



# OIL & NATURAL GAS COMMISSION (B.O.P.) KARMACHARI SANGHATANA

AFFILIATED TO - PETROLIUM & GAS WORKERS' FEDERATION OF INDIA

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Website : www.ksmumbai.com

REF. : ONGC/KS/ 065 /20 22

DATE : 26/05/2022

To,  
The ED-MH Asset,  
ONGC, WOU,  
Vasudhara Bhavan,  
Bandra (E)  
Mumbai- 400 051.

O/C

**Sub: Deteriorated catering service by M/s. SARAF corporation on process platform ICP.**

Respected sir,

We are in receipt of a complaint from crew members of ICP Platform regarding deteriorated catering service provided by M/s. Saraf Corporation. We have received similar complaints from Sagar Jyoti and BPA platform too. All the complaints are almost same in nature. Please find enclosed copy of complaint for your perusal.

Following are complaints mentioned in the letter. In fact complaints received from platform are self-explanatory:

- 1) In every food box material received is short in line with the requirement sent. Fruits received are always found of bad quality. Moreover limited fruits are supplied in food box. This largely speaks lack of proper coordination with base, or the base manager does it purposely,
- 2) Poor cleanliness and hygiene. No offices, canteen, Living quarters and other areas are cleaned properly. Cockroaches are found 24 x 7 days in every corner and on surfaces of the canteen, is a matter of serious concern. Why regular pest control is not done on the platform when it is mentioned in the catering contract?
- 3) Catering staff deployed are arrogant in behaviour. No timing slots are followed for regular and contractual employees by camp boss. As a result, regular employees are facing problems to get the food at counter. There is no improvement even after repeated complaints.
- 4) Inferior quality of dry fruits are provided to employees on platform. Dry fruits are not properly packed. Quality of dry fruits does not improved even after repeated complaints.
- 5) Only one galley is functional on platform, as a result canteen is always crowded and because of the crowd quality of the food is affected. Another galley at platform must be made operational to avoid the crowd and unrest among the employees. We must ensure that employees should dine peacefully after working for 12 Hrs.

Contd....2



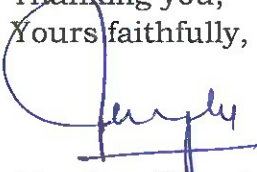
- 6) Caterer has not deployed manpower required as per contract. There is always shortage of catering staff. As a result service is affected and is very unsatisfactory.
- 7) Drinking Water supplied to the platform is of inferior quality. TDS level found is 30 ppm which is very much lower than the desire level of 100 ppm. It seems that water supplied to the platform is not of branded companies. In the contract, brands of drinking water are specifically mentioned. Inferior quality of water will definitely affect the health of employees. This is a matter of serious concern.

The said issues have been precipitating for some time, your esteemed authority is requested to kindly look in the matter before the issue flares up, it needs no further elaborations that the complaints mentioned in the letter are serious in nature. Tolerating such unethical values even when we are paying sizable amount to the caterer is highly unprofessional of us.

Direction may please be given by your authority to initiate action for termination of the contract and an enquiry committee may also be constituted to know how the contractor gets encouraged to practice such values. Action delayed at your end any further will prompt us to initiate direct action starting with food boycott in platform and proceeding to unmanned platforms without carrying our food box.

There is widespread unrest among the employees as after repeated complaints no improvement is seen in the catering services. It's very unfortunate to quote, why the authorities of LM, OIM & MM are not in a position to take corrective measures, it seems compromising employee interest finds priority.

Thanking you,  
Yours faithfully,



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

O/c

**Copy to,**

- 1) ED-HRO, ONGC, WOU, NBP Gr. Hts. BKC, Bandra (East), Mumbai-51.
- 2) GGM- I/c, HR-ER, MH-Asset, ONGC, WOU, Vasudhara Bhavan, Mumbai -51.
- 3) Location Manager, ICP, MH-Asset, ONGC, WOU, Vasudhara Bhavan, Mum -51.
- 4) GM-Head FMG, ONGC, WOU, NBP Gr. Hts. BKC, Bandra (East), Mumbai-51.
- 5) GM-I/c IR, ONGC, WOU, NBP Gr Hts ED., BKC, Bandra (E), Mumbai 51.

  
27/5/2022

W/M  
27/5/22

To,  
The General Secretary,  
Karmachari Sanghata(WOU)  
ONGC,Mumbai.

