



SOUTH EASTERN RAILWAY

REVIEW OF STAFF STRENGTH OF HQ INSPECTORS
CATEGORY (COMMERCIAL BRANCH) DUE TO
TECHNOLOGICAL DEVELOPMENT AND IMPROVED
TELECOMMUNICATION SYSTEM.



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STUDY NO. EFF/895

SYNOPSIS

1.	Name of the work study	Review of staff strength of HQ Inspectors category (Commercial Branch) due to technological development and improved telecommunication system.
2.	Terms of reference	The study has been taken up as one of the studies for the year 2018-19 as approved in annual programme of workstudies..
3.	Aim	To review the work load and access the actual requirement inspectoral category staff after all round technological development.
4.	Projected manpower re-deployment/ surrender.	Surrender = 65 'vacant' posts.
5.	Anticipated/projected savings	Rs. 605 lakhs per annum (approx).
6.	No of recommendations made	Three
7.	Critical analysis & observations	Made on the basis of reduced work-load on account of trifurcation and modernisation in working system and advance information technology.
8.	Brief note on recommendations	It has recommended to make fresh pin pointing for inspectoral category if considered it may be as for Refund-12 Posts, Claims- 30, FM-20, PS- 12, Advertise-4, Comml. Control-5 and catering- 20, CI Multipurpose-5. The 65 vacant posts may be surrendered.
9.	Department/s concerned	Commercial.

C O N T E N T S

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CHAPTER – I

1.0 INTRODUCTION

Indian Railway is the largest public sector undertaking of Govt. of India with staff strength of about 12 lacks employees. The Railways in India are not only a mere transport agency, but also have deep social obligations to serve efficiently with the increasing needs of the country.

Indian Railway is facing tremendous financial crunch after implementation of 6th Pay Commission. Now, railway has implemented the 7th pay commission which affect the financial growth in Railway. The impact of the 7th Pay Commission recommendations have been tune of Rs 1.02 lakh crore on the government's exchequer, with the break-up being Rs 73,650 crore on the Union Budget and Rs 28,450 crore on the Railway Budget. Operating ratio is gradually increasing in several Railways. Though Indian Railway is not a business organization but to survive, it is always essential to make the organization in profit i.e. operating ratio should be less than 100. In Performance Efficiency Index shown in ANNUAL REPORT of the South Eastern Railway, the "Operating Ratios" from 2012-13 to 2016-17 are as given below.

2012-2013	70.50%
2013-2014	72.54%
2014-2015	73.62%
2015-2016	71.15%
2016-17	73.46%

In view of keeping the operating ratio in a favourable position for Railways, The Rly Board had issued nos. of circulars and orders time to time to minimize Expenses and increase Earnings. The Zonal Railways also implement various measures for financial discipline. In addition the action plan for the future is to be planned with a view to:-

- Achieve a quantum reduction in manpower requirement for sustaining financial viability of IR with rising manpower costs and impact of the 6th & 7th Pay Commission recommendations,
- Identify unconventional areas for reduction of dependence on manpower through lateral thinking &
- Rationalize the working of departments.

In addition to that The Bibek Debroy committee's report has remarked that a lot of tasks carried out by Indian Railways are not at the core of the prime business of rail transportation. These activities include running hospitals, schools, catering, real estate development, housing construction, RPF, manufacturing of rolling stock parts etc. So we should aim at dispensing ourselves from these non core activities to efficiently compete with the private sectors. Prior to trifurcation, this Railway had in all **8 Divisions** out of which **5 Divisions** were curtailed and the remaining 3 was re-organized as 4 keeping the same TKM. Railway Board vide their letter No E(NG) II/96/PO/Genl./3 dt 8.8.2002 had considered retention of only 37.5% of the existing sanctioned strength (prior to trifurcation).

At this juncture, the role of Efficiency & Research Directorate is quite significant in connection to the 'Rationalizing of Man-Power' without hampering normal progress and activity.

