



# 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/ 42/2024

DATE : 06/05/2024

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

a/c

**Subject: Serious service complains of "Hotel Ajanta" by crew members performing duty in offshore.**

Respected Sir,

We are in a receipt of serious complaints from crew members, performing duty in offshore of "Hotel Ajanta" regarding unsatisfactory service provided by the hotel management. Please find enclosed the copy of complaint for your perusal.

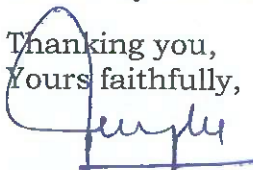
Following are complaints received by our union:

- 1 No hand wash liquid is provided in the rooms.
- 2 No dental and shaving kit is provided in the rooms even though it is mandatory as per the terms of the contract.
- 3 There are bed bugs founds in the rooms because of which employees cannot have proper sleep.
- 4 Bed sheets, towels, blankets are having stains and sometimes smells foul revealing the fact they are not washed.
- 5 None of the bathroom are cleaned properly
- 6 Sufficient drinking water is not provided in the rooms, only two bottles of 200 ML is provided. In case more drinking water is asked for, hotel staff do not response neither provide the same.
- 7 Staff of the hotel posted at reception counter are not providing rooms for employees working on same platforms. It is convenient for our employees for **checking out** and **reporting for crew change** at helibase.

These complaints we have received second time, it means there is no improvement in the service. If hotel management is not willing to provide our crew members a better service, we must initiate action to remove "Hotel Ajanta" from our panel.

Your esteemed authority is requested to kindly look into the matter as there is unrest among the crew members performing duty in offshore. Simultaneously direction may please given to the concerned authority so that there will be improvement in the service by the management of "Hotel Ajanta".

Thanking you,  
Yours faithfully,

  
(Pradeep Mayekar)  
General Secretary

a/c

Copy to:

1. GM I/c, Hospitality, ONGC, WOU, NPB Gr. Hts., BKC, Bandra (E), Mumbai-51.
2. GM I/c, IR, ONGC, WOU, NPB Gr. Hts., BKC, Bandra (E), Mumbai-51.