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

AFFILIATED TO - PETROLIUM & GAS WORKERS' FEDERATION OF INDIA

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Website : www.ksmumbai.com

REF. : ONGC/KS/115/2026

DATE : 4/11/2026

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

Subject: Complaint Regarding Poor Quality Of Food, Unhygienic Conditions & Discriminatory Treatment In The Canteen At ONGC Juhu Helibase, Mumbai.

Respected Sir,
We wish to bring to your kind notice the serious concerns & grievances raised by employees working at ONGC Juhu Helibase, Mumbai, regarding the deteriorating quality of food, unhygienic conditions & discriminatory practices prevailing in the canteen.

Our Union has received a written complaint dated 23rd October 2026 from an employee working at Juhu Helibase, highlighting several irregularities & deficiencies in the functioning of the canteen.

As reported, the quality of food & standards of cleanliness have considerably deteriorated over the past few days. It has been alleged that the newly appointed canteen contractor & supervisor have instructed the canteen workers to restrict the consumption of essential food materials & prepare meals using only the limited quantities made available to them, apparently with a view to reducing expenditure.

It has further been reported that essential food ingredients & other materials are being supplied in inadequate quantities, adversely affecting the quality, taste & nutritional value of the meals served.

More seriously, the following irregularities have been brought to our notice:

1. **Poor quality of food:** The meals served in the canteen are reportedly of substandard quality due to inadequate availability & restricted use of essential ingredients.

2. **Unhygienic conditions:** The canteen premises are reportedly not being maintained in a hygienic manner. The presence of cockroaches, uncovered food items & improper cleanliness poses serious concerns regarding food safety & the health of employees.

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3. **Wastage of food & resources:** Due to the inferior quality of food, employees are reportedly reluctant to consume the meals served, resulting in avoidable food wastage. Such practices not only defeat the very purpose of providing canteen facilities but also lead to unnecessary wastage of resources & ultimately affect the interests of a prestigious public sector undertaking like ONGC.
4. No chimney has been installed above the Electric Hot Plate. As a result, oil is sticking to the ceiling above the Electric Hot Plate & falling back into the food being prepared on it. Please find the enclosed photograph of the ceiling where oil has accumulated. Immediate action must be taken to install a chimney above the Electric Hot Plate.
5. The motor installed in the exhaust ducting has not been working for the last several months. Immediate action must be taken to repair the non-working electric motor.
6. During an inspection by our union, it was found that there is insufficient stock of groceries & vegetables such as potatoes, tomatoes, onions, coconuts, etc. Please find the enclosed copies of the Photograph for your perusal. Around 400 to 500 personnel are availing themselves of the canteen facility at Juhu Helibase, including CISF, BPCL, coordinators of all companies, vendor suppliers, Heligo, Global Vectra, MSF staff, & Airport Authority employees.

As mentioned above, 400 to 500 personnel from different agencies supporting operations at Helibase are availing themselves of the canteen facility.

The present canteen space is not sufficient to cater to 400 to 500 persons. More gadgets are required for the preparation of food.

These complaints with serious concern. A canteen facility is an essential welfare measure, & it is the responsibility of the Management to ensure that **safe, hygienic, nutritious & good-quality food is provided to all eligible canteen users without discrimination**, irrespective of whether they are regular employees, officers, or contractual personnel.

It is particularly disturbing that such complaints have arisen in an organisation of ONGC's reputation, where employee welfare, health, safety, & dignity should receive the highest priority.

We strongly urge the Management to take the following immediate measures:

1. Arrange an immediate inspection of the Juhu Helibase canteen by the concerned senior officials, along with representatives of the Union.
2. Conduct a thorough investigation into the complaints regarding poor food quality, inadequate supply of essential ingredients & unhygienic conditions.
3. Ensure that the canteen contractor strictly adheres to the prescribed food quality, hygiene, safety & contractual standards.
4. Take appropriate corrective & disciplinary action against the contractor & supervisory personnel if the reported irregularities & discriminatory practices are established.

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5. Introduce regular inspections & an effective monitoring mechanism with appropriate participation of Union representatives, to prevent recurrence of such incidents.
6. Immediate action must be taken to install a chimney & repair the electric motor in the ducting.

Therefore, we request your esteemed authority to kindly arrange an inspection by the Civil Maintenance Department to design the canteen & procure more gadgets for efficient service to the employees availing themselves of the canteen facility at Helibase.

We trust that the Management will appreciate the seriousness of this matter & take prompt action in the interest of employee welfare, health & industrial harmony.