The present study namely 'Review of staff strength of HQ Inspectors category (Commercial Branch) due to technological development and improved telecommunication system' has been taken up as one of the studies for the year 2018-19 as approved by competent authority.

METHODOLOGY

The methodology for completing the work-study is as follows:

1. Collection of the details of workload particulars from table to table.
2. Interaction with all the officials and branch officers.
3. Direct observation of the pattern of working.
4. Modification and improvement of work pattern, with development of technology.
5. Critical examination of the existing system of working and the deployment of staff thereof.

CHAPTER – II

2.0 STAFF STRENGTH :

**SANCTION ON-ROLL & VACANCY POSITION OF INSPECTORAL CATEGORY IN
COMMERCIAL DEPARTMENT/HQ'S OFFICE AS ON 01.04.2018 :-**

Group-C

Sl	Category	L E V E L	Fill	Sanction					Actual	Vacancy			
				DRQ	PRQ			Tot		DRQ	PRQ	LDCE	TOT
					Prom	LDCE	D to C						
COMMERCIAL INSPECTOR													
1	CCI	7	NS		100%			118	70	0	48	0	48
2	CI	6	NS/S	15%	75%	10%		20	10	2	7	1	10
	TOTAL							138	80	2	55	1	58
INSPECTOR (Ex-cadre)/COMMERCIAL CONTROL													
3	CI-I	7						1	0				1
4	CI-II	6						4	1				3
	TOTAL							5	1				4
ADV INSPECTOR													
5	Ch.Adv.Insp	7						2	0	0	2	0	2
6	Sr.Adv.Insp	6						4	4	0	0	0	0
	TOTAL							6	4	0	2	0	2
CATERING													
7	Ch.CAIR	7			100%			5	5	0	0	0	0
8	Sr. CAIR	6		20%			80%	10	6	1	3	0	4
9	CAIR-II	4			100%			6	1	0	5	0	5
10	CAIR	3		33.33%			66.66%	3	8	-5	0	0	-5
	TOTAL							24	20	-4	8		4

CHAPTER – III

3.0 EXISTING SYSTEM OF WORKING

- 3.1 The extant of various activities of head Qrs Commercial Office can be distinguished into 4 main branch viz. Rate & Refund Section, Claims & Law Sections, General section, Advertising Wing, HQr Reservation, and Catering section. The Chief Commercial Manger is the administrative head of the office who is assisted by HODs, SAG, JAG & other officers of commercial department. Presently there is two SAG officer holding designation as CCM/PS & Catrng & CCM/FM are posted with 04 JAG officers designated as Dy.CCM/PS & CTG, Dy.CCM/SPL, Dy.CCM/Refund, Dy.CCM/ FM & Dy.CCM/Claims. Two Assistant grade officer as ACM/Reservation and Refund and ACM/FM are posted.

3.1.1 REFUND SECTION :

Coaching Refund:

Refund rules 2018: In its latest Citizen's Charter for Passenger Services, Indian Railways lists out some important rights and rules that passengers should be aware of when claiming refund on cancelled tickets. At present, train tickets can be cancelled across ticket counters, IRCTC website and through 139. Here is a look at some very important points you must know:

According to Indian Railways, if the ticket is surrendered within a given amount of time then the refund would be made across the PRS counter. In case, the passenger has cancelled the train ticket through IRCTC website or 139 then the refund amount can be collected from the reservation counter. For this, the passenger must surrender the original journey ticket within the given time duration.

In case, the passenger has cancelled the ticket online then the refund amount admissible would be credited to the passenger/customer's bank account within duration of 5 days. In case, the ticket has been cancelled across the counter then the refund amount will be paid across the counter within 7 days. However, refund through the counter would not be provided if the ticket has been booked on credit card or debit card using POS machines.

During the train journey, if the air conditioning system of the AC coach stops functioning then in such cases, difference of fare between AC and non AC class of travel for the portion travelled without AC will be refunded across the counter. However, the refund will be made on the basis of a certificate obtained from Guard/TTE of the train.

