



WORK STUDY REPORT
ON
REVIEW OF MISC. CATEGORY GROUP 'D' STAFF
WORKING IN
COMMERCIAL DEPARTMENT
OVER
MORADABAD DIVISION
2018-19

WORK STUDY TEAM

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NO.16-CP/25/WS/2018-19

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EXECUTIVE SUMMARY

This study was allotted to the Central Planning Cell, HQ office to identify redundant/unproductive activities of Group 'D' commercial staff misc. category i.e. Khallasi (Catering), Marker, Seal man and Return Courier of commercial department over Moradabad Division."

STAFF POSITION

The total sanctioned and on roll strength of Group 'D' misc. category commercial staff being reviewed over Moradabad Division is as under:-

S.N.	Category	S/S	O/R	Vac.
1	Khallasi (Catering)	14	02	12
2	Marker	01	01	-
3	Seal man	03	02	01
4	Return Courier	03	01	02
Total		21	06	15

No. of posts identified as surplus and recommended for surrender: -

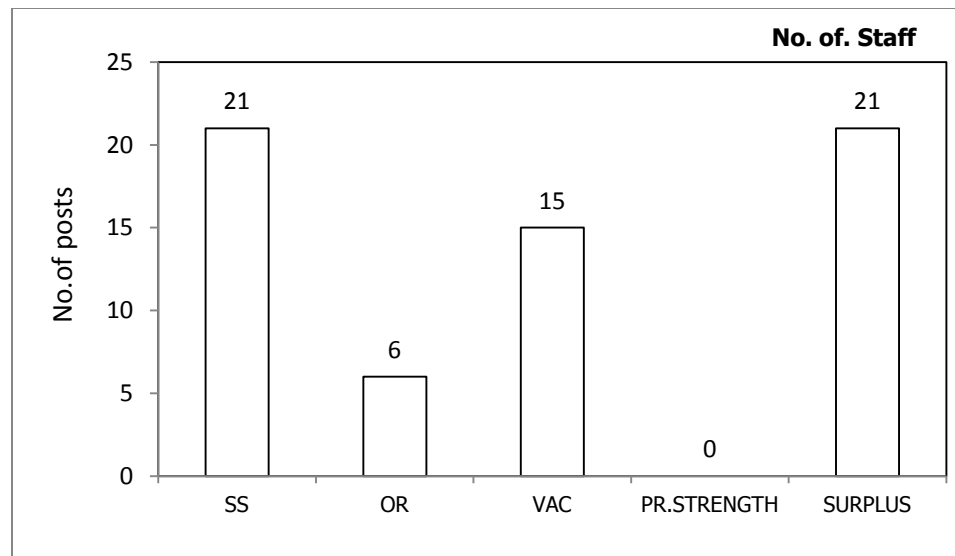
Gr. 'C' = Nil posts
 Gr. 'D' = 21 posts
Total = 21posts

FINANCIAL IMPLICATIONS

Anticipated recurring savings = Rs. 100.98 lacs per annum.

Capital saving = Nil

Total = Rs. 100.98 lacs per annum



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SYNOPSIS

Indian Railways is the one of the largest system in the world under a single management with a network spread all over the country. With humble beginning in 1853, the railways have served the nation as the principle mode of transport. Railway is the cheapest mode of transport in the country. Its two fold objectives are to transport passengers and freight traffic from one place to another place. Indian railways play a vital role not only to compete with road transport but also globally with other railways of the world.

The adoptions of technological up gradations have become inevitable and at the same time, it is very challenging due to financial constraints. The efforts of privatization can also be seen in commercial department due to which closure of piecemeal booking in goods and parcels, leasing of SLRs/VPU's in various trains, running blue parcel trains have been introduced. In view of above, there has been decline in goods (piece-meal) and parcel traffic which resulted in redundancies in the working and subsequently many activities are getting closed down.

Keeping in view of above, SDGM/NR has assigned the work study on "Review of Commercial Gr 'D' staff (Misc. category) working over Moradabad Division" to identify redundant and unproductive activities vis-à-vis existing workload. The work study team conducted a review and identified 21 posts as surplus for surrender. The implementation of the recommendations contained in the report will yield recurring saving to the tune of Rs. 100.98 lacs per annum, if implemented in toto.

