

SOUTH EASTERN RAILWAY

WORK STUDY ON THE REVIEW OF STAFF STRENGTH OF PEON CATEGORY AT THE HD. QRS. COMMERCIAL DEPARTMENT.



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SYNOPSIS

1.	Name of the work study	Work study on review of staff strength of Peon category at the Headquarters Commercial Deptt.
2.	Terms of reference	There are 90 officials of Peon category for catering to 395 Gr-C staff and 15 officers at the HQ Commercial deptt. Considering such high percentage (22%), the competent authority had advised to undertake a study for reviewing the actual requirement of Peon category.
3.	Aim	To assess the requirement Peon category at Hd. Qrs. Comml deptt considering the ratio of Peons to on-roll staff strength.
4.	Projected manpower re-deployment/ surrender.	Redeployment of 30 staff from Peon category and subsequently surrender. Surrender of 2 'vacant' post.
5.	Anticipated/projected savings	The annual savings on account of surrender of 30 posts subsequent to redeployment = Rs. 118,64,160/- The annual savings on account of surrender of 2 'vacant' post = 7,90,944 /- Total savings per annum = Rs. 126,55,104/-
6.	No of recommendations made	Five.
7.	Critical analysis	The study has been analyzed taking into consideration the present workload and the overstaffing of Peon category with such high percentage (22%) i.e. 90 officials of Peon category for catering to 395 Gr-C staff + 15 officers at the HQ Commercial deptt. The CDO office to be brought under Genl Admn deptt as it caters to all the departments.
8.	Recommendations	Rec_I : The total number of Peons for catering to the HQ Comml deptt be limited to 60. Rec_II : The status quo of these two staff (1 Vig/GRC + 1 RRB/Kol) may be maintained as such. Rec_III : The CDO section may be brought under the purview of Genl/ Admn. with an option being given to the existing staff either to switch over to General Administration or return back to Commercial deptt. Rec_IV : The 2 vacant posts be surrendered outright. Rec_V : The surplus 30 men-on roll to be suitably redeployed in other departments and the resultant vacant posts to be surrendered.
9.	Department concerned	Commercial.

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CHAPTER-I

1.0 **INTRODUCTION**

INDIAN RAILWAYS, the premier transport organization of the country is the largest rail network in Asia and the world's second largest, under one management. The Indian Railways have added a great extent to the nation's prosperity and have knit up the country as well. The railways are much a Govt. concern rather than a commercial enterprise. Viewed in the context of human resource planning, Indian Railways is presently on the threshold of major technological changes. Some categories of staff are likely to become surplus, there may be shortage in few categories and some new categories may get born with substantial inputs in areas like electrification, communications, computerization, etc. in due course of time.

In the recent past, various factors have contributed to the decrease in workload at the Headquarter's Commercial branch. The primary factors being trifurcation of SERly, discontinuing part booking of wagons thereby introducing full wagon load booking, on-line booking of RRs, reduction in claim cases due to leasing of VP/ VPUs/ Parcel van, internet based booking of tickets through IRCTC, mobile apps, JTBS; modification in the rules for cancellation of PRS tickets, implementation of FOIS/COIS, etc. There has also been a sharp decrease in the activities of the wagon tracers. With the development of telecommunication, locating any document and getting copy of the same has become very easy.

These factors have resulted in a decrease in the on-roll strength of the Commercial department, as a whole.

With a view to improve Manpower productivity, work culture and staff morale, Rly. Bd's vide RBE No. 117/2008 & No 2013/TT-I/7/6/1 dt. 21.01.2013 had recommended for imparting training to the existing Gr-D staff and re-designate them (Peons, Duftary, Jamadar, Jr. G/Opt, Farash, Chowkidar, Safaiwala, Mali etc) as MULTI-TASKING STAFF.

In the present scenario, there is a need for slimming of the organization at certain points and to make provision for staff at other areas, where necessary, thereby improving the financial health of the organization.

It is seen that there are presently 90 peons for catering to 395 Gr-C staff and 15 officers i.e. 22%.

The present study has been undertaken to review the actual requirement of Peons in the Hd. Qrs. Commercial department with regard to the present work load in the current scenario.

During the course of study, the study team had intended to give proper weight age to all the relevant aspects to make the study more realistic in the current changed scenario.

