



OIL & NATURAL GAS CORPORATION (WOU) KARMACHARI SANGHATANA

AFFILIATED TO - PETROLEUM & GAS WORKERS' FEDERATION OF INDIA

Reg. No. (By - II - 8268)

Tel. : 022-26274102

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Website : www.ksmumbai.com

REF. : ONGC/KS/ 53 /20 24

ओ.एन.जी.सी. प्रशा. उरण
ONGC ADMN, URAN
आक. क्र./Inward No...12-83
दिनांक/Date... 7/8/24

DATE : 05/08/2024

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

a/c

Subject: Non provision of new gadgets for Canteen service in uran plant canteen as per the provisions in the canteen contract by the contractor "M/s Prerna Enterprises".

Respected sir,

This has reference to our earlier letter no. **ONGC/KS/53/2023 dated 17/05/2023** regarding the complaints of poor service of canteen and new equipment's to be purchased by present canteen contractor:

1. "**M/s Prerna Enterprises**" canteen contractor has subcontracted his contract is matter of serious concern, even Uran plant management is aware of it.
2. Very unfortunate to note that no new gadgets are being procured till date by the canteen contractor. Old canteen gadgets are used by canteen contractor.
3. As per the scope of work, contractor has to provide three types of standard breakfast, but he is providing only two breakfasts.
4. Based on above mentioned letter, management had called meeting of all L-II, ED PMU with the undersigned, where in it has been decided to form committee of three members of senior officers (L- II) for independent investigation and enquiry of witnesses, of our **Vice President - Shri. Manohar Thali and Secretary-Shri. Ujjesh Tupe** for threat given by contractor to our **Secretary Shri. B. S. Kashid**, but till date no report has been given to Union as well as no interrogation of witnesses of our Vice President and Secretary has been done by the committee.

Accordingly, no action has been initiated against the contractor. It is also decided that the grocery and vegetables used in canteen should be checked at APU gate by HR person with canteen committee members for quality parameter as per SOW, but it is very unfortunate to mention here that it has not been implemented till date.

And as per SOW noncompliance of Annexure - V
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	10 Nos. of new burner brought.	Fulfilled by contractor.

Contd....2

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	Nil	New rice boiler not brought by contractor.
6	HEAVY DUTY COMMERCIAL ELECTRIC FOOD WARMER/BAIN MARIE	01 No. Old of previous contractor	New not brought by contractor.
7	DOSA PLATE/TAWA	01 No. brought by contractor	Fulfilled by contractor.
8	IDLI MAKER/STEAMER	01 No. OLD of previous contractor	New not brought by contractor.
9	INDUSTRIAL TYPE ROTI MAKER MACHINE	Nil	Not brought by contractor
10	(2 DOOR) DEEP FREEZER - 2 Nos.(ONE FOR VEGETABLES/MILK PRODUCTS & OTHER FOR NON-VEG PRODUCTS)	01 No. OLD of previous contractor	New not brought by contractor.
11	INDUSTRIAL /COMMERCIAL REFRIGERATOR - 2 Nos.	Nil	Not brought by contractor
12	REFRIGERATOR FOR PANTRY	01 No. OLD of previous contractor	New not brought by contractor.
13	DRY & WET GRINDER	01 No. 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	All unhygienic OLD of previous contractor	New not brought by contractor.
21	CASSEROLES (HOT CASES)	OLD of previous contractor	New not brought by contractor.
22	CHAFING DISHES (SUFFICIENT FOR SERVING TO 200 PERSONS)	OLD of previous contractor	New not brought by contractor.
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.	OLD of previous contractor.	Only few Nos. new tiffin boxes brought by contractor instead of 500.

1. The contractor is not providing many items, whereas some of the unbranded/local branded food items are used in the canteen. (Appendix III of SOW).
2. The contractor is not providing any item from A la Carte menu (Annexure I - M-A la carte of SOW).
3. The contractor should have brought new items/equipment/utensils required for providing better catering services as per SOW (Annexure - V). It has been almost 02 years from the inception of contract but 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 in dilapidated condition and are very unhygienic. The use of such equipment, utensils is very harmful for employee's health.
4. Fly catchers is not brought by contractor.
5. No Uniform, caps, hand gloves etc. is provided by the canteen contractor to canteen employees.

Many employees have registered their complaint on email/written/online/verbal but there is no improvement in canteen service. Complaint registered on online portal doesn't get any readdressed message from the concerned section.

In view of the above why HR Section has not initiated any action on the contractor for violation of Scope of work, so also for poor canteen service. For such a poor performance and unhygienic supply of food material action should have been initiated for blacklisting the canteen contractor "**M/s Prerna Enterprises**".

The day is not far when food poisoning in the plant will open the eyes of plant management. Before happening any such unwanted incidents corrective action must be initiated by management against the contractor so that we can give better and hygienic service to our employees including Executives and Non-Executives.

Thanking You,
Yours faithfully,


(Pradeep Mayekar)
General Secretary



Copy to:

1. CMD & CEO, ONGC, PD Urja Bhavan, 5, Nelson Mandela Marg, New Delhi,
2. Director (P), ONGC, PD Urja Bhavan, 5, Nelson Mandela Marg, New Delhi,
3. Director (HR), ONGC, PD Urja Bhavan, 5, Nelson Mandela Marg, New Delhi,
4. CVO – ONGC, PD Urja Bhavan, 5, Nelson Mandela Marg, Vasant Kunj, New Delhi,
5. GGM – HRO - ONGC, WOU, NBP Green Heights, BKC, Bandra (E), Mumbai- 51.
6. CGM (P) - Support Manager, ONGC, WOU, LPG Plant, Uran, Raigad – 400 702
7. GM (HR), I/c – HR-ER, ONGC, WOU, LPG Plant, Uran, Raigad – 400 702
8. GM-I/c, F&A, ONGC, WOU, LPG Plant, Uran, Raigad – 400 702
9. Manger (HR), I/c – IR, ONGC, WOU, LPG Plant, Uran, Raigad – 400 702





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REF. : ONGC/KS/ 53 /2023

DATE : 17/05/2023

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

etc

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. Deepak 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 **1st 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 Plant. 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 **1st 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.

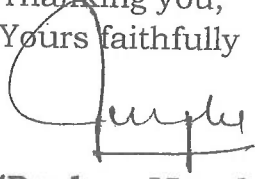
Monthly hygiene survey of plant canteen and guest house is a part of regular OHC activities. This is being carried out by one doctor and industrial hygienist. During recent hygiene survey conducted by medical team Uran where the same supervisor mischievously made mobile video shooting of **Shri. Balkrishna 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.

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



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(Pradeep Mayekar)
General Secretary

Copy to :

- 18/05/23
24/05/23
- 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