

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/73/2026

DATE : 10/08/2026

To,
The ED Chief - HR Services

ONGC-WOU,
NBP Green Heights, BKC,
Bandra (E),
Mumbai - 400 051

afk

Sub.: Non-payment of Annual Leave Wages, Gratuity, Bonus, Overtime Wages & Non-deposit of Provident Fund Contributions by "M/s KHFM Hospitality & Facility Management Services Pvt. Ltd."

Respected Sir,

This is to bring to your kind notice that the catering contract awarded to "**M/s KHFM Hospitality & Facility Management Services Pvt. Ltd.**" expired on **13th June 2026**. The contractor was operating the canteens at **NBP Green Heights, 11 High, Vasudhara Bhavan, Guest House, Poonam Nagar, & Helibase**.

As your esteemed authority is aware, the performance of the said contractor had been extremely poor during the last six months of the contract. The snacks & lunch served were of inferior quality, & there was a persistent shortage of food items & grocery supplies in all the canteens. We understand that ONGC has taken note of these deficiencies & that the contractor's pending bills have not yet been cleared by the management.

However, despite the expiry of the contract, the contractor has failed to settle the statutory & contractual dues payable to the canteen employees working at the above-mentioned establishments.

The following dues are still pending:

- Annual Leave Wages have not been paid.
- Provident Fund (PF) contributions of Canteen Employees covered under Fair Wage Policy for the months of **May & June 2026** have not been deposited.
- Provident Fund contributions of total **15 (Fifteen)** employees engaged as additional/excess manpower have also not been deposited. Our Union has already taken up this matter with the **Provident Fund Commissioner** regarding the non-deposit of PF contributions of two employees. Copies of the complaint have also been marked to your office. The total amount of P.F. to be deposited is **Rs.13,37,400/- (Rs. Thirteen Lakh Thirty Seven Thousand Four Hundred Only)** up to June 2026.
- Gratuity has not been paid to the eligible canteen employees.
- Overtime wages have not been paid.
- Bonus for the period from **1 April 2025 to June 2026** has not been paid.

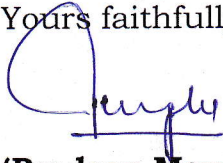
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We earnestly request your esteemed authority to **withhold the release of all pending bills** of the contractor until all statutory & contractual dues, including Annual Leave Wages, Bonus, Overtime Wages, Gratuity & Provident Fund contributions, are fully paid to the employees.

We further request you to kindly verify & confirm the deposit of Provident Fund contributions by the contractor with the concerned authorities before releasing any payment. We also request that the contractor's **Security Deposit/Bank Guarantee** may not be released until all legal obligations towards the employees have been completely fulfilled.

We hope that the matter will receive your immediate attention & that necessary action will be taken to safeguard the legitimate rights of the affected employees.

Thanking you,
Yours faithfully,



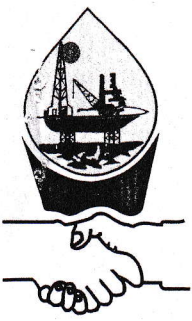
(Pradeep Mayekar)
General Secretary



Copy To:

1. GM- I/c IR, ONGC-WOU,NBP Green Heights BKC,Bandra (E),Mumbai - 400 051
- ← 2. GM (HR), I/c - H&W, ONGC-WOU,NBP Green Heights BKC,Bandra (E),Mumbai - 51

11/08/26
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Website : www.ksmumbai.com

REF. : ONGC/KS/ 48/2026

DATE : 11/06/2024

To,
Shri Bhavani Singh Yadav
Chief Vigilance Officer,
Employees' Provident Fund Organisation,
Vigilance Division,
Head Office (UG Floor),
HUDCO Vishala,
14-Bhikaji Cama Place
New Delhi - 110 066.

Subject:- Serious complaint regarding non-deposit of Provident Fund contributions by contractor M/s KHFM Hospitality & Facility Management Services Ltd. operating catering contract at ONGC NBP Green Heights & Helibase , Mumbai.

Respected Sir,

This is with reference to our earlier letters No. **ONGC/KS/2024/2023 dated 19.12.2023 & ONGC/KS/99/2025 dated 11.12.2025 & ONGC/KS/28/2026 dated 24.03.2026**, addressed to the Central Provident Fund Commissioner, New Delhi, regarding the non-deposit of Provident Fund contributions of enlisted employees by the contractor **M/s KHFM Hospitality & Facility Management Services Ltd.**, operating the catering contract at the ONGC canteen at **NBP Green Heights & Helibase, Mumbai**. Copies of the said letters are enclosed herewith for your kind reference.

