



# OIL & NATURAL GAS CORPORATION (WOU) KARMACHARI SANGHATANA

AFFILIATED TO - PETROLEUM & GAS WORKERS' FEDERATION OF INDIA

Reg. No. (By - II - 8268)

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Website : www.ksmumbai.com

REF. : ONGC/KS/ 53 /20 23

DATE : 17/05/2023

To,  
**The ED - Plant Manager,**  
ONGC, WOU,  
Dronagiri Bhavan,  
LPG Plant, Uran,  
Raigad - 400 702.

alc

ओ.एन.जी.सी. प्रशा. उरण  
ONGC ADMN, URAN  
आवक क्र./Inward No. 689  
दिनांक/Date 19/05/2023

**Subject: Life/death threat given by sub-contractor Shri. Deeapk Janardan Thali working in canteen of Uran Plant a matter of serious concern and complaints regarding inferior quality of food and poor service.**

Respected sir,

This has reference to the canteen contract awarded to **M/s Prerna Enterprises Pvt. Ltd.** to run the canteen in Uran Plant from **1<sup>st</sup> Aug 2022**, who has subcontracted the same to '**Shri. Deepak Janardan Thali**', how head HR has not objected or stopped the same or is it a permissible clause within the contract terms and condition of the canteen.

From the day of inception of canteen, employees in Uran Plant are continuously giving complaints regarding inferior quality of food and poor service. Very unfortunate to note that no new canteen gadgets are being procured till date by canteen contractor even after completion of 10 months, which aggravates poor quality and service.

Recently canteen committee visited canteen and submitted their report to GM I/c - HR-ER, Uran Palnt. Please find attached the copy of Canteen Committee report for your perusal. Following are the serious observations/complaints by the canteen committee raised in their report.

- No new canteen equipment are procured till date, old canteen gadgets are still used by the contractor even after completion of 10 months from **1<sup>st</sup> Aug. 2022**.
- Substandard material is used for preparation of food.
- Non branded food material is used in the canteen though the brands for every items has been specifically mentioned in the new canteen contract.
- The canteen is subcontracted by the contractor **M/s Prerna Enterprises Pvt. Ltd.** is a matter of serious concern. Even Uran Plant management is also aware of it.
- Except soda, no soft drinks are available in canteen neither 'A' la carte items are provided till date.

Contd... 2

- No tea bags available.
- No Britannia/Modern brand bread are available, only local brand breads are provided.
- No ice creams are provided from starting of the contract.
- Mutton (Goat Meat) is provided only on Sunday which is holiday. Being holiday almost 50% staff remains at home.
- No slice cakes are provided till date.
- Old unhygienic tiffin are used which has to be discarded immediately.
- No fly catchers available in dining area as well as in kitchen area.
- Washrooms are not cleaned and in unhygienic condition.
- Material used for housekeeping is of very poor quality and found local branded.
- Salt, Pepper & Sugar shaker not available on the dining table.
- R O filter plant cleaning schedule is not provided by the canteen Manager.
- There is no data of pest control neither schedule is prepared for the canteen and surrounding area.
- Glasses in the dining area are insufficient quantity.
- No water dispenser is available in the canteen.
- Veg and non-veg items are kept together in the same deep freezer.
- Chapatti atta was found kept in non-veg frozen compartment.

It is pertinent to mention that the canteen complaints are taken up with management by our union only. Why other collectives and organizations are not lodging any complaint for canteen service is surprising.

Very serious to note that the canteen subcontractor **Shri. Deepak Janardan Thali** has given life/death threat to our union Secretary, **Shri. Balkrishna Kashid** in the plant gate in front of our two office bearers **Shri. Manohar Thali – Vice President** and **Shri. Ujjesh Tupe – Secretary**. While bringing it to your notice we are filing an FIR with the local police being concerned about his safety

**Shri. Deepak Janardan Thali** is mentioning that only **Shri. Balkrishna Kashid** is giving complaints of present canteen contractor regarding substandard quality of food and service. He openly challenges saying that I am managing everyone in Uran Palnt and only office bearers of **Karmachari Sanghatana** are having canteen problems.

