were subsequently informed that the pending supplies would be delivered on the same day; however, even by **29.09.2026**, the vessel had not returned & the pending food supplies remained undelivered.

The employees have reported that similar problems are being faced frequently at Heera Platform. They have also observed issues concerning the back-load boat service. Further, according to the employees, the Food Box Boat is on occasions deployed for **diesel delivery & standby duties in the Ratna field or other locations**, which appears to affect its primary responsibility of ensuring timely food supply to offshore installations.

The Management will appreciate that timely availability of fresh & adequate food materials at an offshore installation is a **basic operational & welfare requirement**. Offshore employees remain at the installation for extended periods & are entirely dependent upon the scheduled logistics arrangements for their essential supplies. Any repeated delay or incomplete delivery directly affects the employees working under demanding offshore conditions.

Contd.....2

The issue becomes even more important considering that food materials are supplied for approximately **one month & fifteen days**. Vegetables & fruits are perishable commodities having a limited shelf life. Delays in transportation & delivery can adversely affect their freshness & usable life, resulting in deterioration, shortage & avoidable wastage. The employees should not have to face difficulties in availability of essential food materials because the designated vessel is diverted or its scheduled delivery is not completed.

We **requests to the Management to intervene in the matter on priority** & examine the reasons behind these recurring disruptions. We specifically requests that Management:

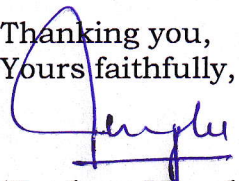
- Investigate the incident of 28.09.2026 & ascertain why the complete consignment meant for Heera Platform was not unloaded.
- Review the repeated delays & incomplete deliveries being reported by employees at Heera Platform & identify the root causes.
- Ensure that the Food Box Boat's primary responsibility of transporting essential food supplies is not adversely affected by deployment for other activities such as diesel delivery or standby duties.
- Establish proper monitoring & accountability for loading, movement & complete unloading of food containers meant for each offshore installation.
- Ensure that perishable items such as vegetables & fruits are transported & delivered within the stipulated schedule so that their quality & freshness are maintained.
- Put in place suitable contingency arrangements so that any vessel-related technical problem or operational diversion does not result in interruption of essential food supplies to offshore employees.

We believe that this issue can be resolved through proper logistics planning, monitoring & accountability. However, considering the recurring nature of the complaints & their direct impact on employees stationed offshore, we request the Management to accord the matter due priority & initiate necessary corrective & preventive measures.

We also request that the concerned department at Nhava & the offshore logistics team be suitably instructed to ensure **timely, complete & uninterrupted supply of food materials to Heera Platform in future**.

We look forward to the Management's prompt intervention & an early resolution of the matter in the interest of the welfare of employees working at Heera Platform.

Thanking you,
Yours faithfully,


(Pradeep Mayekar)
General Secretary

Copy to:

1. Area Manager - NH & BS Asset, ONGC-WOU, V. Bhavan, Bandra (E) Mumbai - 51
2. CGM (Mech.), Head NSB, ONGC-WOU, Nhava Supply Base, Nhava, Raigad
3. GM, I/c - IR, ONGC-WOU, NBP Green Heights, BKC, Bandra (E) Mumbai - 51
4. GM. I/c - HR/ER. MH Asset, ONGC-WOU, V. Bhavan. Bandra (E) Mumbai - 51



Mailbox of pradeep_mayker@rediffmail.com

Subject: Food box boat complaint (Vessel M POUL)

From: VINOD VITHOBA TAVLE <tavle_vv@ongc.co.in> on Wed, 30 Sep 2026 23:04:02

To: NAVNATH SAKHARAM TEMKAR <temkar_ns@ongc.co.in>, "pradeep_mayker@rediffmail.com" <pradeep_mayker@rediffmail.com>

Cc: SURENDRA NARAYAN MARGAJ <Margaj_Surendra@ongc.co.in>, ANAND TANAJI LADGAONKAR <Ladgaonkar_AT@ongc.co.in>, PRAVIN BABURAO KAMBLI <Kambli_Pravin@ongc.co.in>, Prashant Harichandra Uikey <Uikey_Prashant@ongc.co.in>, AKSHAY SUBHASH KURHEWAR <Kurhewar_Akshay@ongc.co.in>

Subject: Complaint Regarding I Food Box Boat Services at Heera Platform.

Dear Sir/Madam,

On 28.09.2026 (Monday), the food box boat (M POUL- VESSEL) arrived at Heera Platform after departing from Nhava. Before coming to Heera, it first delivered food boxes to Neelam Platform.

When the boat reached Heera, the crew hurriedly unloaded only two containers (one Veg and one Dry Ration container). The remaining containers, consisting of one Fruits container and two Dry Ration containers, were not delivered. Instead, the boat proceeded directly to Ratna Platform.

We repeatedly requested the crew to deliver all the containers intended for Heera. However, they stated that the containers had to be delivered to Ratna and also mentioned that the freezer container was leaking. After giving these reasons, they left without completing the delivery.

We were informed that the remaining containers would be delivered on 28.09.2026 itself. However, even by 29.09.2026, the boat had not returned and the pending supplies had still not been delivered.

Such incidents occur frequently at Heera Platform. We do not know the reason behind these repeated issues, but the final impact is always faced by the personnel on the platform.

A similar problem is also observed with the back-load boat service. It has been noticed that the food box boat is often engaged in diesel delivery and standby duty activities in the Ratna field or other locations. Because of this, its primary responsibility of timely food supply appears to be affected. This practice is not appropriate and needs attention.

Food materials are supplied for one month and fifteen days. Vegetables and fruits have a limited shelf life and can spoil quickly if delivery is delayed. In such situations, it is difficult to use these items for the planned period. Therefore, Nhava and the management should consider this issue seriously and ensure timely delivery so that fresh food materials reach Heera Platform without spoilage or wastage.

We request you to kindly look into this matter, investigate the reasons for these recurring issues, and take necessary corrective action to ensure timely and complete delivery of supplies to Heera Platform.

Your prompt intervention and follow-up will be highly appreciated.

Thank you.

Heera Platform