



ऑयल एण्ड नेचुरल गैस कॉरपोरेशन लिमिटेड  
Oil and Natural Gas Corporation Limited  
वेस्टर्न ऑफशोर यूनिट  
Western Offshore Unit

**Industrial Relations Section**  
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Phone No. 022-26274404

No. WOU/IR//ASTO/2017-18

Date: 16.07.2018

To,  
The President  
Association of Scientific & Technical Officers,  
Mumbai Branch,  
Mumbai

Dear Sir,

This has reference to your letter vide no. ASTO/Mum/Incident report/02/ 2018 dated 06.07.2018. As per operating procedures, prior to onset of the monsoon, precautionary measure were taken for safe and secure operations of/at ONGC properties including for our residential properties. However unfortunate incidence of falling of loosened plaster on 04.07.2018 happened. Fortunately no injury took place but the issue was immediately addressed. Furthermore all such potential places were also got rechecked. With the personal intervention and visit of Head Maintenance and RWA to the residential colony, the pending issues are being expeditiously attended through fresh impetus to maintenance activities.

In our endeavor to provide better facilities at workplace and residences, steering committee of very senior executives was constituted. The recommendations of the committee, the interactions with the RWAs and the meetings with collectives are being translated into action plans and being executed in phased manner. Following steps are already taken in this direction:

Bringing awareness for role performed by the service providers	Scope of work under various contracts made available on the intranet of MR net
Identification of Key responsible official	List with contact numbers published on the MR net
Complaint Management System	<ul style="list-style-type: none"><li>• Fresh focus on complaint handling system</li><li>• Requested for mobile application based complain Management system through Infocom.</li></ul>
Structural Audit of Colonies	IIT Bombay Report received for 7 colonies being acted upon. Rest for 6 colonies, the reports are awaited from IIT
Regular Visit to colonies by Senior Officers	Meeting with RWA on weekend by Estate, Maintenance and RWA
Installation and commissioning of 2 nos composting machines	Completed and under performance review

*Handwritten signature and date: 16/07*

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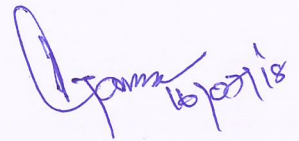
In addition, proposals are in advance stage for Painting, Improvement in Common facilities, Facade, fly catcher for Bandra reclamation colony etc.

I am sure that on completion of the works undertaken, the colony shall give better look and bring more satisfaction to the residents.

We thank ASTO for the keen interest in bringing issues timely to fore and welcome for your suggestions and inputs in addressing common issues through meetings and interactions.

With regards.

Yours faithfully,



(M. GANESHAN)  
DGM (HR) – I/C IR  
For GM (HR)