

# TITAGARH WAGONS LIMITED

## CUSTOMER COMPLAINT LOGBOOK (YEAR - APRIL'2018 TO MARCH'2019)

Sl. No.	Type of Wagon	Date of receipt of complaint	Rly.	Wagon No.	Qty. of Wagon	Railway depot	Attend date	Description of defect	Action Taken	Status	Ramarks (If any)
1	BOXNHL	27.04.2018	ECOR	22121627089	1	Bondamunda	25.05.2018	Failure of CTRB (Wheel Position-R4)	Attend	Solved	NIL
2	BOBRNHS	25.04.2018	SECR	73141713627	1	Andal	05.05.2018	Turn Buckle assembly bent and 02 nos. 45 dia Eye Bolt bent with 06 nos. Door I-Bolt	Replaced	Solved	NIL
3	BOBRNHS	21.05.2018	ECOR	73121714682	1	Andal	15.06.2018	Operating Shaft twisted, Turn Buckle & Adjustment lever bent.	Replaced	Solved	NIL
4	BLCAM	02.06.2018	GATX	61401811084	1	Naihati	03.06.2018	KPA/E Feed Pipe Broken	Repaired	Solved	NIL
5	BOSTHS	07.07.2018	SCR	21091810644	4	Naihati	08.07.2018	CA End U-Shackle and centre pivot metal bonded rubber washer deficient.	Replaced	Solved	NIL
				21091810637				Both End U-shackle and centre pivot metal bonded rubber washer deficient.	Replaced	Solved	NIL
				21091810583				KPA End U-Shackle and centre pivot metal bonded rubber washer deficient.	Replaced	Solved	NIL
				21091810507				Both End U-shackle and centre pivot metal bonded rubber washer deficient.	Replaced	Solved	NIL
6	BOSTHS	10.08.2018	SR	21061811510	3	Naihati	10.08.2018	NO-3 Gravity cotter rivet loose	Repaired	Solved	NIL
				21061810899				DV common pipe bracket filter leaky	Repaired	Solved	
				21061810790				B/S BP flexible hose pipe leaky. Operating handle bent.	Repaired	Solved	
7	BOBRNHS	20.08.2018	ECOR	73121714736	1	Asansol	15.09.2018	Centre adjustable lever broken	Replaced	Solved	NIL
8	BOBRNHS	28.08.2018	ECOR	73121714910	1	Asansol	15.09.2018	Centre adjustable lever broken	Replaced	Solved	NIL
9	BOXNHL	01.09.2018	SCR	22091620325	2	Bhilai	12.09.2018	01 CBC Eye Bolt cracked	Replaced	Solved	NIL
				2209161145				01 CBC Eye Bolt cracked	Replaced	Solved	
10	BOBRNHS	05.09.2018	ECOR	73121815891	1	Asansol	25.09.2018	Centre adjustable lever broken	Replaced	Solved	NIL
11	BOSTHS	14.09.2018	SER	21071810800	1	Naihati	15.09.2018	KPA / End Feed pipe bent & all bracket broken	Repaired	Solved	NIL
12	BOSTHS	19.09.2018	SER	21071810800	1	Naihati	20.09.2018	KPA feed pipe bent and all bracket broken + KPA end FP angle cock leaky + KPA end body stanchion bent	Repaired	Solved	NIL
				21151810065				DV Flange joint leaky	Repaired	Solved	