Most of the time canteen service is denied to our employees working in shifts and is a frequent phenomenon. Recently canteen menu has been published unilaterally by the canteen contractor without involving recognized union representatives. Why management has not taken objection for publishing menu is surprising and naturally questions the integrity of officer incharge. It seems that Uran Plant management is hand in gloves with the contractor.

We are enclosing herewith, the complaints given by our employees through email. Contractor is **flatly** denying to give the service of some items which are mentioned in the menu.

It has been brought to notice that as per schedule canteen committee meeting should have been conducted every month, which has not been followed by the HR management of Uran Plant. In earlier hygiene survey and inspection, it was brought to the notice of HR that food items with fungus were found in canteen store. Even after our continuous complaints no steps are initiated towards improvement. Only one or two canteen committee meetings has been conducted during last 10 months, but minutes of the meetings are not circulated.

As per Scope Of Work, contractor has to provide three standard breakfast items at a time but contractor is only keeping one breakfast item every time.

There should be proper on line portal for canteen related complaints / suggestions on Uran Intranet. So that every employee will have access to give his observations on the intranet.

There are several complaints of Supervisor **Shri. Deepak Janardan Thali** regarding his rude behavior with our employees. The supervisor has shown screen shot of messages of Uran Employees Whatsapp group regarding poor service and substandard quality of food to our office bearers **Shri. Manohar Thali and Shri. Ujjesh Tupe**. A particular employee in the Uran plant who is always instigating contractual employees and regular employees on the Whatsapp group has shared screen shots and Whatsapp chats to the said supervisor and provoked him against our office bearer **Shri. Balkrishna Kashid**. The Uran Plant management is also aware of that notorious employee who is deliberately creating problems in the Uran Plant.

Monthly hygiene survey of plant canteen and guest house is a part of regular OHC activities. This is being carried out by one doctor and industrial hygienist. During recent hygiene survey conducted by medical team Uran where the same supervisor mischievously made mobile video shooting of **Shri. Balkrishna Kashid** (industrial hygienist) alone (not taken doctor in video shooting inside storage area canteen) It was done purposefully to target **Shri. Balkrishna Kashid**. Such video shooting in the plant premises is illegal and dangerous as far as security and safety of the plant is concern. This video was shown to Mr. Manohar Thali, Vice President KS and told him that he will teach a lesson by assaulting physically **Shri. Balkrishna Kashid** taking help of local gundas.

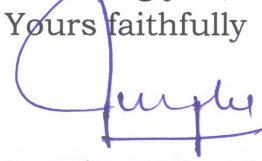
It is pertinent to mention here that **Shri. Balkrishna Kashid** is travelling by ONGC bus to Uran plant from Kalyan. If anything happens to Shri. Balkrishna Kashid, we may resort to direct action without any notice which may please be noted seriously. We demand entry of **Shri. Deepak Janardan Thali** in the Uran Plant should be stopped immediately, otherwise there will be demonstration in front of your cabin for not stopping entry of **Shri. Deepak Janardan Thali**. Hope to take a serious note of our complaint and act accordingly.

:: 4 ::

Simultaneously we demand that as there is no improvement in the quality of food and service to the employees' contract of **M/s Prerna Enterprises Pvt Ltd.** should be terminated immediately. A penalty must be imposed as he has not fulfilled the terms and condition of the canteen contract. Accordingly his further canteen bills should not be released till we terminate the contract and black list him too.

A meeting to discuss the serious canteen issues raised in the letter be called at the earliest with the undersigned.

Thanking you,  
Yours faithfully



(Pradeep Mayekar)  
General Secretary

afe

**Copy to :**

- 1) Director (Offshore), ONGC, WOU, NBP Gr. Heights, BKC, Bandra (E), Mum 51
- 2) Director (HR), ONGC, Deendayal Bhavan, Vasant Kunj, New Delhi 110070.
- 3) ED - HRO, ONGC, WOU, NBP Green Heights, BKC, Bandra (E), Mumbai 51
- 4) GM I/c HR-ER, ONGC, WOU, LPG Plant, Dronagiri Bhavan, Raigad.
- 5) DGM I/c - Security, ONGC WOU, LPG Plant, Uran, Raigad.
- 6) Manager - I/c IR, ONGC, WOU, LPG Plant, Dronagiri Bhavan, Raigad.
- 7) ACP - Near Nhava Sheva Police Station, Jaskhar, Tal.- Uran, Raigad.
- 8) Sr. Police Inspector - Uran Police Station, Uran, Raigad.