We regret to inform you that despite the lapse of nearly **19 months**, the issue still remains unresolved. As on date, Provident Fund contributions for approximately **23 months** have not been deposited by the said contractor. It is also pertinent to mention that, prior to the above correspondence, our Union had already submitted three complaints regarding the same issue.

The total outstanding amount of Provident Fund contribution, including both employee & employer shares, has now reached **Rs. 13,37,400/-, (Rupees Thirteen Lakh Thirty Seven Thousand Four Hundred Only)**, which has not been deposited till date.

The matter has now become extremely serious, particularly as the contract is due to expire on **15th June 2026**.

It is a matter of grave concern that the contractor is deducting Provident Fund contributions from the wages of employees but he is not depositing the same into their respective PF accounts. Furthermore, the contractor is not issuing pay slips to the employees, which raises serious concerns regarding transparency, accountability, & compliance with applicable labour laws.

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In the absence of pay slips & proper records, it is not possible to verify whether the individual employee contributions are being correctly deducted, accounted for & remitted.

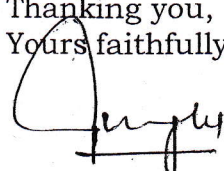
For your kind reference, we have already submitted the PF statements of **15 employees** working under the said contractor.

Since no effective action appears to have been taken on our earlier complaints, we are constrained to submit this further complaint before your esteemed authority. Considering the seriousness of the matter & the impending expiry of the contract on **15th June 2026**, we earnestly request you to direct the concerned authority for **immediate & strict action** against the contractor in accordance with the applicable provisions of law.

We further request that necessary steps may kindly be taken to ensure the immediate deposit of all pending Provident Fund contributions into the respective PF accounts of the affected employees.

We shall be grateful if your office communicates the action taken in this matter at the earliest.

Thanking you,
Yours faithfully,



(Pradeep Mayekar)
General Secretary



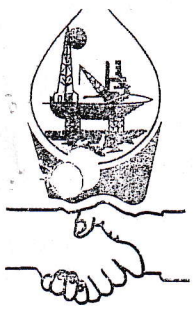
Mob.: 9969227766

Email: pradeep_mayker@rediffmail.com

Copy to:

1. Shri Rahul Nawani, DD Vigilance, Bhavishya Nidhi Bhavan, Kherwadi, Bandra (E), Mumbai -51
2. Regional P.F. Commissioner -I, Provident Fund Regional Office, Kandivali (E), MTNL Bldg, Sector-8, Charkop, Mumbai -67
3. GM-I/c-IR, ONGC, WOU, NBP Green Heights, BKC, Bandra (E), Mumbai-51
4. Manager, KHFM Hospitality and Facility Management Service Ltd.
01, Nirma Plaza, Makhwana Road, Marol Naka, Andheri (E), Mum- 59

File
2/7/16



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

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Flat No.102, 1st Floor, Acme Hormony-I, Poonam Nagar, Off. JV Link Road, Andheri (E), Mumbai - 400 093.
Website : www.ksmumbai.com

REF : ONGC/KS/28/2026

DATE : 24/03/2026

To,
The Central Provident Fund Commissioner
Employees Provident Fund Organisation,
Plate A, Ground Floor, Office Block-II,
East Kidwai Nagar,
New Delhi - 110023.

ofc

Subject: Second Complaint regarding non-deposit of Provident Fund contributions by the catering contractor "M/s KHFM Hospitality and Facility Management Service Ltd." at ONGC canteen, Green Heights & Helibase, Vile Parle, Mumbai.

Respected Sir,

This has reference to our earlier letter No. **ONGC/KS/99/2025** dated **10.11.2025** regarding non-deposit of Provident Fund (PF) contributions by the catering contractor "**M/s KHFM Hospitality and Facility Management Service Ltd.**", which is operating the canteen services at ONGC, NBP Green Heights and Helibase, Vile Parle, Mumbai. A copy of the said letter is enclosed for your kind perusal please.

It is regretted to inform that despite the lapse of nearly five months since our previous correspondence, the issue still remains unresolved. As of date, PF contributions for approximately **20 months** have not been deposited by the said contractor. Prior to this, two additional complaints were also submitted regarding the same issue by our union.

The total outstanding amount of Provident Fund contributions has now reached **Rs. 11,48,400/- (Rupees Eleven Lakh Forty-Eight Thousand Four Hundred only)**, which has not been deposited till date. The matter has now become extremely serious, especially considering that the contract is due to expire in **April 2026**.

