


	<p><u>WORK STUDY TO REVIEW THE</u> <u>STAFF STRENGTH AT</u> <u>Sr.DCM OFFICE / TPJ</u> <u>TPJ DIVISION</u></p>
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SOUTHERN RAILWAY

PLANNING BRANCH

No.G.275/WSSR-081718 / 2018-19

WORK STUDY TO REVIEW THE
STAFF STRENGTH AT
Sr.DCM OFFICE / TPJ
TPJ DIVISION

STUDIED BY

WORK STUDY TEAM
OF
PLANNING BRANCH

SEPTEMBER 2018



I N D E X

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(i)
ACKNOWLEDGEMENT

The work study team acknowledges the valuable guidance and co-operation extended by the coordinating officer, co-ordinating supervisor, and all commercial staff of Sr.DCM/O/TPJ for completing the study.

(ii)
AUTHORITY

Annual programme of work studies approved by SDGM for the year 2017-18

(iii)
TERMS OF REFERENCE

Work study to review the staff strength at Sr.DCM/O/TPJ – TPJ Division

(iv)
METHODOLOGY

The following methodology has been adopted while conducting the study:

1. Collection & compilation of Data from Coordinating Officer and Coordinating Supervisor and discussion with Coordinating Officer & Supervisor.
2. Study of present Working System, Staff deployment for Commercial activities Discussion on the subject work study with Coordinating officers and Coordinating Supervisors and Staff.
3. Discussion with DCM/TPJ, ACM/TPJ and other Staff.
4. **Staff requirement for Commercial activities are arrived "based on Yardstick & extent stipulations and on need basis".**
5. Observation of field activities
6. Assessment of impact on activities due to computerisation, simplification of rules, reduction in number of slabs / classes, standardisation etc.

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(V)**SUMMARY OF RECOMMENDATIONS****Recommendation No.1**

Three vacant posts of CCIs in GP Rs.4600/- is found excess to the requirement may be surrendered and credited to the Vacancy Bank.

(Three Posts)**Recommendation No.2**

One vacant post of Ch OS in GP Rs.4600/- are found excess to the requirement may be surrendered and credited to the Vacancy Bank.

(One Post)**Recommendation No.3**

Four vacant posts of OS in GP Rs.4200/- are found excess to the requirement may be surrendered and credited to the Vacancy Bank.

(Four Posts)**Recommendation No.4**

One vacant post of Sr. Steno in GP Rs.4200/- are found excess to the requirement may be surrendered and credited to the Vacancy Bank.

(One Post)**Recommendation No.5**

Two vacant posts of Courier in GP Rs 1800/- are found excess to the requirement may be surrendered and credited to the vacancy bank.

(Two posts)**Recommendation No.6**

One vacant post of Catering Inspector-I in GP Rs 4600/- are found excess to the requirement may be surrendered and credited to the vacancy bank.

(One post)**(Total – 12 posts)**

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1.0 INTRODUCTION

- 1.1 Indian Railways is very important part of service sector, that provide effective and direct services to Indian population.. Indian Railways is one of the largest and busiest rail networks in the world carrying a large number of people daily more than 23 million passengers per day connecting about 8,000 stations in 12,000 trains and 7,000 freight trains per day. Similarly IR is the growth engine and pivot of National economy that transports essential materials for the survival. The Rail Transport Services Comprises of two categories of Traffic.

(a) COACHING (Passenger and Parcel traffic) (b) Goods (Freight traffic)

- 1.2 COMMERCIAL DEPARTMENT of Indian Railway is called as earning Department is responsible for generating revenue for Rly. deals with sale of Transportation provided by Railways, securing and maintaining friendly relations with customers, Fix rates, fares and other charges, Correct collection, account and remittance of traffic receipts for the transport of parcels goods and for passenger carriage. The Passenger earnings are through UTS, Reservation by Railway PRS centers and from non-railway head PRS centers and through I-Ticket & E-ticket by the agents of IRCTC etc.

The Commercial Department is responsible for the marketing & sale of the transportation provided by a railway, for creating and developing traffic, for securing and maintaining friendly relations with the travelling and trading public and for cultivating good public relations generally. The fixing of rates, fares and other charges and the correct collection, accountal and remittance of traffic receipts are also among its functions.

- 1.3 All Commercial Staff must be conversant with relevant rules and regulations laid down in Tariffs/Manuals, maintain a close watch on the movement of traffic and suggest ways and means to promote flow of traffic to the railways.

- 1.4 The Commercial Department of the Southern Railways is headed by CCM zonal level, and at Divisional Level by Sr.DCM assisted by DCM/ACM, Comml. Inspectors. At Station Level by SMR, Dy.SMR, Dy.SMR (Comml.), CBS, CPS, CGS, CRS, CTI & CTTI assisted by Commercial Clerks, ECRCs and TC/TTEs and they are responsible for efficient functioning of their respective disciplines (passenger, parcel and goods traffic).
- 1.5 Commercial Branch is the interface of Railways with Public and is the seller of Transport services to the customers. At Rly. Board level, both commercial and operating department comes under Member Traffic. It is responsible for fixation of rates, stalls, various concessions for framing rules and carriage of passengers and goods etc. Many operating systems like FOIS, COIS etc are under its control. Catering, licensing of various types of slabs, advertising, retiring rooms, cleaning of sub-urban class (C) station etc are also coming under the purview of this department.

