



OIL & NATURAL GAS COMMISSION (W.O.U.) KARMACHARI SANGHATANA

AFFILIATED TO - PETROLIUM & GAS WORKERS' FEDERATION OF INDIA

Reg. No. (By - II - 8268)

Tel. : 2659 9775

Flat No.102, 1st Floor, Acme Harmony-I, Poonam Nagar, Off. JV Link Road, Andheri (E), Mumbai - 400 093.

REF. : ONGC/KS/ 86 /2016

DATE : 15/07/2016

To,
The ED - HDS,
ONGC, WOU,
11 High,
Sion - Bandra Link Road,
Sion, Mumbai : 400 017.

O/C

Subject: Compliant regarding catering service given by "M/s. Saikrupa Food Services" on Rig Sagar Uday.

Respected sir,

We are in receipt of a compliant from crewmembers of **Rig Sagar Uday** dated 11/06/2016 regarding catering service provided by "**M/s. Saikrupa Food Services**". Please find enclosed the complaint copy of the same for your perusal. The letter is self-explanatory and appropriately highlights more than one problem regarding poor catering services.

It is pertinent to mention, recently new tenders were awarded which started from 1st March 2016, giving rates with 90% hike per person per day. Each & everything regarding service of food grain supply, weight, size brands etc. has been clearly mentioned in the tender, even after awarding good rate if contractor is not complying with the quality and service, is liable for strict action.

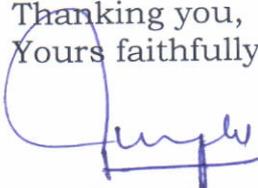
Needless to mention what roll is played by good sanitation towards personnel hygiene, invariably in offshore where medical support has its unavoidable constraints, starting from "**scarcity of experienced doctors**". It is unfortunate to know that bathroom & toilets are not only in bad condition, only 4 toilets are working out of 6, such circumstances cannot be compromised in offshore installations looking in to the persons onboard every day. Most astonishing fact is when it continues to remain same, every month OIM does not feels that the contractor should be made accountable, his bills are passed without a tag of penalty.

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It is not that this uncomfortable situation is not brought to the notice of OIM and MM when we find its falling on deaf years day after day rolling into months we are forced to raise the level. Condition prevailing are very volatile, unconcerned attitude of seniors in the rig is acting as catalyst for crew members to proceed on **Hunger Strike** any time which may please be noted.

Your esteemed authority is requested to look in to the matter as it is only four months after having awarded the contract, the said contractor has started creating problems when the tenure is for three years, it is a matter of serious concern. The contractor may please be advised accordingly or we must initiate action for **termination of contract** to avoid further unrest on the Rig.

Thanking you,
Yours faithfully,



(Pradeep Mayekar)
General Secretary

O/c

Copy to :

1. GGM - HRO, ONGC-WOU, Gr. Heights, Bandra (E), Mumbai 51.
2. GGM - LMDS, ONGC - WOU, 11 High, Sion, Mumbai 400017.
3. GM - FMG, ONGC-WOU, Gr. Heights, Bandra (E), Mumbai 51.
4. DGM I/c IR, ONGC-WOU, Gr. Heights, Bandra (E), Mumbai 51.
5. DGM I/c HR ER, Services, ONGC - WOU, 11 High, Sion, Mum. 17.

18/7/16 →

18/7/16

Water
18/7/16

To,
The Rig Manager,
Room No- 313, 11-High,
ONGC Office Complex,
Sion-Bandra Link Road,

Date: - 11-06-2016

SUB: - PROBLEMS RELATED TO CATERING CONTRACTOR ON RIG SAGAR UDAY.

Respected Sir,

It is to inform you that the catering contractor of Sagar Uday M/S. "Saikrupa Food Services" is unable to satisfy our Sagar Uday employee from the day he start the catering on rig sagar uday & we are facing the following problems.

1. It is found that food box never comes in sufficient quantity like shortage of fruits & vegetables and also that is low quality. Food box could fulfil the requirement for 3-4 days instead of 7 days.
2. Rotten fruits, vegetables and other salad material.
3. Even shortage of tissue papers.
4. Low quality of seafood.
5. Also not maintaining the Buffer Stock.
6. It is also observed that catering manager is not capable to handle their staff. Hence unable to maintain galley and equipments.
7. Plumber and electrician which are coming to rig are not with proper trades, hence unable to repair the plumbing lines and electrical equipments. Also always shortage of plumber.
8. Day & night cooks are not competent, causing quality of food preparation is degraded.

9. It is also observed that the cooking oil is not changing frequently and found that even after 7-8 days the same oil is using. For the same onboard doctor is repeatedly informing to change the oil, but the on board manager is not following the orders.
10. Quality of dry fruits is very very low / sub standard.
11. Housekeeping is very poor.
12. Condition of common bathrooms and toilets are very bad, out of 6 toilets only 4 toilets are working.

By knowing all these problems it is required to take strong action from your end.

Positive action in this matter would be highly appreciated.

Thanking You,

Yours faithfully,

Sagar Uday members.

Copy to:-

- ✓ 1) Karmachari Sanghatna,(WOU).
- 2) Petroleum Employees Union.
- 3) O I M Sagar Uday.