ओ.एन.जी.सी. प्रशा. उरण  
ONGC ADMN, URAN

आवक क्र./Inward No. 689

दिनांक/Date 19/05/2023

①

To,  
GM (HR) - I/C HR-ER  
ONGC Uran

Respected Madam / Sir,

The new contract has been awarded for canteen services to M/s "Prerna Enterprises Pvt Ltd" from 1<sup>st</sup> August 2022. Since starting of contract we have received many complaints from employees regarding the canteen service such as quality of food, fruit and tea as well as overall hygiene. Especially quality of food is very poor. Sometimes the employee's complaint register is not available on counter, it is observed that the some pages of complaint register are torn apart.

Hence the canteen committee Union representatives visited Plant canteen on 05/04/2023 for inspection. The following are the observations of the committee.

**Appendix III: Indicative brands of food items and ingredients**

Item	Brand	Observation	Remark
Rice (For Biryani/Pulao)	Basmati Rice of minimum Tibar quality - Lal Quila, Kohinoor, Daawat, India gate, etc	Basmati rice non branded found. (Milky Plus)	<b>Branded basmati rice not supplied.</b>
Rice (For Plain Rice meals)	Raw rice such as Wada/Surti Kolam	Plain rice Non branded Found. (Sona Masuri)	<b>Branded wada /surti kolam rice not supplied.</b>
Rice (For idli/dosa batter)	Whole rice Parimal	Ok	
Wheat flour (For roti/naan/phulka/puri)	Shakti Bhog, Annapurna, Ashirwaad, Pilsbury, Nature Fresh	OK	
Tea (Readymade)	CTC quality - Brooke Bond, Taj Mahal, Twining, Red label, Lipton, Waghbakri	Tata Agni provided.	<b>Cheap quality non branded tea power is used. So that quality of Tea is poor.</b>
Tea (Tea Bags)	Taj Mahal, Lipton, Brooke bond, Tata, Tetley, Twinings, Typhoo, Girnar	Nil	<b>Tea bag not available.</b>



Coffee (Readymade)	Instant coffee (100% pure coffee, no chicory) - Nescafe, Bru	Ok	
Cooking oil (Type of oil to be rotated monthly)	Double filtered Groundnut, Mustard, Rice bran or Sunflower Oil- Saffola, Postman, Dhara, Sundrop, Flora, Sweekar, Fortune	Ok	
Pulses (Dal)	Agmark grade pulses	Use of non - Agmark grade pulses observed.	<b>Agmark grade pulses not available.</b>
Spices	Agmark grade spices	Use of some non -Agmark grade & local spices observed.	Some Agmark grade spices not available. (Chilly powder etc.)
Soft Drinks	Carbonated - Limca, Coca-Cola, Pepsi, 7 up, Sprite, Mirinda, Fanta, Nimbooz Non-carbonated - Frooti, Maaza, Slice Juices - Paper boat, Yoga Pulp, Minute maid, bnatural, Tropicana	Nil Only Soda available	<b>Soft Drinks &amp; no any A la carte items not provided.</b>
Mineral Water (20 L jar)	Bailey /Bisleri/ Aquafina/Kinley	<b>Local brand Naturo is available.</b>	Mentioned brand not available.
Milk and dairy products (including Ghee and milk drinks)	Mother Dairy, Govardhan, Amul, Nestle, Mahanand, Warana, Gokul, Chitale	<b>Local brand available - Nutrilite butter Ruchi No 1 Vanaspati Ghee.</b>	Mentioned brand not available. <b>Vanaspati Ghee is not to be used.</b>
Pickles/Morabba	Maggi , Priya , Kissan, Mother's, Bedekar, Praveen	<b>Local brand Use-Swikar pickle</b>	Mentioned brand not provided.
Sauces/ Jam/ Marmalade	Maggi / Heinz/ Kissan	Local brand available - Temptin. Jam not available.	Mentioned brand not provided.

