



भारतीय रेल

INDIAN RAILWAYS

PATIALA LOCOMOTIVE WORKS



VENDOR MEET-2024

WARRANTY MANAGEMENT AND TPI

24 Oct'24


ANKIT BHATNAGAR, DY CMM/DEPOT-II

LATEST DEVELOPMENTS IN RECEIPT

□ Mandatory requirement of E-dispatch Note.

e-Dispatch Note

Vendor Details
BALIN AND COMPANY-KOLKATA (ID :3436) 2 A , R.K.ROAD , SARADAPALLY BARRACKPORE, KOLKATA, West Bengal, India, 700122



Signature valid

Digitally signed by
SONALI GHOSH
Date: 2023.08.08
19:18:57
Reason: e-Dispatch Note
Location:

Dispatch Note No	23/000200/0001163	Date	08/08/2023
PO No	21221582102315	PO Date	23/11/2022
No of Package(s)	34		

Buyer Details	Consignee Details
PLW COS Office Patiala 147003 Ph.:01752306405	PLW - 000200 - SD-II , PLW DMW PATIALA, PATIALA

Dispatch Details

PO Sr	003	PL No	29720977	Inspection Agency	CLW	Mode of Dispatch	Courier
Make	balin			Invoice No.	BKP/23-24/PI/64	Invoice Date	07/08/2023
Item Desc.	SET OF INSULATING BASE FOR WAG9HC LOCO TO SET LIST NO. EL29720977 REV.1 & DRG.NO. 1209-01.415-015 ALT.1 & 1209-01.315-016 ALT NIL						
Remarks	PROFORMA INVOICE NO BKP/23-24/PI/64 DTD 04.08.23, SINCE 100% PAYMENT AGAINST RNOTE AT PER PO						
Challan No	BKP/23-24/64	Challan Date	07/08/2023	Challan Qty.	34	Unit	Set
Courier Number/ Track Ref. No	DWB NO: 553077081	Courier Date	07/08/2023	Name of Courier Service	TCI EXPRESS LTD		
Qty Dispatched	34	Batch No	59	Mfg. Date	07/2023	Exp. Date	—
Product Sr No(s)	—						

- A valid/active DP and IC are mandatory to generate e-dispatch note.

LATEST DEVELOPMENTS IN RECEIPT

- ☐ **Digitalization of Joint Inspection Calls**
- ☐ **Mandatory Joint Inspection for pre-inspected items.**
- ☐ **Placing Inspection Calls for Warranty Replacement:** As on date, the module for placing inspection calls against warranty replacement is not yet developed by CRIS.

HANDLING OF WARRANTY REJECTIONS



- ☐ **RB letter No 2022/RS(G)/779(3390005) DT 17.10.2022**
- ☐ **RB letter No 2022/RS(G)/779(3390005) DT 26.10.2023**
- ☐ **RB letter No 2022/RS(G)/779(3390005) DT 21.08.2024**

BACKGROUND

- System of handling warranty rejections was largely manual and whatever computerization was available, it was on separate and non-integrated systems.
- Due to practical difficulties faced in field, review of warranty management system was done to cover all types of rejections including creation of an online integrated warranty management system.

REFERRED CIRCULARS SUPERSEDE EARLIER CIRCULARS ON THE SUBJECT.

DIGITIZATION OF WARRANTY MANAGEMENT SYSTEM

S.No	Vision
1	All existing maintenance applications to be integrated with UDM/IREPS/IMMS/IPAS for seamless transfer of required data.
2	Provision is made on IREPS for vendors to input dispatch details such as batch number, serial number, major sub component of item, expiry date, etc.
3	These details are being automatically linked with DRR/R-Note, CRN, Issue Notes and verified by end consignee on UDM.
4	Centralized Recovery Register is digitized and maintained in IPAS and linked with iMMS/UDM.
5	Warranty rejections and response shall be linked with UVAM and cognizance of same to be taken by vendor approving authorities and procuring authorities in deciding tender cases
6	Direct Part Marking (DPM) for items shall be done based upon the criticality/cost/feasibility to have DPM of the item.

