



NORTH EAST FRONTIER RAILWAY

WORK STUDY REPORT ON

**REVIEW OF STAFF STRENGTH OF CLAIMS OFFICE OF COMMERCIAL
DEPARTMENT AT NJP UNDER Dy.CCM/CLAIMS/MALIGAON**

GUIDED BY

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STUDY NO.

: WSNF/1 /2018-19

CASE NO.

: Z//WS/NJP (1)/18-19

AUTHORITY

: SDGM.

CENTRAL PLANNING ORGANISATION

MALIGAON: GUWAHATI: 781011

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WORK STUDY REPORT

ON

REVIEW OF STAFF STRENGTH OF CLAIMS OFFICE NEWJALPAIGURI OF
COMMERCIAL DEPARTMENT AT NJP UNDER DY CCM CLAIMS/HQ/MLG OF
MALIGAON HEAD QUARTER

CO-ORDINATING OFFICERS & PERSONNEL

BRANCH OFFICER- SHRI Y.N.SINGH, DY CCM/CLAIMS/MLG

ASSOCIATED OFFICER-SHRI NARENDRA MOHAN, ACM/NJP

ASSOCIATED SUPERVISOR- SMT.DIPANEETA ROY, OS/CLAIMS/NJP

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CENTRAL PLANNING ORGANISATION

N. F. RAILWAY/MALIGAON

GUWAHATI - 781011.

EXECUTIVE SUMMARY

**SUBJECT : WORK STUDY ON "REVIEW OF STAFF STRENGTH OF CLAIMS
OFFICE OF COMMERCIAL DEPARTMENT AT NJP UNDER
Dy.CCM/CLAIMS/MALIGAON**

STUDY NO : WSNF/1 /2018-19

CASE NO : Z//WS/NJP (1)/18-19

AUTHORITY : SDGM

CONCERN UNIT : HQ/MALIGAON

DEPARTMENT : COMMERCIAL

DATE OF COMMENCEMENT: 13.12.2018

DATE OF COMPLETION: 01.03.2019

DATE OF SUBMISSION: 07.03.2019

**TERMS OF REFERENCE: REVIEW OF STAFF STRENGTH OF CLAIMS
OFFICE OF COMMERCIAL DEPARTMENT AT NJP UNDER
Dy.CCM/CLAIMS/MALIGAON**

NOS. OF RECOMMENDATION: 1 (One).

The work study team, had identified that total 05 posts (OS: 04 & PEON: 01 Total: 05 Posts) surplus and proposed that those posts may be surrendered and deleted from the BOS of Commercial department (Claims Branch) of HQ/Maligaon.

- **PROJECTED MAN POWER:05 Posts**

PROJECTED FINANCIAL SAVING: Rs.Thirty Six Lakhs Eight Five Thousand (Approx.)

- **MONTH AND YEAR OF CIRCULATION: March'2019**

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CHAPTER -I

INTRODUCTION

1.0. INTRODUCTION:

The Railway administration has to make the best use of its resources including manpower keeping them at the optimum level to attain the financial viability. Taking into consideration to these objectives, the Railway Board has emphasized to take up review on staff strength of various departments in the Railway. In pursuance with this policy of Railway Board the Central Planning Organization has conducted this work-study on requirements of Commercial Staff of HQ Maligaon.

2.0.

ACKNOWLEDEMENT:

Work study team is grateful to Shri Y.N. Singh, Dy CCM/claims and Shri Narendra Mohan ACM/NJP for their kind guidance and co-operation for conducting this study.

The work study team is also thankful to Smt. Deepanita Roy OS/Claims/NJP for their assistance rendered to the Work Study team for conducting the subject study.

3.0. RATIONALE FOR CONDUCTING THIS STUDY

- Man power is the most costly and precious resource over Indian Railway and Right sizing is the need of the hour.
- Focusing attention on core activities by reducing / elimination of non-core activities.
- Improving the efficiency (out put / input) either by improving the output (numerator) or by decreasing the input (denominator).
- Multi-skilling of existing Staff and combining various activities.
- Up gradation / introduction of automation / Innovations.
- Outsourcing of non core activity.
- Availability of better process/ technology.
- Reducing/ removing redundancy in work.