CHAPTER-II

2.0 STAFF STRENGTH & DUTIES:

2.1 The distribution of Peons' category in the Hd. Qrs. Commercial deptt is as follows:-

Desgn	CLAIMS			GENL & RRO			OKB & RSBO			GRAND TOTAL		
	S/S	O/R	VAC	S/S	O/R	VAC	S/S	O/R	VAC	S/S	O/R	VAC
Hd. Peon	21	21	0	44	35	9	5	4	1	70	60	10
Peon	5	5	0	15	21	-6	2	4	-2	22	30	-8

- 2.2 As per DOP&T's O.M. No. AB-14017/6/2009-Estt(RR) dated 30.04.2010 (Annex-II), circulated by Rly. Bd., the indicative list of duties of Multi-Tasking Staff (erstwhile Group-D posts of Peons, Duftary, Jamadar, Junior Gestetner Operator, Farash, Chowkidar, Safaiwala, Mali etc) is as follows:-
 - (a) Physical maintenance of records of the section
 - (b) General cleanliness and upkeep of the Section/Unit
 - (c) Carrying of files and other papers within the building
 - (d) Photocopying, sending FAX etc
 - (e) Other non/clerical work in the Section/Unit
 - (f) Assisting in routine office work like diary, dispatch etc, including on computer
 - (g) Delivering of dak (outside the building)
 - (h) Watch and ward duties
 - (i) Opening and closing of rooms
 - (j) Cleaning of rooms
 - (k) Dusting of furniture etc
 - (l) Cleaning of building, fixtures etc
 - (m) Work related to his ITI qualification, if it exists
 - (n) Driving of vehicles, if in possession of valid driving license
 - (o) Upkeep of parks, lawns, potted plants etc
 - (p) Any other work as assigned by the superior authority.

CHAPTER-III

3.0 EXISTING SYSTEM OF WORKING:

The Hd.Qrs Commercial department is divided into the following sections:-

- 3.1 RTI Cell: All RTI related applications are forwarded to the respective sections of Comml deptt for receiving information as desired by the applicant. Some cases not relating to Comml deptt are also transferred to the respective PIOs of other deptt/division. On receipt of the concerning reply, the same is intimated to the applicant with necessary documents, if applicable. The workload for photocopying the documents is around 50 to 60 nos per day. Then the files are to be sent to the concerning officer for signature/approval/orders. Finalized letters are sent to the dispatch section for onward transmission to the applicant/ RTI Cell at GRC. As the number of new cases are in huge quantities, the brown paper has to be cut to size for using as back cover due to limited availability of file covers. The peon is also deputed to hand over the letters to the concerning sections within the building and also chase for replies from the different sections... as RTI cases are time bound. Peon 1
- 3.2 <u>Accounts Section</u>: Issuing of Pay orders, preparation of Budget, Adjustment memos, Raising of Freight debit & Cost debits related to Steel & Coal, Entertainment bill of officers, Mentioning of ID, Allotment of fund or preparation of Pay orders of Franking machines. **Peon** 1
- 3.3 Establishment Section: Maintenance of all muster rolls, D&AR Cases, APAR cases, Transfer and posting, Works related to cadre restructuring, Settlement, Termination of service, VR, Card Pass ID, Medical Card, Sparing of sports officials, Reply to Audit observations, Election duty, TA Journals, All letters forwarded to competent authority, Works related to PREM, etc. The duties of Peon are handing over the circulars, files, letters etc., to various deptts and acknowledgement thereof, maintenance of records, filing of different papers, collection of store materials and other works as assigned. Peon 1.
- 3.4 <u>CS Section (CKP)</u>: This section deals with works related to claims against Perishable parcels, Hard Parcels, Departmental & Defence cases. The approximate average intake is 10 cases and the same number of disposals per month. The duty of the peon is to hand over the files, letters, etc., to the concerned officers/ sections, hand over the different letters to the dispatch section, collection of store material and other official works as assigned. **Peon-1**.
- 3.5 <u>Coal Section (TNEB, WBPDCL) & Misc Section</u>: All claim cases related to coal are dealt in this section. The approx average intake is 18 and disposal is 25 per month. The duty of the peon is to bring the cases to the Accounts office/GRC, E.Rly, Collect letters from Receipt section and hand over letters to Comml dispatch Section and CCM Office, and also to Typing Section.

