



कारखाना आधुनिकीकरण केन्द्रीय संगठन  
रेलवे ऑफिस कॉम्प्लेक्स, तिलक ब्रिज, नई दिल्ली-110002  
फोन : +91 (011) 23378159, 23370347, 23370344  
CENTRAL ORGANISATION FOR MODERNIZATION OF WORKSHOPS  
Railway Offices Complex, Tilak Bridge, New Delhi-110002  
Fax : +91 (011) 23378159, 23370347, 23370344



L. No. COFMOW/IR/M-327/APP

Jan. 15<sup>th</sup>, 2019

**All COFMOW Vendors**

**Sub: Development of Mobile application developed by COFMOW for active interaction between COFMOW, Consignees, Railway users and the Vendors.**

**Ref: This office letter No COFMOW/IR/ELEC/ARV Tech dated 30.08.2018 (copy enclosed).**

Please recall this office letter under reference wherein the Vendors were requested to register on COFMOW's Mobile app. May please ensure to register on this app and in case of any problem, COFMOW system administrators (Mr. Vinay Mohan Sardana-9717644344 OR Mr. Piyush Chaurasia- 9717641602) & firm's representative Mr. Yashveer Singh- 8400548856 may please be contacted for immediate redressal.

COFMOW had embarked upon an ambitious journey wherein a new Web Enabled Application & mobile app had been developed to provide a common platform for COFMOW, Consignees, Railway users and the Vendors. The application has been under the testing phase for the past few months. Suggestions made by various stake holders have been incorporated / are in the process of being incorporated.

Such applications would go a long way in improving transparency and information exchange on real time basis. Therefore, your personal intervention is solicited by way of using and encouraging:

- Use of the Mobile app and its features to interact directly with Railway Consignees about any warranty complaint.
- Similarly, conclusion of the complaint and its resolution to be fed into Mobile app so that the complaint can be closed. This would entail uploading of a joint note duly signed by consignee and the Vendor towards attending the complaint and enabling the machine to be put back in working order.

(Pradeep Kumar)  
Chief Mechanical Engineer



कारखाना आधुनिकीकरण केन्द्रीय संगठन  
 रेलवे ऑफिस कॉम्प्लेक्स, तिलक ब्रिज, नई दिल्ली-110002  
 फ़ोन : +91 (011) 23378159, 23370347, 23370344  
**CENTRAL ORGANISATION FOR MODERNIZATION OF WORKSHOPS**  
 Railway Offices Complex, Tilak Bridge, New Delhi-110002  
 Fax +91 (011) 23378159, 23370347, 23370344



No.COFMOW/IR/ELEC/ARV Tech

Dt: 30.08.18

To

-----  
 -----  
 -----

**Sub: Registration for accessing COFMOW Mobile App**

COFMOW has developed a Mobile App for its stakeholder, in which vendors would play a key role regarding flow of information between Vendors, consignees and COFMOW regarding M&P. This App would facilitate viewing of payments, Warranty complaints, Tenders etc.

Vendors would get information of warranty complaint for a particular machine which pertains to their firm on the mobile app and would also be able to respond by way of action taken via Mobile App. The intent of this App is for faster communication between firm and consignee. In addition, provision of sending SMS for warranty complaints has also been planned in future.

Therefore, it is requested to provide the following information for registration at email address [ssecomp@cofmow.gov.in](mailto:ssecomp@cofmow.gov.in). Vendors may contact @ mobile number 9717644344 or 9717644602 in case of any difficulty/clarification required.

Firm's Name : .....

Address for Communication : .....

Name of Contact Person : .....

Mobile no : .....

Email address : .....

↓  
 30/08/2018  
 Sanjay Goel  
 CME/PCM/COFMOW



Please Sign in COFMOW MIS

admin

.....

Remember Me

Login

## COFMOW MOBILE APPLICATION

DOWNLOAD COFMOW MOBILE APPLICATION FROM GOOGLE PLAY STORE



## LOGIN ON MOBILE APP

3:50 PM 0.00KB/s 4G 46%

**Central Organization For  
Modernisation Of Workshops**

**INDIAN RAILWAYS**  
**COFMOW**

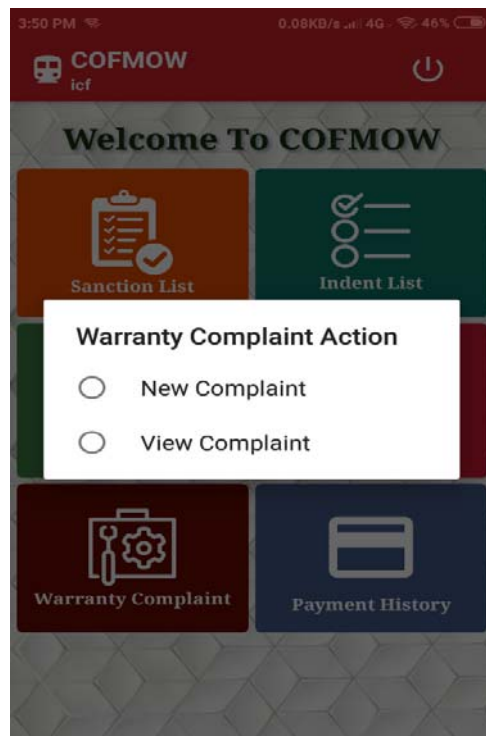
User Name  
icf

Password  
.....

