



**ASSOCIATION OF SCIENTIFIC & TECHNICAL OFFICERS
OIL AND NATURAL GAS CORPORATION LIMITED**

Registered with the Registrar of Societies, Dehradun Uttarakhand, Registration No. 172 (1967-68)
Tel Bhavan, Dehradun - 248 003 Uttarakhand (India)
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No.ASTO/Presi_DDND(HR)/SBT/2

November 14, 2014

To
The Director (HR),
Oil and Natural Gas Corporation Limited,
Jeevan Bharti, Tower-II, 124-Indira Chowk, Connaught Place,
New Delhi-110001.

Sub: Implementation of Self Booking Tool (SBT)

Sir,

This is in continuation of my earlier letter of even no. dated May 9, 2013, regarding the implementation of Self Booking Tool (SBT) for official travel in ONGC through Balmer Lawrie Co. Ltd. only and de-empowerment of all private service operators, especially at Dehradun. A copy of my earlier letter is also enclosed for your kind reference.

Although well intended, the implementation of SBT in its present form has created a monopolistic situation for Balmer Lawrie Co. Ltd. With increased load, their standard of service has further worsened. Balmer Lawrie Co. Ltd. operates in a typical rigid environment and mindset. They provide services only during their working hours, often without much concern for ONGCians necessity or convenience. It is generally perceived that they book tickets of higher fares as compared to private travel agents.

Kindly recall that in May 2013, I had expressed apprehensions about the quality of services of Balmer Lawrie Co. Ltd. and its repercussions in the absence of any competition from private travel agents at Dehradun. All my doubts are now being vindicated by the large number of phone calls and written complaints that I am receiving every day from the officers' community at Dehradun regarding the poor and inadequate services being provided by Balmer Lawrie Co. Ltd. despite a MoU in place.

Through SBT, Balmer Lawrie Co. Ltd., which is catering only to air travel, fails to match the range of other services provided by the private travel agents ranging from rail travel to bus travel to car rental to passport and visa services. There is also no match to the services of private travel agents when it comes to the convenience and necessity of ONGCians, particularly with respect to short notice travel plans or change / cancellation, making tickets available at odd hours, beyond office timings or on holidays and arranging for their delivery at the executives' place of convenience.

The private travel agents empanelled with ONGC at Dehradun had been doing excellent service in this regard, considerably reducing ONGC's expenditure on air ticketing.

In view of the aforementioned facts, it is again requested that SBT may be reviewed for Dehradun, considering continuation of services of IATA accredited private travel agents, who have been providing satisfactory services to ONGC. This would ensure convenience to ONGC executives posted at Dehradun and reduction in ONGC's expenditure on air travel.

With profound regards,

14/11/14
(Anil Negi)