

RESTRICTED

DIRECTORATE GENERAL BORDER ROADS

# GENERAL MAINTENANCE INSTRUCTIONS

No.9

## DEFECT REPORTING

The information given in this document is not to be communicated to the press or to any person not authorised to receive it.

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**DIRECTORATE GENERAL BORDER ROADS**

**GENERAL MAINTENANCE INSTRUCTION**

**No 9**

**DEFECT REPORTING**

**GENERAL**

1. This instruction lays down the procedure to be adopted for the investigation and reporting of defects in equipment, and the channels of submission of defect reports.

**PRELIMINARY STAGE**

2. During this stage either the user or Workshops will observe that certain equipment is exhibiting a defect. In case the user makes such observation, it is incumbent on him to report the matter to workshop, giving the latter the nature of defect and the circumstances under which it was brought to light.

3. OC Workshops will make a preliminary enquiry as to whether other *users* have also observed this defect and attempt to technically analyse the cause of the same.

4. OC Workshops if he is of opinion that the incidence of the defect is sufficiently large should report the defect to CE's Headquarters in letter form. This letter will be termed a "Preliminary Report" and CE's Headquarters should keep DGBR informed of all "Preliminary Reports" received.

**SECONDARY STAGE**

5. During this stage technical analysis of the defect has been concluded and it should be decided whether or not the defect warrants a formal Defect Report.

6. If it does not, no formal Defect Report need be initiated, and CE's Headquarters should issue instructions (copy to DGBR) informing users the means to be adopted for obviating the occurrence of the defect.

7. If a formal Defect Report is warranted, the same should be initiated by OC Workshops, and submitted to CE's Headquarters who after adding their observations, should submit the same to DGBR in duplicate. On no account should these defects be reported to DGOF or firms unless specifically called for.

**TYPE OF DEFECTS TO BE REPORTED**

8. Only those defects of a nature that indicate inherent weakness in material or incorrect design and affect appreciable percentages of the equipment need be the subject of Defect Reports. Isolated cases of failure and cases of failure due to incorrect use of equipment, inexperience of drivers and operators and the like, should not be so reported.

**INADEQUACY OF EQUIPMENT TO MEET OPERATORS REQUIREMENTS**

9. Where equipment does not meet CE's expectations as regards performance and suitability for its intended role, the matter will be reported on a "Users Trial Report" and not on a "Defect Report". Details regarding the former will be issued separately.

**IMPROVEMENT IN DESIGN**

10. Suggestions regarding improvement in design will not be made on a Defect Report, unless the existing design results in failure of the equipment to fulfill its designed role. Such suggestions may be made in letter form.

**FORM OF DEFECT REPORT AND DETAIL REQUIRED**

11. Defect Reports should be reported on Army Form EME EO1, or in case of non-availability of the latter a Defect Report may be initiated in manuscript form giving the essential details required by the original form. (Sample EO1 is attached)

12. In this regard the following aspects are stressed:-

**(a) Proportion Affected**

This is an important heading and is intended to convey the proportion of equipment affected from the point of view of inherency of the defect. Where items are held in small numbers it should not be recorded as a percentage but as a ratio eg 3 out of 6.

**(b) Observations**

The following aspects should be covered, depending on their applicability.

- (i) Technical analysis of the defect.
- (ii) Conditions of usage that relate to the defect e.g terrain, climate, operators efficiency etc.
- (iii) Suggestions to overcome the defect.

**(c) Sketches**

As, in the absence of equipment, technical appreciation of the defect is not easily made, it is essential that clear sketches of the defect and any modification suggested be attached to the Defect Report.

**CONCLUSION**

13. It is essential that Defect Reports be initiated as early as possible, and that these provide sufficient technical data, to enable superior authority to make a technical appreciation of the defect-and devise means to overcome the same.

14. It is essential that each signatory in the channel of submission of the report has himself practically studied the defect before making his observations and recommendations on the same.

**DEFECT REPORT FORM**

TECHNICAL EQUIPMENT

From: User Unit }  
Wksp Unit } \_\_\_\_\_  
Project }

Unit holding defective equipment \_\_\_\_\_

Recognition Details :-

"B" Vehicles

'C' Vehicles and other equipment

(1) Make \_\_\_\_\_

(1) Type and Mark \_\_\_\_\_

(2) Type \_\_\_\_\_

(2) Reg. No \_\_\_\_\_

(3) B.A. No. \_\_\_\_\_

(3) Manufacturer's Name \_\_\_\_\_

(4) Mileage \_\_\_\_\_

(4) Date of Manufacture \_\_\_\_\_

(5) Country of Origin \_\_\_\_\_

(5) Country of Origin \_\_\_\_\_

(6) Hours used" \_\_\_\_\_

Defective Component \_\_\_\_\_

Defect :-

-Observations

-Does the defect immobilise the vehicle or equipment due to lack of replacement parts ? \_\_\_\_\_

-Proportion affected (expressed as a fraction, eg IO out of 50) \_\_\_\_\_

Date \_\_\_\_\_ Signature of Originator \_\_\_\_\_

-Where originator is the User unit, observations of the EME will be recorded below ;

Date. \_\_\_\_\_ Signature \_\_\_\_\_

**FORWARDING MINUTES**

Unit Ref. No. \_\_\_\_\_ dt \_\_\_\_\_

This defect has/has not previously been reported (reported (ref : \_\_\_\_\_)

Dt \_\_\_\_\_

Observation

Date \_\_\_\_\_

Signed \_\_\_\_\_

OC \_\_\_\_\_

Fd/,Task Force Wksp EME

To

Headquarters DGBR EME

This defect has/has not previously been reported (ref \_\_\_\_\_)

Dt \_\_\_\_\_

Observations

Action taken to remedy ;-

Proportion similar equipment affected in the Project \_\_\_\_\_

Date \_\_\_\_\_

Signed \_\_\_\_\_

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