

OIL & NATURAL GAS CORPORATION (W.O.U.) KARMACHARI SANGHATANA

AFFILIATED TO - PETROLIUM & 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/107/2026

DATE : 16/10/2026

To,
The ED Chief-HR Services
ONGC-WOU,
NBP Green Heights, BKC,
Bandra (E),
Mumbai - 400 051.

efc

Sub.: Complaint Regarding Supply of Substandard Safety Equipment & materials to Façade Cleaning Workers (Spidermen) at NBP Green Heights.

Respected Sir,

This is with reference to our earlier letter No. **ONGC/KS/90/2025** dated **22.09.2026**, regarding the non-cleaning of the exterior & interior of the office buildings, namely NBP Green Heights, 11 High & Vasudhara Bhavan, as well as the Helibase, by the contractor, **M/s. Blue Spring**. A copy of our earlier letter is enclosed herewith for your ready reference.

Following our complaint, the contractor procured the required materials & equipment & supplied them to the façade-cleaning workers (Spidermen). However, upon inspection, it has been observed that several items supplied are of substandard quality & are unsuitable for such hazardous work at height.

The following serious deficiencies have been noticed:

- 1. Substandard Ropes:** The ropes supplied appear to be of inferior quality, with no guarantee or certification documents provided. The use of locally manufactured or uncertified ropes raises serious concerns regarding their strength, reliability & safety during façade-cleaning operations.
- 2. Inadequate Safety Belts:** Full-size safety belts & appropriate safety equipment have not been provided to the workers, compromising their protection while working at extreme heights.
- 3. Poor-Quality Safety Shoes:** The shoes supplied are of inferior quality & do not provide adequate grip on glass surfaces. The workers have reported slipping while working, creating a serious risk of accidents & potentially fatal falls.
- 4. Improper Track Pants:** The track pants supplied are too tight & restrict the workers' movements, causing considerable difficulty while performing façade-cleaning activities.

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प्रभारी मा.स//का.सं., शे.का.एनबीपी ग्रीन हाइट्स, मुंबई
I/C HR/ER RO, NBP GREEN HEIGHTS, MUMBAI
डायरी सं./ DIARY NO. 3203
दिनांक अन्दर / IN DATE 16/10/2026
बाहर दिनांक / OUT DATE

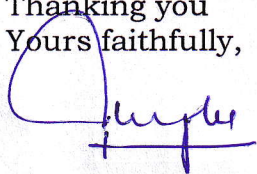
It is pertinent to mention that these workers perform their duties at a height of approximately **130 feet above ground level**, where even a minor failure of safety equipment can result in a serious accident or loss of life. Therefore, the **quality, reliability & suitability** of all safety equipment & materials must be treated as a matter of utmost priority. Any compromise in this regard is unacceptable.

We request your esteemed authority to issue immediate instructions to the concerned department to conduct a thorough inspection of all materials & safety equipment supplied by the contractor. All items must be verified for quality, suitability & applicable safety standards before being handed over to the workers for use. Any substandard, defective or uncertified equipment must be replaced immediately with appropriate, certified & reliable equipment.

We further request that façade-cleaning work at height should not be permitted using any equipment that has not been duly inspected & approved for safe use. The safety of workers must not be compromised under any circumstances.

We look forward to your prompt intervention & necessary action in this serious matter.

Thanking you
Yours faithfully,



(Pradeep Mayekar)
General Secretary



Copy to:

1. GGM-Head HR, ONGC-WOU, NBP Gr Hts., BKC, Bandra (E) Mumbai - 51
2. GM - I/c, IR ONGC-WOU, NBP Gr. Hts, BKC, Bandra(E) Mumbai - 51
3. DGM (HR), Bldg. Administrator ONGC-WOU,NBP Gr.Hts, Bandra(E), Mum.51

Pradeep
16/10/26



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Website : www.ksmumbai.com

REF. : ONGC/KS/90/2026

DATE : 22/09/2026

To,
The ED Chief – HR Services

ONGC-WOU

NBP Green Heights, BKC,

Bandra (East),

Mumbai – 400 051.

Sub: Cleaning Of NBP Green Heights & Other ONGC Office Buildings by the Newly Awarded Contractor, M/S Blue Spring.

Respected Sir,

The new contract for housekeeping & cleaning services at ONGC offices has been awarded to **M/s Blue Spring** with effect from **13th June 2026**. As per the terms & conditions of the contract, four ONGC office premises in Mumbai, namely **NBP Green Heights, 11 High, Vasudhara Bhavan & Helibase** are required to be cleaned internally as well as externally twice a month.

For approximately the last 10 years, the external façades of these office buildings have been cleaned regularly by experienced façade-cleaning personnel. However, after the award of the new contract to M/s Blue Spring, it is observed with concern that during the last three months, no effective attempt has been made to clean the external façades of these four office buildings. It is further understood that the necessary material & equipment required for external cleaning have not yet been procured by the contractor.

The condition of **NBP Green Heights** requires immediate attention. Due to the accumulation of dust on the external glass façade, the building is presently looking shabby & poorly maintained. As your esteemed authority is aware, there is a quarry adjacent to NBP Green Heights, resulting in a considerable amount of dust in the surrounding air. This dust continuously settles on the glass façade of the building, making regular external cleaning more necessary.

It is therefore a matter of concern that despite the availability of experienced façade-cleaning personnel having more than 15 years of experience, the external cleaning of these office buildings has not been carried out as stipulated in the contract.

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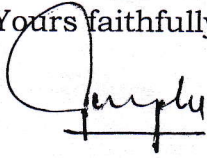
We request your esteemed authority to kindly examine whether appropriate notice has been issued to the contractor for non-compliance with the contractual terms & conditions & whether applicable penalties have been initiated for failure to provide the stipulated services.

We further request your kind intervention in the matter & request that necessary directions be issued to the concerned department to ensure that **NBP Green Heights, 11 High, Vasudhara Bhavan & Helibase are cleaned regularly, both internally & externally, strictly in accordance with the terms & conditions of the contract.**

We also request that appropriate action, including the **imposition of applicable contractual penalties**, be taken against M/s Blue Spring for failure to carry out the stipulated external cleaning of these four-office premises during the last three months.

We request your prompt intervention so that the cleanliness & appearance of ONGC's office premises are maintained to the required standard.

Thanking you,
Yours faithfully,



(Pradeep Mayekar)
General Secretary



Copy to:

1. GM-I/c, IR ONGC-WOU, NBP Green Hts., BKC, Bandra (E) Mumbai - 400 051
2. DGM (HR), Building Administrator, ONGC-WOU, NBP Gr Hts., BKC, Bandra (E) Mumbai - 400 051

23/9/2018
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