TYPES OF WARRANTY REJECTIONS IN ONLINE SYSTEM

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graph TD; A[TYPES OF WARRANTY REJECTIONS IN ONLINE SYSTEM] --> B[WARRANTY REJECTION AT SHOPFLOOR WITHIN PLW/PU]; A --> C[WARRANTY REJECTION AT OTHER RAILWAY/SHED (ROLLING STOCK FAILURE)];
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WARRANTY REJECTION
AT SHOPFLOOR WITHIN
PLW/PU

WARRANTY REJECTION
AT OTHER
RAILWAY/SHED
(ROLLING STOCK
FAILURE)

- Intimation to Firm: **Registered E-mail address on IREPS.**
- Location of Replacement Supply: **End consignee.**
- Time for settlement of the Warranty Rejection: **60 days.**

WARRANTY MANAGEMENT IN IMMS/UDM

FLOW OF WARRANTY REJECTION	WARRANTY REJECTION AT SHOP-FLOOR	ROLLING STOCK FAILURE
MODULE USED FOR ISSUING REJECTION	iMMS	UDM
CONSIGNEE	CONCERNED WORKSHOP OF PRODUCTION UNIT e.g: AWM/LAS, AWM/BS etc	END USER OF SHED/RAILWAY e.g: SSE/ELS/BRC etc
WITHDRAWAL (RECTIFICATION/REPLACEMENT WITHIN 60 DAYS)	R/Note for Replacement supply is signed by depot officer of Production Unit in iMMS	CRN is signed by concerned shed officer(end user) in UDM
RECOVERY REFUND LETTER (RECTIFICATION/REPLACEMENT AFTER 60 DAYS AND RECOVERY DONE)	To be issued by depot officer of production unit in iMMS after R/Note for Replacement supply is signed by depot officer of Production Unit in iMMS.	To be issued by end user in UDM after signing of CRN by shed officer.
WHOM TO SUBMIT SUPPLEMENTARY BILL?	Paying Authority which has deducted the refundable amount on-line	Paying Authority which has deducted the refundable amount on-line

FINAL WARRANTY REJECTION ADVICE IN IMMS

PATIALA LOCOMOTIVE WORKS		WARRANTY REJECTION ADVICE		[STOCK] [S764]	
22100001		Depot: PLW STORES DEPOT 2			
Rejection Advice No. 02230065	Date 16/06/23	PO/AT No. 20221343100001	P.O.Date 01/01/23	P.O.Sr.No. 002	
Name & Address of Supplier	Depot: 02	Ward: RJ	Rejection.Register SI No.:	Dated:	
M/s TRIDENT PNEUMATICS PVT LTD-COIMBATORE 5/232 KNG Pudur Road Somayampalayam PO, Coimbatore, Tamil Nadu, India, 641108 [Tel:] (V.Code: :8662)	Challan-No.: TRI23/0170	Date: 19/04/23	Ch.Reg.No.: 2300259	Date: 25/04/23	
	RR/MTR No.: MTR 720821	Date: 19/04/23	Terms of Delivery F.O.R. Destination		
	ISL-No.: R1230374	Date: 16/06/23	DRR-No.: R1230113	Date: 25/04/23	
	Inspection Agency: OTHER	Inspection Reference Number:	Inspection Reference Date:		
Inspecting Official: Mr/Ms: ,					
Consignee Reporting Rejection:(Consignee Code-21ABSSSE)SSE/ABS PLW PATIALA Mobile No- ---			Complaint No: 21ABSSSE-23-01386	Complaint Date: 15-JUN-23	
Description & Drg./Spec.	PL No.: 29480103	Advance-Payment ? Yes	Vendor Approving Agency :		
FILTER ASSEMBLY TO SET LIST NO. EL-29480103 REV.0 AND CLW SPEC NO. CLW/MS/3/012/ ALT-5. (FILTER PANEL TO BE SUPPLIED IN ASSEMBLED FORM)	Qty.Invoiced: 7.000	Recd.Qty 7.000	Rejected Qty 4.000	Unit Set	
	Reason of Rejection During hydraulic testing of Filter Assembly Oil Cooler Ventilation leakage is found from filter Assembly Joints. This is violation of Note 1 & 10 of drawing under Ref.(ii) Which states that Soldered & welded Joints to be leak proof. Remarks ---				
Basic Rate/Unit: Rs. 325000	Head/Allocation: 20712805	Claim amount: Rs. 1534000.00(Rupees Fifteen Lakh Thirty-Four Thousand Only)			
Recovery Advice: Any Paying Authority across Indian Railways may take action for with-holding, recovery etc, from M/s TRIDENT PNEUMATICS PVT LTD-COIMBATORE(IREPS VCODE: 8662) against this Warranty Rejection Advice as per Policy.					
Note: Ground Rent, as applicable, will also have to be paid by the Vendor if rejected portion is not removed from Railway premises within the allowed free period.					
Remarks for Supplier: In case disposal/closure/settlement of this Rejection Advice is not done					

Signature valid
 Digitally signed by BHATNAGAR
 Date: 2023.06.16 12:15:45
 Reason: Invalid Rej.Advice
 Location: IREPO-CRIS

