



OIL & NATURAL GAS CORPORATION (WOU) KARMACHARI SANGHATANA

AFFILIATED TO - PETROLEUM & 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/ 21 /2024

DATE : 14/03/2024

To,
The GGM-Head HRO
ONGC WOU,
NBP Green Heights,BKC,
Bandra (E)
Mumbai-400051

c/c

Subject: Serious complaint regarding short supply of cooking material, inferior quality of food and non-maintenance of Hygiene, Cleanliness in kitchen and dining area etc. in NSB

Respected sir

We are in receipt of serious complaint from employees working at **Nhava supply Base** regarding short supply of Cooking Material, Inferior Quality of Food served and Non-Maintenance of Hygiene, Cleanliness in the Kitchen, and Dining area.

At the outset we were apprehensive about the pattern of catering contract adopted because of the geographical constitution, managing such a large area was never very conducive by a single contractor, and within six months we are having our fears surfacing.

Catering contract is being awarded to **M/s. KHFM Caterers** for six installations; **1) Vasudhara bhavan, 2) NBP Green Heights, 3) 11 High, 4) Nhava Supply Base, 5) Transit accommodation, 'A' type ONGC Colony, Poonam Nagar and 6) Helibase canteen**, from September 2023. Within six months we have started receiving serious complaints on all fronts like short supply of material, substandard quality of food, not managing hygiene and many other statutory factors. Please find attached the complaint of employees working at NSB which is self-explanatory. They have raised total 9 points which includes,

- Non maintenance of **Quality and Quantity** of food.
- Non supply of **Standard Grocery and other Food Material** as per the catering contract.
- Non implementation of **Daily Menu**.
- Old **Crockery and Damaged Utensils** are not replaced by the contractor even after a lapse of (6) months. As per the contract, contractor must replace old equipment and crockeries.
- Non maintenance of **Hygiene and Cleanliness** in the Kitchen and Dining area.

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- No **Breakfast, Lunch and Dinner** is provided on **Saturday, Sunday and on Closed Holidays**, horrifying fact which is gross violation of contract. It is pertinent to mention here that NSB is operated round the clock 24*7 throughout the year.
- The said contractor has served expiry date, **Juice Packets** in the **Superannuation Function** which is matter of serious concern. It seems that contractor is playing with the life of our employees. It should be seriously noted that we will compel to lodge complaint against contractor in the **Local Police Station** as well as to **Food and Drugs Department** in Mumbai.
- No salary of canteen employees is paid on or before **7th of the month**. Only rupees **10000/- (Rupees Ten thousand only)** has been credited in their accounts against the salary, which is blatant violation of labour laws.
- It has been reported that no Lunch was prepared due to non-availability of cooking gas. Supply of cooking gas is the responsibility of the present catering contractor.
- These are blatant flouting of labour of labour laws and BEC.

Needless to mention here that as NSB is operated in three shifts round the clock. Employees are leaving their residence early in the morning at **5:00 a.m.** to reach NSB to attend the first shift. Similarly in the first shift they reach home at around **4:00 p.m.** in the evening. Night shift employees reaches at **12: 00 pm** in the night which compels them to take dinner at NSB canteen.

We had decided to award the catering contract of Mumbai Region by clubbing all six installations so that reputed contractor will participate in the procedure of awarding catering contract. But we are very sorry to say that our purpose is defeated, mainly because concerned authorities at all work centres are not giving proper attention for quality and supply of food, reasons best known to them. Same problem exists in NBP Green Heights also. Very soon we are issuing letter for unsatisfactory performance of canteen of NBP Green Heights run by the caterer "**M/S KHFM Caterer**".

Your esteemed authority is requested to kindly look into the matter as the complaints are serious in nature and related to hygiene of our employees too. Our employees are seeking proper hygiene and quality food, when we are spending huge amount on catering. A proper notice for improvement as well as procurement of new **Equipment and Crockery** should be issued to contractor "**M/S KHFM caterer**" at the earliest.

