



Oil and Natural Gas Corporation Limited
Western Offshore Unit: Facility Management Group

Quadrant-1, 3rd Floor, NPB Green Heights,
Plot No. C-69, Bandra-Kurla Complex,
Bandra (E), Mumbai-51
Phone: 022 265994302 Fax: 022 265312

No: WOU/RO/FMG-C&HK/OFF-Rig (C)/2018

Date: 13th April, 2018

To,

M/s. Arambhan Hospitality Services Limited,
201/202, Benston-B Wing,
Sherly Rajan Road,
Bandra (W),
Mumbai-400 050

*S. HEE (Deputy)
MP
16/04/18*

Sub: Non compliance of contractual obligations for Catering and Housekeeping services at Offshore Platform Group (C).

Sir,

We are in receipt of various complaints regarding Catering and Housekeeping Services from Rigs Sagar Gaurav, Sagar Kiran and Sagar Jyoti of which details are provided as below :

In this regard this office has drawn your attention vide MOM dated 12.09.16 and letters dated 4.11.16, 7.11.16, 8.11.16, 15.02.17, 17.2.17, 24.5.17, 2.1.18. However it was seen that the services have not improved to the desired level but worsened.

Again following complaints have been received :

- A. Letter dated 08.02.2017 – RM, Sagar Gaurav
 - a. Hunger Strike notice issued by the Union dated 25.01.2017
 - b. Meeting held on 16.02.2017 and issues were discussed and strike was called off.
- B. Letter dated 31.07.2017 – Food Committee Report, Rig Sagar Kiran
During the inspection, it was observed that various food items were not provided, the items provided didnot comply with quality standards given in the contract.

Moreover, a letter dated 19.01.2018 from Rig Manager, Sagar Gaurav has been recieved by this office stating shortage of many required items in food box supported by food committee report.

On your assurance of improvement in services, you have been given ample opportunities in the past to improve Catering & Housekeeping Services at Rigs (Group C), but it is observed there is no improvement. However, you are hereby given one more chance to improve upon the services as per contract conditions. If there is no improvement in C & HK services, we will be constrained to take action under contract (clause 8.0 (ii)) besides invoking the PBG under (clause 8.0(iii)).

Yours sincerely,

Nishith Tikkha
13-4-18

(Nishith Tikkha)
Deputy General Manager (HR)
I/C FMG, WOU, MRC

Copy for kind information to:

1. DGM (HR)-I/C IR, RO, ONGC, Mumbai
2. EA to ED-HRO, RO, ONGC, Mumbai

FACILITY MANAGEMENT GROUP
 ONGC, 3RD FLOOR, NPB GREEN BLDG
 DIARY NO 16574
 IN 16/4/18
 OUT 16/4/18

1806
16/4/18