



OIL & NATURAL GAS CORPORATION (WOU) KARMACHARI SANGHATANA

AFFILIATED TO - PETROLEUM & GAS WORKERS' FEDERATION OF INDIA

Reg. No. (By - II - 8268)

Tel. : 022-26274102

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Website : www.ksmumbai.com

REF. : ONGC/KS/ 129 /2022

DATE : 10/10/2022

To
The ED- Deep Water
ONGC, WOU,
11 High, Bandra Sion Link Road,
Sion,
Mumbai- 400017.

o/c

Sub: Serious complaint about substandard catering service provided by "M/s. Saraf Corporation India Pvt. Ltd." on Rig Sagar Bhushan

Respected Sir,

We are in a receipt of serious complaint from Crew Member of **Rig Sagar Bhushan** about substandard catering service provided by "**M/s. Saraf Corporation India Pvt. Ltd.**". Please find enclosed the copy of their complaint for your perusal. The complaint letter addressed to the union is self-explanatory. Moreover same complaint is endorsed by **Supdt. Engineer (D) Shri. Nikhil Tyagi OIM of Rig Sagar Bhushan**.

Following are the serious complaints of substandard catering services of **M/s. Saraf Corporation India Pvt. Ltd.:**

- Insufficient quantity of food items in the Food Box as well as delayed food boxes.
- Toiletry kits are not issued in time or issued partially.
- Quality of dry fruits is poor and there is irregular supply of dry fruits
- No seasonal fruits are provided as per catering contract
- No menu is followed as there is short supply of Green Vegetables and Grocery
- No pest control is done regularly as per the provision in catering contract, leading to unhygienic environment on Rig
- Catering complaints register is missing
- Inexperience catering Crew deployed on rig providing very poor service due to lack of experience

This is not the first complaint we have received from **Rig Sagar Bhushan**. Same nature of complaints are received from ICP, Heera, Sagar Jyoti also. All the Crew members working in offshore including executives and non-executives are demanding for "**Black Listing**" to **M/s. Saraf Corporation India Pvt. Ltd.** Moreover they are demanding that in the next contract we will not accept the catering service of M/s. Saraf Corporation India Pvt. Ltd. If forcibly awarded to M/s. Saraf Corporation India Pvt. Ltd. they will resort to a direct action as deemed fit.

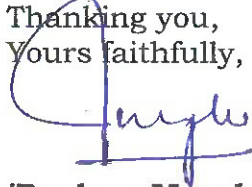
Last one year we are continuously complaining about his substandard service but no improvement is seen because ONGC has awarded him Five Rigs, Platforms and Vessels which is beyond his capacity as a result employees working in the offshore are suffering.

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Your esteemed authority is requested to look into the matter as matter is very serious and as there is no improvement in service of catering of "M/s. Saraf Corporation India Pvt. Ltd.", we must initiate the case for black listing the contractor "M/s. Saraf Corporation India Pvt. Ltd.". At least do not make the mistake to award new contracts on all platforms and rigs which is beyond the capacity of caterer which compels to suffer our Crew members toiling day and night hard to maintain the Oil and Gas production in Mumbai Region a "Flag Ship" project of ONGC a Maharatna Company.

Thanking you,
Yours faithfully,





(Pradeep Mayekar)
General Secretary

Copy to:

1. ED-HRO, ONGC- WOU, NBP Green Heights, BKC, Bandra (E), Mum-51.
2. ED- MH Asset, ONGC- WOU, Vasudhara Bhavan, Bandra (E), Mum-51.
3. ED- B&S Asset, ONGC- WOU, Vasudhara Bhavan, Bandra (E), Mum-51.
4. ED- N&H Asset, ONGC- WOU, Vasudhara Bhavan, Bandra (E), Mum-51.
5. GGM- I/c HR/ER, MH Asset, ONGC- WOU, V. Bhavan, Bandra (E), Mum-51.
6. GM- I/c HR/ER, Services, ONGC, WOU, 11 High, Sion, Mumbai- 400017.
7. GM- I/c IR, ONGC- WOU, NBP Green Heights, BKC, Bandra (E), Mum-51.

ओपनजीसी मुंबई

मा.सं./का.सं./मु.हाई.परि.

डावरी सं.

दिनांक 10/10/2022

To,

Date - 15.09.2022

The general secretary,

Karmachari Sanghatana.

ONGC, Green Height,

BKC, Mumbai - 400051.

Sub : Serious Complaints regarding catering related issues on ONGC Rig Sagar Bhushan.

Respected Sir,

We all crew of Sagar Bhushan bringing to your kind notice the poor service of M/S Saraf Catering services since contract started. In the first month of contract we faced lots of problem and we written to Rig Manager on the same issue but that time base manager Mr. Raju Daş assured and committed us improvement in catering services, but after few days they ruined the services. We repeatedly facing major catering issues from day one of M/S Saraf catering contract with respective health and hygiene concerns. Following highlighted complain are as follows :

1. Insufficient quantity of food items in food box as well as delayed food box.
2. Partial and delayed toiletry kit by two three months.
3. Quality of dry fruits is poor and supply of dry fruits is irregular.
4. Seasonal and fresh fruits are not available on rig & available fruit quality is too poor lot of time spoiled bananas kept on serving counter, Seasonal fruits not provided as per contract.
5. Menu not followed due to shortage of green vegetable and grocery.
6. Irregular and inefficient pest control leads to unhygienic environment on rig.
7. Catering Complaint register is missing.
8. Inexperienced crew handling catering services poorly.
9. Sub branded items being served.
10. Non-veg quality is too poor.
11. Inexperienced crew e.g. Chief chef is not available so night cook took charge of chief chef due to which menu preparation does not meet to standard.
12. Inexperienced technical crew like plumber and electrician.
13. Deterioration of health and hygiene on rig due to poor catering management.

SR.NO	NAME	SIGN.
01	Pravin Eknath Nikam	
02	Ravindra G. Japdnisar	
03	Rajesh P. Sajjan	
04	Amrupal S. Selanki	
05	Rasit Dandgavhol	
06	Tausifabakmal Saiyad	
07	Sachin Phektone	
08	Sennilkumar. R.	
09	A. B. BHENDE	
10	Mandeesh Mayank	
11	Covoko Reddy	
12	Patel Sanyal Jashvantkumar	
13	Veeresh Venma	
14	UDAY PRATAP	
15	HITENDRA MEENA	
16	MOHAMMED WASIM	
17	Keshav Shetkar	
18	Edward Dalmet	
19	Sunil D. LADGE	
20	RAKESH JAKHMOLA	
21	FAYAZ AHMED	
22	AJAY KRISHNA	
23	NIKHIL TRAGI	
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