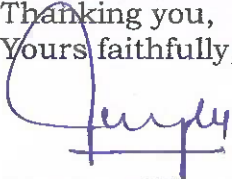
Simultaneously penalty should be imposed on contractor for Non-payment of canteen employee's salary, Non-replacement of Equipment, Crockery, and unhygienic condition of area of canteen and dining.

Contd....3

:: 3 ::

Hope your authority will not compel us to resort for direct action as there is unrest among the employees including **Executives and Non-Executives**. When he fails to maintain NBP Green Heights in Mumbai under our nose how do we expect him to maintain NSB a remote area. We may have to reconsider this, i.e. **“Awarding of six installations to single contractor”**.

Thanking you,
Yours faithfully,



(Pradeep Mayekar)
General Secretary

Copy to:

1. GGM-Head NSB, ONGC-WOU, Nhava Supply Base, Nhava, Raigad.
2. GM - I/c IR, ONGC-WOU, NBP Green Hts., BKC, Bandra (E), Mumbai-51.
3. GM - I/c FMG, ONGC-WOU, NBP Green Hts., BKC, Bandra (E), Mumbai-51.
4. DGM - I/c HR-ER, ONGC-WOU, Nhava Supply Base, Nhava, Raigad.



OIL & NATURAL GAS CORPORATION (WOU) KARMACHARI SANGHTANA

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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.

REF. : ONGC/KS/ 001 /2024

DATE : _____

o/c

DATE: 14 FEB 2024

To,
Incharge HR/ER,
Nhava Supply Base, Nhava

Subject: Important issues & complaints against cafeteria contractor M/s KHFM at NSB

Respected Sir,

We hope this letter finds you in high spirits. We are undersigned, writing this letter to bring an important issues & complaints to your kind attention against cafeteria **contractor M/s KHFM** employees / workers facing at NSB from last two to three months. We believe it is essential for everyone to address the below mentioned very serious issues of food & service in the cafeteria. Because it can have a severe impact on the health and well-being of the employees (ONGC Employees 150 + & Contractual workers 600 +) Working round the clock duty by 24 x 7 days at Nhava Supply Base.

Point are as follows

1. Not Maintaining Quality & Quantity food

The food supplies by contractor are below sub-standard quality at par, and even the quantity that he served was not accurate to the mentioned standard as per contract. Due to the poor quality of food, we are putting our employees & workers health on the high risk.

2. Not Providing Standard Grocery & food Material

It was observed that Contractor providing sub-standard Grocery & food Items mainly Rice, oil, masalas, Milk, vegetable's, fish, chicken etc. instead of various good and healthy brands mentioned in contract copy. It's very shocking to here that contractor providing only day to day Grocery and Food Items with minimal quantity to cooking staff for preparation of food for more than 500 employees and workers taking their breakfast , lunch and dinner while working in Nhava premises.

DIARY No. 2287
Date In. 16/02/2024
Date Out. o/c



3. Non Implementation of day to day Menu

It is observe that weekly Menu decided by canteen committee is not followed by contractor. Besides that contractor is not providing fruits, cold drink, juices, ice-creams, biscuits, as per mentioned in to the contract copy. Even there is day to day menu not displayed on notice board of cafeteria which misleads about menu information while working in NSB to employees and workers.

4. Using Older & Damaged Utensils & Crockery

Contractor using older & Damaged Utensils & Crockery for cooking & serving such as Kadhai's, Pans, Tea Thermos, serving Plates, Glasses, bowls etc. instead of providing new ones as per contract agreement. We noticed that mostly his serving sambhar, rasams, in glass cup of teas in office pantry areas. Many of our employee's complaints several times in complaint register and also canteen committee about this unacceptable behaviour.

5. Non Maintaining Hygiene and cleanliness at kitchen & Dining Area

The Contractor is not following standard procedures for preparing and serving the food. The unsanitary condition of the kitchen is daunting. Contractor not cleaning kitchen & Dining Area day to day also follows nonhygenic practices due to this atmosphere of canteen is not pleasant.

6. Non Provision of Breakfast, lunch & Dinner on Saturday & Sunday / Holiday,

It is observed that Contractor is not providing proper Breakfast, lunch & Dinner as per weekly menu on Saturday & Sunday / Holiday even though round the clock operations is going on 24 x 7 days at many sections of Nhava.

