



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

AFFILIATED TO - PETROLIUM & GAS WORKERS' FEDERATION OF INDIA

Reg. No. (By - II - 8268)

Tel. : 022-26274102

Flat No.102, 1st Floor, Acme Hormony-I, Poonam Nagar, Off. JV Link Road, Andheri (E), Mumbai - 400 093.  
Website : www.ksmumbai.com

REF. : ONGC/KS/ 067 /2022

DATE : 26/05/2022

To,  
The ED-HDS,  
ONGC WOU, 11 High,  
Sion Bandra link road,  
Sion,  
Mumbai- 400 017.

O/C

**Sub: Deteriorated catering service provided by M/s. Saraf Corporation on Rig Sagar Jyoti.**

Respected sir,

We are repeatedly receiving catering complaints from our crew members on rigs and platforms regarding substandard catering service provided by **M/s. Saraf Corporation**. Please find enclosed the copy of complaint received from crew member of **Sagar Jyoti**. The crew members on the rig have already demonstrated against the deteriorated service provided by **M/s. Saraf Corporation**. They have also demanded to terminate his contract.

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

1. Short supply of food items in food box.
2. Toiletry kits are delayed by **2-3 months**.
3. Toiletry kits should be provided/issued in the first month of quarter as per terms of the catering contract.
4. Sufficient quantity of fruits are normally not sent in the food box. There is always short supply of fruits from the base.
5. No drinking water and non-veg items were provided in food box dated **26.01.2022**.
6. No chief cook is available on the Rig.
7. Eggs were not available from **31<sup>st</sup> July 2021 to 3<sup>rd</sup> Feb 2022**, i.e more than six months
8. No food menu is followed from last 30 days and few essential food items are not available in sufficient quantity.
9. Housekeeping and cleanliness in the galley is very poor and needs immediate improvement.
10. Catering manager behavior is not well.

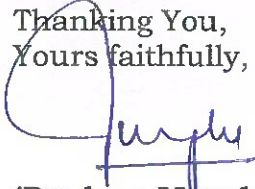
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Your esteemed authority is requested to kindly look into the matter to resolve the issue at the earliest, penalty must be imposed as per terms and conditions of the contract. There is widespread unrest among the crew members, may lead to direct action on the rig which may please be noted seriously.

Thanking You,  
Yours faithfully,



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

O/c

**Copy to,**

*V. S. J.*  
*27/5/22*

- 1) ED-HRO, ONGC, WOU, NBP Gr. Hts. BKC, Bandra (East), Mumbai-51.
- 2) CGM- I/c, HR-ER, Services, ONGC, WOU, 11 High, Sion, Mumbai -17.
- 3) Rig Manager, Sagar Jyoti, ONGC, WOU, 11 High, Sion, Mumbai -17.
- 4) GM-Head FMG, ONGC, WOU, NBP Gr. Hts. BKC, Bandra (East), Mum-51.
- 5) GM-I/c IR, ONGC, WOU, NBP Gr Hts. ED., BKC, Bandra (E), Mumbai 51.

*M. Wate*  
*27/5/2022*

Date:-05.05.2022

To,  
Rig Manager  
Sagar Jyoti

**Sub: - Catering Related Issues with Saraf Catering Services**

Rig crew at Rig Sagar Jyoti facing serious issues related to catering since long. In last month we have raised multiple complaints in complaint book for proper supply of food box and manpower but there is no action taken by Saraf catering services. As we are working away from home in **harsh environment** and basic quality food in minimum necessity.



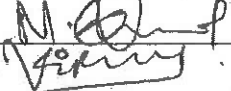
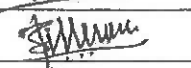
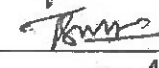


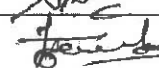
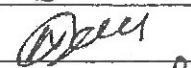

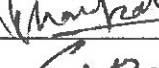

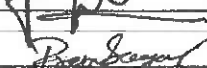
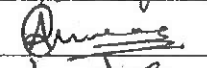
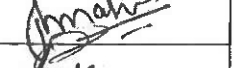



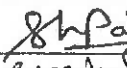

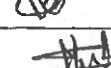
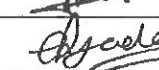
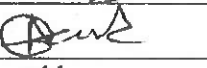
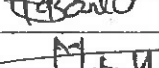
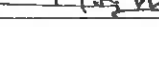




Following are pending issues:-

- 1) Insufficient quantity of food items in food box.
- 2) Toiletry kits delayed by 2-3 months
- 3) Sufficient Toiletry kits are not provided. Toilet kit should be 130 as per manpower but we are getting only 110 kits.
- 4) Despite repeated follow-ups, fruits were always in insufficient quantity due to short supply from base.
- 5) Drinking water and Non Veg items were not provided in food box dated 26/01/2022.
- 6) No shift chief cook available.
- 7) Eggs are not available from 31 Jan 2022 to 03 Feb 2022.
- 8) From last 30 days food menu is not followed, as few essential food item were not available in sufficient quantity.
- 09) Housekeeping and cleanness at galley and accommodation needs improvement.
- 10) Behavior of catering manager is not well.

Copy To:-

- 1)KARMACHARI SANGHATANA UNION MUMBAI.

Sub:- Issues related Saraf Catering Services

1	SHRIKANT KAKAD	
2	VITAY BAHADUR SINGH	
3	KUMARAVEL M ( <del>10/10/2019</del> )	
4	VIKAS K. NIKAM	
5	Prashil A. Pillewan	
6	TUSHAR S. MALI	
7	P. Andia Rengaraja	
8	NITIN C. PATEL 4/19	
9	S. A. DHANU	
10	LALIT B TAWADE (10/10/19)	
11	Nasir Bagdachi	
12	S. M. Samud	
13	Rajesh G. Lehandzade	
14	H. R. Meera	
15	MAHENDRA BHUKTAR	
16	Prem Sagar	
17	ANURAG MAHESHWARI	
18	PARIKSHIT S. MALI	
19	Kamlesh P. Dakare	
20	Poavin N Kadam	
21	Prabhakar S. mindel	
22	Nilesh Nanduzkar	
23	SURESH . H. PATTI	
24	S. L. Shinde	
25	VINAYAK S. MESHRAM	
26	Shaikh Ziyaoddin Zaimuddin	
27	Rajesh C. Lodar	
28	Akshay W. Gavand	
29	MANGESH C. CHAVAN	
30	T. B. Parkar	
31	M. G. Jodhar	