The booking counters of PRS and UTS make payments against cheques of railway co-operative society; refund orders etc and accept payments for all prescribed remittances to railways. At Zonal and Divisional levels, commercial branch is functioning separately from operating branch. However, at station level, the commercial duties are shared between commercial and operating staff.

1.6 Rules & Books of References for Commercial Staff in general:-

IRCA COACHING TARIFF - Part -I, Vol.-I:- general rules for the conveyance of passengers, rules and conditions for the conveyance of luggage of passengers, etc.

IRCA COACHING TARIFF - Part - I, Vol. - II:- various IRCA travel concessions given to various kinds of persons and general rules governing the same.

IRCA COACHING TARIFF Part - I, Vol. - III:- general rules for the booking, carriage and delivery of Parcels, rules regarding charging of wharfage and demurrage on coaching traffic etc.

IRCA COACHING TARIFF Part - II:- The calculated rounded off fares for different classes for distances up to 5000 Km. It also gives the procedure for calculating the fare for various classes for distance beyond 5000 Km.

The "Station to Station" fares for Rajdhani, Shatabdi and August Kranti Express trains operated over various sections of the Indian Railways are also given.

IRCA COACHING TARIFF Part - III:- This book contains various parcel rates viz., Scales R,P & S up to 5000Km. for 10Kg. & multiples of 10 Kg.

IRCA MILITARY TARIFF Vol. – I:- This is a common book published for both Coaching and Goods traffic offered by the Defence department containing special rules, contract rates, special conditions for the conveyance of military personnel and stores belonging to military department. It gives details of military warrants, concession orders, certificates & procedures for acceptance at Stations.

IRCA MILITARY TARIFF Vol. – II:- This book contains special rules, rates and conditions for the conveyance of explosives and dangerous goods of military.

IRCA RED TARIFF:- This is a common publication for Coaching & Goods traffic containing detailed rules for acceptance, booking, carriage and delivery of all explosives and other dangerous goods.

COMMERCIAL MANUAL Vol. – I:- This book is published by the Railway Board and contains rules connected with Coaching traffic, Booking and carriage of animals, birds, Railway's Monetary liability and prescription of Percentage Charge, etc. with procedures for performing day to day work at stations.

INDIAN RAILWAY CODE FOR TRAFFIC (COMMERCIAL) DEPARTMENT:- This book is published by the Railway Board and contains principles and policy directives of the Board. The provisions included in this Code are mandatory.

IRCA ALPHABETICAL LIST OF RAILWAY STATIONS:- This book contains names of all Railway Stations, Out-agencies, City Booking Offices, City Booking Agencies and Sidings. These names are arranged in alphabetical order for easy reference. Against each station name, Alphabetical code of that station, Numerical code number, Zone, Gauge, Civil district, types of traffic dealt & handled in station, Authorized station spelling, Square particulars for easier location of station in map.

LOCAL DISTANCE TABLES:- Each Railway publishes this book separately. This book is used to find out the distance between any two stations situated in the particular zone facilitating calculation of distance over stations in local booking.

JUNCTION DISTANCE TABLES:- This book is used for calculating distances for through traffic giving distances for all stations from the interchanging points.

RATE ADVICE:- All the draft notifications issued by the Zonal Railway published in the form of booklet to ensure notification of all the circular instructions to the station staff.. They are serially numbered like "Rate Advice No. 1 of 2001, Rate Advice No. 2 of 2001, etc..".

JOINT PROCEDURAL ORDER:- This is issued by the CCM and FA & CAO jointly on matters connected with accounts and commercial departments.

CCM CIRCULARS AND DIVISIONAL CIRCULARS:- These circulars are issued by the Headquarters office & Divisional office. Matters related to the working of commercial branch, changes in rates or procedures are notified.

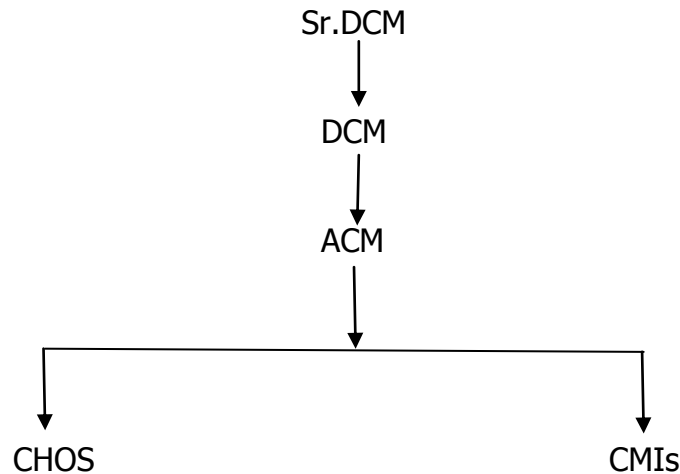
FINDING OUT DISTANCE BETWEEN STATIONS:- Distance between two stations situated within one Zonal Railway. "**RATES BRANCH SYSTEM** is much helpful".