FINAL WARRANTY REJECTION ADVICE IN UDM

Signature Not Verified

Digitally signed by RAJ KUMAR
Date: 2022.12.05 17:51:52 IST
Reason: Signed Receipt
Location: New Delhi



PATIALA LOCOMOTIVE WORKS

Signature Not Verified

Digitally signed by ANKIT BHATNAGAR
Date: 2022.12.05 17:53:46 IST
Reason: Signed Receipt
Location: New Delhi

WARRANTY REJECTION ADVICE

Depot Lodging Warranty Claim: **AMM/DEPOT-II (Consignee Code: 58AMMD2) - Patiala Locomotive Works**

Warranty Rejection Advice No. 58AMMD2-22-00080	Date <div style="border: 1px solid black; padding: 2px;">05/12/2022</div>	PO/Contract No. 21206055100641	PO/Contract Date 09-05-2020	Item Sl.No. In PO/Contract 003
Consignee Reporting Rejection : Sr. Section Engineer (Consignee Code: 017395) Central Railway Mobile No. 9004411326		Sub-Depot/Sub-Consignee: OSDSL/Elec/Stores	Complaint No.: CR20221200002 (MU)	Complaint Date: 02-12-2022
Name & Address of Supplier: SIEMENS LTD-GURGAON SIEMENS LTD. SMO GURGAON JIL BUILDING TOWER B, PLOT NO 78 SECTOR-18, GURGAON, HARYANA-122015 INDIA		Challan-No.: HR1006004419	Challan Date: 24-12-2020	
		IC-No.: ICM/2020/12/DMW/094802/PKG	IC Date: 29-12-2020	
Description & Drg./Spec.	PL.No./Item Code: 29741087	Inspection by: OTHER Inspecting Official: P K GHOSH , JE/INSPECTION	Vendor Approving Agency:	
2X500KVA IGBT BASED HOTEL LOAD CONVERTER TO CLW SPEC.NO.CLW/ES/3/IGBT/0490 ALT-D (REV-1) ISSUED ON DECEMBER-2017. (Product/Component Rejected: 2X500KVA IGBT BASED HOTEL LOAD CONVERTER TO CLW SPEC.NO.CLW/ES/3/IGBT/0490 ALT-D (REV-1) ISSUED ON DECEMBER-2017 - PL No.29741087) Make/Brand: SIEMENS LTD-GURGAON Batch/Product Sl. No. STBDM1052HLCD , Warranty Period:			Qty. Rejected: 1.000 Set	
			Quantity Rejected (in words): Only One Set	
<u>Reason of Rejection</u> : Hotel Load Converter'B' Capacitor overheated. <u>Remarks</u> : Capacitor (C3) overheated.				
Rate/Unit: Rs.12036000.00 per Set				
Head /Allocation: 20712805		Claim Amount: Rs.12036000.00 (Rupees One Crore Twenty Lakh Thirty-Six Thousand Only)		

LATEST AMENDMENT IN WARRANTY POLICIES

- Competency of approval for permitting rectification beyond 60 days shall be with gazetted officer not below JAG level of the office of end user.
- Vendors are requested to take prior approval before dispatching replacement supply after expiry of 60 days period
- “Recovery Refund Letter” shall be issued by a gazetted officer of the end user
- Warranty replacement CRN/ R-Note and Recovery Refund Letter (wherever required) shall be issued within 10 working days of compliance of warranty obligation by the supplier.

SUBMISSION OF SUPPLEMENTARY BILLS

1. User has to go to **Contracts** ☐ **View & Manage Contracts** ☐ select **PO**, input the date range/last 180 days in Date Range and then click on the icon. Following window will open, where user has to go to **Bills for Pay** tab:

DISPATCH DETAILS	MA REQ.	BILLS FOR PAY.	RECT CHALLANS	R/NOTES	CRC (UDM)	CRN (UDM)	REJECTION	INS CERT.	BANK DTLS.	REJECTION (UDM)
WARRANTY CLAIM (UDM)										
PO No.: 19220743103466			Dept/Rly: HQ/NR		PO Date: 04/06/2022			PO Status: Order Placed		
PO Title: SET OF WIPER ARM COMPLETE WITH WIPER BLADE FOR 3-PHASE LOCOMOTIVES AS PER CLW SPECIFICATION NO.CLW/MS/3/050 A...										

[Click here](#) to download the User Manual for Bill Submission and View/Download Receipted Challan / R-Note / CRN / CRC. **new**

[Click here](#) to download the User Manual for Bill Submission for Bills having Multiple GST Invoices.

