

भारत सरकार Government of India  
रेल मंत्रालय Ministry of Railways  
रेलवे बोर्ड (Railway Board)

No. 2022/RS(G)/779/7 (E3390005)

Dated: 21.08.2024

The General Managers, All Indian Railways/PUs, NF(C), CORE  
DG/RDSO/Lucknow, NAIR/Vadodara,  
PCAO, PLW/Patiala, COFMOW  
CAO, WPO/Patna, RWP/ Bela.

**Sub.: Handling of Warranty Rejections.**


- Ref.: i. Railway Board letter no. 2022/RS(G)/779/7(E3390005) dated  
17.10.2022.  
ii. Railway Board letter no. 2022/RS(G)/779/7(E3390005) dated  
26.10.2023.

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Vide letter under reference (i) above, consolidated policy instructions on handling warranty rejections, including an Online Integrated Warranty Management System over IR, was issued for implementation. Certain amendments in the said policy circular were also issued vide letter under reference (ii) above. Railway Board has further received representations from Railways and suppliers for review of the instructions.

2. The matter has been examined in Board and in view of above, it is decided to make amendments to the above referred instructions as enclosed at Annexure-I.
3. CRIS shall make the system ready accordingly. Provision for joint note/ compliance of warranty obligation, should be on IREPS, to be initiated by the supplier and accepted by the Railway user. In case, representatives of inspecting agency participate in Joint Inspection, the same should also be recorded in joint note/ compliance report. Necessary action may be taken in this regard.

DA: As above

  
21.08.24

(Anurag Grover)  
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Railway Board  
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COFMOW, CORE, WPO/Patna and RWP/Bela  
Sr. Prof. (Material Management), NAIR, Vadodara, ED (Stores), RDSO, Lucknow  
Chief Commissioner, Railway Safety, Lucknow  
Zonal Railway Training Institute, Sukadia Circle, Udaipur

**Copy to:**

The Genl. Secy., AIRF, Room No. 248, & NFIR Room No. 256-C, Rail Bhavan  
The Secy. Genl., IRPOF, Room No. 268, FROA, Room No. 256-D & AIRPOA,  
Room No. 256-D Rail Bhavan.

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(RPF), DG(HR), DG(Safety)

EDPG/MR, JDPG/MOSR(S), Sectt. of MOSR(R)

All AMs, PEDs & Executive Directors of Railway Board

**Annexure-I to letter No. 2022/RS(G)/779/7 (E3390005) dated 21.08.2024**

Para	Existing	Amended
2(A)(xii)	<p><b>Instruction dated 26.10.2023.</b></p> <p>(c) However, cases where due to extreme urgency affecting out-turn, operation etc it is in Railways' own interest to allow replacement/ rectification/ re-inspection after a period of 60 days from issue of warranty rejection advice, it may be permitted with the approval of SAG level officer of the office issuing warranty rejection advice. In such cases "Recovery Refund Letter" should be issued by minimum JA Grade Officer of the office issuing Warranty Rejection Advice to the extent permission is granted and warranty rejection is disposed/settled/closed by the vendor. However, ground rent as per clause 2(A) (ix) above shall be applicable in such cases also.</p>	<p>(c) However, cases where due to extreme urgency affecting out-turn, operation etc. it is in Railways' own interest to allow replacement/ rectification/ re-inspection after a period of 60 days from issue of warranty rejection advice, it may be permitted with the approval of <b><u>gazetted officer of minimum JAG level</u></b> of the office issuing warranty rejection advice.</p> <p>In such cases "Recovery Refund Letter" should be issued by <b><u>gazetted officer</u></b> of the office issuing warranty rejection advice to the extent permission is granted and warranty rejection is disposed/ settled/ closed by the vendor. However, ground rent as per clause 2(A) (ix) above shall be applicable in such cases also.</p>
	<p><b>Instruction dated 26.10.2023.</b></p> <p>(d) "Recovery Refund Letter" shall also be issued by minimum JA Grade Officer of the office issuing Warranty Rejection Advice in the following cases:</p> <ol style="list-style-type: none"> <li>If warranty is closed/ disposed/ settled within 60 day period and R-Note/CRN is issued after 60 day period</li> <li>Amount deposited by vendor before recovery but details of such deposit entered by user after recovery;</li> <li>Warranty rejection advice withdrawn altogether after recovery; and</li> <li>In other instances like court/</li> </ol>	<p>(d) "Recovery Refund Letter" shall also be issued by <b><u>gazetted officer</u></b> of the office issuing warranty rejection advice in the following cases:</p> <ol style="list-style-type: none"> <li>If warranty is closed/ disposed/ settled within 60 day period and R-Note/ CRN is issued after 60 day period</li> <li>Amount deposited by vendor before recovery but details of such deposit entered by user after recovery;</li> <li>Warranty rejection advice withdrawn altogether after</li> </ol>

	<p>arbitration judgment/order, etc. after recovery.</p> <p>v. cases where, inspite of issue of warranty rejection advice, the item under warranty rejection has been actively running online or being actively used by Railways due to practical considerations. However, firm should be advised to close the warranty as early as possible. In the normal course, such situations should not arise and should be exception only.</p>	<p>recovery; and</p> <p>iv. In other instances like court/ arbitration judgment/ order, etc. after recovery.</p> <p>v. cases where, inspite of issue of warranty rejection advice, the item under warranty rejection has been actively running online or being actively used by Railways due to practical considerations. However, firm should be advised to close the warranty as early as possible. In the normal course, such situations should not arise and should be exception only.</p>
2(D)(iv)(b)	<p><b>Instruction dated 17.10.2022.</b></p> <p><b>Rolling stock supplied by Railway PUs, Workshop-</b></p>	<p><b>Rolling stock supplied by Railway PUs, Workshop-</b></p> <p><i>(New sub para as follows to be appended to the existing para)</i></p> <p>Closure of the warranty rejection shall be done by the end user. The office issuing warranty rejection advice shall be intimated of closure and action taken by end user and vendor. The intimation shall be through UDM/ IREPS/ IMMS.</p> <p>CRN/ Recovery Refund Letter shall also be issued by the end user.</p> <p>Competency of approval for permitting rectification beyond 60 days, as mandated in para 2 (A) (xii) (c), shall be with gazetted officer not below JAG level of the <b><u>office of end user.</u></b> The "Recovery Refund Letter" shall also be issued by a gazetted officer of <b><u>the end user.</u></b></p>
2 (A) xv	New Para	Timely issue of Warranty replacement CRN/ R-Note and Recovery Refund Letter are

		<p>essential for efficient warranty management. Therefore following timelines shall be adhered to:</p> <p>i. Recovery Refund Letter, wherever required, shall be issued simultaneously with Warranty replacement CRN/ R-Note.</p> <p>ii. 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.</p>
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