

INETRACTIVE VOICE RESPONSE SYSTEM (IVRS)
CALL FLOW

ANNEXURE - 1



PRESS 1: TO KNOW THE EMAIL ADDRESSES
OF REGIONAL INSPECTION OFFICES

PRESS 2: VENDOR, PO REGISTRATION
RELATED INFORMATION

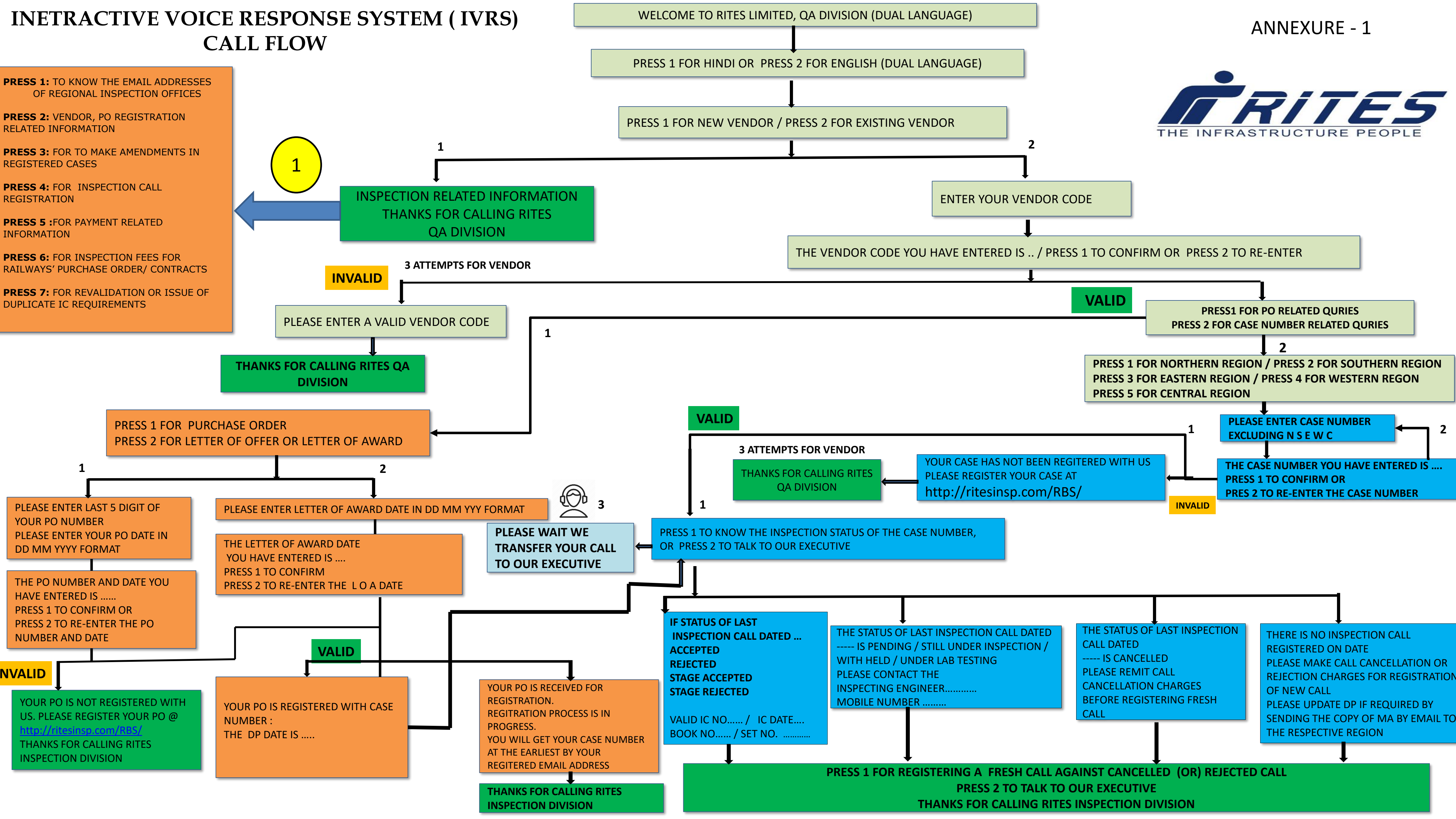
PRESS 3: FOR TO MAKE AMENDMENTS IN
REGISTERED CASES

PRESS 4: FOR INSPECTION CALL
REGISTRATION

PRESS 5 :FOR PAYMENT RELATED
INFORMATION

PRESS 6: FOR INSPECTION FEES FOR
RAILWAYS' PURCHASE ORDER/ CONTRACTS

PRESS 7: FOR REVALIDATION OR ISSUE OF
DUPLICATE IC REQUIREMENTS



General Inspection related information**1. Email addresses of Regional Inspection Offices:**

Please note the Regional Office email address for inspection related correspondences:

