

OIL & NATURAL GAS CORPORATION (WOU) KARMACHARI SANGHTANA

AFFILIATED TO - PETROLIUM & GAS WORKERS' FEDERATION OF INDIA

Reg. No. (By - II - 8268)

Tel.: 022-26274102

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

REF. : ONGC/KS/ 117/2021

DATE : 08/04/2021

To,
The ED - MH Asset,
ONGC - WOU,
Vasudhara Bhavan,
Bandra (E),
Mumbai: 51.

a/c

Sub.: Complaint of caterer M/s Saraf Corporation operating in ICP platform.

Respected Sir,

We are in a receipt of a complaint from the crew members of ICP, MH Asset regarding poor and substandard service provided by **M/s. Saraf Corporation Ltd.** Please find enclosed the copy of their complaint for your perusal. Working in Offshore installation has become much tougher with the prevailing technical constraints due to aging of installations, added with COVID fears, inadequate catering acts as a catalyst towards Psychological deprecation.

Without prejudice to none, we draw your attention as things are not getting resolved at platform level, there are repeated complaints from the crew members on board. The points have been deducted frequently while filing the **Daily Performance Certificate** by the food committee on ICP., even this action/step doesn't bring out any change in his work ethics.

Following are the complaints of the crew:

- Control room switch gear room and labs are not cleaned regularly.
- Shortage of ice cream, glasses & plates.
- Shortage of curd, watermelon is a common complaint.
- Shortage of seasonal fruits like papaya etc.
- No food is served as per the menu decided

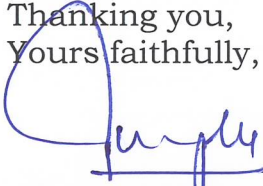
There is always shortage of material. No material is supplied as per the requirement sent by camp boss/ catering manager on board. Kindly go through the attached requisitions sent from catering manager of ICP and material received on ICP.

AD
19.4.21

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Your esteemed authority is requested to kindly look into the matter as the said caterer is habitual of supplying short material on offshore installation. Meeting with union office bearers may please be arranged at the earliest so as to surface other malpractices, flouting of BEC criteria's and for the improvement of catering service on ICP.

Thanking you,
Yours faithfully,



(Pradeep Mayekar)
General Secretary

O/c

Copy to:

1. GGM – HRO, ONGC-WOU, Gr. Heights, BKC, Bandra (E), Mumbai 400 051.
2. CGM – I/c HR-ER, MH Aseet, ONGC-WOU, V. Bhavan, Bandra (E), Mum. 51.
3. CGM - I/c IR, ONGC-WOU, Gr. Heights, BKC, Bandra (E), Mumbai 400 051.

10/4/21