Papad (7")	Lijjat / Ganesh / Rambandhu	Ok	
Sliced Bread (White & Whole Wheat)	Britannia / Modern / Quality	Local brand available - Wibs.	Mentioned brand not provided.
Biscuits	All varieties of Britannia, Parle, Sunfeast, mcvitie's	Ok	
Namkeen	All varieties of Haldiram, Bikaji, Lays, Leher, Balaji	Not available.	
Ice cream	Amul, Vadilal, Kwality Walls	Nil	Ice cream not provided from starting of contract.
Chicken	Boiler (Leg and breast pieces only)	OK	
Mutton	Goat meat only	Provided only on Sunday.	To be provided as per menu.
Fish	Marine variety 1 - Bangda, Bombay duck, Prawns Marine variety 2 - Halva, Surmai, Rawas, Pamphlet	Only Bangda & non shedule fish provided	Other fish variety like Halve, Surmai, Rawas & Pamphlet never provided.
Sliced cakes/pastry/cookies	Britannia, Monginis, Merwan, etc.	Nil	Not provided
Instant noodles/upma/pasta	Sunfeast, MTR, Maggi, Nissin, Nestle	Maggi small packet (32 gms) available.	

### Annexure - v

LIST OF NEW ITEMS/EQUIPMENT REQUIRED FOR PROVIDING CATERING SERVICES ARE AS BELOW:

Sr. No.	Particular	Observation	Remark
1	INDUSTRIAL TYPE GAS STOVES (STEEL) WITH 10 BURNER IN TOTAL	OK	
2	INDUSTRIAL/COMMERCIAL GRADE DISH WASHER	Nil	New Dish washer not brought by contractor.

3	JUICER	Nil	New Juicer not brought by contractor.
4	INDUSTRIAL TYPE HEAVY DUTY GRINDER	01 No Old grinder of previous contractor	New grinder not brought by contractor.
5	RICE BOILER	Old rice boiler of previous contractor	Found in non-working condition
6	HEAVY DUTY COMMERCIAL ELECTRIC FOOD WARMER/BAIN MARIE	Bain Marie only 1 in kitchen area of previous contractor	Not Available at Dinning area
7	DOSA PLATE/TAWA	OK	
8	IDLI MAKER/STEAMER	01 Nos OLD of previous contractor found in unhygienic & dirty condition.	New not brought by contractor.
9	INDUSTRIAL TYPE ROTI MAKER MACHINE	Nil	Not brought by contractor after several reminders.
10	(2 DOOR) DEEP FREEZER - 2 NOS.(ONE FOR VEG/MILK PRODUCTS & OTHER FOR NON-VEG PRODUCTS)	01 Nos	Veg and nonveg things are kept in 1 deep freezer
11	INDUSTRIAL /COMMERCIAL REFRIGERATOR - 2 NOS.	Nil	Not brought by contractor
12	REFRIGERATOR FOR PANTRY	01 Nos OLD of previous contractor	New not brought by contractor.
13	DRY & WET GRINDER	01 Nos OLD of previous contractor	New not brought by contractor.
14	HEAVY DUTY POP-UP TOASTER	Nil	Not brought by contractor.
15	HOT FOOD CABINET	Nil	Not brought by contractor.
16	DISPLAY FRIDGE	Nil	Not brought by contractor.
17	MICROWAVE OVENS	Nil	Not brought by contractor.
18	SANDWICH TOASTER	01	OK
19	SS STEEL TABLE (MEDIUM) - 4 NOS.	Nil	Not brought by contractor.
20	CROCKERY AND CUTLERY	OLD of previous contractor	Old crockery in unhygienic condition.
21	CASSEROLES (HOT CASES)	OLD of previous contractor	New not brought by contractor.
22	CHAFING DISHES ( SUFFICIENT FOR SERVING TO 200	OLD of previous contractor	New not brought by contractor.



	PERSONS)		
23	TIFFINS (INSULATED) - MINIMUM 500 NOS. (Tiffin to be replaced if found dirty/old/broken etc. As per the directions of authorized representative of ONGC/Incharge HR-ER.	Some quantity new brought	Old unhygienic tiffin's is also used. Old tiffin has to be discarded immediately.

