



ओ.एन.जी.सी. प्रशा. उरण
ONGC ADMN. URAN
भावक क्र./Inward No. 1481
दिनांक/Date. 17/8/26

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

AFFILIATED TO - PETROLIUM & GAS WORKERS' FEDERATION OF INDIA

Reg. No. (By - II - 8268)

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Website : www.ksmumbai.com

REF. : ONGC/KS/ 59/2025

DATE : 17/09/2026

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

o/c

Subject: Non-acknowledgement & Non-resolution of Complaints Registered through the Uran Intranet Complaint Management Portal.

Respected Sir,

We wish to bring to your kind notice that we are in receipt of complaints regarding the ineffective functioning of the Uran Intranet Complaint Management Portal.

It has been reported that complaints registered by employees under various categories such as **Housekeeping, Canteen, Civil, Electrical-AC, & PA Paging System** are neither being acknowledged nor attended to by the concerned departments. Although these complaints are reflected in the dashboard with the status **“Open”** & **“Assigned”** to the respective departments, no further action is taken, nor is any response provided to the complainants.

However, it is observed that complaints related to **Telephone/Infocom** services are being promptly attended. The concerned Infocom Department is resolving such complaints & updating the portal with appropriate replies, demonstrating that the system is capable of functioning effectively when acted upon by the concerned department.

It may be recalled that the **ONGC (WOU) Karmachari Sanghatana** had, vide **Letter No. ONGC/KS/53/2023 dated 17.05.2023**, requested the creation of a suitable online portal on the Uran Intranet for registering canteen-related complaints, enabling ONGC employees working at Uran to submit their grievances.

The Management appreciated the usefulness of the proposal & accordingly implemented the request by introducing a dedicated **Canteen Complaint** drop-down on the Uran Intranet Complaint Management Portal. The objective behind introducing this system was to ensure transparency, accountability, timely redressal of complaints, & continuous improvement in employee facilities.

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Unfortunately, the very purpose of establishing the portal is being defeated, as complaints registered by employees remain unattended for prolonged periods without any acknowledgement, action taken, or closure. This has resulted in growing dissatisfaction among employees & has adversely affected their confidence in the grievance redressal mechanism.

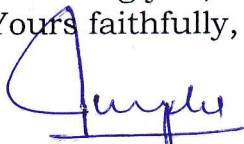
We have enclosed two screenshots of the Uran Intranet Complaint Management Portal, which clearly indicate the status of complaints registered by employees & substantiate the issues highlighted above.

Considering the above points, we earnestly request to the Uran Management to:

1. Direct all concerned departments to regularly monitor the complaints assigned to them through the Uran Intranet Complaint Management Portal.
2. Ensure that every complaint is acknowledged, attended & disposed of within a reasonable time frame.
3. Mandate the concerned departments to update the portal with the action taken & the final status of each complaint after its resolution.
4. Establish an effective monitoring mechanism to periodically review the pendency & disposal of complaints so that the objective of the online grievance redressal system is achieved.

We trust that the Management will appreciate the seriousness of the matter & take necessary corrective measures to ensure that the complaint management system functions efficiently & serves the purpose for which it was introduced.

Thanking you,
Yours faithfully,



(Pradeep Mayekar)
General Secretary



Copy to:

1. GM – I/c HR/ER, ONGC-WOU, Dronagiri Bhavan, LPG Plant, Uran – 400 702
2. Manager (HR) – I/c IR, ONGC-WOU, Dronagiri Bhavan, LPG Plant, Uran - 400 702



- Dashboard
- Near Miss & Incident
- Complaint Management
 - Complaint Registration
- Feedback

Uran Plant Online Reporting System



Home / Complaint Manager

BACK

SELECT TYPE

FROM DATE

TO DATE

SELECT TYPE

Select Date

Select Date

GENERATE

RESET

Search:



Previous

1

Next

ID.No.	CPF ID	Open Date	Applicant	Designation	Location	Complaint Type	Closed Date	Status	Action
1		06-10-2024				House Keeping		Assigned	View
2		16-12-2024				Canteen		Assigned	View
3		15-01-2025				Civil		Assigned	View
4		03-02-2025				Civil		Assigned	View
5		16-07-2026				Canteen		Assigned	View



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FROM DATE

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CPF ID

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Applicant

Designation

Location

Complaint Type

Closed Date

Status

Action

1

16-12-2024

Canteen

Assigned

[View](#)