It is a matter of grave concern that the contractor is deducting PF contributions from the wages of employees but is not depositing the same into their respective PF accounts. Furthermore, the contractor is not issuing pay slips to the employees, which raises serious questions about transparency and compliance with labour laws. Under such circumstances, it cannot be confirmed whether individual employee contributions are being properly accounted for.

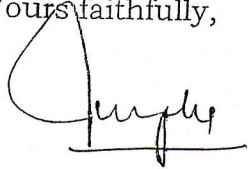
We have enclosed PF statements of **15 (fifteen) employees** working under the said contractor for your reference.

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This is our **second formal complaint** to your esteemed office regarding non-deposit of PF contributions. In view of the seriousness of the matter and the impending expiry of the contract, we earnestly request your authority to take **immediate and strict action** against the **Contractor** and **Principal Employer** i.e. **ONGC** in accordance with the provisions of applicable labour laws.

We would highly appreciate receiving communication regarding the action taken in this matter to the undersigned.

Thanking You,
Yours faithfully,

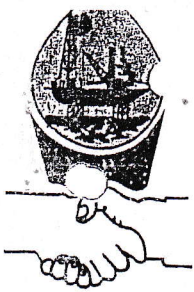


(Pradeep Mayekar)
General Secretary



Copy to :

1. GM-I/c-IR, ONGC, WOU, NBP Green Heights, BKC, Bandra (E), Mumbai - 51.
2. Manager, KHFM Hospitality and Facility Management Service Ltd.
01, Nirma Plaza, Makhwana Road, Marol Naka, Andheri (E),
Mumbai - 400 059.



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Website : www.ksmumbai.com

REF. : ONGC/KS/ 99/2025

DATE : 10/11/2025

To,
The Central Provident Fund Commissioner
Employees Provident Fund Organisation,
Plate A, Ground Floor, Office Block-II,
East Kidwai Nagar,
New Delhi - 110 023.

ajc

Sub.: Complaint Regarding Non-Deposit of Provident Fund by Catering Contractor "M/s KHFM Hospitality and Facility Management Service Ltd." at ONGC,NBP Green Heights, Mumbai & ONGC,Helibase,Vileparle, Mumbai.

Respected Sir,
writing to formally lodge a complaint regarding the non deposit of Provident Fund (P.F.) contributions by the catering contractor, **M/s KHFM Hospitality and Facility Management Service Ltd.**, which operates the canteen services at **ONGC,NBP Green Heights, Mumbai & ONGC,Helibase,Vileparle, Mumbai.**

There are a total of **Fifteen (15)** contractual canteen employees whose Provident Fund contributions both employer and employee shares have not been deposited from **June 2024 to October 2025**. Kindly find enclosed a detailed list of these employees, along with their PF statements and Gate Passes as supporting documentation.

This issue has been previously raised by our union, **ONGC (WOU) Karmachari Sanghatana**, through our communications vide letter no. **ONGC/KS/204/2023** dated **19/12/2023** and **ONGC/KS/24/2025** dated **17/02/2025**, addressed to the concerned authorities. However, no corrective action has been taken by the contractor till date.

The total unpaid Provident Fund amount stands at **₹9,84,400/- (Rupees Nine Lakh Eighty Four Thousand Four Hundred Only)**. As you are aware, the deposition of Provident Fund is a statutory obligation, and the contractor's failure to comply constitutes a serious violation.

We therefore respectfully urge your office to:

- Direct the concerned authorities to ensure immediate deposit of the withheld PF contributions for the listed employees.
- Impose applicable penalties and interest on the contractor for the delay and non compliance.

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- Issue notices to the contractor "M/s KHFM Hospitality and Facility Management Service Ltd." and the Principal Employer The ED Chief-HR Services at undermentioned Address and Via Email.

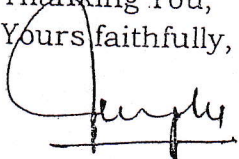
The Executive Director Chief - HR Services,
ONGC, WOU,
NBP Green Heights, BKC,
Bandra (E),
Mumbai - 400 051.

And

The Manager,
M/s KHFM Hospitality and Facility Management Service Ltd.
01, Nirma Plaza, Makhwana Road,
Marol Naka, Andheri (E),
Mumbai - 400 059.
Mob No : 9987870000 / 9987574333
Tel. No. - 69774300 / 28511234 / 28514141
Email - sales@khfm.in

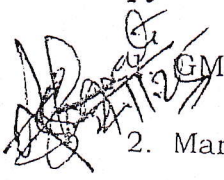
Your prompt intervention in this matter will help uphold the rights of the affected employees and reinforce statutory compliance.