7. Contractor Provided Expired Juice packets In Superannuation Function

It's very shocking to mention in this letter that, in Superannuation function of one of our senior Executive held on 31 Jan 2024 in presence of our higher dignitaries contractor served Expired juice packets to employees and family members of our superannuated executive gathered at conference hall. It's very lucky day to us that there is no any gastrointestinal issue or food poisoning to any employees or family members which may be occurs very serious problem.

8. Non Credit of Monthly Salary for Canteen Staff

As per information received from canteen staff, Contractor has credited only Rs. 10000 as an advance payment in their accounts instead of full month salary has to be credited before 7th of every month as per guideline given by ONGC management. And which is against the Industrial labour law. We also comes to know that contractor not providing proper kits, clothes, to the canteen staff causing them suffering from serious health issues.

9. Non Preparation of Lunch and Unavailability of drinking water.

It's seen that from last few days due to non-supply of cooking Gas from contractor, lunch is not prepare for employees & contractual workers. Mostly of our employees & workers are coming from outside Nhava from long distance and they are not carrying tiffin boxes, as they are living there home in the early morning. Also many times it seen that employees and workers are even not getting drinking water in canteen.

With this letter we brought to your notice that the contractor is playing with employees and workers health with cool minded. Even after many complaints registered in complaint book he is not paying any attentions towards this issue. We hereby humbly request you to take immediate strict action against contractor, otherwise smooth work culture may affects at Nhava supply base.

We look forward to initiate quick and strict actions against contractor as earliest from your side.

Regards,



Nilesh Korlekar
Secretary,
ONGC (W.O.U.) Karmachari Sangathana.



Pradip Patil
Joint Secretary,
ONGC (W.O.U.) Karmachari Sangathana.

Copy To,

1. GGM & Head HRO – BKC Green Heights Bandra
2. GM & Incahrge HR/ER - BKC Green Heights Bandra
3. GM & Incahrge FMG - BKC Green Heights Bandra
4. RLC (C) Shram Raksha Bhavan, Shiv Shrushti Road, Chunabhatti, Mumbai 22
5. GGM & Head Nhava Supply Base, Nhava
6. General Secretary, ONGC (W.O.U.) Karmachari Sangathana.

Subject: Important issues & complaints against cafeteria contractor M/s KHFM at ONGC
Nhava Supply Base

Sr No	Name	Designation	CPF	Sign
1.	V. V. Nagvelkar	Sn SA chemist	122942	
2.	Deeprak m Pawse	Qmt		
3.	Kamlesh K. Desai	Qmt Cent		
4.	A. A. Mumbaikar	pharmacist	92658	
5.	Atul Chavan	Contractor		
6.	Rajesh Jangam	Contractor		
7.	Rajay Patil	Contractor		
8.	Mansu Patil	Contractor		
9.	L. P. Patil.	Contractor		
10.	Karmala Dinesh	M.M.O	141525	K. Dinesh
11.	Ramesh Patil	Contractor		
12.	S. J. GOGAR	ONGC	70521	
13.	VIKI G. CHIKRAM	ONGC	136641	
14.	R. D. Muttike	ONGC	136608	
15.	M. B. Patil	ONGC	126703	
16.	S. B. Kachhe.	ONGC	137504	
17.	Darshan Dhanoo	ONGC	140297	
18.	A. N. Bhusari	ONGC	21422	
19.	Rahul U Patil	ONGC A-EC(P)	122854	
20.	Mithun N. Gaikwad	ONGC A-EC(P)	121242	

