



OIL & NATURAL GAS CORPORATION (WOU) KARMACHARI SANGHTANA

AFFILIATED TO - PETROLIUM & GAS WORKERS' FEDERATION OF INDIA

Reg. No. (By - II - 8268)

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REF. : ONGC/KS/086/2017

DATE : 04/08/2017

To,

The GM – I/c HR-ER Services,
ONGC, WOU,
11 High, Bandra Sion Link Rd.,
Sion,
Mumbai : 400 051.

etc

Subject : Request to resolve complains received from employees working in 11 High for non performance of canteen run by M/s. Sai Krupa Caterers, without delay.

Respected Sir,

This is another burning example of failure of adopting L1 procedure of contract system, on one side falling back on the prevailing consumere prise index and correspondent rise in DA, and on the other side floating contracts year after year without changing the rates of food items is so contradictory, you cannot have better mockery of our management aptitude, we do not stop even though we know this blatant practices exposes our employees to unsafe/unhiegenic circumstances.

We still find caterrers bidding, quoting such low rates because they are more than assured that no man of management will pip in to check wether he is adehering/desisting to any of the tender terms and conditions, what extreme compromises he is making towards quality, what manpower he is deputing etc etc. Let me remind your authority, displaying too much of patience is like committing a sin, and we are still continuing committing this sin without any revolt.

It pains us to read the contents of the surpentine list of complaint from our employees working in 11 High towards non-performance of canteen run by M/s. Sai Krupa Caterers. The said canteen has been awarded in the month of 1st Dec'2014. I am more than assured that employees and our executives must have approached the appropriate level of authorities or the officer incharge of cattering contract in 11 High more than once before making their path to the undersignerd.

ONGC
HR-ER SERVICES
DIARY NO. Read
IN Read DATE 08
OUT. DATE

A very serious complaint raised by employees is regarding working canteen staff, hygiene is of prime importance in any catering business and it does not limit itself in keeping the area clean, proper disposal of waste and used materials, but also equally important how healthy and hygienic are the staff deployed.

From what is being observed, we would like to draw your attention that all the working staff deployed should be sent for medical examination to ensure that they are free from disease, by obtaining an authentic medical certificate. As the query raised is genuine, prompt action must be taken without any lapse of time, to be more precise before they carry it to us, care should be taken, to eliminate such issues there should not be any victimization among the staff of the canteen. Please find enclosed the complaint copy for your perusal.

The other points raised by the employees are as follows, which are related to quality, better environment and more conducive to have food and steps to improve and keep you updated with the facts:

- The food items prescribed in tender are not provided in the canteen nor matching.
- The quality of breakfast as well as evening snacks is of inferior quality and not as per menu decided by canteen committee.
- The ingredients used for food preparation e.g. masala, oil, so also fats, butter- jam etc are of poor quality and are not branded.
- Proper ventilation should be provided in the canteen and mess to avoid suffocation.
- Furnitures in canteen are in dilapidated condition as it is old and required immediate replacement.
- Canteen committee meeting should be conducted at regular intervals so that such problems will not accumulate and can also be surfaced in the meeting. One more union representative of recognised union may please be added in the canteen committee.

Its more than decade we have not revisited our rates of food items, expecting quality food at the prevailing rates is injustice to the caterers, hence it is earnestly suggested to call a joint meeting of representative of all the recognised/registered collectives of WOU including SC/ST association and Women forum. It is also suggested to hear the caterers before the meeting.