



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



No.2022/RS(G)/779/7(3390005)

New Delhi dated 26.12.2022

General Managers, All Zonal Railways/PUs, NF(C), CORE
DG, RDSO/Lucknow and NAIR/Vadodara.
PCAO, DMW/Patiala and COFMOW/New Delhi.
CAO, WPO, Patna and RWP, Bela

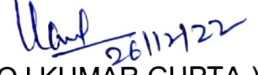
Sub: Handling of warranty rejections.

Ref: Board's letters of even number dated 17.10.2022 and 29.11.2022

Vide letters under reference, a consolidated Warranty Management System has been implemented, the impact of same has already started reflecting .

2. Implementation of the system has been reviewed in Board. While it is important that all the warranty failure cases are registered and claim lodged timely on vendors for improving the asset reliability, it is equally important that once the supplier has closed/attended the warranty complaint satisfactorily, immediate action is taken to close the complaint and to ensure that the withheld amount is released immediately thereafter.

3. Therefore, it is requested that a system may be put in place wherein this aspect is monitored at senior level on a regular basis to avoid any adverse comments from industry.


(MANOJ KUMAR GUPTA)
Exec. Director Railway Stores/G
Railway Board

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