

OIL & NATURAL GAS CORPORATION (WOU) KARMACHARI SANGHATANA

AFFILIATED TO - PETROLIUM & GAS WORKERS' FEDERATION OF INDIA

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Website : www.ksmumbai.com

REF. : ONGC/KS/ 81 /2026

DATE : 31/08/2026

To,
The ED Chief – HR Services,
ONGC-WOU,
NBP Green Heights, BKC,
Bandra (E)
Mumbai- 400 051.

O/C

Subject: Complaint Regarding Alleged Improper Medical Services & Professional Conduct At HEERA Platform.

Respected Sir,

We are forwarding herewith a complaint received from the **Heera Platform** regarding certain serious concerns raised by employees in respect of the medical services being provided by **Dr. Shashikant Pattekar** at the **Heera Platform**.

As stated in the enclosed complaint, several employees have reportedly expressed dissatisfaction regarding the conduct & manner of functioning of the Medical Officer. The issues raised include alleged improper communication with employees & contractors, inadequate attention to patients, non-provision of prescribed medicines on certain occasions & instances where employees were reportedly not given satisfactory responses to their medical queries.

It has also been alleged that, on certain occasions, proper physical examination of patients was not carried out & that medical examination & treatment were allegedly conducted in an inappropriate manner. Concerns have further been raised regarding the manner in which some employees were reportedly treated & communicated with during medical consultations.

More importantly, the complaint brings to our notice a **serious incident involving Shri Bhim Ghosh, Manager, Saraf Catering**, who reportedly became unconscious at the HEERA Platform Dispensary. As per the information received, concerns were raised regarding the handling of the emergency situation & the utilization of available emergency medical equipment, including the Oxygen Set, AED Machine & Ambu Bag.

The complaint further states that an **Enquiry Team subsequently visited the Platform** & reportedly made observations regarding the professional handling & emergency treatment provided during the incident.

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Since Heera is an Offshore Installation, the availability & proper utilization of emergency medical facilities & equipment are matters of utmost importance from the perspective of the safety & well-being of all personnel working offshore.

We understand that the Medical Officer has been regularly posted at Heera Platform for a considerable period & therefore, it is expected that he should be fully conversant with the available Offshore Medical Facilities, emergency equipment, their location & their proper utilization during any medical emergency.

We considers the above issues to be **serious & requiring immediate attention**, particularly as any delay or deficiency in emergency medical treatment at an Offshore Installation can have serious consequences for the life & safety of employees & other personnel.

We request your esteemed authority to kindly:

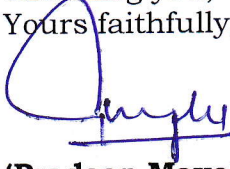
1. **Examine the enclosed complaint in detail** & initiate an appropriate fact-finding/inquiry into the allegations raised therein.
2. Obtain & examine the relevant records pertaining to the medical treatment & emergency incident involving **Shri Bhim Ghosh, Manager, Saraf Catering**, including the medical records, emergency treatment details & relevant statements, wherever applicable.
3. Verify the availability, condition & proper functioning of the **Oxygen Set, AED Machine, Ambu Bag & other Basic Emergency Medical Equipment** at HEERA Platform & ascertain whether the same were properly utilized during the reported emergency.
4. Examine whether the medical services being provided at HEERA Platform are in accordance with the prescribed **ONGC medical procedures, Offshore Medical Facility guidelines & accepted standards of emergency medical care**.
5. Take appropriate corrective measures, wherever deficiencies are established, & ensure that all Medical Officers posted at Offshore Installations are adequately trained & periodically sensitized regarding **emergency medical management & the proper use of available life-saving equipment**.
6. Kindly also look into the grievances raised by employees regarding the conduct & professional interaction of the Medical Officer & take suitable action, if any lapse is established.

We would like to emphasize that this representation is being made with the sole objective of ensuring that **all employees & personnel working in offshore receive proper, timely & professional medical assistance**, particularly during medical emergencies where every minute can be critical.

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We therefore request your esteemed authority to kindly accord **priority to the matter**, conduct an appropriate inquiry as mentioned above & take necessary corrective action at the earliest. We would also appreciate being apprised of the outcome of the inquiry & the action taken in the matter.

