Pr. Chief Mechanical Engineers  
All Indian Railways

Sub: Warranty failure and other enroute failure of elastomeric pads

Railways have been reporting cases of EM pads getting perished on run including cases within warranty, which leads to time and effort taken for replacing the same and also in same cases detention Enroute. Railways have also been reporting non-compliance by various vendors in the warranty replacement requirements for EM pads, which have failed within the specified warranty time limit of 30 months from the date of supply. The matter has been examined in detail in consultation with PED/QAM and the following issues emerged:

1. During the year 2018-19, 2019-20 the sanctioned AAC of EM pad on railways has been 820,677 and 929,042 for 2018-19 & 2019-20 respectively
2. Against the above sanctioned AAC, the actual consumption in 2018-19 and 2019-20 was 888,460 and 881,966. It is seen that the actual consumption during 19-20 has marginally reduced by about 1% compared to last year despite the fact that the wagon holdings as well as utilization of existing wagons have increased over the 2 years.
3. During 2019-20, the actual consumption has been only 95% of the sanction AAC, which points towards inadequate supplies. This aspect needs to examined and necessary action taken on all railways.
4. On the issue of warranty failure, railways have recently started highlighting the failure cases of EM pads enroute as well as warranty failures. However, the RDSO portal where warranty failure cases are to be logged for monitoring of warranty complaints by QAM Dte shows negligible reporting of warranty failures on the portal. As a result, in most of the cases of warranty failure, there is no monitoring from RDSO because of a lack of information about occurrence of warranty failures on Zonal Railways leading to delays in replacement.

In view of above, the following is advised:

a) Railways may ensure that all cases of warranty failures, which have been advised to the firm must necessarily be reported to RDSO through the RDSO portal on warranty failure to ensure that the details are available with RDSO QAM dte for monitoring and ensuring compliance.
b) The inspection of EM pads during POH, ROH, sick line repairs and examination should be tightened up to identify and weed out EM pads, which have rejectable defect as per existing guidelines contains in the maintenance manual.

c) It may be ensured that the replacement against warranty is received with due inspection of RDSO.

Necessary action may please be taken accordingly.

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Railway Board

Copy to: PED/QAM/ RDSO, For kind information and necessary action please.