All Claim cases related to Private parties such as Adhunik Metallics Ltd, Adhunik Alloys & Power Ltd., Tata Sponge Iron, Tata Power, ACC Ltd, Jindal Steel & Power Ltd., Bokaro Power Supply & Co. Pvt. Ltd., are dealt in this section. The approximate average intake is 20 cases and disposal 10 cases per month. The duty of the peon is to hand over the files, letters, etc., to the concerned officers/ sections, hand over the different letters to the dispatch section, collection of store material and other official works as assigned. **Peon-1.**

- 3.6 Steel Coal & Decree Cell: All cases related to Steel Plants at BKSC, ROU, IISCO/BURN & Tata Steel. Average intake is 18 to 20 per month and disposal 23 to 25 per month. Due to inadequate Xerox machines, photocopying is undertaken from outside the office premises by the Peons. The duty of the peon is to hand over the files, letters, etc., to the concerned officers/ sections, hand over the different letters to the dispatch section, collection of store material and other official works as assigned.

 All the RCT cases are dealt in the Decree Cell. The court orders received from the Law Section are received in this section and as per approval of the competent authority, the amount as per Decree is fulfilled through Pay orders. The duty of the peon is to hand over the files, letters, Pay orders etc., to the concerned officers/ sections & Accounts deptts, hand over the different letters to the dispatch section, collection of store materials and other official works as assigned. Peon-1.
- 3.7 <u>Computer Section & Statistical Section</u>: The peon of this section is utilized for delivering of all claim files to the final record section after finalization. Xerox of letters as when required. Cases sent by the claimant are received in the Computer section and registered. After registration, they are sent to the Statistical section for fulfilling other official formalities. Thereafter these files are sent to the concerned sections through peon for further necessary action. After disposal of these cases, they are sent back to the Statistical Section for necessary manual and computerized entries. They are then sent to the Record Section for safe custody. **Peon-1.**
- 3.8 <u>Receipt & Despatch Section</u>: On average 8 to 10 letters are received per day. All letters excepting those marked to GRC are sent through post (Speed, Regd & Ordinary). Depending upon the importance of the letter, the same are sent through Speed or Registered or Ordinary Post. Avg. Number of letters through Ordinary Post = 70 & Regd AD/Speed Post = 15. On an average, 3 nos of Files & 5 nos of letters are dispatched to GRC per day. One peon on 15 days rotation duty is booked for GRC for inward and outward letters. **Peons-2.**
- 3.9 <u>Marketing Section</u>: Deals with Court cases and Policy matters related to leasing of Parcel Traffic. The duties of the peon is to make out photocopies, movement of files from sections to officers / section concerned and vice-versa, dispatch of letters and performing the duties of Record Sorter, since educated. **Peon-1.**
- 3.10 **RCC Section**: There are 2 Xerox machines and one Gestetner Machine. All types of circulars, court cases, letters and other documents as per requirement are duplicated in this section. On an average 7500 per machine per month are photocopies. An average of around 10,000 sheets are duplicated in Gestetner machines. **Peon 1.**