- 1.7 there is enormous technical and technological development s are introduced in Railways especially in Commercial Department like FOIS , UTS, ATVM, etc., to serve to the public and to ease the work of the Commercial staff and also to have a transparency in the System.
- 1.8 Even then, manual cross checking and monitoring is inevitable due to the various class and sector of passengers and to closely monitor the processes and to avoid slip-up anywhere.
- 1.9 Hence, a detailed analysis has to be made to arrive the manpower to manage the system at present.

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2.0 PRESENT SCENARIO

2.1 The commercial wing in TPJ is functioning under the head of Sr.DCM supported by DCM and ACMs .

2.2 Organization Setup.

2.3 This office is functioning with 40 staff (with a surplus of 6 not coming in sanction strength) against the sanction of 47. One Ch. OS is looking after the staff matter and all other staff is working with different portfolio and the nature of work is different to one another.

2.4 The entire Division is covered by this Office with the assistance of Dy.SMR in the stations and the field CCIs & CMIs.

2.5 There are various activities carried out individually by the staff. This will be dealt in the following paras.

Activities carried out.

1. Freight Marketing
2. Passenger Marketing
3. Catering
4. Passenger Amenities
5. Outstanding statements , MCDO and reports to Divisions
6. Staff matters

7. Parcel claims, and untoward claims
8. Wharfage & demurrage, waiver and refunds
9. CDO
10. Sidings , MP reference etc.,
11. Bank remittance , station imprest, concessions
12. OPH concessions
13. Data entry
14. Cycle stand , Car parking leasing of plots etc.,
15. AUDIT PARA, Accounts
16. Publicity
17. Ticket checking,
18. Consumer court cases
19. Complaints etc.

2.6 Each dealer has to look after the entire process including Tenders if any. Nowadays most of the activities are carried out by contracts and the need to supervise and monitor the work and satisfy the passenger and minimize the loss to the Administration is inevitable.

2.7 **Activities carried out in each section /dealers**
Freight marketing

- i) All subjects related to working of goods and parcels.
- ii) Monitoring of earnings at stations, goods and parcel and maintenance of data base for all related earnings.
- iii) Preparation of statistics, MCDO, MAR, HOD and meetings.
- iv) Freight refund cases- registration and disposal.
- v) Freight incentive schemes – implementation, execution etc.
- vi) Leasing of SLR/SLRD – implementation, execution etc.
- vii) Service tax on freight - goods and parcels.
- viii) Canvassing of traffic, new traffic, customers meet etc.

- ix) FOIS, electronic payment of freight, Container Traffic etc.
- x) Dealing of various representations on the subjects, action taken and reply.
- xi) Reply to audit paras
- xii) Arranging of customers meeting and canvassing new traffic
- xiii) Communicating latest changes in rules and regulations to all goods and parcel offices at TPJ division
- xiv) Seeking informations and sorting all queries raised by HQRs.

Leasing of SLR /SLRD : Study conducted for offers in various trains and then resave price is worked out and then the file will be sent to accounts office for vetting , after getting vetted tender will be floated ,advertisement given and on opening sorted out according to eligibility them again sent to vetting to find out the correctness of the documents submitted by the tenders. Then, tender committee will be formed and the minutes will be finalized. LOA issued and executing the agreement.

Passenger marketing

Wherever passengers are paying money that area will be monitored by this section. E.g. PRS, Retiring Room, Paid waiting halls etc.,

Nowadays most of the paid waiting halls are maintained through contracts and retiring rooms by IRCTC.

Catering

1. Processing of Tenders, correspondence to all letters SR HQrs and contractors, seeking & obtaining Account concurrence for all sales assessments & proposals, dealing with catering complaints, submission of compliance reports inspection notes, MCDO, uploading of monthly catering details in Southern Railway website etc.,

2. Approximately 170 Minor catering units, M.P. Stall and milk stalls have been identified in the division.
 - Tender to be done once in Five years.
 - Two packet tendering consisting of Packet-A and Packet-B. In packet-A, technical details received from the bidder are evaluated and the Packet-B the financial offers, of those bidders who qualify as per short listing based on all the laid down eligibility criteria for Packet-A are evaluated & processed.
 - Average seven bidders participate in each tender.
 - License fee fixation of each unit, preparation of tender document and uploading procedure.
 - Briefing note process.
 - Minute's preparation.
 - LOA & further follow up action –the entire tender process from the opening to signing of agreement is done for each tender. Maintenance of contracts.

Passenger amenities

1. The works executed by the dealer of this section are
 - a. Submitting proposals for execution of works under PH No.53
 - b. Updating PA details in the IRPSM website annually.
 - c. Proposing and executing passenger amenity works such as Pay and Use toilets, Ambulance Services, Battery Operated car, proposing works demanded by passenger and consumer organizations etc.
 - d. Passing of bills raised by contractors engaged for maintenance of cleanliness of stations and washing of linens.
 - e. Providing remarks on the observations made in Audit Inspection report.
 - f. Providing details sought for on passenger amenity related works by Head quarters.