<i>Northern region :</i>	<i>nrinspn@rites.com</i>	<i>Western region :</i>	<i>wrinspn@rites.com</i>
<i>Eastern region :</i>	callletter.er@rites.com ; erinspn@rites.com	<i>Southern Region:</i>	callletter.sr@rites.com ; srinspn@rites.com

2. Vendor, PO Registration related information

- For new vendor registration, please send the copy of PO along with contact person name, mobile number, email address through e-mail to the respective regional office. Also visit <http://ritesinsp.com/rbs/> for further information.
- For registration of new purchase order or inspection call, please use *rites vendor login portal*: http://ritesinsp.com/rbs/Vendor/Vendor_Login_Form.aspx
- To update/ change vendor profile data in the existing data Please send a request letter with details indicating the change request to respective Regional Inspection Office through e-mail
- Please ensure submission clear and legible documents while submission.
- *In case of registration against Letter of Award, complete copy of LOA, schedule of requirements, rates, and Authorization letter from Purchasing Authority be uploaded.*

3. To make amendments in registered cases

- To enhance the delivery period - Please send the DP extension modification advice to respective Regional Inspection office through email indicating inspection case number.
- To change place of inspection - Please send PO amendment or valid supporting document to respective Inspection office through email indicating case number.
- For LOA cases, additional items can be added in the registered case number through vendor login portal.
- Inspection call registration
- Only On-line inspection call is accepted with minimum of seven clear working days from contract delivery period.
- To withdraw registered inspection call - Please send an email to nominated Inspecting engineer for withdrawal. Cancellation charges will be applicable.
- Offer quantity enhancement shall be made before the inspection schedule by the

Inspecting Engineer, on-line through vendor login portal.

- Reduction or deletion of offered quantity or item is not feasible.
- Inspection desired date shall be opted while registering inspection call.

5. Payment related information

- Payments towards inspection fee, cancellation charges, rejection charges, lab testing charges shall be paid through on-line payment gate way portal http://ritesinsp.com/rbs/Online_Payment_Form.aspx. Kindly indicate case number and purpose payment while making payment.
- In case of previous inspection call been cancelled or rejected, subsequent inspection call will only be registered after remittance of necessary payments.
- In case inspection call registration is locked, please check for any payment dues towards previous inspections and request e-mail be sent to respective regional office along with proof of payment for release of such lock.

6 Inspection fees for Railways' Purchase order/ contracts

- Inspection fee
- 0.9% of offered material value plus GST @18%.
- Inspection call cancellation charges:
 - Before Visit by IE : 0.45% of offered material value subject to a maximum of Rs.11000 plus GST@18%
 - After Visit by IE : 0.9% of offered material value subject to maximum of Rs. 22000/- plus GST@18%
- Re-inspection and rejection charges
 - 0.9% of offered material value subject to minimum of Rs.5000/- plus GST@18%
- Charges for Issue of Revalidation IC or Duplicate IC : Rs. 10000/- plus GST@18%
- For Non-railway orders/contracts, please contact the Respective Regional Inspection Office.

7. For revalidation or issue of Duplicate IC requirements:

- | | |
|-----------------------------------|---|
| For IC revalidation: | Please send a request letter indicating the IC details, with reasons for delay and dispatch document to respective Inspection office with necessary fees. |
| For issue of duplicate IC: | Please send a request with original FIR (First Information Report) for loss of IC, an Affidavit for non-claim of payment from purchasing authority with IC details to respective Regional Inspection Office along with requisite fee. |

DETAILS OF IVRS PROCESS FOR VENDORS

TOLL FREE No.18004257000

Vendor has the option to choose language either **Hindi or English**

OPTIONS TO CHOOSE

- New vendor or Existing vendor
- Vendor Code
- Confirm Vendor Code

OPTION FOR NEW VENDORS

Register – <http://ritesinsp.com> by sending PO/ LOA
Update or change vendor profile data

MAKE QUERIES RELATED TO

- Purchase Order
- Case Number
- Letter of Award

OPTION TO RENTER / CONFIRM

Purchase Order Number
Purchase Order Date
Letter of award date
DP date
Case Number

OPTION TO RECEIVE MESSAGES LIKE

Confirmation of receipt of PO
DP date expiration
Last date of registration of call
Confirmation of Regions (SRIO, NRIO, ERIO, WRIO & CRIO)

POSSIBLE TO KNOW INSPECTION STATUS

Accepted	}	With Book No. & Set No. of IC
Rejected		
Stage Accepted		
Pending	}	Able to get Mobile No. of concerned Inspecting Engineer
Still under inspection		
Under Lab testing		
Withheld		

Cancelled / Remittance of Cancellation charges / Lab charges

Email address of concerned Inspection Offices

Vendor or PO Registration details

Amendments

Inspection call registration details

Payment related information

Inspection fee`

Revalidation of IC