

NORTH EASTERN RAILWAY

Office of the
General Manager (Mech),
Gorakhpur-273001.

No. M/DSL/MAT/Inspection/Part-IV

05.04.2012

CWM GKPS/IZNS,
Sr.DME/C&W/LJN,BSB,IZN,
PSTS/GKP,
Sr DME/Diesel/IZN,GD,
Sr DME/O&F/IZN,LJN,BSB,
DME/O&F/IZN.

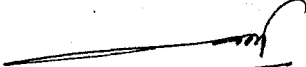
Sub : Quarterly advice to RITES about complaints regarding quality of RITES pre- inspected material
Ref : ED/QA RITES letter no 26/RITES/QA/Complaints dated 13.03.2012 regarding Quality complaints for RITES pre-inspcted materials

1. A copy of ED/QA/RITES letter under reference is enclosed. Based on Advisor/Vigilance/Railway Board's report, RITES has observed that prior information of Quality Complaints regarding RITES pre-inspected materials is not available with RITES in all cases as such no investigation could be done by RITES in such cases.

2. With the view to improve the reporting of quality related issues in view of above RITES vide their letter referred above, have advised that a quarterly consolidated report of complaints arising in that quarter along with pending reports of previous quarters should also be sent to the concerned regional RITES office alongwith a copy to ED/QA/RITES. The proforma for the quarterly report to be sent is given in RITES letter referred as above.

3. It should be ensured that joint statement is made with DyCMM/Stoers Officer of your unit and advised to the concerned regional RITES office alongwith a copy to ED/QA/RITES and copy of report be sent to CME/NER and COS/NER for information.

DA: As above


5/4/2012
(Drupad Ram)
CRSE

Copy to:
COS :- For Information and necessary action.



27/3/12

27/3/12
Please complete details from both ends by 27/3/12
27/3/12
28/3/12

राइट्स लिमिटेड

(भारत सरकार का प्रतिष्ठान)

RITES LIMITED

Schedule 'A' Enterprise of Govt. of India

73 2

NO: 26/RITES/QA/Complaints

Dt.: 13.03.2012

Controller Of Stores (All Indian Railways)
Chief Mechanical Engineers (All Indian Railways)
Chief Electrical Engineers (All Indian Railways)
Principal Chief Engineers (All Indian Railways)

CWE
all HODs & all units for notices
मुयांई ✓
मुयांई ✓
मुयांई (विशेष) ✓
सचिव मुयांई
मुयांई
27/3/12

Subject: Quality complaints for RITES pre-inspected materials

As you are aware, RITES is conducting pre-dispatch inspection of materials and equipment against various Purchase Orders placed by zonal Railways. While we strive to make our best efforts to ensure the material as per PO/drg. requirement, there are cases of material not meeting the consignee expectations. As per practice in vogue, on receipt of rejection memo/advice, joint inspection in such cases is organized by RITES with Consignee and supplier to investigate the reasons of rejection to take necessary corrective/preventive action.

Recently, Advisor/Vigilance/ Rly Board after obtaining information about such cases from various zonal Railways/PUs had forwarded the same to this office for investigation at this end. While many cases were earlier reported to RITES followed by joint inspections, in a number of cases, no prior information was received and hence no investigation could be taken up.

With a view to strengthen the existing system of receipt of quality related complaints, it is requested that in addition to the existing procedure of issuing rejection memos/advices against each consignment of unacceptable stores, major store depots/workshops and consignees may send a consolidated quarterly statement of all complaints during a particular quarter in the enclosed format and pending complaints of previous quarter to the RITES regional office where the consignee is situated with a copy to undersigned.

Necessary instructions may please be passed on to the concerned depots/depts to do the needful so as to enable us to serve you in a better and more efficient manner.

(R.L.Prasad)
Executive Director/QA

Encls: One Format

23/3/12

Ref 2 x 5/2M
Gruva

28/3/12

CME एवं CSE महोदय को प्रति भेजा गया 26/3/12

Annexure -I

FORMAT FOR REPORTING CASES OF REJECTION OF RITES PRE-INSPECTED MATERIAL FOR THE QUARTER ENDING _____

CONSIGNEE/DEPOT _____

RAILWAY/PU _____

1.Rejections cases pending Joint Inspections carried over from the previous quarter as on _____

S.No	PO no.with dt.	Firm's name with address	Description of stores	RITES IC no with date	Qty rejected	Reasons for rejection	Rejection Memo no./advice no with dt.

2. Details of stores rejected during the Quarter

S.No	PO no.with dt.	Firm's name with address	Description of stores	RITES IC no with date	Qty rejected	Reasons for rejection	Rejection Memo no./advice no with dt.