



WORK STUDY REPORT  
ON  
REVIEW OF BOX PORTER AND CALLMAN STAFF  
OVER  
DELHI DIVISION  
2018-19

WORK STUDY TEAM

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Central Planning Cell  
Northern Railway,  
Headquarters Office,  
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## EXECUTIVE SUMMARY

This study was allotted to Central Planning Cell, HQ Office with a view to identify redundant/unproductive/obsolete activities due to introduction of technological up-gradation in the system of working and to suggest ways and means to improve manpower productivity over Delhi Division.

### STAFF POSITION

The total sanctioned and on roll strength of Box Porter and Call Man over Delhi Division is as under:-

S.N.	Category	S/S	O/R	Variation
1	Box Porter	21	20	01
2	Call Man	13	08	05
Total		34	28	06

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

Gr. 'C' = NIL posts

Gr. 'D' = 34 posts

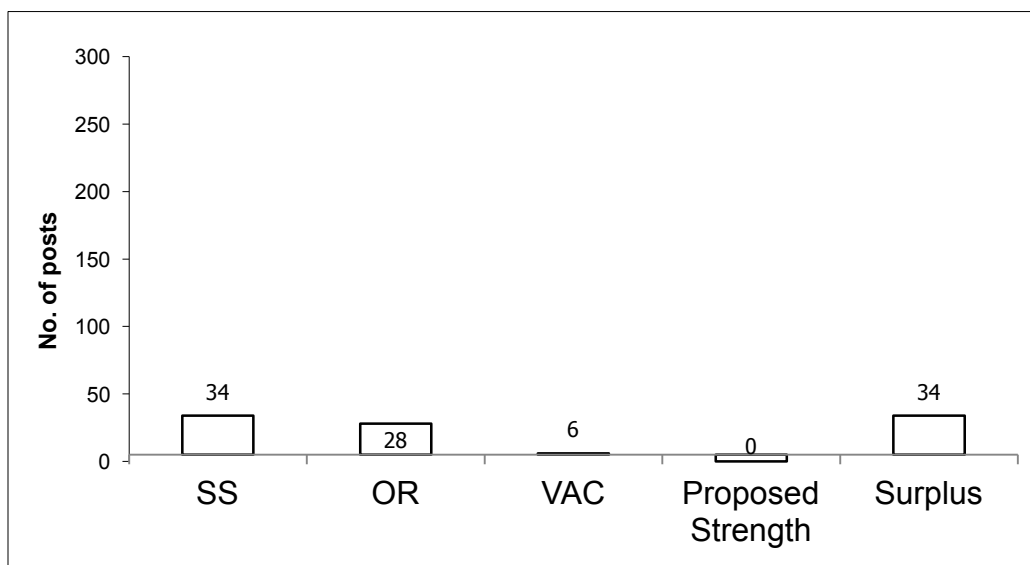
Total = 34 posts

### FINANCIAL IMPLICATIONS

Anticipated recurring savings = ■163.49 lacs per annum.

Capital saving = Nil

Total = ■163.19 lacs per annum



## I N D E X

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## SYNOPSIS

Indian Railway is one of the largest and busiest rail networks in the world and an important mode of public transportation in the country. Today, Indian Railway ranks among the top five National railway systems in terms of size and scale and is poised to emerge as world class railway system. Indian Railway has been performing a valuable social role in passenger and freight sector by providing affordable means of relatively safe and efficient transportation for millions of passengers daily.

Indian Railway has successfully adopted the changing needs of travel and transport and observed the advancement in railway technology to meet with the requirement of moving large volume of passengers and freight traffic. The efficient, safe, fast and reliable operation needs multiple aspect colour light signaling, panel interlocking, SSI, Automatic block signaling system, block proving by axle counter etc. Great emphasize has been laid for enhancing safety of signaling system through provision of track circuiting at stations. The panel interlocking is one of the prime safety measures, which enables safe, secure and reliable train operation at stations.

In the past the working of Box Porter and Call Man played vital role in train operation but due to outsourcing of Box Porter work and provision CUG phones to drivers/guards the requirement of this cadre diminished. These categories have also been listed as redundant/diminishing category. After out sourcing of box porter work and provision to CUG phone to guards and introduction of automated system i.e. Crew Management system (CMS) has rendered the services of box porter and call man as surplus.

Keeping in view of above, SDGM/NR has allotted this work study to Central Planning Cell, HQ Office, to Review box porter and call man staff working in Operating department over Delhi Division to eliminate wasteful expenditure after outsourcing of box porter activities and provision of CUG to guards and loco pilots. In this review 21 posts of box porter and 13 posts of call man, total 34 posts have been identified as surplus. After implementation of all the recommendations made in the report in toto, the railway administration will achieve a net recurring annual saving to the tune of ■163.49 lacs per annum will be achieved

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## SUMMARY OF RECOMMENDATIONS

