

I/37904/2023



भारत सरकार –रेल मंत्रालय  
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Government of India - Ministry of Railways  
Research Designs & Standards Organisation  
Lucknow – 226011  
DID (0522) 2450115  
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No: MW/WAD/CTRB/GENL

Date: 12.01.2023

- (1) M/s Timken India Ltd.  
Bara, PO-Agrico  
Jamshedpur  
Jharkhand- 831 009
- (2) M/s National Engineering Industries Ltd.  
Khatipura Road  
Jaipur  
Rajasthan- 302 006
- (3) M/s SKF Engineering and Lubrication India Pvt. Ltd.  
Milestone Kandla 333  
Ahmedabad Rajkot Highway  
Kerala Ta. Bavla  
Ahmedabad, Gujrat- 382 220

**Sub:** Instructions for honouring the warranty claims of CTRBs and its components.

**Ref :** (i) This office letter of even No. dated 10.01.2022.  
(ii) CWM/WWS/RYP/SCR letter No. GR/PG/M.302/Warranty claims/CTRB dated 14.12.2022.  
(iii) M/s NEI letter No. R&D/CTRB/MF-6607 dated 09.12.2022.

1. Representations are being received from Zonal Railways regarding not honouring the warranty claims by OEMs. This office has already advised and communicated to OEMs to develop and adopt a mechanism for after sales monitoring system whereby this type of issues can be resolved smoothly and also will help OEMs to improve the reliability of their product.

2. Provisions of warranty are given in relevant para of RDSO specifications of all types of CTRBs and Grease seals. It is also important to note that in the warranty clause it is mentioned “date of supply” and not from the “date of manufacture”. Accordingly claim should be raised.

3. Due to requirements of wheel set to turn out serviceable wagons, space constraints in wheel parks of WS & limited space for holding defective CTRBs, it is not feasible for Railways Workshops to keep the suspected bearings with wheel sets in mounted conditions. So, the suspected bearings are required to be dismounted from wheel set. So the issue is dis- assembly of suspected bearings which is to be kept in assembled conditions for OEM physical inspection jointly regarding defects but again it cannot be kept in assembled conditions for unlimited period.

4. It is therefore clarified that Zonal Railways can dismount suspected bearings from wheel set and should keep it in assembled condition for physical joint inspection by Railways and OEMs for preferably one week duration (Clause no. 3.5 of MTRS inspection note dated 16.06.2022). If the OEM does not turn up within this specified

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period, the bearing can be dis- assembled by concerned Zonal Railways and the concerned OEM will have to honour the warranty claims, if warranty claim is raised. This does not differ or alter the other provisions of warranty claims of bearings and its components.

This is issued with the approval of EDSW.

Encl: Nil

Digitally Signed by Anand

Rishi Srivastava

Date: 24-01-2023 17:33:34

Reason: Approved

(Anand Rishi Srivastava)  
Director Standards Wagon  
For Director General (Wagon)

**Copy to:**

(a) EDME (Freight) : For kind information please.  
Railway Board, Rail Bhawan  
New Delhi – 110 001

**(b) The Principal Chief Mechanical Engineer:**

1. Central Railway, C.S.T., Mumbai – 400 001
2. Eastern Railway, Fairlie Place, Kolkata – 700 001
3. East Central Railway, Hajipur – 844 101
4. East Coast Railway, Rail Vihar, B-2, Chandrashekherpur, Bhubaneswar –751023
5. Northern Railway, Baroda House, New Delhi -110 001
6. North Central Railway, Subedargunj, Allahabad -211 015
7. North Eastern Railway, Gorakhpur-281 001
8. Northeast Frontier Railway, Maligaon, Guwahati -781 001
9. North Western Railway, Near Jawahar Circle, Jaipur – 302 017
10. Southern Railway, NGO Annexe, Park Town, Chennai – 600 003
11. South Central Railway, Rail Nilayam, Secunderabad – 500 371
12. South Eastern Railway, Garden Reach, Kolkata – 700 043
13. South East Central Railway, RE Office Complex, Bilaspur – 495 004
14. South Western Railway, Club Road, Keshwapur, Hubli – 560 023
15. West Central Railway, Opposite Indira Market, Jabalpur – 482 001
16. Western Railway, Churchgate, Maharishi Karve Marg, Mumbai – 400 020

**(c) The Chief Workshop Managers:**

1. Eastern Railway Workshop, Liluah, District: Howrah (West Bengal) – 711 204
2. Eastern Railway Workshop, Jamalpur, District: Munger (Bihar) – 811 214
3. Mechanical Workshop, East Central Railway, Samastipur (Bihar)-848 101
4. Mechanical Workshop, Northern Railway, Civil Albert Road, Amritsar (Punjab)-143 001
5. Mechanical Workshop, Northern Railway, Jagadhari, District : Yamunanagar (Haryana)-135 002
6. Wagon Repair workshop, North central Railway, Jhansi (U.P.)-248 003
7. Loco workshop, North Western Railway, Lal Phatak , Ajmer (Rajsthan)-305 001
8. Carriage & Wagon Workshop, Southern Railway, Perumbur (Tamil Nadu)-600 023

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9. Central workshop, Golden Rock (Ponmalai), Tiruchirappalli (Tamil Nadu)-620 004
10. Wagon Workshop, South Eastern Railway, Kharagpur (West Bengal) - 721 301
11. Wagon Repair Workshop, South East Central Railway, Raipur (Chhattisgarh)-490015
12. Wagon Repair Workshop, West Central Railway, Kota (Rajasthan)-324 002
13. Wagon Repair Workshop, South Central Railway, Guntupalli (A.P.)-521 241
14. Western Railway Workshop, Freelandganj , Dahod, District: Panchmahal (Gujarat)- 389 160
15. Western Railway Workshop, Pratap Nagar, Vadodara (Gujarat)-390 004
16. Carriage &Wagon Workshop, North East Frontier Railway, New Bongaigaon (Assam)-798 381