Interestingly, to grant refund on unused tickets, station masters/managers across major railway stations have special discretionary powers, where refund is not admissible at the station due to expiry of the given time limit. The list of railway stations with this facility is available in the respective zonal railway timetable.

In cases such as bandh agitation, flood etc., and in cases where the passenger is not able to reach the reservation counter within the given duration of time, then in such cases, the passenger can file Ticket Deposit Receipt (TDR) within 3 days and following this, he/she shall be allowed to apply to CCM for fare refund. In TDR cases, refund is granted within 90 days.

However, in case of lost or misplaced tickets, no refund will be granted. In case the authenticity of a torn or mutilated ticket is verifiable, then the refund will be granted on the basis of the particulars that are visible on the face of the ticket. In case the lost or misplaced ticket is confirmed /RAC then a duplicate permit travel on the same reservation will be issued within the given time limit. However, this will be done on payment of charges.

Additional refund rules to keep in mind:

1. In case you are cancelling a confirmed tatkal ticket, no refund will be given.
2. An e-ticket cannot be cancelled after the chart has been prepared. In such a case, the online TDR filing can be used to track the status of refund through IRCTC's tracking service.
3. In case the e-ticket is for a family/party, where some passengers have confirmed reservation and others are on RAC or waiting list, the full refund of fare, less clerkage, will be allowed for confirmed passengers. However, this will happen if the ticket is cancelled online or online TDR is filed for all the passengers within thirty minutes before the scheduled departure of the train.

Activities of Refund Section in CCM Office:

The day to day activity of the section is directly monitored by Dy.CCM/Refund. The entire activities functioned through 7 sections like Receiving Section, Record Section, Registration, Coaching Refund Section which include E-Tkt Cases, System Ticket Case, Govt./Military Ticket, Goods Refund section which include Rate Verification (Goods) section, Payment Section, outdoor cell, Court Case section, Store & Establishment section. The process of working of the refund section in brief is as under:

Receiving Section : Refund case files and other miscellaneous letters are received in this section. Mainly 5 registers are maintained for keeping record like (1) Goods Refund Register (2) Coaching Register (3) IRCTC Register (4) Rly. Board Case Register & (5) TDR Register.

Registration and Opening of Coaching Cases (Record Section): Different register like TDR Register, Deposit money receipt register, warrant/normal Ticket Register, R/W (Wrong/Right) Register, Manual ticket registration register, Other Rly Transfer case Register, Dealer nomination Register & Reminder Register. After receiving of application from receiving section the case referred to this section for registration. In this section the case file is actually opened both in pen and paper and the same is registered in on line web system. Nomination of dealer for each individual case is also nominated. This is the place where from the party (applicant) may know the name of dealer who has been nominated for his case.

Refund of System Ticket: The original TDR with application of the party is either sent to this office through messenger or by post which is received by the receiving section and registered in registration section and dealer is nominated. The dealer has been handed over the case file, mean while the original cancelled ticket, carbon copy of the TDR which are received in deposit station has been sent to this office through messenger (within 10 days) are attached to the file. A top-sheet is generated by the dealer after inputting the data in on-line system web. If the case has merit the same is forwarded to concerned OS for checking after check the same is forwarded to officer (Dy.CCM/Ref) for approval. After getting approval of officer, pay order is prepared.

Military (Warrant) Case : Application for refund of warrant Tickets are generally came in a unit basis. The refunds are sought for multi PNR for different dates of Journey also. The refund applications are received in a bunch from military personnel. The warrant may be exchanged and cancelled in same station or destination station. In warrant refund cases refund vouchers are prepared on manual calculation.

