

Format for details of Reported Failures /Complaints

S.No	Item	Details
1.	Name of station/Railway	
2.	Details of Failed Equipment viz Type/Configuration	
3.	Specification No. & Drawing No. (If any)	
4.	Serial/ID no. of Failed Equipment	
5.	Nature of Failure: (a) Equipment failure (b) Material not as per standard (c) Installation related Problem (d) Response of firm	
6.	Name of Manufacturer	
7.	Date of Manufacturing	
8.	Purchase Order no./CA no./LOA no.	
9.	Ordering Authority	
10.	Consignee	
11.	Inspecting agency	
12.	Inspection Certificate no.& date of issue(Copy to be attached)	

13.	Codal Life of Equipment	
14.	Whether it is within warranty period, date of expiry of warranty.	
15.	(a) Date of Installation& name of Agency which has installed & date of (b) commissioning and name of agency which has commissioned.	
16.	Failure of equipment during last six months. (a) same equipment. (b) similar equipment at the station	
17.	Power supply conditions	
18.	(a) Value of earth connected to Equipment.	
	(b) Last date of Inspection of Equipment by Rly and condition at that time	
19.	Handling of equipment at the time of installation	
20.	Comments on storage conditions of equipment prior to installation	
21.	(a) Name/Designation of contacting Officer	
	(b) Contact Telephone no. Rly/CUG	
	(c) E-mail address	

All the details given have been verified by this office and it requires joint investigation.

(Name & Sign of Head of Dept)