

PETROLEUM EMPLOYEES UNION

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SINCE : 1954

Date : 29.04.2022

To
ED- Asset Manager,
B&S Asset, V.Bhavan,
Bandra, Mumbai.

Sub: Replacement of Catering Contractor M/s. Saraf Corporation – BLQ1 & BLQ3

Respected Sir,

I am writing this letter with sheer disappointment owing to the experience shared by the employees of BLQ1 and BLQ3 against M/s.Saraf Contractor. It is a breach of trust as none of the contract points are duly followed, leading to serious health issues which may arise due to unhygienic food and housekeeping. Who is to be blamed if any mishap takes place? Our employees are our responsibility.

Please refer to the attached letter of complaint raised by BPA employees (*copy attached*). Hence, kindly requesting replacement of catering contractor M/s.Saraf Corporation for its unsatisfactory service.

Feedback from other ONGC installations to be considered against M/s.Saraf Corporation for its unsatisfactory services if any and appropriate action may be taken. Hoping for affirmative response from your side.

Thanking you,

Yours faithfully,

(Santosh J. Patil)
General Secretary

Copy to :

1. ED-HRO, WOU, NBP, Mumbai.
2. CGM (HR) – B&S, V.Bhavan, Mumbai.
3. CGM (HR) I/C-IR, NBP, Mumbai.

Date- 20.04.2022

To,
ED - Asset Manager,
B&S Asset, Mumbai.

Sub - Change of catering contract

Respected Sir,

With reference to the above subject we request your kind attention to this letter stating that the officers and staff at BLQ-1 and BLQ-3 are being served by M/s Saraf Corporation for catering and housekeeping purpose since last many years. It has been observed that M/s Saraf Corporations' catering quality is degrading day by day.

We, the residents of BLQ-1 and BLQ-3 are facing various problems regarding poor food quality, poor housekeeping and the quality of stay due to M/s Saraf Corporation and their base support. Jobs mentioned as per their contract are not being followed properly. Insufficient food products are witnessed by the food committee members in every food box which is being delivered weekly. Catering staff deployed here are very incapable and un-skilled. The food prepared in here is very unhygienic and makes it difficult for consumption. A lot of residents are falling ill because of its consumption. One of the main problems is poor housekeeping. Toilets, bathrooms and living rooms are found untidy. Housekeeping is not done on regular basis. Catering employees are not following safety rules despite being told by the HSE manager a lot of times. These issues were raised in the General Body Meeting a lot of times yet no fruitful solutions have been observed. The contract content states that the points mentioned in the food bill which is being signed everyday must be deducted according to the complaint written on that particular date but none has been observed.

These are the various problems that we are facing every day.

Therefore, we request you to please take care or change the tender of the catering services. This will not only change the quality of the food but also regulate the hygiene issues. Healthy staff will perform better.

Thanking you.

Yours Sincerely,
BPA Employees.