E-Ticket : The refund claim for E-Tkt is generated in system through on-line by the party directly through apps or internet terminal. The refund is applicable only when either for ticket is confirmed or partly confirmed and not travelled in the train. In addition to that cancellation is made for diversion ticket, late running train and applicable when cancelled prior to 4 hours of starting of Train. The case is generated by the party online is generated through software of CRIS & IRCTC. The case is generated for that train which have terminal in this zone. The dealer after opening the system got aware of the case which is forwarded by the OS for deal. The dealer checked the status of the case of the merit if refund is applicable as per rule or to be repudiate. If the same is repudiate in the instance is forwarded by the OS on line which is further checked by the OS and forwarded to Officer for approval. The approval is also made on line and after approval the same is finally closed. But if there is valid reason of refund then it has to check if the passenger is actually travelled or not after checking working Chart which is also known as TTE chart. The commercial inspectors are visited the point for checking the chart and after inspection the CI give his remarks. In case the remarks are in favour of party then refund is made. The calculation of refund value is generated automatically in the system as per time when the ticket is applied for cancelled. A copy of APO (Accts. Pay order) is generated in APO clerk terminal. The APO clerk consolidates the pay order and forwarded to Traffic Accts Office /GRC for sanction of payment.

Goods Refund: The application for refund received in receiving section and registered in registration section and dealer is nominated. The case file after studying by the dealer sent to outdoor section (inspector cell) for inspection and collection of RR Copy, weighment sheet, other charge sheet and other documents. To accumulate these data it takes minimum 3 month. After submission of report and other requisite documents, if the case found invalid then the case file has closed otherwise the case is put up to RV (Rate verification)/Goods Section. The RV is done manually by the concerned staff. The calculation is made as per commodity, distance, rate, penalty and other norms. The dealer prepared OC sheet and that sent to TA/Finance for checking and then forwarded to payment section.

Refund Section: Involvement of inspectoral category in the section:

CCI					
Sr	Name of Inspector	Desgn	Level 7 th PC	Controlling officer	Brief description of duty and responsibility during 2017-18
1	N. Biswas	CCI	L-7	Dy. CCM/Ref	Completed inquiries of 1884 Goods cases and 100 coaching refund cases and submitted report.
2	J. Mukherjee	CCI	L-7	-do-	In-charge of Goods refund/out-door section. Supervising and monitoring the work in Inspectors. In addition Personally completed inquiries of 459 Refund cases and submitted report.
3	R. N. Ghatak	CCI	L-7	-do-	In-charge of Coaching refund/out-door section. Supervising and monitoring the work in Inspectors. Making Rosters for out-door works for coaching cases. In addition Personally completed inquiries of 1206 coaching refund cases and submitted report. Apart from that, also monitored and persuaded DG & DPG, Complaint, POS cases relating to coaching refund. These are also in addition to entertaining and disposing passengers visiting on regular basis for their respective refunds.
4	S. Saha	CCI	L-7	-do-	Conducted inquiries of 1528 Coaching Refund Cases and 115 Goods Refund Cases & 25 Court Cases respectively and submitted report.
5	S. Das	CCI	L-7	-do-	Conducted inquiries of 2134 Coaching Refund Cases and made report
6	A Manna	CCI	L-7	-do-	Conducted 1006 Goods Refund and 40 Coaching Refund Cases and submitted report
7	S. K. Bose	CCI	L-7	-do-	Completed inquiries of 864 Goods refund cases 163 Coaching Refund Cases and submitted report
8	D. Dutta	CCI	L-7	-do-	Completed inquiries of 916 Goods refund cases 943 Coaching Refund Cases and submitted report
9	P.C.R. Kharwar	CCI	L-7	-do-	Conducted inquiries of 3924 Coaching Refund Cases and made report
10	K. K. Mahapatra	CCI	L-7	-do-	Conducted inquiries of 4215 Coaching Refund Cases and made report

Two years Comparative Statement of Coaching Refund

Sl	Head	2016-17			2017-18		
		Normal Tkt	E-Tkt	Total	Normal Tkt	E-Tkt	Total
1	Opening balance as on 01.04.16 for 2016-17/ 01.04.17 for 2017-18	1107	6518	7625	1308	496	1804
2	No of new cases received during the period	9682	29334	39016	5495	25232	30727
3	Total no of cases for disposal	10789	35852	46641	6803	25728	32531
4	Total no of cases disposed off	9481	35356	4837	6780	25526	32306
5	Closing balance at the end of period	1308	496	1804	23	202	225
6	Amount Refundable (in lakh)	34.85	2.02	36.88	233.52	118.39	351.91

