



# 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/ 26 /2020

DATE : 19/02/2020

*Ankari*  
*20/2/2020*  
To,  
The ED-HRO,  
ONGC-WOU,  
NBP Green Heights, BKC,  
Bandra (E),  
Mumbai - 400051.

*a/c*

**Subject: Complaint regarding substandard food supplied by Caterer "Kalpataru Hospitality and Facility Management" in NBP Green Height, so also to start procedure for appointing new catering contractor.**

Respected Sir,

We are continuously receiving multiple complaints regarding substandard service and food supplied by the present contractor "**M/s. Kalpataru Hospitality and Facility Management**" at NBP Green Heights. Same food items are served repeatedly and some food items in contract are never served since inception of the contract.

Following are the nature of complaints we are repeatedly receiving:

- Atta used for chapatti is of very inferior quality as a result roti's are blackish in color.
- Rice used for biryani and pulao is not long grain rice, also plain rice served in thali needs improvement.
- Maida bread is served which is not good for health as per contract brown/wheat bread has to be served.
- Vegetables dishes and kantol dishes served in standard meal needs much improvement. Potato is used as major portion in all dishes which increases quantity and saves money of contractor.
- Dal served in standard meal needs improvement as it is very thin.
- In working lunch, vegetable dishes are of poor quality the contractor does not have competence to make good quality preparation. The cook is inexperienced to prepare variety of dishes.

Contd....1

- Shrikhand is very popular dish in Maharashtra & has to be provided as per contract, whereas Shrikhand is never served. Jilebi preparation is of very inferior quality, in fact all the sweets served are not of good quality. Milk content in kheer is very low, there are no nuts and resins found in sweet.
- Mutton is not served since inception of the contract in the green heights. As per contract Mutton standard thali has to be served.
- As Per contract in working lunch two non-vegetarian dishes has to be served. Mutton has to be served along with chicken or fish, but present caterer has never served mutton in working lunch & only one non vegetarian dish, chicken is served.
- Fish is never served in standard working lunch or working lunch or ala carte.
- Most of the times during lunch, non veg thali, vegetable dishes, sweet, salad, papad is found exhausted by 1:30PM
- Only Chinese soups are served in working lunch, Tomato soup, tomato coriander soup have almost vanished from working lunch. Moreover Chinese soups are not good for health.
- Fruit lunch dish is not served as per contact. The weight is less than half mentioned in the contract. Quality of fruit is substandard, Chikoo, Banana, Sweet lime, Apple is not served. Fruit dish contains mostly 70% to 80% water melon, musk melon & few papaya only.
- In Ground floor canteen of NBP Green Heights, Items as per menu are not served, Eggs & many other items are not served. Contract employees have given complaints in writing to H&W head for the same.
- Pickle is not served.
- Present contractor has never prepared Sada dosa or Masala dosa, the menu items as per contract.
- Lassi is not prepared in canteen only packed lassi in plastic container is served which is five time more costlier as per cost mentioned in contract.
- Nescafe served is not pure coffee. Chicory mixture coffee is served.
- Idly has no or very less Urad dal. It is mostly of rice powder.
- Custard, Thepala and many items as per contact are never served.
- Cold drinks, Ice crème is not available

Contactoer representative is non-cooperative, he has not cooperated to finalise menu with canteen committee. Above complaints were discussed with contractor representative by our nominated canteen committee member. These issues were discussed in canteen committee and noted too but till date we have not found any improvement. We are of the view that the said caterer is neither competent nor equipped enough to cater to the volume as needed in the canteen of Green Heights.

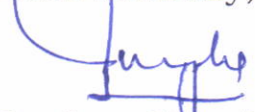
Having revised the rates substantially on the higher side for new contract, management will be floating new tenders very soon. In view to the multiple complaints and with the experience of performance of the present contractor he should be black listed and should not be allowed to participate in the new contract. **Penalty clause must be incorporated in the tender for complaints received.**

It is earnestly requested that the canteen committee must be included in discussion before finalizing the criteria's of catering contract, so that the issues are appropriately addressed, so that we get good quality food and quality caterer in future.

Your esteemed authority is requested to kindly look into the matter and directions may please be given to the concerned authority involved in tender process to insure best catering contractors in all work centers. Kindly note that process is already delayed for appointing new contractor in the Green Heights and other work centers.

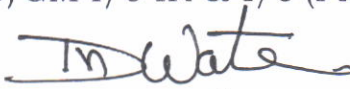
Thanking you,  
Yours faithfully,

a/c

  
(Pradeep Mayekar)  
General Secretary

**Copy to:**

- 1) GM-I/c(MM), ONGC, WOU, RO, NBP Gr. Hts., Bandra (E), Mum-51
- 2) GM-I/c(F&A), ONGC, WOU, RO, NBP Gr. Hts., Bandra (E), Mum-51
- 3) GM I/c-IR & I/c (FMG), NBP Gr. Hts., Bandra (E), Mum-51

  
20/2/2020



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