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13	BOSTHS	22.09.2018	SWR	21151810102	4	Naihati	23.09.2018	CA End BP and FP angle cock loosely fitted and leaky.	Repaired	Solved	NIL
				21071810558				CP End air hose carrier deficient	Repaired	Solved	
				21151810041				APM rubber pipe bursted and leaky	Repaired	Solved	
14	BOSTHS	24.09.2018	SWR	21151810102	4	Naihati	25.09.2018	CA FP A/COCK loose fitting & leaky	Repaired	Solved	NIL
				21151810065				DV Flange joint leaky	Repaired	Solved	
				21151810041				APM rubber pipe bursted and leaky	Replaced	Solved	
				21151810558				CA Air Hose Carrier deficient	Replaced	Solved	
15	BRN 22.9	11.09.2018	SECR	94141219292	4	Perambur	12.10.2018	1. Striker casting fitted inclined 2. Striker casting holes were wrongly drilled 3.Striker casting front stopper trimmed with gas cutting 4. Centre sill with sole bar also got uplifted at both of its ends which resulted into the buffer height variation. 5. Solebar got twisted from its inside at the centre along with the stanchion pillar and bracket.	Repaired	Solved	NIL
				94141219001				Repaired	Solved		
				94141218929				Repaired	Solved		
				94141289271				Repaired	Solved		
16	BOXNHL	03.10.2018	ECOR	22121627478	1	Dhanbad	15.10.2018	CTRB badly seized	Attend	Solved	NIL
17	BCNAHS	02.11.2018	NE	31041810709	4	Naihati	03.11.2018	KPA end BP & FP air hose carrier deficient	Replaced	Solved	NIL
			NE	31041810693				KPA End U-Shackle and centre pivot metal bonded rubber washer deficient.	Replaced	Solved	
			NF	31051810591				Both side return date and mfg. date have not been stenciled properly	Repaired	Solved	
			NF	31051810294				KPA End Brake pipe flange joints leaky	Repaired	Solved	
18	BOXNHL	03.11.2018	ECOR	22121623623	1	DDU	25.11.2018	Knuckle found excessive worn out in nose portion under warranty period.	Attend	Solved	NIL
19	BOXNHL	19.11.2018	ECOR	22121627706	1	DDU	02.12.2018	Centre buffer coupler eye crack under warranty period.	Attend	Solved	NIL
				31051810935				CP End U-Shackle deficient + Both side wagon manufacturing date not stenciled	Repaired	Solved	

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20	BCNAHS	11.11.2018	NFR	31051810942	6	Naihati	12.11.2018	KPA End U-Shackle deficient.	Replaced	Solved	NIL
				31051810980				Both end U-shackle deficient	Replaced	Solved	
				31051810973				Both end U-Shackle deficient + Both side wagon manufacturing date not stenciled	Replaced & Repaired	Solved	
				31051811017				Both end U-shackle deficient	Replaced	Solved	
				31051810829				Both end U-Shackle deficient + Bk. Cylinder branch pipe bracket hanging	Replaced & Repaired	Solved	
21	BCNAHS	14.11.2018	SWR	31151810026	4	Naihati	15.11.2018	Auxiliary Reservoir Vent leaky	Repaired	Solved	NIL
			NFR	31051811253				Auxiliary Reservoir Vent leaky	Repaired	Solved	
			NFR	31051811260				Auxiliary Reservoir Vent leaky	Repaired	Solved	
			SWR	31151810019				NRV to Osolating Cock connecting pipe crack and leaky	Pipe changed & leakage repaired	Solved	
22	BCNAHS	03.12.2018	SECR	31141810401	7	Naihati	04.12.2018	Both side U-shackle deficient	Put right	Solved	NIL
			SECR	31141810418				Both side U-shackle deficient	Put right	Solved	
			SECR	31141810425				Both side U-shackle deficient+ DV leaky	Put right & repaired	Solved	
			SECR	31141810265				Feed pipe to Dirt Collector leaky	Repaired	Solved	
			SECR	31141810166				KPA End FP and BP angle cock cracked and leaky	Replaced	Solved	
			SECR	31141810272				APM Flange leaky	Repaired	Solved	
			SWR	31151810507				CA end air hose carrier deficient	Put right	Solved	
23	BLCAM	16.12.2018	GATX	61401822158	1	Naihati	18.12.2018	End Pull Rod broken	Set right	Solved	NIL
24	BCNAHS	19.12.2018	NWR	31111810325	2	Naihati	20.12.2018	East side wagon return date not stenciled	Stenciled done	Solved	NIL
			SECR	31141810531				KPA End U-Shackle and cotter deficient	Put right	Solved	
25	BCNAHS	22.01.2019	SECR	31141810647	2	Naihati	23.12.2018	CA End U-Shackle and cotter deficient	Put right	Solved	NIL