Goods Refund

Intake			Disposed		
	2016-17	2017-18		2016-17	2017-18
Opening Balance	1162	1396	By Payment	152	561
Receipt	1290	4165	By Otherwise	905	1122
Re-Opened	1	Nil	Total	1057	1683
Total	2453	5561	Closing Balance	1396	3878

3.1.2 PASSENGER SERVICE & CATERING (PS & CATG):

PS Branch: Involvement of inspectoral category in the section:

CCI (Sanction :10, OR: 06)					
Sr	Name of Inspector	Desgn	Level 7 th PC	Controlling officer	Brief description of duty and responsibility
1	Shayamal Kr. Dhar	CCI	L-7	Dy.CCM(PS)	Posted at Commercial Control/GRC
2	Samir Kr. Dasgupta	CCI	L-7	CCM(FM)	Posted at CCM(FM)'s Secretariat
3	Subhas Mukhopadhyay	CCI	L-7	Dy. CCM (PS)	Posted at Commercial Control/GRC
4	Dinabandhu Joddar	CCI	L-7	Dy CCM(FS)	Posted at Marketing Section and in charge of budget section
5	Asis Kr. Saha	CCI	L-7	Dy. CCM (PS)	Posted at Commercial Control/GRC
6	Biswajit Dutta	CCI	L-7	CCM (PS & Catg.)	Posted at CCM (PS & Catg.)'s secretariat.
CI (Sanction :03, OR: 01)					
1	Samresh Tapna	CI	L-6	Dy. CCM (PS)	Posted at PPM cell and deals coach augmentation, running of special trains etc.
CATERING BRANCH					
Ch. CAIR (Sanc: 05, On Roll: 05)					
1	Bibek Barman	Ch.CAIR	L-9	Dy.CCM(PS)	Catering/Passenger amenities inspections of various trains as per approved program, special catering arrangements and jobs as and when allotted by competent authority.
2	Bikas kr Ghosh	Ch.CAIR	L-7	-do-	
3	Nasuriddin Ahmed	Ch.CAIR	L-7	-do-	
4	Goutam Goswami	Ch.CAIR	L-7	-do-	
5	Rana Mukherjee	Ch.CAIR	L-7	PS to CCM	Various jobs of the PCCM/SER Cell
Sr.CAIR (SANCTION : 10, On-Roll: 06)					
1	Subrata Basu	Sr.CAIR	L-7	Dy. CCM (PS)	Catering / Passenger amenities inspections of various trains as per approved program, Special catering arrangements and jobs as and when allotted by competent authority.
2	Biswaroop Ghosh	Sr.CAIR	L-7	-do-	
3	Biswajit Mitra	Sr.CAIR	L-7	-do-	
4	Dipak Barua	Sr.CAIR	L-7	-do-	
5	Sayan Bhattacharya	Sr.CAIR	L-6	-do-	Various job of catering monitoring cell and the complaint section of commercial headquarters like correspondence, report generation etc. Catering/Passenger amenities inspections of various trains as per approved programme, special catering arrangements and job as and when allotted by competent authority.
6	Kaushik Roy	Sr.CAIR	L-7	Secy. To GM	Working in GM cell as catering Inspector
CAIR-II (Sanc: 06, OR: 01)					
1	Subrata Gayen	CAIR-II	L-4	-do-	Catering / Passenger amenities inspections of various trains as per approved program, Special catering arrangements and jobs as and when allotted by competent authority.