Thanking you,
Yours faithfully,



(Pradeep Mayekar)
General Secretary

Copy to:

1. ED - NH & BS Asset, ONGC-WOU, Vasudhara Bhavan, Bandra (E) Mumbai - 51
2. GM, I/c - IR, ONGC-WOU, NBP Green Heights, BKC, Bandra (E) Mumbai - 51
3. GM, I/c Medical Services, ONGC-WOU, NBP Gr. Hts., BKC, Bandra (E) Mum.- 51
4. GM, I/c - HR/ER, MH Asset, ONGC-WOU, V. Bhavan, Bandra (E) Mumbai - 51

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To,
The General Secretary,
ONGC (WOU) Karmachari Sanghatana,
NBP Green Heights, BKC,
Bandra (E)
Mumbai 400 051.

Respected Sir,

We are writing to formally report a severe lack of professional responsibility and unacceptable misconduct by the onboard doctor, Dr. Shashikant Pattekar. This grievance is being raised on behalf of both ONGC employees and contractual personnel stationed at the Heera platform, who have consistently experienced substandard care and a complete absence of empathy.

Specific incidents are mentioned below:

1. A contractual worker fall from bed (around 1.5 m height), resulting in severe pain and an inability to move due to a suspected fracture. Despite an urgent request to attend to the casualty at the site, Dr. Pattekar flatly refused. He instructed the associated team to move the patient down two floors to the infirmary, risking further physical trauma.
2. An ONGC patient experiencing acute dizziness requested a blood pressure check. Dr. Pattekar arrogantly refused the request, stating, *"Don't teach me what to do."* A formal written complaint has already been submitted by the affected employee regarding this incident.
3. A patient reporting cold and cough symptoms was turned away and told to return later because the doctor was *"going to take tea."* This incident is also documented in the aforementioned written complaint.
4. A patient suffered a severe back injury ("locked back") requiring an urgent evaluation for potential medical evacuation (MedEvac). Dr. Pattekar delayed the medical visit, stating he would only attend after a non-vegetarian food container was lifted and inspected. He maintained this stance even after food committee members offered to monitor the container in his absence.
5. A contractual worker sustained foot injury at HRG L/D and was unable to move. The HSE manager and team responded immediately and requested the doctor's presence at the site to avoid exacerbating the injury through unauthorized handling. To assist, an aide was dispatched to escort doctor. Dr. Pattekar flatly refused to leave the infirmary, demanding the casualty be brought to him. He only complied after repeated pleadings by the HSE team.

Beyond these specific events, Dr. Pattekar consistently exhibits a dismissive, and disrespectful attitude toward distressed patients. He routinely refuses to answer basic questions regarding treatment plans or prescribed medications.

It is kind request to review this matter and take suitable/necessary action to ensure that personnel on the Heera platform receive the standard of medical care and dignity they are entitled to.

Heera Doctor Complaint

Sr no	Employees name	Sign	Date
1)	Vinod W Tawhe		19/8/26
2)	Ankit Sharma		19/8/26
3)	C.H. Nikhare		19/8/26
4)	P.V. Salimkhe		19/8/26
5)	AKASH PATIL		19/8/2026
6)	Mayur Ambulkar		19/08/26
7)	Manoj Gurav		19/08/26
8)	Rahul Bunnik		19/08/2026
9)	S. Shanmuga		19/08/26
10)	R. Chaudhary		19/08/2026
11)	G. PRADU		19/08/2026
12)	G. Sani Haresha		19/8/26
13)	Hiran Singh		19/8/26
14)	Hanshil Padi		19/8/26
15)	Ranu Singh Bhati		19/8/26
16)	Hrushikesh T. Dhayagude		19/8/26
17)	Parikshit Koli		19/8/26
18)	P.B. KAMBLI		19/8/26
19)	S.N. MARGAT		19/8/26
20)	Chetan S. Chitambar		19/8/26
21)	Prashant Thanekar		19.08.26
22)	H. S. Sonawane		19.08.26
23)	Akshay Kuchekar		19.08.26
24)	Atanu Haldar		19.8.26
25)	D. Wal Walang		19.8.26
26)	P.L. Rathore		19/8/26
27)	Indrasinh Thakur		19.08.26
28)	Vikram Singh Lakhawat		19.08.26
29)	Rishikumar K. Solanki		19.08.2026
30)	Akshay Sasidharan		19.08.26
31)	GAAGAN MATHI		19.08.26
32)	V.B. Chauhan		19-8-26
33)	Prince Kumar		19.8.26
34)	Suraj Jadhav		19.8.26
35)	Chauhan Pragnesh Kumar		19.8.26
36)	Santosh Shinde		19.08-26
37)	C. Vinod Kumar		19.8.26

प्रति,

माननीय जनरल सेक्रेटरी,

कर्मचारी संघटना, मुंबई.

