



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/ 54/2025

DATE : 27/06/2025

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

Subject: Complaint Regarding Non-Availability of Canteen Services for Shift-Duty Employees.

Respected Sir,

We are in receipt of letters from the employees working in the Shift Duty & General Shift regarding complaints of non-availability of canteen Services. Please find attached the copies of complaints for your perusal. We express our concern regarding the recent and ongoing issue faced by shift-duty employees due to the non-availability of canteen services during designated lunch and snack hours.

Repeated complaints about no service of meals and refreshments are e-mailed to the concerned authority or registered on **Uran Plant Online Complaint Management System** since December 2024.

It has been observed that meals and refreshments are not being served to employees working in various shifts, owing to an alleged shortage of canteen service staff. This has caused considerable inconvenience, especially to those working long hours, who rely on the in-house canteen facility for their basic food requirements during duty hours. The absence of timely food provisions not only affects the health and morale of employees but also raises serious concerns about the company's compliance with employee welfare standards and basic amenities, particularly for those working in shift duty.

No need to mention here that employees working in the morning shift are leaving their residence early in the morning at 05:00 AM. Similarly employees working in the evening shift reach their residence at around 12:00 AM in the night.

We request the management to urgently address this matter by:

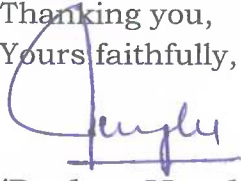
- Investigating the cause of staff shortages in the canteen service.
- Take appropriate steps to ensure uninterrupted food service across all the shifts.
- Communicating a clear action plan to avoid recurrence of such issues in the future.

Contd.....2

:: 2 ::

We request your esteemed authority to treat this matter with the seriousness, it deserves to take prompt remedial measures. Kindly give direction to the concerned authority for prompt action in the matter as there is widespread unrest among the employees.

Thanking you,
Yours faithfully,



(Pradeep Mayekar)
General Secretary



Copy to:

1. GM (HR), I/c-HR-ER - ONGC-WOU, LPG Plant, Uran, Raigad - 400 702
2. Manger (HR), I/c-IR - ONGC-WOU, LPG Plant, Uran, Raigad - 400 702