

WORK INSTRUCTION	WI No.	: W DD.007
	VER	: 01
	EFFECTIVE DATE	: 28.04.2021
	PAGE NO.	: 1 of 2
HANDLING CONTRACTUAL FAILURE CASES REPORTING BY ELECTRIC LOCO SHEDS FOR LOCOMOTIVES MANUFACTURED BY CLW		

1.0 **PURPOSE**


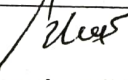
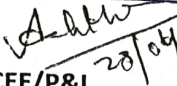
Handling warranty Failure Cases of trade supplied items reported by Electric Loco Sheds for Locomotives Manufactured by CLW.

2.0 **SCOPE**

All three phase locomotives.

3.0 **INSTRUCTION**

- 3.1 Warranty failures claims are reported by concerned electric loco shed in CLW warranty portal website <http://clw.ggn.rcil.gov.in>.
- 3.2 Periodic monitoring all the warranty failure cases on regular basis is to be done by "Monitoring & Liaison Activities with zonal Railways" group under Dy.CEE/I&D/HWH.
- 3.3 All defaulting vendors are required to replace/ rectify/repair (Free of Cost) within 45 days for indigenous and within 90 days for imported materials respectively from date of lodging of warranty failure complaint in CLW portal.
- 3.4 The details of Replaced/ rectified/repared materials/deposit receipt of claim value shall be uploaded online at the portal <http://clw.ggn.rcil.gov.in> by the firm. Concerned electric loco shed shall accept/reject the same submitted by the vendor on the portal.
- 3.5 After the replacement/ rectification/repair of the materials/ deposited against the claim value, root cause analysis report shall optionally be uploaded on the website by concerned vendor. Concerned electric loco shed shall accept/reject the same submitted by the vendor on the portal for final closure of warranty failure case on the portal. If materials are replaced/ rectified/repared/ deposited against the claim value on ground/office but joint notes are not uploaded on the website then it is deemed that such materials are NOT Replaced/ rectified/repared/ NOT deposited the claim value and onus lies on the vendor.
- 3.6 Joint notes may be prepared by concerned shed(s) along with concerned vendor(s) and the same may be attached against each failure cases reported in CLW's warranty failure portal.
- 3.7 Action taken by firm to replace/ rectify/repair the items for which warranty is claimed by shed shall be uploaded by the concerned firm on the CLW warranty portal website <http://clw.ggn.rcil.gov.in> and decision regarding recovery shall be taken based on details available in CLW warranty portal website <http://clw.ggn.rcil.gov.in>.
- 3.8 In case no action is taken by vendor to replace/ rectify/repair the item within stipulated period as mentioned in clause no. 3.3, advice for recovery of the claim value will be issued to Finance Department of CLW.

Prepared by	Approved by	Issued by	Copy no.
AEE/L&S 	Dy.CEE/I&D/HWH 	CEE/P&I  28/04/2021	51

CHITTARANJAN LOCOMOTIVE WORKS

CONTROLLED COPY

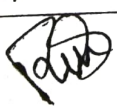
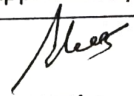
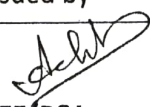
WORK INSTRUCTION	WI No. : W DD.007
HANDLING CONTRACTUAL FAILURE CASES REPORTING BY	VER : 01
ELECTRIC LOCO SHEDS FOR LOCOMOTIVES	EFFECTIVE DATE : 28.04.2021
MANUFACTURED BY CLW	PAGE NO. : 2 of 2

3.9 While calculating the claim value, rate as per book rate/AI approximately. The time period of 45 days for indigenous and 90 days for imported materials, for replacement/rectification/repair will be counted from the date of lodging of warranty failure complaint by the shed in the CLW warranty portal website <http://clw.ggn.rcil.gov.in>. Approval of PCEE will be taken before issuing letter for recovery of the warranty claim value to Finance. Consolidate cases of such recovery on account of warranty claim shall be put up to PCEE on weekly basis for approval.

3.10 In case after cost deduction, the warranty claim is resolve by the vendor through replacement/ rectification/repair and details duly uploaded and if concerned shed is accepted after verification then it assumes that the case is closed in CLW warranty portal website <http://clw.ggn.rcil.gov.in>, proposal for refund of the recovery of the warranty claim value duly approved by PCEE will be sent to Finance. Investigation report is optional not compulsory to uploaded.

4.0 **PERSON(S) INVOLVED IN THE PROCESS AND THEIR COMPETENCE**

Monitoring of replacement/ rectification/repair of the trade supplied materials for which warranty is claimed by the sheds and taking action as per para 3.8, 3.9 and 3.10 is to be done by "Monitoring & Liaison Activities with zonal Railways" group under Dy.CEE/I&D/HWH. The uploading of data in the CLW warranty portal website <http://clw.ggn.rcil.gov.in> will be done by concerned electric loco shed(s) and concerned vendor(s).

Prepared by	Approved by	Issued by	Copy no.
AEE/L&S 	Dy.CEE/I&D/HWH 	CEE/P&I 	51