- 3.11 <u>UTS Section</u>: There are 251 unreserved ticketing location over SERly. In addition, 61 PRS and 72 UTS-cum-PRS locations are functioning over SERly. The procurement, supply & maintenance of these equipments are done through this section. This includes phase-wise replacement coordinated through HQ, testing of these equipments and their installation. The duties of the Peon in this section is to correctly collect all the phase-wise equipments from the vendors and stocking them in the store/ godown and maintain the T&P register accordingly. Additionally, ATVM & COATVM equipments also procured and distributed to the different locations from HQ. The replacement equipments as per demand are supplied through these peons. Smart Cards for 100 ATVMs & 10 COATVMs are supplied through the peon on a regular basis at different locations. Sending of various. Additionally, the duty of the peon includes handing over the files, letters. etc., to the concerned officers/ sections & the different letters to the dispatch section, collection of store materials and other official works as assigned. **Peon** 2
- 3.12 General Section & TTI Section: File movements (avg. 15 to 20 per day) from the section to the officers/ other sections & vice-versa. Handing over the letters to different sections (Avg 20 letters per day). Since the Xerox machine is out of order since the last two months, all the photocopying jobs are being done by the peons from outside or from other sections. **Peon** 2
- 3.13 **Refunds Section**: **One** peon is utilized at the Rates verification section for file movements, circulars sorting, handing over of files being put up to the officer and other sections (viz., Law Section, Dispatch section, Outstanding section for adjustment of freight). **One** peon is utilized in the collection, stacking & distribution of stores items from HWH, GRC, P&S Depot at KGP. Average 200 nos of Xerox copies are being done by this peon. **One** peon for distribution of files from Coaching Branch in various section, E.Rly & letters for Dispatch to the Dispatch Section. **One** peon is engaged at the Outdoor Inspection Cell. All the inspection reports are entered in the register and subsequently distributed to the dealers (Coaching & Goods) under acknowledgement. **Two** peons are attached to the officers. **Peons 6.**
- 3.14 **Receipt Section**: On an average about 100 letters from different sections are received in this section. These letters are distributed to the different sections/ departments as per the addressee by the peon. **Peon** -1.
- 3.15 **Despatch Section**: Letters to all divisions/ postal / speed posts/ Registered Post/ ordinary post are received, sorted, inserted in the envelopes and after due entries in the registers, they are sent to the Claims Dispatch for onward transmission. On an average, 100 letters per day marked to different divisions sent through CDO/GRC are delivered by the peon. Likewise, those letters available at CDO/GRC addressed to Commercial department are collected by this peon. On an average, 20 letters per day are received from CDO/GRC. **Peon 1**
- 3.16 Stores Section (General): Collection of stores items from HWH, GRC, GSD/KGP, P&S Depot/KGP. Distribution of materials to the concerned staff as per demand. On an average 10 requisitions per day are handled by this section. **Peon 1**

- 3.17 <u>Pass Section</u>: Collection of blank Pass, PTO forms from KGP. Letters related to loss of Pass and other miscellaneous matters are sent to the concerned sections/ deptt. File movement to the officers, stores materials pertaining to Claims Branch are collected from KGP Stores, Handing over of written passes to the staff. <u>Peon 1</u>
- 3.18 <u>Emergency Quota Section</u>: Attending to the concerning officers and performing other related jobs relating to release of Emergency Quota. <u>Peons -3</u>
- 3.19 **Old Koilaghat Building**: On an average only 5 counters per shift are in operation due to drastic decrease in counter reservations. Three peons are posted at OKB are engaged in collection of Ticket rolls, stationery items, handing over requisition slips to intending passengers. Two shifts are in operation. **Peons 3.**
- 3.20 <u>Reservation Counter at GRC</u>: Only one counter per shift is in operation due to drastic decrease in counter reservations. The 2 peons posted at GRC is engaged in collection of Ticket rolls, stationery items, handing over requisition slips to intending passengers & assisting CBS. Two shifts in a single counter are in operation. <u>Peons 2.</u>
- 3.21 **Rabindra Sadan Computerised Reservation Office**: One special counter and four general counters in 2 shifts are in operation. 5 Peons are engaged in collection of Ticket Rolls and other allied works. **Peons 5**
- 3.22 <u>Metiabruz Computerised City Booking Office</u>: Two general counters in one shift is in operation. One Peon is engaged for assistance. **Peons 1.**
- 3.23 <u>Commercial Control at GRC</u>: 4 Peons are utilized in this section for conducting works related to Commercial Control Office viz., coordination with Operating deptt, Coaching Section etc. **Peons 4.**
- 3.24 <u>Central Despatch Office/ GRC</u>: One peon is posted at HWH for sorting and sending letters to ADA divn by train. 3 peons are alternately sent to Strand Road for handing over letters to CCM Office and also collecting letters addressed to GRC. One peon is sent to SHM and HWH to hand over letters and simultaneously collect letters. One peon is permanently posted at GRC for consolidating the letters division-wise/ department-wise and distribution at GRC. The letters of KGP, CKP & RNC are handed over by the staff of the concerning division and simultaneously, the letters addressed to the division are handed over to him. **Peons 5**

