



OIL & NATURAL GAS COMMISSION (B.O.P.) KARMACHARI SANGHATANA

Reg. No. (By - II - 8268)

Tel. : 2659 9775

Krishna Kunj No. 2, C-Wing, Flat No. 304, Tambe Nagar, Mulund (W), Mumbai - 400 080.

REF. : ONGC/KS/ 590/2010

DATE : 14/05/10

o/c

To,

The Director (HR)
ONGC,
Jeevan Bharati Tower-II
Indira Gandhi Chowk
New Delhi.



The Director (Offshore)
ONGC,
Jeevan Bharati Tower-II
Indira Gandhi Chowk
New Delhi.

Subject: Non performance of New Catering Contractors since inception i.e. from October 2009 in Western Offshore.

Respected Sir,

In light of persistent complaints from Platform and Rig personnel concerning food shortages and poor quality of food and service in all offshore installation we are left with no options but to surface this pathetic condition to your esteemed authority.

Having repeatedly brought to the knowledge of the caterer even through joint meetings along with menu committee in presence of OIMs, improvements are yet to see the light of the day. The caterer has complains of shortage of food box and boats not provided at the right time, it is true that food box do come on many occasions on the eighth or ninth day when perishable items creates immense problem which needs to be addressed with I/C Nhava Supply Base.

Certain observations are enlisted hereunder for your knowledge and necessary action as things are going bad to worse, even when ONGC is spending huge money per person per day.

- Fumigation is not carried out as prescribed in the contract since the commencement of the contract; even if it is done it does not cover all types of pests prevalent in the installation. The contract stipulates that fumigation be performed by a designated professional agency two times a month, whenever the caterer has been reminded evasive replies are received without any action.
- Vegetables, fruits and food items damaged during transportation are not being supplemented with additional supplies leading to shortage of supplies. Supply of frozen items like Ice-creams and Shrikhand have been woefully inadequate, which gets exhausted within three days after receipt of food box. The seasonal fruits are substandard.
- The quality of manpower and housekeeping apart from being totally unprofessional is also pedestrian in quality. With such manpower the maintained housekeeping can only be termed as unhygienic. More over their coordination with base being improper this leaves gaps in quantities dispatched to the platform vis-à-vis the requirement raised by the onboard Manager, this gives rooms to inadequate rations to meet any exigency that may rise due to delayed food box arrival.
- The packaging material for food items on unmanned platforms, are inadequate due to which food gets damaged/spoilt/mixed with other items making food unfit for consumption.
- Even after providing same amount per person per day for contract employees there is a big gap on all grounds, be it quantity or quality, all unbranded snacks more over it is observed that the menu is also deficient.
- On perusing it was found, the complaint register bearing a litany of complaints about quality of items served and the perpetual shortage of various food items. Kitchen infrastructure is not being maintained in a proper manner, and timely repairs not being undertaken on failed equipments.

Your authority will not find it difficult to gauge the plight of all onboard executives – no executives and contractual employees, almost every fourth day onwards of the supplied food box starting from breakfast to late dinner people have to go back not eating half the things which is normally served, this frustrating situation can only conceive negativity. We are finding it immensely difficult to keep people away from aggression demanding to proceed on hunger strike.

Even though higher than the earlier contracts the present rates are not viable due to steep rise in the cost of essential commodities in market, than a committee may please be constituted to enquire into the matter, and if the contractors have failed to organize themselves in managing catering of such capacity then they need to be notified accordingly and be discontinued, because no amount of penalty is really bringing out any positive result.

With Regards

Thanking you

Yours faithfully


(Pradeep Mayekar)
General Secretary

Copy to:

1. ED, Chief-ER, ONGC, Negi Bhavan, Deharadoon.
2. ED, MH-Asset/B&S/Neelam – Heera/HDS. *19/5/10*
3. GGM-HRO, ONGC-WOU, BKS, Bandra (East), Mumbai. *19/5/10*
4. Surface Manager, MH-Asset/B&S/N&H, Vasudhara Bhavan. *19/5/10*
5. Rig-Managers Sagar / Shakti / Bhushan / Vijay / Gaurav / Uday / Ratna / Kiran / Jyoti / Pragati / Sandhani. *19/5/10*
6. CM (HR)-IR, ONGC-WOU, BKC, Bandra (East), Mumbai. *19/5/10*

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A.K. Khan
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