4.0. TERMS OF REFERENCE:

Annual programme of work study approved by SDGM/NFR

5.0. METHODOLOGY:

a) Discussion with ACM/NJP & OS/Claims/NJP

During field work, discussion was done regarding present work load of Commercial staff in the category of OS & peon. Review of staff strength with respect to present workload. Discussion also done regarding modernisation of equipment as well as engagement of out agencies against the rightsizing of man power. In connection with this study, the Associated officers, Shri Narendra Mohan ACM/NJP and Smt. Dipaneeta Roy, OS/Claims/NJP the concerned supervisors are nominated by Dy. CCM/Claims/HQ/MLG.

b) Collection of data relating to workload

After discussion, the relevant data regarding present work load and staff position was obtained from concerned unit in-charge and other data regarding sanctioned strength, etc was gathered personal branch of engineering department, on the basis data obtained assessment of work load is done in the study report.

CHAPTER - II

SUMMARY OF WORKLOAD

2.0 They perform duty of office. The works are broadly classified as follows:

- a) Deal the claims cases of KIR Division.
- b) Non Receipt Cell/MLG

2.1 The normal duties performed by OS/Claims/NJP are:

- a) Deal the claims cases up to Rs. 25000/- over KIR Division (Misc./Govt.)
- b) Non Receipt Cell/Maligaon

The staff position of selective categories under Dy CCM/Claims/MLG at NJP

S N	Category	Unit	G/Pay	BOS	On Roll	Vacancy
1	Office Superinde nt	NJP Claims Office	4200	04	02	02
2.	Peon	NJP Claims Office	1800	01	--	01
	TOTAL			05	02	03

CHAPTER - III

2. CRITICAL ANALYSIS OF EXISTING WORKLOAD AND STAFF REQUIREMENTS:

3.1. The activities and work load involved against OS/Claims/NJP has already discussed in Chapter-II.

3.2. The work load of OS/Claims Office/NJP (absolutely related to Claims matter) is minimum. Further DRM/KIR vide his Letter No.C/Estt./Misc/2017 dated 12.10.2017 also point out the need of work Study due to less work of Claims matter. These works can be done by Claims Inspector Maligaon who is presently monitoring and examining the Claims cases from HQ/Maligaon. To Register these cases Commercial staff of Area Office New Jalpaiguri may be engaged. Thus, redundancy of work load is analysed in view of proper utilisation of man power. In view of above, 03 nos. vacant posts (2 OS +1 peon) and 02 nos. of On Roll Post of OS are identified as surplus.

No. of cases Recorded Month wise in Claims Register (last 6 Months):

SN	Month	No. of cases registered
01.	August 2018	01
02.	September 2018	01
03.	October 2018	01
04.	November 2018	Nil
05.	December 2018	Nil
06.	January 2019	01

(It is seen from data that only 01 case is registered on average).

CHAPTER -IV

RECOMMENDATION

The work study team had identified that total 05 posts (OS-05, Peon - 01 as surplus and proposed that those posts may be surrendered and deleted from the BOS of Commercial Claims Branch of CCM/MLG.

CHAPTER - V

FINANCIAL IMPLICATION

S N	Category	Pay Band	G/Pay	Basic Pay in Rs	Revised Pay as per 7 th CPC	Salary per annum in INR	Nos. of posts proposed for surrender	Total amount in Rs
1	Office Superintendent	9300-34800	4200	26,250	67,462.5	8,09,550	4	3,238,200
2	peon	5200-20200	1800	12700	14,500	37,265	1	4,47,180
						TOTAL	5	3,685,380

5.1. PROJECTED FINANCIAL SAVINGS PER ANNUM

Rs. Thirty Six Lakhs Eight Five Thousand Three hundred Eighty per annum

CHAPTER - VI

6.0. READY RECKONER

Pay Band	GP	Mean pay	Basic Pay in Rs	M.F. of CPC(2.57) revised Pay	7 th & Salary per annum in INR
9300-34800	4200	22050	26,250	67,462.5	8,09,550
5200-20200	1800	12700	14,500	37,265	4,47,180