

दक्षिणरेलवे/SOUTHERN RAILWAY

सं./No.M/M/W271/General

मंडलकार्यालय/Divisional office  
यांत्रिक शाखा/Mechanical Branch  
चेन्नईमंडल/Chennai Division  
चेन्नई/Chennai - 600003  
दिनांक/Date: 03.02.2025

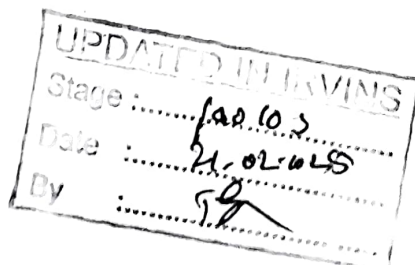
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Sub: System improvement – Suggestion of vigilance department: reg

As per RB direction, a MAS division contract compliant was examined by vigilance department/ Southern Railway and the following findings and system improvements are suggested.

Findings of the case:

- 1. Delayed Bill Processing:**
  - Bills were processed in bulk every 3, 4, or 5-6 months instead of monthly, as stipulated in the contract, causing delays in payments to the contractor.
- 2. Non-Imposition of Penalties:**
  - Penalties were not imposed on a monthly basis as required.
- 3. Improper Communication:**
  - Important letters to the firm were sent via WhatsApp or Telegram instead of through official channels such as postal mail with acknowledgment.
- 4. Lack of Documentation:**
  - No register was maintained to record work executed under the contract or to track delays in service for imposing penalties.



Further vigilance department suggested the following system improvements for address the above indicated issues

**1. Formalized Communication**

- All reminders, penalties, and notices should be conveyed through official channels, such as email or postal letters, and properly documented to ensure accountability and traceability.

**2. Document Maintenance:**

- For all service contracts, notifications to firms regarding repair work communicated through phone, WhatsApp, or Telegram must be systematically recorded in a designated register.
- A monthly report should be prepared, summarizing all such communications and documenting the completion status of the repair work.
- Delays in service should also be tracked and included in the monthly report for performance evaluation and corrective actions.

In this regard depots are advised to scrupulously adhere the vigilance instructions and system improvement suggestions. The action taken in this regards shall be advised to this office immediately.

  
/Sr.DME/MAS