S.N. Rec.No	Recommendations	Refer para No.	Accepting/ implementing authority.
1	It is proposed that 21 posts of box porter staff are identified as surplus from Traffic lobbies and recommended for surrender. Box Porter Gr. ■■■5200-20200-1800 =21 posts	2.5.5(A)	ADRM/Admin/DLI Sr.DOM/C/DLI Sr.DPO/C/DLI
2	It is proposed that 13 posts of call man staff are identified as surplus from Traffic lobbies and recommended for surrender. Call man Gr. ■■■5200-20200-1800 =13 posts	2.5.5(B)	ADRM/Admin/DLI Sr.DOM/C/DLI Sr.DPO/C/DLI

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## ACKNOWLEDGEMENT

The work study team is highly grateful to Shri Vikas Purwar,ADRM/Admin./DLI, Sh. Amit Kumar Jain,Sr.DOM/C/DLI and Devendra Kumar,Sr.DPO/C/DLI and other functionaries for giving their valuable guidance and extending full cooperation in providing requisite data/information during the conduct of study.

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## 1.0.0 INTRODUCTION

1.1.0 The main objectives of the operating department in the Indian Railways is to ensure maximum utilization of line capacity as well as maximum through put with the available resources/assets. All these objectives can be achieved by upgrading the technology in signal and tele-communication, standard of interlocking, strengthening of track and bridges, modernization of rolling stock, replacement of overaged assets etc. To get these objectives, right sizing of staff strength, increase the manpower productivity and economy in expenditure are in the line

1.2.0 Keeping in view of above, SDGM/NR has assigned a work study to review staff strength of box porter and call man over DLI Division to Central Planning Cell, HQ Office with a view to eliminate wasteful expenditure and to ensure optimum utilization of manpower and assets

## 1.3.0 TERMS OF REFERENCE:

The following terms of reference have been adopted to conduct the study:-

1. To review staff strength vis-à-vis existing workload.
2. To identify redundant/unproductive activities with a view to eliminate wasteful expenditure.
3. To suggest ways and means to improve the efficiency and productivity of the system.

## 1.4.0 METHODOLOGY ADOPTED

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

1. Data collection and its critical analysis
2. Sample check, personal spot observations, activity sampling, analytical estimation and application of yardstick in vogue, if any.
3. Held discussions at various levels.

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## 2.0.0 BRIEF DESCRIPTION, CRITICAL ANALYSIS, REQUIREMENT OF STAFF AND OBSERVATIONS.

2.1.0 In the past Box Porter staff load/unload the boxes of guards of the incoming and outgoing trains. Similarly the call man staff has carried the guard call book and get acknowledgement of the guard.

## 2.2.0 ACTIVITIES/WORK DONE BY BOX PORTER AND CALL MAN

- 1) Box porter loads/unload boxes of incoming and outgoing all types of trains from yards/platforms.
- 2) Call man carries the call book for booking of guards as per orders of guard lobby incharge to their residence/running rooms and obtain acknowledgement.

## 2.2.0 CRITICAL ANALYSIS

2.3.1 (i) The up gradation in the assets/system of working has been introduced by installation of Crew Management System which provides guard and loco pilot booking and call is acknowledged through SMS on CUG phones.

(ii) The work of Box Porter has been outsourced at traffic lobbies. There is no work exists in lobbies. So no requirement of the Box Porter.

(iii) Certain categories of different departments in which box porter/call man staff also exist, has 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.

(iv) Call Man and Box Porter staff are engaged on other activities instead of prescribed workload.

## 2.3.4 STAFF POSITION

During conduct of study, the team has collected the staff position of Box porter and Call man from Divisional HQ Office as well as from Station/lobby In charge, which is tabulated as under:-

S.No.	Category	S/S	O/R	Variation
1	Box porter	21	20	01
2	Call Man	13	08	05
Total		34	28	06

The above table reveals that the sanctioned strength of Box Porter and call man categories is 34 and 28 are on roll with 06 vacant posts.



## 2.5.5. REQUIREMENT OF STAFF AND RECOMMENDATIONS

### (A) Box Porter

The detailed staff position of box porters are as under-

S.N	Station	Category	Grade in Rs.	S/ Strength	On roll strength	Vacancy
1	GZB	Box porter	5200-20200-1800	21	20	01
2	TKD	--do--	5200-20200-1800			
3	ANVT	---do--	5200-20200-180			
4	HNZM	---do--	5200-20200-180			
5	PNP	---do--	5200-20200-180			
6	NDLS	---do--	5200-20200-180			
Total				21	20	01

The above table reveals that at above mentioned stations, the total sanctioned strength of box porter is 21 and 20 are on roll with 01 vacant posts.

During the course of study, the team visited the guard lobbies and interacted lobby in charge to know about the working of box porters. The team was apprised that the activities of box porters at these lobbies have been outsourced and this category is engaged in other activities. The box porter and call man staff has 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. These categories are reducing slightly and no fresh intake.

The proposed requirement of box porter is shown in the table below-

Station	Sanctioned Strength	Proposed strength	Surplus	Remarks
GZB				Out sourced
TKD				Out sourced
ANVT				Out sourced
HNZM				Out sourced
PNP				Out sourced
NDLS				Out sourced
Total	21	-	21	

The previous table reveals that the total sanctioned strength of box porter at these stations is 21 and there is no requirement of box porter staff at the lobbies as activity of box porter has been out sourced. So there is no proposed staff and 21 posts are identified as surplus and recommended for surrender.