SUMMARY OF RECOMMENDATIONS

Rec No	Recommendations	Refer para no.	Accepting/ Implementing authority
1	It is proposed that 14 posts of Khallasi (Catering) staff Gr. ■ 5200-20200-1800 are identified as surplus and recommended for surrender. Khallasi(Catering)Gr. ■ 5200-20200-1800 =14 posts.	2.6.0(i)	ADRM/MB Sr.DCM/C/MB Sr.DPO/C/MB
2	It is proposed that 01 posts of Marker man staff Gr. ■ 5200-20200-1800 is identified as and recommended for surrender. Marker man Gr. ■ 5200-20200-1800 =01 posts.	2.6.0(ii)	-do-
3	It is proposed that 03 posts of Seal Man Gr. ■ 5200-20200-1800 are identified as surplus and recommended for surrender. Seal Man Gr.Rs. 5200-20200-1800 = 03 posts.	2.6.0(iii)	-do-
4	It is proposed that 03 posts of Return Courier are identified as surplus and recommended for surrender. Return Courier Gr. Rs. 5200-20200-1800 = 03 posts	2.6.0(iv)	-do-

ACKNOWLEDGEMENT

The work study team is highly grateful to Shri Sharad Shrivastava, ADRM/MB, Sh. Vivek Sharma, Sr.DCM/MB, Sh. Gulshan Arora/DPO/M and other functionaries for providing relevant data/information and for giving valuable guidance, co-operation to the team during the conduct of study.

1.0.0 INTRODUCTION

1.1.0 The main objectives of the commercial department in the Indian Railways is to earn revenue along with providing adequate facilities for travelling passengers at stations and in trains. To get these objectives, right sizing of staff strength, increasing the manpower productivity and economy in expenditure requires to be considered.

1.2.0 There are different categories of Group 'D' Commercial staff which are posted at different locations to meet day to day requirement of train operation. After adoption of modern technology and up gradation in system of working, certain activities like loading and unloading of goods traffic etc. have become redundant/ unproductive/ wasteful.

1.3.0 The Misc. Gr 'D' staff like Catering (Khallasi), Marker man, Return Courier and Seal Man have been declared redundant by the Railway Board and as per directives issued by GM/NR Letter no. 807-E/surrender of posts/, MPP*2017 dt/ 08/02/2017 and reducing slightly.

1.4.0 Keeping in view of above, SDGM/NR has assigned a work study on "Review of Commercial Gr 'D' staff (misc. category) working in Commercial Department over Moradabad Division".

1.5.0 TERMS OF REFERENCE

The work study has been conducted under the following terms of reference: -

- i) To review staff strength vis-à-vis workload.
- ii) To suggest ways and means to identify redundant/ unproductive activities to eliminate wasteful expenditure.
- iii) To suggest ways and means to improve the system economically in view of modernization and systems development.

1.6.0 METHODOLOGY ADOPTED

The following method study and work measurement techniques were adopted to conduct the study: -

- i) Data collection and its critical analysis.
- ii) Work sampling, analytical estimation, spot observations, physical checks and yardstick in vogue, if any, to assess the performance of staff.
- iii) Held discussions at various levels.

2.0.0 BRIEF DESCRIPTION, STAFF POSITION, WORKLOAD, CRITICAL ANALYSIS, REQUIREMENT OF STAFF, RECOMMENDATIONS & OBSERVATIONS

2.1.0 BRIEF DESCRIPTION

Moradabad is an important division of Northern Railway. It covers an area approx. 1478 route kilometer over the division. It is situated on B route of Howrah-Amritsar via MGS-LKO-SRE-UMB. It is also connected to Delhi directly via Gajrola and Hapur. The capital of Uttarakhand Dehradun and shrines like Haridwar, Rishikesh railway stations also come under Moradabad division.

2.2.0 Due to modernization and system development in every sphere of railway working, some departmental activities has been contracted out, resulting with a sizeable workload has been reduced considerably over Moradabad Division. The work study team collected the required data from the Divisional Headquarter.

2.3.0 STAFF POSITION

There are various categories of Group 'D' commercial staff over Moradabad Division but this review is confined to Khallasi (Catering), Marker, Seal man and Return Courier. The staff position collected from 'P' Branch and commercial branch is being tabulated below:-

Table –I

S.N.	Category	S/S	O/R	Vac.
1	Khallasi (Catering)	14	02	12
2	Marker man	01	01	-
3	Seal man	03	02	01
4	Return Courier	03	01	02
Total		21	06	15

The above table reveals that the overall sanctioned strength of above categories is 21 whereas 06 are on roll with 15 vacant posts.

