

CE's CIRCULAR No. 105

NORTH WESTERN RAILWAY

Headquarter Officer
Jaipur – 302006
Date: 22.07. 2004

No.W/CE/118/0
Sr. DEN(Co.)
All, BKN, JP & JU

Sub: Contract Management- Performance Review Meetings.

1. This office often receives representations from Railway contractors listing various grievances. While references on specific issues are forwarded to divisions for necessary action, the receipt of large number of representations from working contractors itself suggests lack of proper communication between the contractors and the field executives. Please appreciate that delay in resolving contractor's genuine problems and consequent delay in execution of work unnecessarily adds to cost overrun besides eroding the confidence of the contractors in the system.
2. At the same time it is also observed that action as per contract conditions is not taken against the contractors showing poor performance. It is likely that inadequate mobilization of resources by the contractor is the main cause of unsatisfactory progress but extension is given as a matter of routine without LD. Also, large number of contracts are in the state of suspended animation wherein the stipulated/extended completion period has expired but neither the work has been completed nor the contract has been closed/terminated. All this needs to be looked into.
3. It is therefore, advised that Sectional Sr. DEN/DEN should hold monthly review meetings with all working contractors with the purpose of resolving pending issues and grievances of either side. The monthly meetings should also aim at critical appraisal of the performance of the contractors. Discussions should be recorded work-wise and placed in relevant contract files. The decisions taken and commitments made by contractors shall be advised in writing requesting him to take necessary action in specified time. Similarly follow up action on decisions and commitments when given by Sr. DEN/DEN should also be taken in time. To reduce the clerical work, such advice can be sent on a suitably designed format.
4. Please ensure that monthly performance review meetings with the working contractors are regularly held henceforth.

Chief Engineer

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For information please
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