### RECOMMENDATION NO.1

It is proposed that 21 posts of box porter staff are identified as surplus from traffic lobbies and recommended for surrender.

Box porter Gr. ■ 5200-20200-1800 =21 posts

### (B) Call man

The detail staff position of call man is as under-

S.N	Station	Category	Grade in Rs.	S/ Strength	On roll strength	Vacancy
1	GZB	Box porter	5200-20200-1800	13	08	05
2	TKD	--do--	5200-20200-1800			
3	ANVT	---do--	5200-20200-180			
4	HNZM	---do--	5200-20200-180			
5	PNP	---do--	5200-20200-180			
6	NDLS	---do--	5200-20200-180			
Total				13	08	05

The above table reveals that at above mentioned stations, the total sanctioned strength of call man is 13 and 08 are on roll with 05 vacant posts.

During the course of study, the team visited the SS office/guard lobby and interacted with Incharge to know about the working of call man. The team was apprised that the CUG phones have been issued to guards. The Crew management system has been installed at stations/lobbies to arrange booking of guards/loco pilot as and when required to work a train. This system is working at lobbies. Hence due provision of CUG phones to guards and loco pilots and functioning of CMS system have rendered 13 posts of call man as surplus. The proposed requirement is shown in the table below-

Station	Sanctioned Strength	Proposed strength	Surplus	Remarks
GZB				Provision of CUG and installation CMS at lobbies/stations
TKD				
ANVT				
HNZM				
PNP				
NDLS				
Total	13	-	13	

The above table reveals that the total sanctioned strength of call man at these lobbies/stations is 13. There is no requirement of call man staff due to provision of CUG and installation of CMS at lobbies/stations. So 13 posts of Call man are identified as surplus and recommended for surrender.

#### RECOMMENDATION NO.2

It is proposed that 13 posts of Call man staff are identified as surplus from traffic lobbies and recommended for surrender.

Call man Gr. ■■■5200-20200-1800 =13 posts

### 3.0. FINANCIAL IMPLICATIONS

- 3.1. Sanctioned strength: The total annual expenditure on box porter and call man staff working at some stations over the DLI Division is as under:-

S N	Category	Pay Scale + Grade Pay	Monthly value per posts	S/ strength	Monthly expenditure	Total annual expenditure
1	Box porter	5200-20200-1800	40072	21	841512.00	10098144.00
2	Call man	5200-20200-1800	38199	13	520936.00	6251232.00
Total				34		16349376.00

The above table reveals that total annual expenditure being incurred on 34 sanctioned posts of box porter and call man comes to ■■■16349376.00

- 3.2 Proposed strength: The annual expenditure on the proposed strength of box porter and call man is as under:-

SN	Category	Pay Scale + Grade Pay	Monthly value per posts	Proposed staff	Monthly expenditure	Total annual expenditure
1	Box porter	5200-20200-1800	40072	-	-	-
2	Call man	5200-20200-1800	40072	-	-	-
Total				-	-	-

The above table reveals that total annual expenditure on box porter and call man staff will be reduced to zero instead of ■■■16349376.00 and net annual saving will be ■■■16349376.00

### 3.3 Anticipated Recurring savings :

SN	Category	Grade ■	No. of surplus posts	Monthly value per posts Rs.	Anticipated annual recurring saving Rs.
1	Box porter	5200-20200-1800	21	40072	10098144.00
2	Call man	5200-20200-1800	13	40072	6251232.00
Total			34		16349376.00

No. of posts identified as surplus: -

Group 'C'= Nil posts

Group 'D'= 34 posts

Total = 34 posts

Anticipated recurring saving = ■163.49 lacs per annum

Capital saving = Nil

Total saving = ■163.19 lacs per annum

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### WORK STUDY REPORT DETAILED CHART

Department : - Operating

Name of study : - Review of Call man and box porter staff over Delhi Division.

Activity Centre: - Traffic lobbies over Delhi division.

S N	Sub activity	Brief description of workload	Actual staff deployed	Work Study recommendations	Representative workload
1	The box porter performs to load/unload boxes of gurards whereas the call man is deputed to carry the call books for booking of guard duty.	The activity of box porter has been outsourced at most of the stations. Similarly the call man staff has been reduced after provision of CUG/CMS.	SS =34 OR=28 Vac=06	The work study team identified 21 posts of box porter and 13 posts of call man(total=34) and recommended for surrender.	The outsourcing of box porter activity and provision of CUG/CMS has reduced the workload of call man.

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## LIST OF ANNEXURES

S.N.	Description	Annex. No.
1	Statement showing staff position of box porter and call man staff over Delhi Division.	I
2	Letter of C.P. cell to initiate the work study No. 16-CP/19/WS/18-19 Dt. 14/06/18	II

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Annexure No.I

STATEMENT SHOWING STAFF POSITION OF BOX PODRTER AND CALL MAN STAFF  
WORKING OVER DELHI DIVISION

S.N.	Category	S/S	O/R	Variation
1	Box porter	21	20	01
2	Call man	13	08	05
Total		34	28	06