2. The time taken for mooting out proposals to uploading of the finalized proposals in IRPSM website is around 1 month or 30 days approximately. Updating of the PA details take around 3 to 4 months after compiling by CCI of details available at the stations.
3. Proposing and finalizing tenders for works such as Pay and Use toilets, Cleaning contracts take around 4 months (one month for mooting out the proposal, fixing of reserve price, obtaining approval, concurrence and sanction, floating of tenders, drawing of briefing reports, drawing of tender committee minutes, finalizing the offers received, issue of LOA, vetting of agreements and remittance of license fee.
4. Passing of one bill takes around 3 days from the date of receipt for checking, processing including preparation of IT deduction statements and obtaining signature of the officer and submission of the bill in Accounts department for passing.
5. All the activities listed under Sl.No 1 occur every year. Tenders have been floated for Pay and Use toilets during 2015 and processed during 2016.

2.8 Outstanding statements, MCDO and reports to Divisions

OUTSTANDING

Activities carried out:

- (i) Compilation of Station Outstanding both Coaching (for 104 stations) and Goods (for 27 stations & 9 sidings).
- (ii) Admitted debits, Disputed debits, Freight not on hand , Freight on hand, Demurrage, Wharfage and miscellaneous outstanding at each Goods train dealt stations and Admitted debits, Disputed debits, Wharfage and Miscellaneous outstanding at each Coaching trains dealt stations are to be sorted out and total Division outstanding has to be arrived at and to be compared with the Division Target and reports to be submitted i.e. MCDO figures, Outstanding Booklet both coaching and Goods separately on the due dates

- (iii) Action has to be taken through correspondence , station wise and case wise for outstanding clearance and reducing it to achieve the target through follow up action with station staff (for immediate clearance of admitted debits) , with customers (for early payment of outstanding amount) and auditors (for obtaining special credit for disputed debits)
- (iv) Disposal of anticipated debits deducted from Settlement of retired staff through correspondence with stations where the concerned employee worked for last 5 years after confirming any debits are due on their account
- (v) Courier movement to be monitored and their TA journal to be verified
- (vi) Non receipt of Balance sheet and SN2/SO24 returns from stations to be monitored.
- (vii) Coaching and Goods EAs dispersal and
- (viii) Coaching and Goods Balance Advices dispersal
- (ix) Special credits and write off advices to be issued from Sr. DCM's office and
- (x) Conducting of Outstanding meeting with regular customers, station supervisors and outstanding review meeting with Divisional Accounts are also under the purview of the outstanding dealer.

2.9 **Staff matters**

Activities carried out in Staff Matter Section

1. Muster Roll, Leave maintenance for all commercial administrative staff and also open line staff working in Commercial branch.
2. Verification and passing of TA bills received from open line staff every month.
3. Preparation leave statement for all staff to DPO/TPJ every month
4. Maintenance of Office imprest cash and recoupment every month.
5. Maintenance of CMIs movement register.
6. Despatching letters by covers to depot.
7. Proper File maintenance.

2.10 Demurrage, Wharfage and Refunds

Activities carried out:

- (i) Demurrage and Wharfage (opening balance , accrued , waived , cleared and closing balance) figures are collected every month from all Goods stations and compiled and total division figures i.e. PCDO figures are submitted to Headquarters on the due dates
- (ii) Demurrage waiver letters received from regular customers through stations are recorded , processed and put up to respective officials as per their Waiver Powers and obtained their orders to proceed for issue of waiver orders to the concerned party and station,
- (iii) Based on the receipt of remittance particulars of Balance DC amount after waiver from the stations , issue of Remission Order for the waived amount to the respective stations is done through which they can take special credit to clear the waived amount,
- (iv) Wharfage waiver letter from parties are received which are processed only after the remittance of full amount at the stations and put up to respective officials as per their Waiver powers and obtained their orders to proceed further for issued of waiver orders (which will be treated as refunds) and pay order sent to Headquarters for enabling refunds to the concerned party.
- (v) Stacking Permission cases are also under our purview which will be processed on remittance of WDRF for wagon demand at the respective stations and request letters forwarded to Sr.DCM will be put up with the joint approval of Sr.DOM for grant of stacking permission up to 5 days and beyond which DRM's approval is necessary, in such cases it is put up to DRM and permission order conveyed through control message to the concerned stations.
- (vi) For applications received for appeal of Demurrage waived and not satisfied , it is processed only on remittance of balance DC amount after first waive and the file is put up to the next higher authority to the authority who granted waive , which if considered, the amount of further waive will be treated as refunds and pay order sent to Headquarters for enabling refunds to the concerned party.