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25	BOXNS	22.01.2019	ER	31021810064	1	Naihati	23.12.2018	Brake Cylinder not work properly	Repaired	Solved	NIL
26	BOXNS	23.01.2019	CR	24011910233	3	Naihati	24.12.2018	NRV defective + ELB not work	Changed & repaired	Solved	NIL
				24011910325				No-1 Door not closed due to extromental	Put right	Solved	
				24011910332				No-2 Door hole towing bolt not make + ELB not work	Put right	Solved	
27	BOXNS	24.01.2019	ER	24021910018	1	Naihati	24.01.2019	FP Flange joint leaky	Rectified	Solved	Nil
28	BOXNS	24.01.2019	CR	24011910448	3	Naihati	24.01.2019	No-2 Door towing bolt hole not make	Rectified	Solved	NIL
				24011910264				No-1 Door towing bolt hole not make	Rectified	Solved	
				24011910387				BC Pipe Bracket not welded	Rectified	Solved	
29	BOXNS	25.01.2019	CR	24011910226	2	Naihati	25.01.2019	NRV Defective	Changed new one	Solved	NIL
				24011910202				AR Leaky, BC Flange Joint Leaky	Rectified	Solved	
30	BLCBM	06.02.2019	GATX	62401910043	5	Naihati	07.02.2019	KPA End LSD Isolating Cock leaky. Hand wheel APD deficient. NRV Defective. LSD branch pipe flange joint leaky	Rectified, APD done, NRV fitted, LSD Branch pipe flange joint rectified	Solved	NIL
	BLCAM			61401910534				KPA End BP Flange Joint leaky	Rectified	Solved	
	BLCBM			62401910111				KPA End LSD leaky	Rectified	Solved	
	BLCAM			61401910527				CA End CBC operating handle deficient	Fitted	Solved	
	BLCAM			61401822332				Hand wheel spindle junction box rivet deficient	Fitted	Solved	
31	BOXNS	11.02.2019	NR	24031910404	2	Naihati	12.02.2019	Hard adjustment of BK Gear. Less gap observed B/W Bk. Block & Wheel surface.	Rectified	Solved	NIL
				24031910459				KPA-U Shackle & cotter defficient. Hard adjustment of Bk. Gear, less gap observed between Bk. Blocks & Wheel surface.	Rectified	Solved	
32	BOXNS	11.02.2019	NR	24031910831	2	Naihati	12.02.2019	KPA Push rod bent + CKD	Rectified	Solved	NIL
				24031910756				KPA-Feed pipe flange joint leaky.	Rectified	Solved	

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33	BOXNS	08.02.2019	NR	24031910718	4	Naihati	09.02.2019	AR branch pipe flange joints leaky	Rectified	Solved	NIL
				24031910534				SAB defective	Rectified	Solved	
				24031910404				Hard adjustment of BK Gear. Less gap observed B/W Bk. Block & Wheel surface.	Rectified	Solved	
				24031910459				KPA End U-Shackle and cotter deficient + Hard adjustment of brake gear (less gap observed between brake blocks and wheel surface)	Put right & repaired	Solved	
34	BOXNS	08.02.2019	NR	24031910831	3	Naihati	09.02.2019	KPA End push rod bent and broken	Set right	Solved	NIL
				24031910732				No-1 nest inner spring out of spigot	Rectified	Solved	
				24031910756				KPA End feed pipe flange joints leaky	Rectified	Solved	
35	BOXNS	09.02.2019	NR	24031910718	2	Naihati	10.02.2019	AR branch pipe flange joints leaky	Rectified	Solved	NIL
				24031910534				SAB defective	Rectified	Solved	
36	BOXNS	15.03.2019	CR	24011910455	6	Guntakal	25.03.2019	Side bearer deficient	Set right	Solved	Nil
				24011910226					Set right	Solved	
				24011910479					Set right	Solved	
			ER	24011910094					Set right	Solved	
				24021910216					Set right	Solved	
				24021910179					Set right	Solved	
37	BVCM	28.03.2019	SE	24061910177	1	Bondamunda	30.04.2019	PU Pad deficient	Put right	Solved	NIL