

Sub- 'On Line' call marking procedure for Inspection cases against Contract Cases wef 01.06.2017

RITES are receiving large number of Inspection Requests for material which is ordered by Contractors on vendors for Turn Key Contracts awarded by Railways / PSUs . Such calls are presently marked in manual mode after obtaining request on hard copy or through email . Manual process results in delays and other types of difficulty to the vendor.

2. To streamline the process of marking of such calls, RITES have decided to provide ' On Line' registration facility of calls against works contracts. Steps required to place call request are briefly summarised below-

- (i) Prime contractor will be required to register the Contract / LOA on our portal and will be issued Unique 8 Digit Case Number .
- (ii) This case number will be passed on by the prime contractor to suppliers/ vendors who have been awarded the supply contract .
- (iii) Using this Unique Case No. along with Login ID, supplier shall be able to register call 'On Line' on rites inspection portal <http://ritesinsp.com/RBS/>.. Copy of Purchase order placed by the Prime contractor should also be scanned and uploaded by the vendor

3. Help desk Line No 011-22029119 will operate on all working days to provide assistance in ' On line' call booking of Works Contract cases . Also a workshop is being organised at RITES Office ,SCOPE Minar , 12th Floor, Laxmi Nagar , Delhi-110092 at 16.00 Hrs on 15th June 2017 on all working days to guide the users on the subject. All concerned are cordially invited to attend the workshop of 15th June 2017 and make full use of the On Line Call Facility for material inspection calls pertaining to Works Contracts / LOA cases .

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