विषय : HEERA Offshore वर कार्यरत डॉ. शशिकांत पट्टेकर यांच्या वैद्यकीय सेवा व कर्मचाऱ्यांशी वागणुकीबाबत गंभीर तक्रार.

महोदय,

वरील विषयासंदर्भात यापूर्वी Base Office येथे तक्रार करण्यात आली आहे. मात्र, त्या तक्रारीस सुमारे दीड महिना उलटूनही अद्याप त्याची योग्य ती दखल घेतली गेलेली नाही किंवा कोणतीही ठोस कार्यवाही झालेली नाही, याची आम्हाला खंत आहे.

यापूर्वी केलेल्या तक्रारीच्या अनुषंगाने डॉ. शशिकांत पाटेकर यांच्याबाबत आणखी काही महत्वाच्या बाबी आपल्या निदर्शनास आणून देत आहोत.

डॉ. शशिकांत पट्टेकर हे साधारण ऑगस्ट २०२३ पासून HEERA PLATFORM वर नियमितपणे येत आहेत. त्यांच्या वागणुकीबाबत अनेक कर्मचाऱ्यांमध्ये नाराजी आहे. विशेषतः Contractors सोबत त्यांचे वर्तन तुच्छतेचे व उद्धटपणाचे असल्याच्या अनेक तक्रारी आहेत.

काही वेळा आवश्यक औषधे उपलब्ध असूनही ती न देता किंवा एखादेच औषध देऊन Contractor ला परत पाठविले जाते, अशी तक्रार आहे. काही Contractors ची योग्य प्रकारे तपासणी न करता, Stethoscope चा वापर तर दूरच, साधी शारीरिक तपासणीही न करता किंवा Tissue Paper च्या माध्यमातून तपासणी केल्याचे सांगितले जाते. काही वेळा रुग्णाला डॉक्टरपासून अंतरावर उभे करून टेबलवर औषध ठेवून ते घेऊन जाण्यास सांगितले जाते.

एखाद्या Contractor ने आपल्या आजाराबाबत किंवा दुसरे औषध उपलब्ध आहे का, असे विचारले तरी त्यांच्यावर डॉक्टरांकडून राग व्यक्त केला जातो, अशा तक्रारी आहेत. वैद्यकीय सेवा घेत असताना रुग्णाला योग्य माहिती देणे, त्याचे म्हणणे ऐकून घेणे आणि त्याच्याशी सन्मानाने वागणे अपेक्षित असताना अशा प्रकारचे वर्तन योग्य नाही.

तसेच ONGC मधील अनेक कर्मचाऱ्यांनाही या डॉक्टरांचा वैयक्तिक अनुभव चांगला नसल्याचे निदर्शनास आले आहे. डॉक्टरांविरुद्ध OIM कडेही तक्रारी झालेल्या आहे. चुकीची औषधे देणे, रुग्णांच्या प्रश्नांची योग्य उत्तरे न देणे, तसेच Senior आणि Junior यानुसार उपचारामध्ये फरक करणे किंवा दुजाभावाने वागणे, अशा तक्रारी यापूर्वीही झाल्या आहेत आणि अशा प्रकारच्या तक्रारी अद्यापही ऐकायला मिळतात.

अत्यंत गंभीर वैद्यकीय घटनेबाबत

वरील सर्व बाबीपेक्षा अधिक गंभीर अशी एक घटना आपल्या निदर्शनास आणून देणे आवश्यक आहे.

Saraf Catering चे Manager श्री. **Bhim Ghosh** यांची HEERA PLATFORM वरील Dispensary मध्ये प्रकृती बिघडल्यानंतर उपचार सुरू असताना, उपस्थितांच्या म्हणण्यानुसार डॉक्टर स्वतःच Panic झाल्याचे आणि परिस्थिती योग्य प्रकारे हाताळण्यात अडचण येत असल्याचे जाणवले.