Login



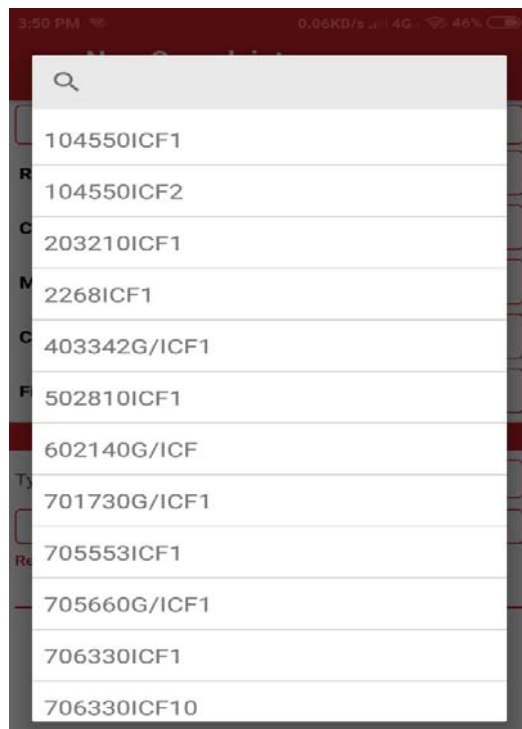
CLICK ON WARRANTY COMPLAINTS TAB



TO ADD NEW COMPLAINT CLICK ON NEW COMPLAINT

The screenshot displays the 'New Complaint' form within the COFMOW mobile application. The form has a red header with a back arrow and the title 'New Complaint' and 'icf'. Below the header is a search bar labeled 'Search Commissioning Code'. The form contains several input fields: 'Railway', 'Consignee', 'Machine Name', 'COFMOW Contract', and 'Firm Name'. A red section titled 'Breakdown Detail' contains a dropdown menu for 'Type Of Defect' with the selected value 'Machine under breakdo..'. Below this are two input fields for the date '14/01/2019' and the time '03:50 p.m.'. A 'Remark' field is labeled 'Remark(Max 100 words)'. At the bottom of the form is a grey 'Submit' button.

### SEARCH COMMISSIONING CODE OF THE MACHINE



### FEED THE COMPLAINT & SUBMIT IT WITH NECESSARY DETAILS

A screenshot of a mobile application form titled "New Complaint" for "icf". The form contains the following fields and values:

- Commissioning Code: 104550ICF1
- Railway: ICF
- Consignee: ICF
- Machine Name: CNC VERTICAL TURNING LATHE
- COFMOW Contract: OP-104550
- Firm Name: HYT ENGINEERING COMPANY Pvt. Ltd.G. CO.PVT.LTD.

**Breakdown Detail**

- Type Of Defect: Machine under breakdo..
- Date: 14/01/2019
- Time: 03:50 p.m.

Remark(Max 100 words)

**Submit**

### TO VIEW COMPLAINTS

3:51 PM 0.51KB/s 4G 46%

**View Complaint**  
icf

**SMS Type** Machine under breakdown  
**Message** machine under nd due to bd  
**Consignee** null  
**Commissioning Code** 602140G/ICF  
**Machine Name** BENDING M/C PIPE  
**SMS Date Time** 04/06/2018 3:20AM  
[Close Chat](#) [Reply](#)

**SMS Type** Machine under breakdown  
**Message** machine not working  
**Consignee** null  
**Commissioning Code** 602140G/ICF  
**Machine Name** BENDING M/C PIPE  
**SMS Date Time** 01/06/2018 3:13AM  
[Close Chat](#) [Reply](#)

**SMS Type** Machine under breakdown  
**Message** machine not working test message  
**Consignee** null  
**Commissioning Code** 602140G/ICF  
**Machine Name** BENDING M/C PIPE  
**SMS Date Time** 29/05/2018 10:47AM  
[Close Chat](#) [Reply](#)

3:51 PM 0.51KB/s 4G 46%

**View Complaint**  
icf


icf  
machine under nd due to bd  
04/06/2018 3:20AM ✓

icf  
when u r going to resolve it  
09/07/2018 12:51PM ✓

**ELECTRO**  
I am sending engineer this date  
09/07/2018 12:52PM

**ELECTRO**  
hi  
06/12/2018 9:45AM

**ELECTRO**  
fyhuuj  
jj  
j  
k  
k  
k  
06/12/2018 9:49AM

Type a message 



TO CLOSE COMPLAINT- UPLOAD JOINT INSPECTION REPORT

(CLICK ON BROWSE AND CLOSE THE COMPLAINT)

