

GOVERNMENT OF INDIA (भारत सरकार)
MINISTRY OF RAILWAYS (रेल मंत्रालय)
RAILWAY BOARD (रेलवे बोर्ड)

No. 2022/TK-II/22/7/3

New Delhi, Date 03.02.2025

**Principal Chief Engineer,
All Zonal Railways.**

**Chief Administrative Officer/C,
All Zonal Railways.**

Sub: Quality of procurement and System of monitoring of warranty claims and rejection on IREPS- UDM module

Ref: 1. R. Bd's Letter no. 2024/TK-II/22/7/2 dt. 23.08.2024, 13.11.24 & 20.11.2024
2. IRS Conditions of Contract Sep'22 Version 1.0 issued vide letter No. 2022/RS(G)/779/13(E 3402809) Dated: 21.09.2022
3. R. Bd's Letter No. 2013/TK-II/22/7/2(Gen. Policy) Pt.IV dtd. 05.01.2022

The monitoring of quality of procurement of track fitting items such as ERC, Liner and Rubber Pad etc. should be a serious matter of concern for every consignee, who is responsible to obtain highest grade, free of defects and fault and of the best material, quality, manufacture and workmanship throughout with accepted standards for materials of the type ordered and in full conformity with the contract specification, drawing or sample, if any and shall, if operable, operate properly as per clause 3201 of IRS conditions of contract ref. (2) above.

For quality audit, Zonal Railways vide Board's letter at ref. (1) were already advised to continue regular surprise inspections of Track fitting manufacturers at SAG/JAG level officers and send objective inspection report to RDSO regularly.

For all procurement through UDM module on IREPS portal, the available facility of rejection module & warranty claim of UDM is an excellent tool to control the quality of supplied material and to obtain quality assured material, but it is observed that the facility is being used by very few Railways as per summary of warranty complaints of respective Railway available on UDM. IRS conditions of contract stipulate warranty clause as 30 months and facilitates to mention longer/ shorter warranty in particulars of clause 0111.

Important causes of IRS conditions of contract related to warranty claims are reiterated as under:

Clause 1502 stipulates – *"Consignees Right of Rejection"* within 90 days and further as per warranty clause no. 3200.

Clause 2201 stipulates – *"On rejection of all goods submitted for inspection at a place other than the premises of the Contractor, such goods shall be removed by the Contractor at his own cost subject as hereinafter stipulated, within 21 days of the date of issue of intimation of such rejection by communication means detailed in clause 0202."*

Clause 2400 stipulates - *"Withholding and lien in respect of sums claimed".*

Clause 3203 (b) stipulates – *"Upon receipt of such rejection, the contractor shall, within 21 days (or within any other period, if stipulated in the contract), expeditiously repair or replace, at the option of the purchaser, the defective Goods or parts thereof, free of cost, at the ultimate destination."*

Clause 703 stipulates – *"Consequence of rejection"*

The warranty clause no. 3200 and its sub-clauses should be followed strictly and timely on UDM to utilize the facility within the prescribed warranty period and list out such contractor.

In this regard, CRIS has been organizing regular training of UDM modules. Concerned, Zonal Railways are advised to coordinate with GM/VIMS (email id: kad.rajiv@cris.org.in) for online/offline training session for nominated SSE/planning in-charge in each Division who will further organize similar session with each consignee to utilize the module regarding quality compliance within warranty period.

The reporting of warranty/rejection claim should not only be based on inspection at consignee end but should also cover the report of regular inspection conducted by the officers.

This is for needful action for ensuring strict quality compliances of all track fitting. Feedback on the matter should be submitted by all Zonal Railways within 15days.


(Anurag Kumar)

Director Track (Mod.)

Railway Board

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Copy to: (i) PED/Infra-I/RDSO for information and necessary action.

(ii) PED/RS(S) for information and necessary action.

(iii) GM/VIMS/CRIS for n.a. pls.

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