### Conclusion:

1. The contractor has not provided many items /equipment's and many of the unbranded / local brand food items are used in the canteen. So that quality of food is not good. (Appendix III of SOW).
2. The contractor is not providing a single item from A la Carte menu (Annexure 1 - M - A la carte of SOW).
3. **The contractor should have brought new items / equipment / utensils required for providing catering services as per SOW (Annexure V). The necessary canteen equipment and utensils etc. are not brought by the new contractor. The contractor is using many old items / equipment / utensils of previous contractor which are not in good condition and are very unhygienic. The use of such items is very harmful for employee's health.**
4. Fly catchers not available in Dinning area as well as in Kitchen area.
5. There is too much scope for improvement of hygiene. Washroom are not cleaned and in unhygienic condition.
6. Glasses in Dinning area not sufficient.
7. Glass window cleaner, room freshener, liquid soap and naphthalene balls not available in wash room.
8. Housekeeping is poor and products used were found local brand.
9. Water Dispenser not available in dining area as well as glasses.
10. Salt, Pepper & Sugar shaker not available on dining table.
11. RO filter Plant cleaning schedule is not provided by Canteen Manager.
12. No Data of Pest control in canteen & surrounding area.
13. Chapati atta was kept in non-veg frozen compartment.
14. **Canteen Weekly menu implementation is pending from starting of contract it has to be displayed in canteen area as well as Uran Intranet, same is followed in other work center of MR.**

**Regular monthly Canteen committee meeting schedule not followed. After many reminders to contractor he is not able to comply terms and condition of contract as per SOW. Hence we have boycotted the canteen committee meeting which is held on 23/03/2023. As per minutes of meeting contractor has agreed to purchase all the equipment's before 30/03/2023. Again contractor has failed to comply all the necessary requirement for proper functioning of canteen.**

Considering all above points it is very serious matter of noncompliance and it will adversely effect on the health of employees.

your esteemed authority is requested to look into the matter seriously and instruct to the proprietors of "Prerna Enterprises Pvt Ltd" (New Contractor) to improve canteen service, the quality of food, hygiene etc and fulfill all the requirement as per SOW to improve canteen services.

Ashish Tilekar  
Canteen committee Member

  
Samadhan Pawar  
Canteen committee Member

**Copy To:**

1. EA to ED-PMU
2. Manger (HR), I/C IR
3. Secretary KS, Uran

**From:** Samadhan S Pawar/ONGCL  
**To:** BKS KASHID/ONGCL@ONGCL

**Date:** Monday, April 03, 2023 05:12PM

**Subject:** Fw: Minutes of Meeting held with Canteen Committee & Canteen Contractor on 23/03/2023

----- Original message -----

From: hospitality uranhr/ONGCL

To: shishir@prerna.enterprises, JEEVANS WAGHMARE/ONGCL, GAURAV RAJENDRA PATANGE/ONGCL, Vishant Rana/ONGCL, Ashish Chintamani Tilekar/ONGCL, RAJAT SINHA/ONGCL, Samadhan S Pawar/ONGCL, Vinay Arun Thakur/ONGCL

Cc: MC GAUTAM/ONGCL, BS ATHAWALE/ONGCL, KANIKA ARORA/ONGCL

Subject: Minutes of Meeting held with Canteen Committee & Canteen Contractor on 23/03/2023

Date: Fri, Mar 24, 2023 3:47 PM

### Minutes of Meeting

A meeting of Canteen committee was held on Thursday 23/03/2023 in the chamber of GM (HR) - I/c HR ER. Following officials were present.

1. Dr. J. S. Waghmare, DGM (Medical Services)
2. Shri Gaurav Patange, Manager (HR) - I/c IR
3. Shri Vishant Rana, Sr. HR Exe. - I/c H&W
4. Shri Vinay Thakur, D.A.(P&A)
5. Shri Deepak Thali, Authorized Canteen Representative

After discussion over various issues and concerns, following points are hereby noted:

**1) Roti Maker & other capital items as per Annexure -V:** Even after repeated requests, Roti maker is not yet purchased for standardized quality of Rotis. The list of all items / equipment is mentioned in SOW Annexure - V. To standardize the quality of Rotis, an Industrial Type Roti Maker is required and even after 08 months of commencement of the contract, Industrial Type Roti Maker and few other items/equipment are not yet purchased. The Contractor has agreed to purchase Industrial Type Roti Maker and other items/equipment on/before 31/03/2023. On non-compliance, per day suitable penalty will be imposed.