2.11 CDO

- a. Registration of all inward letters received form HQ, other branches through post and courier
- b. placing of all received letters in a folder for perusal of Officers
- c. Distribution of letters after perusal of Officer to the concerned section dealers
- d. preparation of submission of bills of CUG mobile numbers on a monthly basis.
- e. recouping of stamps periodically based on expenditure
- f. dispatch of letters of this office through CDO , through post and by registered post with acknowledgement due.
- g. Routing of files of this office to other departments and general branch and acknowledge receipt on return.
- h. Distributing the received files to the concerned dealers.

2.12 Siding, GM Inspection, DRUCC, SCC, All officers Inspection.

1. (b) Activities carried out :

- i) Collating inspection reports of both Officers and Inspectors and processing through file.
- ii) Furnishing reply to H.Qrs in regard to the various issues relating to sidings.
- iii) Monitoring the aspect of realization of staff costs from the various sidings.
- iv) Monitoring the aspect of test weighment of EIMWBs installed throughout the Division.
- v) Updating policies related to siding operations.
- vi) Upkeep of all agreements related to sidings and its renewal.
- vii) Updating policies related to Consultative Committees.
- viii) Assisting Sr.DCM in conducting Consultative Committee meetings periodically with the members.

Bank remittance

Bank remittance, cash imprest, TCC loading & unloading, Budget, Stores

2.13 Cycle stand, Car parking leasing of plots etc.,

Activities carried out in section

Awarding contracts/licensee for parking in railways is done by parking section.

Quotation –

After obtaining approval from competent authority the quotation notice is published. On the nominated day the offers received are opened and sent for finance concurrence. On getting concurrence the sanction of competent authority is obtained and award letter is issued advising to remit the license fee and security deposit. On completion of the contract period the security deposit is refunded to the party.

Tender processing

From initiating the proposal till award of contract nearly five months is required.

Monthly statements prepared

Parking earning statement to HQrs, Sr.DFM/TPJ Section

GST statement

Uploading of tenders and its finalization. Awarding of License, Ensuring prompt payment of Quarterly license fee are the major important area in parking section.

Calling of quotations to award short period contracts as temporary measure where permanent contracts are not feasible due to various factors.

Besides these now a days prepaid call taxi, and auto services are also provided to passengers from the private service providers. The contract is also monitored by the Commercial Department.

2.14 Audit Para and Accounts

ARN, Audit Para, Accounts inspection notes, FTR special train, Retiring Room, Coolie porter and Official language Implementation.

Activities carried out:

- (i) All the circulars relating to Coaching and Goods issued as Advance Rate Notifications from Headquarters are downloaded and drafted for official approval and circulated to all stations for information and follow up of the instructions,
- (ii) Audit Para reply for each and every query are collected from respective dealers and compiled and reply letter sending to Audit,
- (iii) Accounts inspection notes and action taken case wise by respective station supervisors / section inspectors were called for and furnished to Accounts,
- (iv) Special train / special coaches demanded by public are being dealt as per the Railway Board instructions after obtaining feasibility report of Operating dept. , charges worked out and vetted by accounts and on seeking official approval allotment orders communicated to the parties/ stations /operating dept. to augment the train/coach with an FTR folder,
- (v) Monthly earnings of Retiring Rooms in the Division are collected and MCDO figures given to Headquarters in addition, making of retiring room booking on line at various locations is also under our purview,
- (vi) Calling for applications from public to select as Coolie porter for important stations is also under our purview and
- (vii) Official Language Implementation at Sr.DCM's Office is quantified and reported.

2.15 Publicity Section

Activities carried out in section

Awarding of contracts/licences for advertising in Railway premises is being done by Publicity section. Short term contracts under 'First Come First Serve' (FCFS) basis and long term contracts through tenders are awarded.

Short term contracts are awarded to advertise through various media like Boards, Hoardings, Illuminated Boards (GSB), Scrollers, LED/LCD, Neon, Painting on boundary wall, Distribution of stickers/Brochures/Pamphlets to passengers at station and in Train and advertisement on Reservation Requisition Form. Long term contracts are awarded for advertising through CCTV, PA System, Comprehensive coach Indication, Coach guidance, Train information Boards & Touch Screens, Exterior and Interior of coaches of Trains, Video wall, Water hydrant etc.

Besides this granting of permission for setting up of temporary Booths and Banners at Railway Station premises is also being done in Publicity section.

FCFS Proposal

On receipt of a proposal from the Advertiser/ Canvasser for display of advertisement in station premises, the same is sent to the Section CMI for feasibility report.

For big advertisement Boards/Hoardings feasibility report from SSE/W is also obtained. Then the proposal is put up for approval of the Officer. After approval the advertiser is advised to remit the licence fee and security deposit.

On remittance of the amount the contract award letter is issued to the advertiser along with the contract form. On receipt of the filled up contract form the same is put up for Officer's signature and then sent to the advertiser.

The commission Bill submitted by the Canvasser is processed and sent to Sr.DFM for arranging payment.

Any request from the Advertiser for change of text/size of the advertisement is put up to the Officer and advised to the Party accordingly. Before completion of the contract period a letter is issued to the Advertiser to renew the contract for another year by mentioning the amount to be remitted.

On remittance of the amount renewal letter is issued to the Party. If the renewal licence fee is not remitted within the stipulated time the Advertiser is advised to remove the advertisement.