[Click Here](#) to submit online Declaration regarding GST e-Invoicing Provisions as applicable w.e.f. 01/10/2020. Submission of this Declaration is mandatory requirement before submission of online bills.

Submit New Bill

Search: Show entries

#	IREPS Bill Reg No.	Registered on	Invoice No.	Invoice Date	Adv/Final	Paying Authority	Bill Amt.	Bill Status	Bill Status Date	Payment Status	Actions
1	4104	10/04/2023 17:03:12	rtetr	01/04/2023	Final	FA&CAO(SAB)/NDLS(STOCK)	38974	Draft	Not Signed	NA	
2	4079	31/03/2023 11:56:29	798789	03/03/2023	Final	FA&CAO(SAB)/NDLS(STOCK)	267415	Withdrawn	31/03/2023 11:57:51	NA	
3	4025	19/12/2022 15:49:14	45646	07/12/2022	Final	FA&CAO(SAB)/NDLS(STOCK)	85710	Signed & Submitted	19/12/2022 16:04:20	Paid	

Showing 1 to 3 of 3 entries [Previous](#) [1](#) [Next](#) [Export to Excel](#)

SUBMISSION OF SUPPLEMENTARY BILLS

2. User has to select **Refund of With-held/Recovered Amount against Warranty** in the Supplementary Bill Type .

Bill Header(All amounts are in Rs)			
IREPS Bill Reg No(Supplementary Bill)		Original(Final) Bill Reg No.	4025 dt. 19/12/2022
Vendor Name	CRIS EPS-SDFS	Vendor Code in PO	:100295
PO No.	19220743103466	PO Date	04/06/2022
Vendor Address PLOT NO. F- 69, INDUSTRIAL AREA, BAHADRABAD, HARIDWAR, Uttarakhand, India, 249402			
Supplementary Bill Type Refund of With-held/Recovered Amount against Warranty			
This Supplementary Bill Utility is not intended for claiming refund of Security Deposit (SD) deducted from bills. For SD refund, please follow the system prescribed in the Railway Unit where SD has been deducted.			
<button>Proceed to Claim other Refunds</button>			<button>Exit</button>

Bill Description(Remarks)(upto 200 characters) <input type="text" value="test"/>					
Recovering / With-holding Rly	Recovery Advice No.	Recovery Advice Date	Recovered / With-held Amount	Refund Amount Claimed Now	
WR	33364-22-100152	14/11/2022	100	<input type="text" value="70"/>	
WR	33364-22-100153	14/11/2022	79900	<input type="text" value="80"/>	
Total Warranty Recoveries	80000	Warranty Recoveries Already Refunded	902	Balance Warranty Recoveries	79098
Warranty Recoveries Refund taken otherwise	<input type="text" value="0"/>	Max Claim Allowed	79098	Warranty Recoveries Refund now claimed by vendor	<input type="text" value="150"/>

Upload Documents					
Description of the document*		<input type="text"/>	<button>Select File</button>		
Uploaded Documents					
Sr. No.	Filename	File Description	Uploaded On	Uploaded By	Delete
<button>Generate Preview</button>					

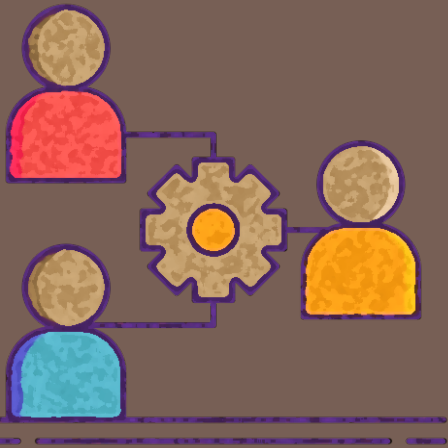
CHALLENGES AND MISCONCEPTIONS OF

S.N	Challenge/Misconception	Recommendation
1	Withholding of amount of rejected material immediately after issue of rejection advice in iMMS/UDM.	No concept of immediate withholding in IPAS.
2	Absence of an online mechanism to express views/actions taken on warranty rejection.	Mechanism of a Chat-Box in UDM under “Latest Discussions” tab wherein vendor can send text messages including photos/pdfs.
3	Expecting closure of warranty rejections based on submission of manual joint notes.	No provision to close rejections based on manual joint notes. Only the end user i.e. shed officers can close rejections after rectification/replacement of material in UDM.
4	Is rectification/replacement allowed after 60 days after recovery of cost of rejected material?	Only in exceptional cases, it may be permitted with the approval of JAG level officer of consignee.
5	Which paying authority shall refund amount to vendor?	Vendor to submit supplementary bill on the basis of “Recovery Refund Letter” to the concerned paying authority which has deducted the refundable amount online. Supplementary bill can also be submitted to the railway where amount has been transferred.
6	Warranty Rejection is issued but the item under warranty rejection has been actively running online or being actively used by Railways due to practical considerations.	“Recovery Refund Letter” shall also be issued by gazetted Officer of the office issuing Warranty Rejection Advice.