**2) Hygiene Survey:** During hygiene survey, it was seen and noted that many unbranded / non prescribed brands of raw material was purchased. Also, fungus infected ginger, expired masala oats and loose (unbranded) milk was found. Suitable penalty will be imposed for this lapse.

**3) Weekly Menu:** Weekly menu of food items to be finalized within 02 days and soft copy of the same to be shared with I/c Hospitality. After approval, the menu shall be implemented and adhered w.e.f 01/04/2022.

**4) Menu rate chart:** The contractor has to display the rate chart having rates of food items as per SOW. The rate chart should consist of all food item rates mentioned in the contract and should be displayed at the reception which can be read by everyone. For all the customers who are not covered under this scope of work (SOW), contractor may charge extra 70% or Rs. 20/-, whichever is less, in addition to the rates as per table "A- Price List for Supply of Wholesome Food" of Annexure- I mentioned in SOW.

**rediffmail**

Mailbox of pradeep\_mayker

**Subject: Unjustified schedule of revised menu**

From: parsekar\_aj@ongc.co.in on Sat, 29 Apr 2023 19:03:46

To: athawale\_b@ongc.co.in

Cc: pradeep\_mayker@rediffmail.com, dalvi\_pn@ongc.co.in, Tupe\_UjjeshR@ongc.co.in, kashid\_bks@ongc.co.in, Thali\_Manohar@ongc.co.in, Tilekar\_Ashish@ongc.co.in

Respected Ma'am,  
This is regarding the newly updated/revised canteen menu. As per new contract, No snacks (LA Carte) including fruits will be served after evening tea snacks.  
Canteen has denied the order of Egg Omlet and french fries by showing a new menu schedule.  
If we don't like a evening snacks menu on a particular day, it feels like starving till dinner without any refreshment (specially for round the clock shift duty persons).  
Your kind intervention in aforesaid matter will be highly appreciable.  
Thanks, Regards,  
Anand Parsekar.

Sent from HCL Verse

भारत का ऊर्जा सारथी

स्वच्छ भारत एक कदम स्वच्छता की ओर

अस्वीकृति :

यह संदेश संबोधित प्राप्तकर्ता के उपयोग हेतु है और इसमें कानूनन विशेषाधिकृत तथा गोपनीय जानकारी भी हो सकती है। यदि इस संदेश का पाठक सही प्राप्तकर्ता या कार्मिक या प्राप्तकर्ता तक संदेश पहुंचाने वाला संदेशवाहक नहीं है, तो आपको एतद् द्वारा आगाह किया जाता है कि इस सूचना का किसी भी प्रकार का प्रसार, वितरण या प्रतिलिपि तैयार करना निषिद्ध है। यदि यह संदेश आपको किसी त्रुटिवश मिला हो तो कृपया इस ई-मेल को नष्ट कर दें एवं इसकी सूचना तत्काल ई-मेल द्वारा admin\_ongcmail@ongc.co.in पर दें।

India's Energy Anchor

Swachh Bharat Making India Clean

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From: Sachin Arvind Pukale/ONGCL  
To: BS ATHAWALE/ONGCL  
Cc: Ujjesh R Tupe/ONGCL  
Subject: Canteen manager denying serving A-la carte Item.  
Date: Tue, Apr 25, 2023 6:20 PM

**Respected madam writing this mail for your kind attention on the canteen issue which we are facing since yesterday.**

**Today I asked for Maggi and tea at 4 o'clock ( A-la carte item) to canteen. They refused the order by saying we will not follow the ONGC canteen contract order and the items mention in the copy which is newly introduced yesterday will be served that only on given timings.**

