



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/ 52 /2021

DATE : 4/1/2021

To,
The ED – HDS,
ONGC – WOU,
11 High, Sion Bandra Link Rd.,
Sion,
Mumbai 400017.

edc

**Subject: Serious complaints regarding unsatisfactory catering service of
“M/s. Saraf Corporation India Pvt. Ltd.” on Rig Sagar Kiran.**

Respected Sir,

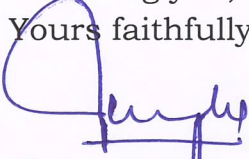
We are in receipt of serious complaints of catering services of caterer **“M/s. Saraf Corporation India Pvt. Ltd.”**, providing catering service on rig Sagar Kiran. Please find enclosed the copies of complaints mentioned in the complaint register on Rig.

There was continuous complaints from crew members on Rig for short supply of food items. It has happened in two consecutive supply of food container means for more than 20 days. Ultimately OIM on the Rig has also gave written complaint to Rig Manager Shri. Satveer Singh. It is understood that even Rig Manager has taken serious cognizance of the catering situation on rig and issued letter to M/s. Saraf Corporation India Pvt. Ltd. for non-satisfactory food items supply and substandard quality of food on rig.

This is habitual practice of **“M/s. Saraf Corporation India Pvt. Ltd.”** Employees in offshore installation have repeatedly experienced it, all verbal cautions have fallen on deaf ears, and hence this issue is raised to your esteemed office. Kindly note that in daily performance certificate all these short comings must be surfaced so that penalty can be imposed on catering contractor.

Your esteemed authority is requested to kindly issue the letter to “**M/s. Saraf Corporation India Pvt. Ltd.**” for his unsatisfactory performance on rig. Accordingly company may please be given a serious warning for removal of his contract from rig. We hope for this unwanted situation on rig crew will not be compelled to proceed on “**Boycott of food**” if the situation is not improved to the satisfactory level. It is also requested to call a meeting with undersigned along with caterer “**M/s. Saraf Corporation India Pvt. Ltd.**” at the earliest to resolve the issue.

Thanking you,
Yours faithfully,



(Pradeep Mayekar)
General Secretary

etc

Copy to :

1. GGM – HRO, ONGC-WOU, Gr. Heights, Bandra (E), Mumbai 51.
2. CGM I/c HR-ER, Services, 11 High, Sion, Mumbai 17.
3. GM - I/c IR, ONGC-WOU, Gr. Heights, Bandra (E), Mumbai 51.
4. Rig Manager, Sagar Kiran, 11 High, Sion, Mumbai 17.
5. DGM - I/c FMG, Gr. Heights, Bandra (E), Mumbai 51.

*V. V. V.
5/11/21*

*SAR
11/11/2021*

*→ D. Wate
5/11/2021*