Thanking you,
Yours faithfully,

(Pradeep Mayekar)
General Secretary

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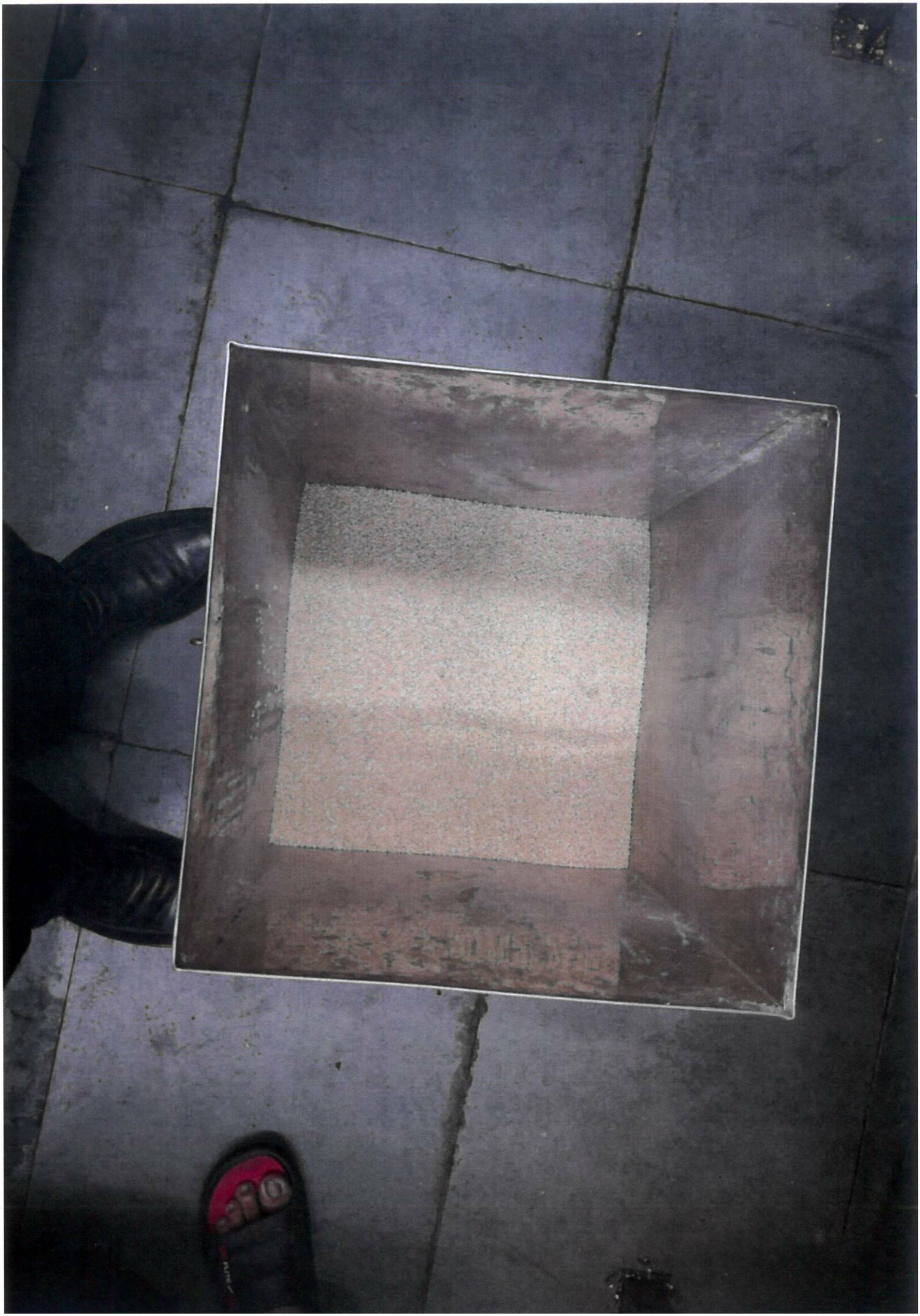
1. GGM - Head HR, ONGC-WOU, NBP Green Hts., BKC, Bandra (E), Mumbai -51.
2. GGM – Head Air Logistics, ONGC-WOU, Juhu Helibase,Vile Parle, Mumbai – 58
3. CGM – Head Civil Maintenance, ONGC-WOU, NBP Green Hts., BKC, Bandra (E), Mumbai – 400 051
4. GM-I/c IR, ONGC-WOU, NBP Green Hts., BKC, Bandra (E), Mumbai -51.






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