2.4.0 CRITICAL ANALYSIS

The Railway Board's policy has restricted the booking of goods traffic in small piecemeal wagon loads. This has resulted in closure of roadside goods sheds and staff has been rendered surplus. The leasing of SLR/VPU and point to point running of long goods rakes has reduced the workload of parcel offices and

Good sheds. Similarly the Khallasi (catering) were deployed in departmental catering services and posted at big stations over the Division. In the past these departmental catering were known as Railway refreshment rooms which had to provide snacks, breakfast, lunch and dinner to the bonafide passengers at stations and on the trains. As per the letter No. 72/MPP/MB Div./20/14C dt. 18.11.2014 the departmental catering services has been closed and presently the system and policy related to catering activities is being managed by IRCTC. Similarly there is a lot of change in the department catering working.

2.5.0 YARDSTICK

This category of Khallasi (Catering), Marker man, Seal man and Return Courier have been declared as redundant by the Railway Board and as per directives issued by GM/NR Letter no. 807-E/surrender of posts/, MPP*2017 dt/ 08/02/2017 and reducing slightly.

2.6.0 REQUIREMENT OF STAFF AND RECOMMENDATIONS

(i) Catering Khallasi

The Khallasi (catering) staff were deployed in departmental catering service and posted at main stations over diivsin. In the past these departmental catering were known as Railway refreshment rooms which had to provide snacks, breakfast, lunch and dinner to the bonafide passengers at stations and on the trains. There has been a lot of changes occurred in the departmental catering working. Later on the system and policy related to catering activities were handed over to IRCTC. The sanctioned strength of Khallasi (Catering) is 14 and 02 are on roll with 12 vacant posts.

The Khallasi (Catering) staff is a diminishing category and on roll staff is being utilized at other activities than catering therefore, all the 14 posts of Khallasi (Catering) staff are identified as surplus and recommended for surrender.

RECOMMENDATION NO.1

It is proposed that 14 posts of Khallasi (Catering) staff Gr. ■ 5200-20200-1800 are identified as surplus and recommended for surrender.

Khallasi (Catering) Gr. ■ 5200-20200-1800 =14 posts.

(ii) MARKER Man

The sanctioned strength of marker man is 01 and on roll is also 01. This category is commonly used in goods and parcel offices for putting on marka on packages received for onward dispatch to destination by trains. After closure of piecemeal booking in goods and parcels, leasing of SLRs/VPUs in various trains, running blue parcel trains have reduced the work load of parcel offices to some extent and the work of Marker as well. So there has been a decline in goods (piece-meal) and parcel traffic which resulted in redundancies in the working and subsequently these activities are getting closed down. As the work load of marker has been eradicated so the Incharges has deployed on roll marker man in other activities.

RECOMMENDATION NO.2

It is proposed that 01 post of Marker Man staff Gr. ■ 5200-20200-1800 is identified as surplus and recommended for surrender.

Marker Man Gr. ■ 5200-20200-1800 = 01 post.

(iii) Seal Man

This category is commonly used in goods and parcel offices for sealing of the wagons and SLR/VPUs which are ready to dispatch. But after booking of consignment on Owner's risk instead of Railway risk to avoid undue claims from unexpected losses, the concerned parties sealed the wagons and SLR/VPUs it self and now the workload of Seal Man has been eradicated. The sanctioned strength of Seal Man over Moradabad Division is 03 and 02 are on roll with 01 vacant post. It is opined that the Seal Man staff is diminishing category, therefore, all the 03 posts of Seal Man are identified as surplus and recommended for surrender.

RECOMMENDATION NO.3

It is proposed that 03 posts of Seal Man Gr. Rs. 5200-20200-1800 are identified as surplus and recommended for surrender.

Seal Man Gr.Rs. 5200-20200-1800 = 03 posts.

(iv) Return Courier

This category is commonly used for carrying important Daks from Divisional Office to Parcel/Goods/Booking Offices and vice versa. This activity has been totally abolished due upgradation of information technology such as provision of CUG, internet connectivity, fax and email etc. The sanctioned strength of Return Courier over Moradabad Division is 03 and 01 is on roll with 02 vacant posts. It is opined that the Return Courier staff is diminishing category and not required. Therefore, all the 03 posts are identified as surplus and recommended for surrender.

