

Rail Coach Factory Kapurthala

No MIQ/10030/Complaints 180415/015
Dated 30 04 2018

Office of the
Chief Quality Manager
Mob 097792 42402
cqmrcl@gmail.com
Fax No 01822-227417 227760

M/s Advanced Silicon Pvt Ltd
Plot No, 287 D Faridabad
LHSIDC Sector 59
Faridabad 121004

Site of manufacturing

REMINDER

Sub Warranty Claim against Advanced Silicon Make Seat foot rests defective in service
Ref CDO/NR/DTL's online complaint no RCF-040918153703 040918153359 040918154848
040918153950 040918153509 040918154324 040918154739 042318133416 dated 09 04 2018

With reference to above CDO/NR/DTL's reported failure of Seat Foot Rests & Reclining gear in service due to reasons given in the table below and has raised warranty claim for the same

#	Coach No	Railway	Date of failure	Defect Details	Traceability
1	LWSCZAC 163183 163184 163185 163186 163187 163188 163178 163179 163189	NR	06 04 18 07 04 18 08 04 18 23 04 18	Seat Foot Rest Defective Total Qty 53 Nos	Advanced Silicon Pvt limited
	Name (Sh)	Designation	Contact No	Location	
	NIKHIL MAKEN	CDO/NR/DTL	09717631420	DLT	

You are advised to depute your service engineer for attending the same at the earliest and carry out joint inspection/root cause analysis with the reporting depot. Copy of the joint note and root cause analysis may be sent to this office for further necessary action

Please note if the complaint is not attended in time your firm's quality rating will decrease as per table appended below

Total days taken to attend the complaints	0-10 days	11-20 days	21-30 days	31-40 days	41-50 days	51-60 days	> 60 days
% Decrease in quality rating	NIL	5	10	20	40	60	100

Payment of defective/ failed item shall be liable to be withheld (as per clause 2400 IRS condition of contract) without any reminder, if the complaint is not attended with in time limit from issue of this letter. The time limit is 30 days. The matter may please be treated as most urgent

1205/NA
G. inf & n = please
23/4/18

(Ajit Kumar Alok)
Dy Chief Quality Manager III
Ph no 01822 227756
(dycqm1rcf@gmail.com)

CC -

- 1 Coaching Depot Officer Northern Railway New Delhi 110014
 - 2 ED/QA RITES LTD RITES BHAWAN 1 Sector 29 Gurgaon Haryana India 122001
- inf & n/a pl For kind