Tender processing

From initiating the proposal till award of contract nearly five months is required.

Monthly statements prepared

1. Publicity Earning statement to Hd.Qrs (station wise and media-wise)
2. GST statement
3. Inventory statement to Hd.Qrs
4. Action plan to achieve target (to H.Qrs)

Besides this, replies are given to RTI application, Inspection Notes, Audit para etc. Revision of tariff for various media is also done, sent for finance vetting and DRM's approval obtained.

As per Hd.Qrs advice receipt of new proposals and renewal under FCFS has been stopped from May 2016. Subsequently when the contract period is over the advertiser is advised in advance to remove the advertisement.

Tenders are being processed by Railway Board to award contracts for Mobile assets, Out of Home advertising assets and Rail Display Network. In the meantime to avoid revenue loss short term contracts were awarded on quotation basis for a short period.

For floating the quotation, list of locations and stations are prepared and assessed earning potential (AEP) is worked out for each location. After obtaining approval from competent authority the quotation Notice is published in the Southern Railway website.

On the nominated day the offers received are opened and sent for finance concurrence.

On getting concurrence the sanction of competent authority is obtained and award letter is issued advising to remit the licence fee and security deposit.

On remittance of licence fee and SD work order is issued to the Party along with a condition form. On completion of the contract period the security deposit is refunded to the Party.

Granting of permission to set up temporary Reception Booths and Banners at Stations.

Application received for the above are put up to the competent authority and advised to the Party with an advice to remit the prescribed charges.

2.16 Ticket checking

Activities carried out

- a. Ticket checking authority card issuing
- b. Staff TA bills
- c. Monthly reports to HQ
- d. Monthly earning reports to HQ
- e. Weekly report
- f. Dealing Other ticket checking subject letters issued by HQ
- g. Inter division check and collect report and send to HQ
- h. Conduct of other checks
- i. IDC result sent to Dy.CCM/PS.I office
- j. Circulating Latest RB circulars issued by all ticket checking SL/Depot and all CTI in TPJ Division
- k. Maintaining staff leave position

2.17 CONSUMER COURT SECTION AND CIVIL COURT SECTIONS

Details of work performed

1. On receipt of summons from Consumer forum, addressing GM/Court/MAS or Sr. LO/MAS for nomination of Railway Advocate for appearing on behalf of Railways.
2. On nomination of Railway Advocate, sending him the summons etc received from Consumer forum/court.

3. Collecting statements of employee concerned, relevant details of policies, circulars etc.
4. Preparing Para-wise remarks for the court case/consumer complaint filed in Consumer Forum/Civil Courts.
5. Getting approval of Officers for the same.
6. Sending the Para-wise remarks to Railway advocate for preparing affidavit/version to be filed in Consumer Forum/Civil Courts.
7. After receiving draft affidavit/version, vetting the draft version.
8. Getting the approval of officers for draft version.
9. After approval preparing proper version in legal size papers 7 copies in consumer court cases and 4 copies in civil court cases.
10. Getting the copies of supporting circulars, policies in legal size papers
11. Getting signature of officers in the affidavit/version and attestation of copies of supporting documents.
12. Sending the signed version and supporting documents to Railway Advocate through Commercial Inspector/Executives for filing the same in Consumer Forum/Civil Courts.
13. Ensuring that the versions and documents are filed in Consumer Forums/Civil Courts by contacting the Railway Advocate and commercial inspectors over phone and getting their reports.
14. Subsequently monitoring the progress of court cases through phone and reminders to advocate and commercial inspectors.
15. Preparing Proof Affidavit for filing in Consumer Forum/Civil Court similar like preparing the version.
16. Sending the same to Railway Advocate through Commercial Inspectors.
17. Ensuring that the Proof Affidavit and documents are filed in Consumer Forums/Civil Courts by contacting the Railway Advocate and commercial inspectors over phone and getting their reports.
18. Subsequently monitoring the progress of court cases through phone and reminders to advocate and commercial inspectors.

19. On the event of passing of judgment or order by the concerned court, obtaining the same and sending the copies of petition against railways, version/affidavit filed by Railways with copies of documents, judgment/order of court to GM/Court/MAS or Sr. LO/MAS as the case may be and obtaining the opinion of their office for further process.
20. If the HQrs advises to file appeal in cases where the order/judgment of court is against Railways, processing for filing appeal.
21. Entire process of filing affidavit/version of Railways up to the disposal of the court cases is repeated.
22. If appeal case is decided against Railways, obtaining the copy of judgment/order of appellate court, consulting the GM/Court/MAS or Sr. LO/MAS regarding further course of action is made.
23. If HQrs directs to file second appeal in National Consumer Forum/Supreme Court, processing the same.
24. In order file second appeal, approval of DRM is to be obtained.
25. After obtaining approval of DRM, papers are to be sent to HQrs for obtaining the approval of CCM.
26. Then Railway Board/NDLS is approached for nomination of Railway advocate.
27. After nomination of Advocate by Railway Board, the concerned Railway Advocate to be contacted for filing second appeal.
28. If Second Higher Appellate Forum/Court directs railways to pay compensation etc, processing the same.
29. Sanction of competent authority is to be obtained for processing the payment of compensation
30. After obtaining the sanction of competent Pay Order is to be prepared and sent to Associate Accounts for getting the Cheque/Demand Draft in favour the successful litigant.
31. Sending the Cheque/Demand Draft to Railway Advocate for handing over the same to court/forum or to the successful litigant under acknowledgement.
Obtaining the acknowledgement through railway advocate.