**The manager Mr.Sanjay Gharat directly deny the order.**

**we work in round o'clock duties. Small refreshments are much needed when we work in field as and when required, which includes mental as well as physical activities.**

**Your kind intervention can resolve the issue.**

From: "amolpatil" <aap2605@rediffmail.com>  
Sent by: aap2605@rediffmail.com  
To: "athawale\_b@ongc.co.in" <athawale\_b@ongc.co.in>  
Cc: <Tape\_ujjeshr@ongc.co.in>, "Kashid\_bks@ongc.co.in" <Kashid\_bks@ongc.co.in>, "Tilekar\_ashish@ongc.co.in" <Tilekar\_ashish@ongc.co.in>, "Pawar\_samadhan@ongc.co.in" <Pawar\_samadhan@ongc.co.in>  
Date: Friday, May 05, 2023 12:51PM  
Subject: Denial of food not in regular menu

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CAUTION: This Email is from outside the Organization. Unless you trust the sender, Don't click links or open attachments as it may be a Phishing email, which can steal your Information and compromise your Computer.

Respected ma'am

Today I have ordered veg fried rice in lunch instead of menu. But canteen strongly denied the order saying that only menu will be followed now on.

Should we remain starving till afternoon snack or dinner ? Canteen scope should be flexible for round the clock shift duty persons. Atleast They should serve these basic items round the clock.

Your kind attention in aforesaid matter will be appreciable.

Thanks, regards

Amol Patil

CPF 127614

Sent from RediffmailNG on Android



**From:** Samadhan S Pawar/ONGCL  
**To:** BS ATHAWALE/ONGCL@ONGCL  
**Cc:** SUBHOJIT BOSE/ONGCL@ONGCL

**Date:** Thursday, May 04, 2023 04:50PM  
**Subject:** Complaint against Canteen Delivery Service

Respected Mam

I want to report that one of the food distribute personal (Mr. Sameer) from canteen refused to provide food (Breakfast, lunch, evening snacks) at my office situated in field citing that his manager has told him to do so.

Usually, same person supposed to deliver food at my office regularly.

Earlier, I have appraised the ONGC management about food quality and other issues related to canteen as responsible canteen committee member.

I thought, all these developments can be a result of my complaint against canteen.

Whatever the reasons may be, but meals should be delivered at my office location during duty time as I am not supposed to leave field for meal breaks.

Samadhan Pawar  
C2C3 Mech Maint  
Canteen committee Member

**From:** Anilkumar Peerappa Hotkar/ONGCL  
**To:** Samadhan\_pawar@ongc.co.in

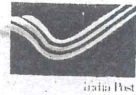
**Date:** Friday, May 05, 2023 11:49AM  
**Subject:** 04.05.2023 Dinner Issue

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Respected Sir,  
Yesterday I had my dinner in evening time.  
No doubt all food was nice I mean it was eatable.  
But I experienced full of oil layer in the curry (chavli usal)  
But after having dinner the food was getting refluxed frequently and I HV to spat it almost 4-5 times.  
Yesterday I had my lunch too from canteen.  
This not first time I felt like this food getting refluxed.  
Everytime I have dinner from canteen I feel like acidity and stomach ache.  
When I have food from house I don't experience such things.  
Please look in to the quality of served from canteen to us.  
When ever I order food from canteen I feel fear in my mind that my stomach will get upset and disturb my digestive system.  
That's not fair.

**Anilkumar Peerappa Hotkar**  
**Asstt.Foreman(Production)-S1-URAN**  
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EM064303579IN IVR:6977064303579

SP SION SO <400022>

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To:ASS COMM OF POLICE,,

PIN:400707, Jnpt S.O

From:PRADDEEP MAYEKAR,GENERAL SEC

Wt:85gms

Amt:29.50(Cash)Tax:4.50

<Track on [www.indiapost.gov.in](http://www.indiapost.gov.in)>

<Dial 18002666868> <Mes Safe>

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To:SR POLICE INSPECTOR,,

PIN:400702, Uran S.O

From:PRADDEEP MAYEKAR,GENERAL SEC

Wt:95gms

Amt:29.50(Cash)Tax:4.50

<Track on [www.indiapost.gov.in](http://www.indiapost.gov.in)>