



# OIL & NATURAL GAS CORPORATION (WOU) KARMACHARI SANGHATANA

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.

Website : www.ksmumbai.com

REF. : ONGC/KS/44/2022

DATE : 05/04/2022

To,  
**The ED- B&S Asset**  
ONGC, WOU.  
Vasudhara Bhavan,  
Bandra (E),  
Mumbai : 400 051.

o/c

**Subject: Complaint for non-performance of catering contractor M/s. Saraf Corporation and repairing of Toilets, bathrooms and procurement of Gym equipment's.**

Respected Sir,

We are in receipt of letter from Crew members of BPA/BLQ Platform regarding pending welfare and other issues. Please find enclosed the copy of the same for your perusal. Following are the issues mentioned in the letter. Moreover photographs attached are giving clear picture of deteriorating conditions:

- No Tea/Coffee maker, Scrubbing machines are provided as per contract on the platform
- No industrial vacuum cleaner, Popcorn machine etc. are repaired. These machines are non-operational since last few months affecting the house keeping on platform
- Toiletry kits are not issued in time
- Complaint register should be maintained with serial numbers on every page with carbon copy in booklet form in the Junior and Senior mess
- Maintenance of Galley Equipment's is very poor which is affecting catering service and preparation of food in the kitchen
- No proper cleaning is done and other services are provided as per catering contract nor are suggestions implemented given by "Food Committee".

A written warning be issued to catering contract M/s. Saraf Corporation for improvement of service, maintenance of equipment/Gadgets, Tea/Coffee machines, Scrubber machine be issued, if not implemented or improved penalty must be imposed as per provision in catering contract.

In addition to this there are complaints about toiles, Urinals at level-3 as they are overloaded. The actual designed capacity of urinals and Toilets is 50 persons but is used by around 100 persons. This has resulted in non-maintenance and properly cleaning which is unhygienic. Alternate arrangement must be explored to resolve the issue.

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- Bathrooms and basin faucets on level-3 are damaged very badly even fall ceiling is in dilapidated condition needs immediate replacement.
- Exhaust fans at BLQ-I, level-3 are non-operational since last few months required to be replaced immediately.
- Television sets and Sofa Sets have given long service and are overdue for replacement
- Similarly Gym equipment's at BLQ-1/BCPA are non-functional for a long period. Gym equipment's be provided at the earliest.

Your esteemed authority is requested to kindly look into the matter and direction be given to concerned authority to resolve the issues mentioned above. Simultaneously action for procurement of new equipment's be initiated.

Action for repairing/replacement the toilets and bathrooms must be taken on top priority as these issues are related to hygiene and to avoid health problems on platforms.


Thanking You,  
Yours Faithfully,

O/c

  
(Pradeep Mayekar)  
General Secretary

**Copy to:**

1. ED-HRO, ONGC, WOU, NBP Gr. Heights, BKC, Bandra (E), Mumbai : 400 051.
2. Area Manager, B&S Asset, ONGC, WOU, V. Bhavan, Bandra ( E), Mum : 51.
3. SAM, B&S Asset, ONGC, WOU, V. Bhavan, Bandra ( E), Mumbai : 400 051.
4. GGM- I/c HR/ER, MH Asset, ONGC, V. Bhavan, Bandra WOU, Mum : 51.
5. GM-I/c IR, ONGC, WOU, Gr. Heights, BKC, Bandra (E), Mumbai: 51.

  
6/4/2022