2.18 Complaints

Activities carried out in this section

Public complaints are received through the following channels.

1. Complaints recorded in station complaint books
2. Complaints received directly through post
3. Complaints received through e-mails
4. Complaints received through COMS(Complaint Management System)
5. Complaints recorded in PG portal

Public complaints received from the above means are registered in a register maintained exclusively. Each complaint is gone through and analysed. Enquiry is made in each and every complaint and put up to DCM/TPJ. Based on the orders of DCM , action is taken and is intimated to the party concerned. Whenever confronted enquiry is necessary, the same also will be conducted and report submitted and final reply will be sent to the party concerned.

Apart from this, MCDO from ADRM to AGM is also prepared and sent from the PG cell. Status of complaints is reviewed on weekly basis and report sent to ADRM weekly.

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WORK STUDY TO REVIEW THE
STAFF STRENGTH AT
Sr.DCM OFFICE / TPJ
TPJ DIVISION

3.0 CRITICAL ANALYSIS

- 3.1 The necessity to provide good service to the passengers and get positive image from the public in lies majorly on the Commercial Department.
- 3.2 In order to make the Railways a profitable Organisation, the Commercial Department play a vital role. At the same it is very clear that no public money will be lost by the Organization and at the same time no passenger should feel that he lost his money in Railways by affording its services.
- 3.3 In parallel, Railways developing its own infrastructure both technically as well as at expanding its service area. To make the system more transparent, Railways introduced various system like COIS, FOIS etc., to have a positive image and trust on Railways by its customers.
- 3.4 Now days, the administrative works are becoming more flexible by using computers where by the repeated work /activity / letter drafting is made.
- 3.5 Normally most of the drafting activities are having a template of procedure and the modification of the contents and date and the little other details is only needed.
- 3.6 And the mode of correspondence to other office, Department s is also made simple by using e-mails, FTP, and other social media which is pertains to the Railway administration and to the customer intended.
- 3.7 And the E-procurement, E-tendering is also a good and easy concept which serves the purpose and ease the hectic drafting and correspondence process in Railways.
- 3.8 But, the monitoring of the work executed by contract is essential to get the work done properly and to minimize the passenger and traders complaints.
- 3.9 In this Office, all the activities except one or two is having the contract activities and there by tendering process. The major time consuming activity is the tendering process only. Other activities are the regular and monitoring of contracts.
- 3.10 The process may take its own time but the actual work carried out in a particular file by a dealer will be in hours only that too will be minimum if the activity is a repeated one except some little modifications in the content, date etc.,

- 3.11 In some case the analyzing of the case and understanding the problem will be troublesome. But for a well experienced dealer it would be an undemanding bustle.
- 3.12 It is observed that, the dealers are shuffled recently to make them well versed in all type of work and to have a change from the stereo type work. It may delay the work flow at initial stage but will go in its own way because of the experience of the staff.
- 3.13 Railways are planning for paperless organization in stage by stage there by reducing the manual drafting, correspondence, filing and record keeping in large scale. If we go for digital the drafting process will be easy by simply modifying the existing template statement with the new data in major cases. In exceptional cases it may be complicated that consume time which is inevitable.
1. Freight Marketing
 2. Passenger Marketing
 3. Catering - 33 tenders have been floated for catering units , M.P. stall and milk stalls in the past 2 years.
 4. Passenger Amenities
 5. Outstanding statements , MCDO and reports to Divisions
 6. Staff matters
 7. Parcel claims, and untoward claims
 8. Wharfage & demurrage, waiver and refund. No. of DC waiver cases is in descending in nature and is reduced in recent days
 9. CDO
 10. Sidings , MP reference etc.,
 11. Bank remittance , station imprest, concessions
 12. OPH concessions. No. of cases received for the past 2 years is 5667 and the cards issued is 4858 and cards ready for dispatch is 170.
 13. Data entry

14. Cycle stand , Car parking leasing of plots etc.,

Total no. of tenders floated from Oct2015 to Oct2017 is 25. 37 locations are available in this Division and the contract period is for 3 years. Hence, 3 contracts will be in renewal per month on average.

15. AUDIT PARA, Accounts

16. **Publicity**

The publicity locations available are given on contract for advertisements for a period prescribed by the Division. At a time 10 to 15 places will be offer for contracts at various places.

17. Ticket checking

18. Consumer court cases etc.

- 3.14 All the activities involve tendering / contract process and consume more time and the concentration on the field activity is getting reduced. The Tendering process varies for the contract period and the repeated tendering process is carried out for the work which is nearing completion.

But, while observing some of the activities less no. of tendering and requires awarding short term contracts and vice versa.