	Name	Designation	CPF	Sign
21.	Ashish D. Beladot	AE (ONAG)	121211	
22.	ASHUTOSH RAMAN	MMO	141152	ashutosh
23.	RK Agrahar	Mgr (Sec)	59260	Deep
24.	Dip. P. Bhoir	COVZ		
25.	Srikant Mohat	COVZ		Subh
26.		COVZ		
27.		COVZ		
28.	Nitin Bhure	Contractor		
29.	Amit Koli			
30.	Vaikatesh Javant			
31.	Aditya Mhatre	COVZ		
32.	K. Sagarvergi	COVZ		12-5000 PROBITION
33.	B. Rajancharan	COVZ		Nayagan
34.	Nayagan Suman	COVZ		
35.	Seetha Prath	COVZ		
36.	Rohin Bhoir	COVZ		R-A Bhoir
37.	Karan. Srikondra	Officer	136811	
38.	Deekta S. Mani	COVZ		
39.	Amit Raul	SEA (E1E2)	127815	
40.	Ranjit Kumar	CHEMIST	137559	
41.	Nitin M. Kaurji	TECH (P)	120930	
42.	Ashish Atay	AE (CP)	121083	
43.	Tanaji D. Sangav	SRM (E2)	71860	

	Name	Designation Cont.	CPF	Sign
44.	Nirmatti Mahadev Shinde	Contractor		[Signature]
45.	Mahadev Mahantya			[Signature]
46.	Sachin J. Patil			[Signature]
47.	Pravin E. Thakur			[Signature]
48.	अशोक म. मोड			अशोक
49.	B. S. Mahalke	ONCE		[Signature]
50.	D. H. Karande	ONCE.		[Signature]
51.	K. Ravichandras			K. Ravichandras
52.	P. Chinatambi			[Signature]
53.	R. Annamalai			[Signature]
54.	Chandrabal			Chandrabal
55.	Bhishan			
56.	E. Khnath.			सलाल हरी राम
57.	Hari Ram			
58.	Ganaram			GA. Ganaram
59.	A. S. Sule			[Signature]
60.	Ramesh R. Ramesh			[Signature]
61.	Vijay			
62.	D. L. Kulkarni			दिलीप कुमा
63.	Ramporn			राम ठारी
64.	Suresh			सुरेश
65.	S. S. S.			सुनील ठारी
66.	Susun			

	Name	Designation	CPF Sisa	Sign
67.	PARVEEN KUMAR			
68.	B. Praveen	Supdtg. Chemist.	123284.	
69.	Praveen Patil	So SA	126329	
70.	Munej Kumar	CEJ	10582	
71.	Sunil Patil	So Chemist	131153	
72.	ANIL KUMAR	SELM	123701	
73.	SANJAY PATIL	Sr. R/A	71959	
74.	R K Agraheri	Mgr(S)	59260	
75.	Nihal Jamadar	JEA Civil	141406	
76.	Jaymal Khunt	MMO	139880	
77.	Ramchandra Nalk	DIF	96432	
78.	S. M. Raut	EECM	56553	
79.	N. D. Kasane,	MM		
80.	R. B. Khorikar	MM		
81.	P. D. Kedare	MM		
82.	P. S. More	MM		
83.	Umesh Saras	MM		
84.	T. K. Vyas.	MM	60368.	
85.	Shashak Aggarwal	Civil	140371	
86.	M. Santosh Krishna	SE (Civil)	121346	
87.	D. B. Telhonde	CM (PS)	84367	
89.	TS. MITRA	cm (MM)	61495	

	Name	Designation	CRB	Sign
90.	Rahul Ankush Ghanshyam	MMMO	137205	
91.	Ketan M. Bhandre	Nation wide shipping services		
92.	D.m. Chivhane	ONGC Reservoir	70533	
93.	Ashish Sawant	M.K		
94.	T.K. SINGHA	DGM (M)	66316	
95.	N.K. Dha	Controctor		
96.	R A Gavande	DGM(P)	83277	
97.	H.S. Bhowar	T.O (Wg)	137187	
98.	MRIYANK SHARMA	AEECM)	137262	
99.	Gaurav Koli	cees		G.M.K
100	R.N. Bhamorkar	gr. Supt.	83662	
101	A. Rakib	DGM(P)	81744	
102	A.D. Thakur	Cont. worker		
103	V.R. Bhoir	— L —		
104	Jyoti S	— L —		
105	M.D. Bhandre	Cont worker		
106	T.K. SINGHA	SE (D)	104777	
107	R.L. Gawade	ch/foreman	57743	
108	R. Ghadi	Power mech		
109	G. B. Ghosh	EECM)	57383	
110	Pravin S. Bhalerao	Line Hanger	122812	
111	Kaushik Gokarn	L/M	126908	

CANTEEN COMPLIMENT.