CHALLENGES AND MISCONCEPTIONS OF

VENDORS

S.N	Challenge/Misconception	Recommendation
7	Delay in generation of CRN by concerned shed officials.	Railway Board vide letter no No. 2022/RS(G)/779/7 dt 04.08.2023 has advised sheds that all concerned may be directed to take immediate necessary action for timely issue of Receipt Note/CRN after the warranty claims are settled by the firm. “Consignee-wise delay shall be captured in system soon”.
8	Firm has supplied replacement against a particular claim but the same is used to close some other claim of same item.	Item/equipment supplied against a particular warranty claim should be used to close that warranty claim only. Any alternate use of the material can be done only with the written consent of the firm.
9	Inspection of Replacement Supply.	Normally be inspected by the same inspection agency which inspected and passed the original supply. However, it can be changed to Consignee Inspection with the approval of minimum JA grade level officer of the office issuing Warranty Rejection Advice, duly considering practicability of the case due to low quantity/value, criticality of the item, quality issues involved etc.
10	When a warranty rejection of part quantity is issued prior to any payment to firm against initial R/Note, firm is unable to submit claim payment of even balance quantity.	Matter is referred to CRIS and shall be resolved soon.



THIRD PARTY INSPECTION

TPI Agencies (TPI-A)

- The TPI contract along with its terms and conditions has been finalized by Western Railways.
- Western Railway is nominated as Nodal Agency for dealing with all issues related to contract management and performance management of TPI Agencies.
- System developed by CRIS and was launched on 07.06.23

TPI Agencies (TPI-A)

- Railway has finalized engagement of the four TPI agencies for a period of 3 years

Intertek India Pvt Ltd



ITES Ltd



Bureau Veritas India Pvt Ltd



TUV India Pvt Ltd



- There are certain issues pertaining to policy guidelines, TPI Inspection interface on IREPS and operationalization of TPI contracts need immediate attention for improving the quality of TPI inspections and for expediting the inspections.

TPI AGENCIES-ISSUES AND SUGGESTIONS

- **Placement of Timely Inspection Calls:** Vendors shall place inspection calls before 15 days of expiry of DP. However, TPI agencies are requested not to reject calls placed close to expiry of Delivery Period for critical items whose urgency is certified by purchase officer.
- **Submission of all relevant documents with Inspection Call:** Vendors are requested to place all documents/reports such as QAP, Test Certificates required by TPI Agency for carrying out inspections along with Inspection Call

TPI AGENCIES-ISSUES AND SUGGESTIONS

- ☐ **Vendors to remain informed about Inspection Call Status**
- ☐ **Integration of Test Reports with Final Inspection Certificates and Details of Bought out items:** TPI Agencies are requested to upload all test reports, inspection documents, stage inspection certificates along with the final inspection certificate.

TPI AGENCIES-ISSUES AND SUGGESTIONS

- ☐ **Checking all import documents such Bill of Lading ,Bill of entry etc for Imported Consignments. Independent check on ICEGATE portal.**
- ☐ **Submission of Root Cause Analysis Reports to consignee**
- ☐ **Nomination of Dedicated Inspectors for Major Assemblies:** For major items like Propulsion System, Transformers, Traction Motors, Complete Shell Assemblies etc where the volume and value of order is large, TPI should depute dedicated trained inspector having expertise of inspection of concerned item to improve quality of final product used in Railways.

TPI AGENCIES-ISSUES AND SUGGESTIONS

S.No	Parameter	Recommended Target
1	Call Attending Response Time(CART)	3 days
2	Inspection Response Time(IRT)	10 days/15 days
3	Joint Inspection Response(JIR)	Compulsory representation in Joint Inspection by firms as well as TPI representatives
4	Quality of Action Taken Report (ATR)	TPIs are requested to submit ATR to consignee.
5	Quality Suggestions for improvement	TPI Agency is expected to act as quality advisors and suggest for improvement in specification, standards, drawing, Quality Assurance Plan, identification of items more suitable for Process Inspection.
6	Quality of complaint redressal system	TPI Agency is expected to have an online complaint redressal mechanism on their Online System. As on date, details of existing complaint redressal system(if any) are not known to Railways/Consignee

THANK YOU!