3.25 The distribution of peons (& Hamals) is as follows:

SI	Section/Unit	Total nos of peons
1	PS to CCM	7
2	CCM(FM)	2
3	CCM(FS)	1
4	CCM (PS & Catg)	2
5	Dy.CCM(Spl)	2
6	Dy.CCM(FS)	4
7	Dy.CCM(Refund)	2
8	Dy.CCM(Claims)	3
9	ACM X 2	2
10	Commercial Control/GRC	4
11	CDO/GRC	5
12	General Section	1
13	Record Section (General)	1
14	PPM Section (General)	1
15	CCM General Section	1
16	Store Section (General)	1
17	General Section (Xerox)	1
18	Despatch General Section	1
19	OP General	1
20	UTS General Section	1
21	Marketing Section (FM)	2
22	RCT/FM	3
23	Record Section (FM)	2
24	Store Section (FM)	1
25	RCC (FM)	1
26	Typing Section (FM)	1
27	Store & Estt Section (Refund)	1
28	Refund (Outdoor)	1
29	Refund (Rate Verification)	1
30	Refund (Court Case & Coaching)	1
31	Claims (Law)	5
32	Claims (Accounts)	1
33	Receipt & Despatch (Claims)	2
34	CH Section (Claims)	1
35	Decree Section (Claims)	1
36	Coal Section (Claims)	1
37	Claims (Establishment)	1
38	PRS Cell	1 2
39	EQ Cell	3
40	Anti-Fraud	1
41	RTI	1
42	UTS Vigilance	1
43	Vigilance	1
44	Computer & Statistical	1
45	Central Pass Section	1 2
46	Reservation Office/GRC	
47	OKB Matichruz City Rooking office	3
48	Metiabruz City Booking office RSBO	5
47		
	TOTAL	90 Peons

CHAPTER-IV

4.0 CRITICAL ANALYSIS:

- 4.1 The distribution of peons is consolidated vide Para 3.25 above, as per the Seniority List available in SPO(Comml)'s office. Thus it is seen from SL Nos 1 to 8 that a total no of 25 peons are catering to the needs of 8 officers. There are actually 10 gazetted officers at present including 5 vacant posts. Hence, considering one peon for catering to each officer, the total requirement on this account will be 15 + 2 (LR) = 17 nos. of peons.
- 4.2 In 8^{th} Floor, the FS Branch comprising 89 staff and the EQ cell comprising 6 staff, there is a requirement of 6+2=8 peons considering the present workload.
- 4.3 In the 9th Floor, there are the Comml General & Refunds Section, UTS Console Section comprising 126 staff. Here is a requirement of 6 **peons** in the General & Refunds Section and **1 peon** in the UTS Console section.
- 4.4 In the 10th Floor, the Claims Branch comprises 100 staff. There is a requirement of only **6 peons** to cater to the requirement in the different sections.
- 4.5 In the 11th Floor, the UTS Cell comprises 10 staff. To cater to their needs, only **one Peon** is sufficient.
- 4.6 For catering to the needs of the Commercial offices which are outside 14 Strand Road, the staff requirement shall be as under:-

Srl	Location	Need based requirement of Peons
1	OKB Booking & Resvn office	3
2	RSBO Booking & Resvn office	3
3	GRC Resvn office	2
4	Metiabruz Resvn office	1
5	Commercial Control/GRC	3
6	Law Section	2
	TOTAL	14

- 4.7 There are two peons, one posted in Vigilance Branch and one posted at RRB/Kolkata since long on lien posts.
- 4.8 Vide SL No. 11, Para 3.25, it is seen that Central Dispatch Office at GRC is deploying 5 peons. The CDO section deals with the incoming and outgoing dak of all the departments as well as letters to/from Eastern Rly. The average number of dak dealt by the CDO Section is around 550 letters per day. There is also one Hamal posted here in addition to the 5 peons.

One peon is also being booked daily from GRC to HWH & CCM Office who in turn hands over the dak ex GRC to the "Permanently posted official at HWH" and receives the incoming dak.

Of these 5 peons, one is permanently posted at HWH station in addition to one Sr. Clerk. They are working in 2 shifts (morning & evening). The trains attended by these two officials are as follows: 18616, 18410, 12809, 18645, 12827, 18409, 12810, 18005. The daks are received from GRC through peon and those daks which are to be sent to GRC are handed over to him. The letters of E.Rly and those pertaining to other divisions, C.Rly, E.Co.Rly, SECR are received and disposed by these staff after proper sorting and documentation. These are handed over the on-duty Guard. Average letters handled per day is 25 to 30 in each train.