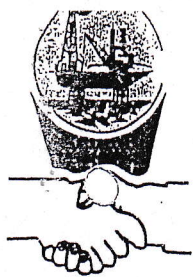
Thanking You,
Yours faithfully,


(Pradeep Mayekar)
General Secretary



Copy to :

-  GM-I/c-IR & Head FMG, ONGC, WOU, NBP Green Heights, BKC,
Bandra (E), Mumbai - 400 051.
2. Manager, KHFM Hospitality and Facility Management Service Ltd.
01, Nirma Plaza, Makhwana Road, Marol Naka, Andheri (E),
Mumbai - 400 059.



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Website : www.ksmumbai.com

REF. : ONGC/KS/ 204/2023

DATE : 19/12/2023

To,
The ED-HRO,
ONGC WOU,
NBP Green Heights, BKC,
Bandra (East),
Mumbai - 400051.

a/c

Subject: Flouting of all labour laws by the canteen contractor M/S KHFM Hospitality & Facility Management Services Limited in NBP Green Heights.

Respected Sir,

We are in a receipt of complaint from the contractual employees of canteen, working in NBP Green Heights under the contract of **M/S KHFM Hospitality & Facility Management Services Limited**. The said canteen contract of Green Heights has been awarded to the contractor from **May- 2023**.

Following are the serious complaints of canteen contractor **M/S KHFM Hospitality & Facility Management Services Limited**:

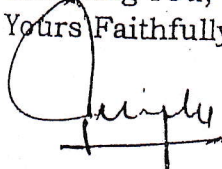
- No **Provident Fund** is deposited from **June-2023**.
- No increased **D.A.** is paid from Oct-2023, declared by **Ministry of Labour and Employment, Govt of India**. Please find enclosed the copy of circular for your perusal.
- No **21 days leave** per year is extended to them.
- Only two pairs of uniforms is provided for the year 2023 but **no shoes** are provided by the contractor till date.
- No **overtime** is paid on National Holidays i.e. 15th August and 2nd Oct 2023.
- **Overtime payment** of all the months is pending since contractor has been awarded the canteen contract i.e. from **May-2023**. Please find enclosed the detailed calculation of overtime of enlisted employees.
- Less amount of **Bonus** is paid in the salary of every month.
- No **ESIC** cards are issued though amount for ESIC is deducted from the salary of every month. It is a serious offence if contractor has not deposited the ESIC amount to the concerned department. We may compel to lodge the complaint in Police Station of BKC against the contractor for this serious issue.

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Your esteemed authority is requested to kindly intervene in the matter as issues raised are serious in nature and attracting legal action on principal employer. His all payments be withheld till the contractor clears all dues of canteen employees with arrears.

Thanking You,
Yours Faithfully,



(Pradeep Mayekar)
General Secretary

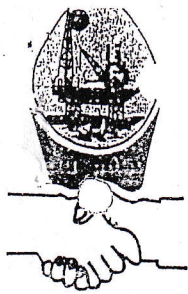
a/c

Copy to:

1. GM I/c IR, ONGC, WOU, NBP Gr. Heights, BKC, Bandra (E), Mumbai-51.
2. GM I/c FMG, ONGC, WOU, NBP Gr. Heights, BKC, Bandra (E), Mum-51.



2/1/2024



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Website : www.ksmumbai.com

REF. : ONGC/KS/ 24 /2025

DATE : 17/02/2025

O/c

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

Subject : Non Deposit of Provident Fund of enlisted canteen employees by the contractor M/S KHFM Hospitality & Facility Management Services Ltd.

Respected Sir,

We are in a receipt of complaint by the employees working in canteen of Green Heights regarding non deposit of Provident Fund for the period from **February - 2024 to January - 2025**. Please find enclosed the list of employees for your perusal. Non deposit of Provident Fund is a matter of serious concern. Very unfortunate to note that amount of P.F. is deducted from their salary every month but not deposited with P.F. office. Moreover no salary slips are also issued to these employees every month.

Your esteemed authority is requested to kindly look into the matter and give direction to the concerned authority for depositing the amount of provident fund in the account of enlisted canteen employees. Kindly ensure that payment slips are also issued to them regularly.

Thanking you.
Yours Faithfully,

(Pradeep Mayekar)
General Secretary

O/c

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2. GM - Head FMG, ONGC WOU, NBP Gr. Heights, BKC, Bandra (E), Mum-51