Dispensary मध्ये Oxygen Set उपलब्ध असूनही त्याचा वापर करण्यात आला नाही, AED Machine उपलब्ध असूनही त्याचा वापर करण्यात आला नाही आणि CPR देताना उपलब्ध असलेल्या Ambu Bag चा वापर करण्यात आला नाही, अशी गंभीर बाब उपस्थितांनी निदर्शनास आणली आहे.

श्री. Bhim Ghosh हे Unconscious झाले असतानाही श्वास घेण्यासाठी प्रयत्न करत असल्याचे उपस्थितांनी पाहिले होते, असे सांगण्यात येते. मात्र, डॉक्टरांकडून Panic अवस्थेत केवळ Injection देण्यात आल्याचे समजते. उपलब्ध असलेल्या Basic Emergency Medical Equipment चा योग्य वेळी व योग्य पद्धतीने वापर झाला असता तर कदाचित परिस्थिती वेगळी असू शकली असती, अशी कर्मचाऱ्यांमध्ये भावना आहे.

या घटनेनंतर Platform वर तीन सदस्यांचे Enquiry Team आले होते. उपलब्ध माहितीनुसार, त्यांनीही या घटनेतील डॉक्टरांच्या Professional Handling आणि Emergency Treatment बाबत गंभीर निरीक्षणे नोंदविल्याचे समजते. या संदर्भात Enquiry Team ने खंत व्यक्त केल्याचेही समजते.

डॉ. पाटेकर हे गेल्या जवळपास तीन वर्षांपासून HEERA PLATFORM वर येत आहेत. त्यामुळे Offshore Medical Facility मध्ये उपलब्ध असलेली सर्व Emergency Equipment, त्यांचे स्थान आणि त्यांचा योग्य वापर याची त्यांना पूर्ण माहिती असणे अपेक्षित आहे. सर्व आवश्यक साधने उपलब्ध असूनही Emergency परिस्थितीत योग्य उपचार मिळत नसतील, तर ही बाब केवळ एका व्यक्तीपुरती मर्यादित राहत नाही, तर Offshore वरील सर्व कर्मचाऱ्यांच्या सुरक्षितेशी संबंधित गंभीर बाब ठरते.

तसेच संसर्गजन्य आजारांबद्दल अति-चिंता करणे, किंवा स्वतःला असणे, वस्तू उचलण्यासाठी टिश्यू पेपरचा वापर करणे, आधीच स्वच्छ केलेल्या प्लेव्ह पुन्हा धुणे आणि सर्वात गंभीर बाब म्हणजे चुकीची औषधे देणे, कंत्राटदारांशी भेदभाव करणे, अशा प्रकारे एखाद्या मनोरुग्णासारखे वागणारे डॉक्टर सर्वांसाठीच धोकादायक ठरू शकतात. अशा बाबीही कर्मचाऱ्यांच्या निदर्शनास आल्या आहेत.

आमची विनंती कोणत्याही व्यक्तीच्या नोकरीचे नुकसान व्हावे अशी नाही. मात्र, Offshore वर काम करणाऱ्या प्रत्येक कर्मचार्याला सुरक्षित आणि विश्वासार्ह वैद्यकीय सेवा मिळणे अत्यंत आवश्यक आहे. म्हणून HEERA किंवा इतर कोणत्याही Offshore Installation वर Medical Duty देऊ नये, अशी आमची नम्र व कळकळीची विनंती आहे.

हा विषय अत्यंत संवेदनशील असून तो थेट कर्मचार्यांच्या आरोग्य व जीविताच्या सुरक्षिततेशी संबंधित आहे. त्यामुळे याची गांभीर्याने दखल घेऊन कर्मचारी संघटनेने हा विषय तातडीने Management समोर मांडावा आणि योग्य ती कार्यवाही करण्यासाठी पुढाकार घ्यावा, ही विनंती.

सोबत या पूर्वी चे OIM कडून गेलेली तक्रार कॉपी (मेल) आपणास पाठवत आहोत.

आपले विश्वासू

हिरा कर्मचारी