

PETROLEUM EMPLOYEES UNION

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Date: 19.09.2026

To,
GGM - Asset Manager,
Mumbai High Asset,
ONGC, Western Offshore Unit, Mumbai.

RPT.

GGM – Asset Manager,
B&S & Neelam Heera Asset,
ONGC, Western Offshore Unit, Mumbai.

**Subject: Urgent Intervention regarding Fresh Water Maker Plants, Water Quality Monitoring,
Skilled Manpower and Drinking Water Safety at Offshore Platforms, ONGC (W.O.U.)**

Respected Sir,

Petroleum Employees Union (PEU), the recognised Union representing the employees of ONGC, Western Offshore Unit, hereby brings to your immediate and urgent attention the serious concerns regarding the operation and maintenance of Fresh Water Generator / Water Maker Plants and associated water treatment systems at various offshore installations under Mumbai High Asset, B&S Asset and Neelam & Heera Asset.

The Union has received serious feedback from employees and our offshore representatives indicating that the situation relating to manpower deployment, availability of qualified/skilled operators, water quality monitoring, functioning of instrumentation, chemical dosing, media filtration, RO membrane protection and overall supervision of the water treatment plants is, by and large, a matter of concern across various installations.

The issue is not merely one of contractual compliance or equipment maintenance. Fresh water produced offshore is directly utilised for drinking, cooking and other essential purposes by the offshore workforce. Therefore, any deficiency in the operation, monitoring or maintenance of these systems has direct implications for the health and safety of employees as well as the integrity of costly water-treatment equipment.

1. Inadequate and Unqualified Manpower :

As per the contractual requirements, adequate manpower comprising qualified, trained and experienced personnel is required for continuous operation of the Fresh Water Maker Plants / RO and associated water-treatment systems.

However, at several installations, the Union has received complaints regarding:

- Deployment of manpower substantially below the required contractual strength;
- Deployment of personnel without adequate experience or technical qualification;

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- Lack of personnel competent to independently operate water makers, chlorination systems and Sewage Treatment Plants;
- Excessive workload on the limited personnel deployed;
- Absence of adequate relief arrangements;
- Inadequate or complete absence of **night-shift operational coverage**; and
- Dependence on a single operator for critical water-treatment operations.

The Union considers such a situation particularly serious because these plants operate continuously and cannot safely be left unattended for prolonged periods.

2. Inadequate Water Quality Monitoring and Instrumentation :

The Union has also received reports regarding non-functional or unreliable **conductivity meters, TDS meters, ORP meters, pH monitoring systems and other online instrumentation** at various installations.

Such instrumentation is essential for continuously monitoring the quality of water and identifying abnormal operating conditions.

Further, where online instruments are unavailable or unreliable, manual testing arrangements must necessarily be available as an interim safety measure.

The Union is particularly concerned regarding the adequacy of monitoring for:

- TDS and Conductivity;
- pH;
- Free chlorine / Chlorine breakthrough;
- ORP;
- Bacterial Contamination; and
- Other parameters prescribed for safe potable water.

The absence of reliable monitoring can result in water being consumed without adequate confirmation of its quality and can simultaneously expose RO membranes to damage due to improper pre-treatment or chlorine breakthrough.

3. Risk to RO Membranes and Water Treatment Equipment :

Improper operation of media filters, activated carbon filters, chemical dosing systems and RO units can result in serious damage to the RO membranes.

In particular, inadequate monitoring of chlorine removal before the RO stage can result in **chlorine breakthrough and irreversible damage to RO membranes**, thereby causing substantial financial loss to ONGC in addition to compromising fresh-water production capacity.

The Union therefore requests that the condition and performance of the complete pre-treatment system, including **sand/media filters, activated carbon filters, cartridge filters, dosing systems and RO units**, be immediately reviewed at all concerned installations.

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4. Media Filter and Biological Contamination Concerns :

The Union has also received concerns regarding the condition and maintenance of **sand, gravel and activated carbon media filters**.

Continuous operation of water-treatment systems requires proper inspection, backwashing, regeneration/replacement, disinfection and maintenance of the media as prescribed by the system design and manufacturer.

Any failure in such maintenance can adversely affect water quality and may increase the possibility of microbial or biological contamination.

Since the treated water is ultimately utilised for **drinking and food preparation**, the matter requires treatment as a **health and safety issue and not merely as a routine maintenance/contractual issue**.

5. Contractual Compliance by Water Treatment Contractor :

The concerned contractor(s), including **M/S Lichens Environment Private Limited wherever presently engaged**, must be directed to strictly comply with the contractual manpower and competency requirements.

