



# OIL & NATURAL GAS CORPORATION (WOU) KARMACHARI SANGHATANA

AFFILIATED TO - PETROLIUM & GAS WORKERS' FEDERATION OF INDIA

Reg. No. (By - II - 8268)

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Website : www.ksmumbai.com

REF. : ONGC/KS/ 160 /2021

DATE : 03/08/2021

**To,**  
**The GGM- HRO**  
ONGC, WOU  
NBP Green Heights, BKC  
Bandra (E)  
Mumbai- 400051

*ofc*

**Subject: Serious complaints from our crew members quarantine in the Hotel "Lemon Tree" regarding substandard quality of food and poor service provide in rooms.**

Respected Sir,

We are in a receipt of serious complaints regarding substandard service provided in rooms of Hotel "**Lemon Tree.**" Following are the complaints we are receiving repeatedly, to be addressed strictly and without delay.

- Food supplied in the room is of substandard quality. Now a days it is observed that no total food is consumed by employees as quality of the food is not up to the mark. Crew is complaining for similar test for all preparations.
- No calls are attended by the restaurant attendant.
- Fridge in the rooms are not working as a result food brought from the home by the employees gets spoiled.
- Earlier at least every alternate day there was call from desk to enquire about the employees' health or enquiry regarding food quality which has been discontinued.
- No garbage bags are provided in the room. Earlier 4 to 5 bags were being kept in the room. Even after demand no response is given to provide garbage bags.

Your esteemed authority is requested to kindly give direction to the concerned authority to arrange a visit to the Hotel **Lemon Tree** so that issues raised above can be discussed with hotel management for amicable solutions. If same trend of negligence continued, we have no alternative left but to demand for termination of Hotel "**Lemon Tree**" from ONGC panel.

Thanking you,  
Yours faithfully,

*Pradeep Mayekar*

**(Pradeep Mayekar)**  
**General Secretary**

*ofc*

**Copy to:**

1. DGM – I/c IR, ONGC – WOU, Gr. Heights, BKC, Bandra (E), Mumbai 51.