

12-2020



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EAST COAST RAILWAY
Office of the General Manager
(VIGILANCE)

1st Floor, E. Co. Rly. Headquarters, Bhubaneswar-17, Fax: BSNL: (0674) 2301328, Rly: 50702

No. ECoR/V4/S/PC-721/17 (20171201470)/System Improvement /1199

Date:-27.05.2020

To

Principal Chief Materials Manager,
East Coast Railway, Bhubaneswar-17.

Sub: – System Improvement for warranty clause of non M&P items but with warranty coverage

During investigation into the aspects of lodging & handling of warranty claims of different materials supplied against different Non Stock Purchase Orders it was observed that time taken in repair/replacing the defective material in some of the cases was 24 days, in some other cases it was more than 03-08 months. In case of materials supplied against COFMOW contract the supplier had attended warranty repair several times but within the specified time of two weeks mentioned in the contract. In some cases, materials have been sent to the supplier for rectification/replacement by the consignees.

Though there is specific instructions for M&P items in Railway Board's letter no.98 (RS)(G)/709/I part dtd.02.07.2018, moreover for other than M&P items, there is no specific mentions with regards to time line, place of rectification & penalty for delay etc. Hence, it is advised as below:-

- 1) The warranty clause for other than M&P items but with warranty coverage should be more specific with regards to time line for rectification/replacement,
- 2) Specific about place for rectification and
- 3) Penalty for delay in attending rectification/replacement etc.

Action taken in this regard may be intimated to this office at the earliest.

This has been issued with the approval of SDGM/ECoR/BBS

A.S.
27-5-20
(Ajay Singh)
Dy. Chief Vigilance Officer (S).
as per order dt NS/02

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No. ECoR/V4/S/PC-721/17 (20171201470)/System Improvement /1863

Date:-05.08.2020

To

**Principal Chief Materials Manager,
East Coast Railway, Bhubaneswar-17.**

Sub: – System Improvement for warranty clause of non M&P items but with warranty coverage

- Ref:-** 1) This office letter No. ECoR/V4/S/PC-721/17 (20171201470)/System Improvement/1199 dtd.27.05.2020
2) Your letter No.MM/ECoR/S-05/Policy/System Improvement/888 dtd.03.07.2020

In response to the suggested System Improvement vide letter under reference (1), reply from your end was received vide letter under reference (2). In the received letter, it has been referred detailed procedure for handling of rejection at different stages citing Railway Board's letter dtd.18.01.2018 and dtd.07.08.2015. These letters though state about the procedures for handling of rejection at different stages, there is no specific mentions with regards to time line for rectification/replacement by the supplier, place of rectification & penalty for delay in attending rectification/replacement etc.

In view of above, it is once again requested to take appropriate action on the matter under intimation to this office at the earliest.

This has the approval of SDGM/ECoR/BBS

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(Ajay Singh)
Dy. Chief Vigilance Officer (S).