The Union requests that the Asset Management ensure that:

1. The stipulated number of qualified personnel are deployed at every installation;
2. Personnel possess the requisite technical qualifications, training and experience;
3. Adequate day and night shift coverage is maintained;
4. Competent personnel are available for water makers, chlorination systems and associated treatment facilities;
5. Proper shift handover and operational logbooks are maintained; and
6. The contractor remains accountable for continuous and safe operation of the plant.

6. Immediate Corrective Measures Requested :

In view of the above, Petroleum Employees Union requests the Competent Authority to issue immediate directions across Mumbai High Asset, B&S Asset and Neelam & Heera Asset for the following actions:

a. Full Manpower Deployment:

Ensure immediate deployment of the complete contractual manpower strength comprising suitably qualified, trained and experienced personnel at every offshore installation.

b. 24-Hour Operational Coverage:

Ensure that Fresh Water Maker Plants / RO and associated water-treatment facilities are adequately manned during all shifts, including night shifts, without leaving critical systems unattended.

c. Instrumentation Audit:

Conduct an immediate inspection of all **TDS, conductivity, ORP, pH and related online monitoring instruments** and repair, calibrate or replace defective instruments on priority.

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d. Manual Testing Kits:

Provide adequate manual testing kits at every installation for testing **free chlorine, pH, TDS/conductivity and other relevant parameters**, particularly until online instruments are restored.

e. Media Filter Inspection:

Carry out an immediate physical inspection of all media filter towers, including sand, gravel and activated carbon media, and undertake cleaning, replacement, disinfection or other corrective action wherever required.

f. Water Quality Testing:

Collect representative water samples from the **Fresh Water Maker Plants outlet, potable water distribution system and Galley RO units**, wherever applicable, and arrange independent laboratory testing through a competent laboratory.

g. Chlorine Monitoring:

Ensure proper monitoring of chlorine before the RO stage so as to prevent chlorine breakthrough and consequent damage to RO membranes.

h. UV System:

Expedite the supply, installation and commissioning of pending **UV systems/UV lamps**, including the work being undertaken by the concerned agency such as M/s Shoreline, wherever applicable.

i. RO Membrane Protection:

Undertake an immediate health check of RO membranes and associated pre-treatment systems to assess whether any damage has already occurred due to inadequate operation or monitoring.

j. Emergency Drinking Water Contingency:

As a precautionary measure, adequate quantities of **packaged drinking water may be kept/supplied from the Base** at concerned installations wherever the quality or adequacy of the existing fresh-water supply is under doubt, until the system is fully normalised.

k. Joint Inspection:

A joint inspection involving **Asset Management, Installation Management, concerned contractor, HSE, Medical/Occupational Health representatives and PEU representatives** may be arranged at the earliest to assess the actual ground situation.

l. Compliance Report:

A consolidated compliance report may kindly be obtained from the concerned contractors and Asset Management indicating the manpower deployed, qualifications of personnel, condition of instrumentation, water-quality test results, condition of RO membranes and corrective measures undertaken.

7. Health and Safety of Offshore Employees Cannot Be Compromised :

The Union wishes to emphasise that **safe and adequate potable water is a basic and essential requirement for employees working in offshore conditions.**

The workforce should not be placed in a position where employees are required to consume water without adequate assurance regarding its quality, while the responsible treatment facilities remain inadequately manned or insufficiently monitored.

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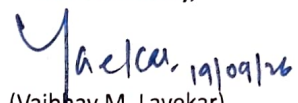
At the same time, failure to properly operate and monitor the water-treatment system can result in avoidable damage to valuable RO membranes and other equipment, causing both **health/safety concerns and substantial financial implications for ONGC.**

We therefore request that this matter be treated as an **urgent WOU-wide HSE and operational issue** and that immediate corrective measures be initiated across **Mumbai High Asset, B&S Asset and Neelam & Heera Asset**, rather than waiting for an incident, equipment failure or health-related complaint to occur.

The Union expects a **time-bound corrective action and compliance report** from the concerned authorities. We request your **immediate personal intervention** in the matter and look forward to an urgent corrective response.

Thanking you in anticipation.

Yours faithfully,


(Vaibhav M. Lavekar)

General Secretary

Copy to :

1. Surface Manager – MH Asset, Vasudhara Bhavan, Mumbai.
2. Surface Manager – B&S and NH Asset, Vasudhara Bhavan, Mumbai.
3. Head HSE - ONGC (W.O.U), Vasudhara Bhavan, Mumbai.
4. GM (HR) – Head FMG & I/C IR, Regional Office, NBP GH, BKC, Mumbai.