CAIR-III (Sanction :03 OR: 08)					
Sr	Name of Inspector	Desgn	Level 7 th PC	Controlling officer	Brief description of duty and responsibility
1	Utpal Mondal	CAIR-III	L-3	Dy.CCM(PS)	Catering / Passenger amenities inspections of various trains as per approved program, Special catering arrangements and jobs as and when allotted by competent authority.
2	Rupesh Kumar	CAIR-III	L-3	-do-	
3	Arbind Kumar	CAIR-III	L-3	Sr.DCM/CKP	Transferred to CKP Division
4	Ritabrata Mukherjee	CAIR-III	L-3	Dy.CCM(PS)	Attached to Dy.CCM(PS)
5	Rajnish Ray	CAIR-III	L-3	Dy.CCM(PS)	Posted at Comml Control/GRC
6	Prasanta Paul	CAIR-III	L-3	Dy.CCM(PS)	Posted at Comml Control/GRC
7	Raju Lal	CAIR-III	L-3	DGM(G)	Working under DGM(G)
8	Dola Chakraborty	CAIR-III	L-3	CME	Working in CnHM wing under CME/GRC

3.1.3 CLAIMS SECTION :

The Inspectoral category is to work out quite effective role in Claims section. The activity involves are Reconciliation of major party like TANGEDCU, WBPDECL etc. , Issuance of RR, SRR or manual RR for shorter distance/ longer distance, diversion etc.. Claim prevention check at different locations like SHM, TATA, HWH, RNC. Weighment check conducted for parcel loading, missing case of parcels VPs/SLRs. point to point enquiry on claim cases, tracing of NR wagon in different point of the division and destination station, Counter Claim specially in freight traffic which yield revenue for railway, of the Inspectors are deputed in different unit of this section like CPSC (SRR Cell), Local Pool (Goods & Coaching), CPSC/NR Cell, Law Section, RTI Cell and DCI Cell/HWH.

Sr	Category	Level 7 th PC	Sanc	OR	Vac	Staff working in CLAIMS Office	Staff deputed in other offices
1	CCI	7	74	42	32	30	12
2	CI	6	6	2	4	0	2

CPSC (SRR CELL) :

The basic functions of Customer Primary Service Cell have to Enquiry and financial reconciliation/ reconciliation of NR/Un-connected Coal wagons, preparation of SRR of different plants within the jurisdiction of S.E.Railway. Following Inspectors of SRR Cell are associated with the under mentioned plants.

Sr	Name of Inspector (S/Sri)	Desgn	Level 7 th PC	Controlling officer	Brief description of duty and responsibility
1	A. Mukherjee	CCI	7	Dy.CCM/ Claim	Claims and related cases pertains to SAIL/ISPB, SAIL/BSL, TNEB/HLZ
2	S. K. Bhattacharya	CCI	7	-do-	Claims and other cases pertains to KTHP/MCA, SNTD/STPS, SAIL/BSL
3	A. K. Dohare	CCI	7	-do-	TISCO/TATA
4	M.M. Das	CCI	7	-do-	Claims and other cases pertains to SAIL/BKSC, TISCO/TATA
5	K.S. Mitri	CCI	7	-do-	Claims and other cases pertains to SAIL/RSP, OCL/GP, SRR issuance old, TSIM/MMVR
6	A. K. Ghosh	CCI	7	-do-	IISCO/BURN, TNEB/HLZ
7	S. K. Halder	CCI	7	-do-	KTHP/MCA, SNTD/STPS
8	D. Mondal	CCI	7	-do-	WBPDC, SAIL/ISPB
9	A.B. Kundu	CCI	7	-do-	TISCO/TATA, Adhunik/KND, NEB
10	T. Kahar	CCI	7	-do-	Repatriated from Catg. Branch on May'18 after 6 years. Entrusted with cases pertains to TNEB/HLZ, Adhunik Metalics TATA
<p align="center">CPSC NR Cell</p> <p>Mainly perform coaching oriented work. Performance of this Cell in 2017:</p> <p>(i) Over carried Parcels, Total arrival-55112/Despatched-54923, closing Balance -189</p> <p>(ii) NR Parcels consignments- Total arrival-954, despatched -811, Closing Balance-143</p> <p>(iii) NR Wagons & U/wagon – Tot arrival -178, Despatched – 157, Closing Balance- 21</p> <p>(iv) Auction Amount : Rs. 3,12,849/-</p>					
11	P.K Ghosh	CCI	7	Dy.CCM/ Claim	Perform the job of over carriage position of Parcel Traffic from different terminating station of S.E.R and arrange dispatch of those over carried parcels to the proper destination, as well as auction particulars.
12	C. Mukherjee	CCI	7	-do-	-do-
13	A. K. Sharma	CCI	7	-do-	Repatriated from Catg. Branch just on May'2018 after 6 years.