113	ASHISH N. MORE	ONGC.	106593	
114	Junoy Dhotlecharica	ONGC.	121258	
115	Vijay Kharat	ONGC	121101	
116	Ashok Throat	ONGC	71990	
117	Samer Saram	ONGC		
118	DURVIJAY -	ONGC		
119	वितेंद्र राजभर	ONGC		वितेंद्र
120	राजन राजभर	ONGC		राजन
121	जितेंद्र राजभर	ONGC		जितेंद्र
122	हरिलाल राजभर	ONGC		हरिलाल
123	शारिराम राजभर	ONGC		शारिराम
124	लालन राजभर	ONGC		लालन
125	बजरंगी राजभर	ONGC		बजरंगी
126	Deepak D. Gokhale	ONGC	127963	
127	Vishal D. Sutar	ONGC	126400	
128	N. A. Khutale	ONGC	121230	
129	SHANNAWAZ KHAN	ONGC	135692	S. M.
130	S. K. SINHA	ONGC.	104560	
131	N. Sahani	ONGC	81648	
132	Baburabhai Bhuyelun	ONGC		
133	Viresh S. Kacham	ONGC	71704	
134	M. D. Koti	ONGC	56596	
135	Ganesh Bhua	ONGC	122679	

136	Vikas Keshu				
137	Mahadev				
138	Anand B. Lade	Dem (CMTA) 83009	ONGC		
139	Loves Rajbar	Contractual			
140	Ramshabal	Office			
141	P.K. Bansod	AE (CMTA) 122807	ONGC		
142	Prashant P. Dikale	Tech (CMTA)	126588		
143	P. Venkatesh	COOR			
144	P. Kesmit	COOR			
145	M. S. Bhat	COOR			
146	J. Muthukumar	COOR			
147	A. Sengoi	COOR			
148	R. C. V.	COOR			
149	M. S. Samudra Pandi	COOR			
150	M. H. Kulkarni	COOR			
151	P. Rajendran	COOR			
152	SATYAM	SE (CMTA) 124812	ONGC		
153	S. W. Ram	COOR			
154	S. D. Jaithe	COOR			
155	S. V. Jaithe	COOR			
156	Rajinder Singh	COOR			
157	M. J. A. A. A.	COOR			
158	Anand Thakur	COOR			

Sivik

NUTRITIONAL INFORMATION

	Per 100ml	Total per Serving
Energy	52	52
Carbohydrate	10.7	10.7
Protein	1.2	1.2
Fat	0.0	0.0
Sodium	0.0	0.0

FOR MANUFACTURING DATE, BEST BEFORE DATE, BATCH NUMBER, SEE THE BACK OF THE PACK.

24/07/23 #10 USP 0.08
USE BY 23/01/24 F1 06
NO. 004454 14:47:44

... AND HYGIENE CONDITIONS, ASHAY FRESH BOTTLED BOTTLES...
... WITHIN 24 HOURS OF OPENING...
... CONTACTS OF BATCH NUMBER HEAD BELOW...
... PVT. LTD. PLOT NO. 130, SECTOR - 9, INDUSTRIAL AREA, GURUGRAM, HARYANA...
... LIC. No. 10822999000106
... PVT. LTD. VILLAGE NOVAPARA, AMTAPACON ROAD, HONOLIA-71001...
... LIC. No. 10015951001957
... PVT. LTD. PLOT NO. E-4, OPP. DWARAKA LINE, NEW DELHI...
... LIC. No. 11423999000070
... PVT. LTD., REGD. OFFICE: AT MAHESAB, GURUGRAM-122050, HARYANA.
... REGD. OFFICE ADDRESS AND AT 1800-203-0515
... TO US AT pack@hectorbeverages.com

NET QUANTITY:
125ml