Hence, the work study team suggests, a separate wing for Tendering may be constituted so as to monitor all the section tenders and thereby reducing the work load of the other staff. And it is also possible for a dealer to look after two activities which is similar in nature or which is having less correspondence on day to day basis.

The above practice is already exists in other Departments and in some of the Commercial Offices also.

The complaints from various traders and passengers are handled by the CCI in complaints section.

- 3.15 The total complaints handled in this section is

2015-16 October to march	2016-17 April to march	2017-18 April to October
227	677	495

By taking an average for 24 months total cases are 1399 in total and 58 per month **and less than 3 per day**. In the above the major complaints are miscellaneous and non –crucial which will be handled in a short period.

Moreover, the complaints received in Twitter, and other social media has been out sourced.

The assessment of manpower cannot be done on sectional basis since the activities are carried out individually and it is in rotational basis the man power for a particular activity could not be assessed and minimised.

3.16 By considering all the above facts, the man power requirement is arrived as follows.

Category	Pay scale (Rs.)	G.Pay (Rs.)	Sanc- tion	Act- ual	Require- ment	Surplus
CCI	9300-34800	4600	10	7	7	3
CMI	9300-34800	4200	5	5	5	-
Ch.OS	9300-34800	4600	5	4	4	1
OS	9300-34800	4200	13	9	9	4
Sr.steno	9300-34800	4200	1	-	0	1
Catering Inspector-I	9300-34800	4600	1	-	-	1
Catering Inspector-II	9300-34800	4200	2	3	2	-
Sr.Clerk	5200-20200	2800	4	4	4	-
Jr.Steno	5200-20200	2800	1	1	1	0
Courier	5200-20200	1800	4	2	2	2
TOTAL			47	35	35	12

Recommendations

3 posts of CCI in GradePay 4600 , **1 post of Ch.OS** in Gr.Pay 4600, **4 posts of OS** in Gr.Pay 4200, **1post of Sr.Steno** in Grade Pay 4200, **2 posts of Courier** in Gr.Pay 1800 and **1 post of Catering Inspector** in GP Rs.4600/- is found excess to the requirement and the same may be surrendered and credited to the vacancy bank. **(12 posts)**

JKJK.

4.0 PLANNING BRANCH'S REMARKS ON CO-ORDINATING OFFICER'S VIEWS :

The work study pertaining to Sr.DCM/O/TPJ was opened on 08.06.2017 and the nomination was received on 15.06.2017.

Shri. P.V. Manoj, ACM/TPJ and Shri P.Balakrishnan, Chief OS/Sr.DCM/O/TPJ were nominated as Co-ordinating Officer and Co-ordinating Supervisor to assist with the work study inspector to complete the study of Sr.DCM/O/TPJ staff strength.

The study was commenced on 09.11.2017. On commencement of the study, necessary data was collected from the division and field observation were taken into consideration in calculating the man power requirement of the unit.

The status of the study and the man power calculation was discussed with ACM/TPJ (Co-ordinating Officer) during work study. The draft work study report was submitted to ACM/TPJ (Co-ordinating Officer) on 31.01.2018.

In this connection, a letter sent to ACM/TPJ on 31.01.2018, requesting his remarks / comments on the work study within 15 days from the date of receipt of the draft work study report, so that these could be taken into account to incorporate the final work study report.

Again a reminder letter was sent to ACM/TPJ on 21.02.2018 to offer his remarks / comments before 01.03.2018 so as to finalise the report.

No remarks were received till date (28.09.2018). Hence, the report is released without the remarks of the co-ordinating officer.

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CHAPTER – V**5.0 FINANCIAL SAVINGS:**

5.1 If the recommendations made in the study report are implemented, the annual financial savings will be as under:

Sl. No.	Category	Grade Pay / Level	No. of Posts	Money value	Annual Financial Savings
1	CCI	4600	3	100206	3607416
2	Ch. OS	4600	1	100206	1202472
3	Catering Inspector	4600	1	100206	1202472
4	OS	4200	4	79073	3795504
5	Sr. Steno	4200	1	79073	948876
6	Courier	1800	2	40072	961728
TOTAL			12		11718468

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TOP SHEET

Name of the Work Study : Work study to review the staff strength at Sr.DCM/O/TPJ – TPJ Division.

Sanction / Actual / Vacancy : 47 / 42 / 05

Methodology : Need basis

No. of posts identified as surplus : 12 posts

Co-ordinating Officer : ACM/TPJ

Sl. No	Name of the Post	Sanction / Actual	Surplus	Surrenders received			
				F.	F.	F.	Total
1	CCI	10 / 07	3				
2	Ch. OS	05 / 04	1				
3	Catering Inspector	01 / 00	1				
4	OS	13 /09	4				
5	Sr. Steno	01/00	1				
6	Courier	04/02	2				
TOTAL			12				

No. of posts surrendered till date : NIL

Balance to be surrendered : 12

Co-ordinating Officer's Views : NOT RECEIVED

"S.A.V.E." statement : Page No. 29 of W.S. Report.