Sir,

With all due respect, we are writing this letter with much disappointment to inform you about pathetic services offered to offshore posted employees by M/s Saraf Corporation. Day by day the service provided by the catering provider is deteriorated in terms of quality, quantity, hygiene and many such issues.

The some of the issues which we want to highlight for your perusal and strict action are as under:

1) **Shortage of material:** In every food box, food item always get short before arrival of new food box. The quality of fruits always found of bad quality and also variety of fruits is always less (e.g. bananas are only available for 1-2 days after food box arrival or sometime not available at all). We have many a times logged complaints in the register and told camp boss verbally for improvement in the food services also however, contractor is not improving things even a little. This practice is being followed by the contractor since long and we as offshore personnel are suffering because of this on the health front.

2) **Cleanliness and Hygiene:** As per contract it's the sole responsibility of the service provider to maintain the cleanliness and hygiene in the canteen, offices, living quarters and other important premises. But what we see is the worst situation ever on the cleanliness and hygiene front. And can see that there is no rectification of above issues by the contractor even after various reminders/complaints and situation remains worse as it was. The cockroaches are found **24x7** in every corner and on surfaces of the canteen and living quarters. Some time it is found in the food also which looks scary as this may lead to food poisoning and other health issues.

So the question arises, where is the hygiene? How can be work efficiently with peaceful mind in this environment?

3) **Arrogant behaviour of catering staff:** The offshore posted employees committed to work here for 24 hours and in shift patterns. There are time slots defined for contractual and ONGC employees to have their lunch and dinner. Now this has become regular that shift personals has to face difficulties to get food at right time because of poor planning and non-following of time slot by the contractor. In this situation, when any of the employee informed about the inconvenience faced, the catering staff does not listen and shows bad and arrogant behaviour.

The recent fight between M/s Carlton and M/s Saraf is the reason of their bad attitude and arrogance behaviour.

4) **Cheap quality of dry fruits:** As per the contract the service provider should provide a good quality of dry fruits to the ONGCians for up-keeping their health for offshore duty, but what we are getting is very bad quality of the same (packed in simple plastic packet, there is no brand of which we are getting the dryfruits).In

every GBM we pointed this issue to the camp-boss, manager and base office of the service provider. Till today quality hasn't improved and we have to settle for low quality dryfruits even after paying handsomely by ONGC. For the consideration we are attaching the photographs which clearly differentiate the quality issue of dry fruits.

5. **Only one gally is functional:** Only ICW gally is functional so there is always rush in the gally and we have to find the place to eat and have to wait long to get the food even. Dont know why ICG gally is not working. May kindly look into

6. **Shortage of manpower:** One of the excuse every time given by contractor is that they are short of manpower so they are not able to meet the expectations. My question is why this is so? Is this not part of contract to have sufficient manpower on board for proper services to ONGCians? Kindly look into the matter for betterment.

7. **Water quality:** As per latest test by Chemistry lab, TDS level is 30ppm which is well below the minimum requirement of 100 ppm. Bislery/Aquafina mineral water available in the market have the tds of ~100. then how the water we receive does not meet the specifications? It looks like water we get from the contractor may not be the original bisleri/Aquafina by its appearance. **Earlier also, if you remember just before COVID-19 OUTBREAK we had lodged complaint to union regarding quality of water when some SARAF staff people were caught filling platform raw water in the bislery bottle. That time also they were given excused and the matter was closed without any positive outcome.** Water is the essential and most important ingredient for upkeep of our health, if we drink water of this low quality then it may lead to various health issues over the long period. Kindly look into the matter.

Being a flagship Maharatna organisation and no doubt ONGC is paying alot for wellness of the employees. Accordingly contract has been prepared and signed with the contractor for delivery of quality services and food items. We have observed that contractor is bypassing many of the contract requirements, don't know how? and delivering third class services and food to the offshore working people. Even after all these complaints on poor services, same contractors (SARAF) is being awarded the contract since couples of years and playing with the health of ONGCians.

So this is our earnest request to the recognised union to take necessary action for improvement in the services and food and also take necessary action to ban this contractor from bidding in the future ONGC tenders. Well recognised agencies like SODEXO, HALDIRAMS, BIKANERWALA etc. must be hired/invite for delivery of quality services and food to upkeep the good health of ONGCians (energy soldiers)

We the staff people wants M/S Saraf to ban/terminate /restrict to serve at ICP platform in future.

Thanking you.

ALL STAFF ICP PLATFORM