



SOUTH CENTRAL RAILWAY

प्रधान कार्यालय Head Quarters Office
सिगनल व दूरसंचार शाखा, रेल निलयम
Signal & Telecom Branch, Rail Nilayam
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GGM/S&T/RVNL/SC, GGM/S&T/RITES/GGN
Sr.DSTEs /SC, BZA, GTL, GNT, HYB & NED
Dy.CSTE/C/HQ, SC, BZA, GTL, NED & GNT
Dy.CSTE/P/HQ, SC & BZA, Dy.CSTE/P/Tele/SC

Sub: System improvement for incorporating penalty clauses in AMC of S&T equipments.

Vigilance department had conducted preventive check on AMC contracts of S&T equipments. Based on their observations and suggestions, following system improvements are advised on subject above for ensuring in future AMC contracts of S&T equipments:-

1. Check list and frequency/Schedule of the AMC visit shall be defined in AMC contracts and to be followed scrupulously during scheduled AMC visit. In case of missing AMC visit or delay in conducting AMC visit beyond stipulated time, suitable penalty clause to be available in AMC contracts.
2. AMC Engineer should be competent to carry out all type of preventive maintenance schedules as per contract and to restore the failures promptly. AMC Engineer should have Competency Certificate issued by OEM. OEM competency certificate should cover the Training imparted to AMC Engineer in Scheduled Maintenance, Troubleshooting of various types of failures by simulating them, programming, if any etc. Suitable penalty clause shall be available in contract, if required nos. of AMC Engineers are not available at site or they are not competent enough to handle the equipments under AMC.
3. Spares requirement (various cards/modules etc.) in the AMC contract should be well defined (station wise, if required) and same to be available under the custody of Railways. In case, the spares are not available, suitable penalty clause should be available in AMC for missing particular card/module etc.
4. Major and minor failures should be clearly defined in the contract. Major failure means, failures where system working is affected. Minor failure means, failures where system working is not affected but failure needs to be

attended to ensure reliability/redundancy of system. Quantum of penalty should be stipulated clearly for both types of major and minor failures whenever restoration of such failures exceeds stipulated time.

5. Location of Headquarters of AMC engineer should be defined in AMC. Further, the escalation matrix for the failure should also be provided by the contractual agency.

It may be noted that various S&T equipments are being entered into AMC and hence different quantum of penalty provisions need to be adopted depending on type of system/equipments, requirement of their availability and type of failure (Major/Minor). Further quantum of penalty incorporated in AMC should be substantial enough so that it compels the firm to promptly conduct the scheduled preventive maintenance and time of restoration of any failure is also minimal.

In addition to above, any other penalty if required by the executive, on case to case basis, may also be incorporated in AMC contract.

Above instructions should be followed in all future AMC contracts of S&T equipments.

Above penalty provisions should also be incorporated in various works contracts of electronic equipment (e.g EI, MSDAC, BPAC, UFSBI, IPIS, CCTV etc.) which are covered under maintenance period/warranty period. Penalty, if any, shall be recorded in the register and shall be communicated at each instance of occurrence to Agency, and same shall be ensured to be deducted from the final bill/ SD amount of the works contract. The details regarding frequency of maintenance schedule by competent service engineer and stipulated time duration to attend the major/minor failure along with relevant penalty clauses as applicable for maintenance period and warranty period should be clearly stipulated in such contracts.

Please acknowledge receipt of the letter.

A.K. Sanghi
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for PCSTE

Copy to: CSTE/Con, CSTE/Proj., CSTE/Plg. & CCE for information and necessary action please.