CHAPTER-V

5.0 RECOMMENDATIONS:

5.1 In view of the above discussions, the number of peons proposed for the different sections/units is as follows:

Sl	Section/Unit	Total nos of peons	Posts proposed	
1	PCCM	1		
2	PS to PCCM	1		
3	CCM(FS)	1		
4	CCM (PS & Catg)	1		
5	Dy.CCM(PS)	1	10 + 5 Vacant	
6	Dy.CCM(FS)	1	10 + 5 Vacant	
7	Dy.CCM(Refund)	1	posts = 15 + 2 (LR) = 17	
8	Dy.CCM(Claims)	1		
9	ACM (Resvn)	1		
10	ACM(FM)	1		
11	EA to COM (vacant)	1		
12	FS Branch 8 th Floor	6	22 + 3 (LR) =	
13	EQ Cell 8 th Floor	2	25	
14	General & Refunds 9 th Floor	6		
15	UTS Console 9 th Floor	1		
16	Claims Branch 10 th Floor	6		
17	UTS Cell 11 th Floor	1		
18	Commercial offices outside	14	14 + 2 (LR) =	
	14 Strand Road, Kol-1		16	
18.1	Vigilance Branch & RRB/Kol	2	2	
	TOTAL		60	

<u>Recommendation – I</u>: The total number of Peons for catering to the CCM's Office at 14 Strand Road to be limited to 60. There is no need to keep RG as all the offices have provision of weekly holidays. Only in those small number of units which are open for 7 days in a week, the requirement of RG to be met from LR.

5.2 Two peons on lien basis are posted one each in Vigilance Branch and RRB / Kolkata, since long. Their lien and sanctioned posts are presently being maintained in Commercial department.

<u>Recommendation – II</u>: The status quo of these two staff may be maintained as such.

5.3 From para 4.8 above, it is seen that the CDO which is presently under Commercial department, is catering to the needs of all the departments including Commercial. As the nature of duties has nothing specific to do with Commercial department, this section may be taken under a common pool, with an option given to the existing staff to switch over to this common pool or otherwise.

 $\frac{Recommendation-III}{Recommendation-III}: The Central Despatch Section (CDO) may be wholly accommodated in General Administration with an option being given to the (five) existing staff either to switch over to General Administration or return back to Commercial deptt.$

5.4 The sanctioned strength of Peons cadre is 92 and the on-roll strength is 90. There are two existing vacancies of Peons available in the Commercial deptt.

 $\underline{Recommendation-IV}$: These two vacant posts of Peons category to be surrendered outright.

5.5 The requirement of peons in the Commercial department is 60 nos (para 5.1) and the sanctioned strength to be maintained as such. The balance men-on-roll i.e. 90-60 = 30 to be suitably redeployed.

 $\underline{\text{Recommendation} - V}$: These excess 30 men-on roll to be suitably redeployed against vacant posts in other departments and subsequently the vacancies to be surrendered.

CHAPTER-VI

6.0 **FINANCIAL EVALUATION:**

In reference to the recommendations made in the study report the financial evaluation on the basis of (i) redeployment and subsequent surrender of 30 posts as those are not incumbent free & (ii) surrender of 2 'vacant post' is as under:-

REDEPLOYMENT AND SUBSEQUENT SURRENDER OF 30 POSTS + SURRENDER OF 2 VACANT POSTS

Sl.No	Designation	Scale of Pay	No.of Post	Average Pay	DA (7%)	Monthly cost per staff	Total cost per month
1	Peons & Hd. Peons	Level-1 18000 – 43600	30	30800	2156	32956	988680
2	Hd. Peon	Level-1 18000 – 43600	2	30800	2156	32956	65912
	TOTAL		30 + 2				988680 + 65912

The annual savings on account of surrender of **30** 'vacant' posts arising due to redeployment = Rs.9,88,680 x 12

The annual savings on account of surrender of 2 'vacant' posts = Rs. 65,912 x 12

= Rs. 118,64,160/-+7,90,944/-= Rs. 126,55,104/-

Say 127 lakhs per annum