RECOMMENDATION NO.4

It is proposed that 03 posts of Return Courier Gr.Rs. 5200-20200-1800 are identified as surplus and recommended for surrender.

Return Courier Gr.Rs. 5200-20200-1800 = 03 posts.

3.00 FINANCIAL IMPLICATIONS

3.1.0 The annual expenditure as per 7th CPC on Misc. Gr 'D' staff working in Commercial department over Moradabad division is as under:-

S.No.	Category	Grade Rs.	Monthly value per post	S/S	Monthly expenditure	Annual expenditure
1	Khallasi(Catering)	5200-20200-1800	40072	14	561008	6732096.00
2	Marker	5200-20200-1800	40072	01	40072	480864.00
3	Seal Man	5200-20200-1800	40072	03	120216	1442592.00
4	Return Courier	5200-20200-1800	40072	03	120216	1442592.00
Total				21		10098144.00

The above table reveals that the annual expenditure being incurred on 21 sanctioned strength of Misc. Gr 'D' staff working in Commercial department over Moradabad division is Rs.10098144.00

3.2.0 Proposed strength: As the above mentioned categories are diminishing, therefore no strength has been proposed.

S.No.	Category	Grade Rs.	Monthly value per post	P/S	Monthly expenditure	Annual expenditure
1	Khallasi(Catering)	5200-20200-1800	40072			
2	Marker	5200-20200-1800	40072	-	-	-
3	Seal Man	5200-20200-1800	40072	-	-	-
4	Return Courier	5200-20200-1800	40072	-	-	-
Total				-		-

The above table reveals that total annual expenditure on posts Khallasi (Catering), Marker man, Seal Man and Return Courier will be reduced to zero instead of ■■■10098144.00 and net recurring saving will be ■■■10098144.00 per annum.

3.0.0 FINANCIAL IMPLICATIONS

After the implementation of the work study recommendations following are the financial implications.

SN	Category	Grade Rs.	Refer Recom. No.	No. of surplus posts	Monthly value per posts Rs.	Anticipated annual recurring saving Rs.
1	Khallasi (Catering)	5200-20200-1800	1	14	40072	6732096.00
2	Marker	5200-20200-1800	2	01	40072	480864.00
3	Seal Man	5200-20200-1800	3	03	40072	1442592.00
4	Courier Dak	5200-20200-1800	4	03	40072	1442592.00
Total				21		10098144.00

No. of posts identified as surplus: -

Group 'C' = Nil posts

Group 'D' = 21 posts

Total = 21 posts

Anticipated recurring saving = Rs 100.98 lacs per annum

Capital saving = Nil

Total saving = Rs 100.98 lacs per annum

4.0.0 WORK STUDY REPORT DETAILED CHART

Department : - Commercial

Name of study : - Review of Commercial Gr "D" staff Misc. category.

Activity Centre : - Over Moradabad Division

SN	Sub activity	Brief description of workload	Actual staff deployed	Work Study recommendation	Brief description of workload
1	The Misc. category commercial Group 'D' staff working over MB Divn. assist in Booking of parcel, goods shed etc.	<u>Goods Shed:</u> The reduced workload in goods shed and parcel offices due to closure of small traffic have rendered some category as surplus.	Total Group 'D' staff considered in this study report. SS=21 O/R=06 Vac=15	The work study team identified 21 posts as surplus and recommended for surrendered over MB Division.	The work study team observed the workload which has been reduced after contracting out most of the activities of Commercial Department and catering service to IRCTC.

LIST OF ANNEXURES

S.N.	Description	Annex. No.
1	Statement showing staff position of Gr.'D' (Misc. category) commercial staff over Moradabad division.	I
2	Letter for conduction of work study No.16-CP/25/WS/18-19 dt. 04/07/18.	II

Annexure-I

Statement showing staff position of Gr.'D' (Misc. category) commercial staff over Moradabad division.

S.N.	Category	S/S	O/R	Vac.
1	Khallasi (Catering)	14	02	12
2	Marker	01	01	-
3	Seal Man	03	02	01
4	Return Courier	03	01	02
Total		21	06	15