LOCAL POOL (GOODS & COACHING)					
14	Subrato Ghoshal	CCI	7	Dy.CCM Claim	Incharge , tracing of nono-receipt wagons preferred by SAIL, BSL, BKSC & IISCO/BURN etc Total no of cases disposed 450
15	B. K. Das	CCI	7	-do-	Under verge of retirement
16	P. Dungdung	CCI	7	-do-	Enquiry of Claims cases (Chng & Goods) from different iron ore point in DPS section, RSP/ROU, OCL etc. No of cases disposed 134
17	G. Mukherjee	CCI	7	-do-	Tracing of entire NR of Claim Chng & Goods along with enquiry over Iron Ore points like KRBU, KMPD etc. DPCB, ACCJ cement sidings. No of cases 180
18	S. K. Mondal	CCI	7	-do-	Point to Point enquiry of different claims cases preferred by TISCO/TATA and coaching cases. No of cases disposed -281
19	G. Chatterjee	CCI	7	-do-	Point to Point enquiry of different claims cases over foreign Railways. No of cases disposed -139
20	D. Pal	CCI	7	-do-	Point to Point enquiry of different claims cases over foreign Railways. No of cases disposed -156
21	P.V. Ramna	CCI	7	-do-	Tracing of Claim wagons (Parcel & Goods) over ECOR viz PRDP, VZP, MGPV upto the destination point. No of cases 184
DCI/HWH					
22	H.K.Gauda	CCI	L-7	-D0-	Posted at HWH Parcel Office. Parcel related activities
LAW SECTION					
23	S.N. Chatterjee (DOR 31.12.18)	CCI	L-7	-do-	<ul style="list-style-type: none"> ➤ Inspectors are needed to attend different RCTs all over India for RCT cases. Interacting with Advocates time to time and arrange copies of judgements. ➤ Visiting party's place to verify genuinity of claim cases and for different reason related with case ➤ Visit different Booking offices / SM office for verifying genuinity also attend GRP offices. Also visit FA&CAO office reg. sanction/ collect funds.
24	S. B. Bedi	CCI	L-7	-do-	
25	B.N. Ganguly	CCI	L-7	-do-	
26	S.R. Banerjee	CCI	L-7	-do-	
27	Hemant Debnath	CCI	L-7	-do-	
28	D.G. Mohanta Repatriated from FS branch on Mar'2018	CCI	L-7	-do-	
29	Jayanta Mondal Repatriated from FS branch on Mar'2018	CCI	L-7	-do-	
RTI CELL					
30	D. K. Das (DOR 31.10.18)	CCI	L-7	-do-	To enquire the RTI cases both HQR/Divn. Also engaged in NR cell for U/connected wagons, CPSC/SRR Cell & Local Pool too.

Inspectors of Claims branch working in other offices					
Sr	Name of Inspector (S/Sri)	Desgn	Level 7 th PC	Controllin g officer	Working at
1	Mangulu Gouda	CCI			Catering
2	Deb Kumar Bhanerjee	CCI			STCS
3	N.V Ramna	CCI			PS (Comml. Control)
4	R. Bragges	CCI			PS
5	AshokmSarkar	CCI			PS
6	S. Srikant	CCI			PS
7	Indranil Pal	CCI			PS
8	G.C Bhatt	CI			Rly Board
9	S.P.Dutta	CCI			PS
10	M.K.Ray	CCI			PS
11	Anindyam Bhattacharya	CCI			Enquiry Officer
12	Arijit Banerjee	CI			PS
13	Anurag Tripathy	CI			PS

PERFORMANCE OF CLAIM SECTION IN TRMS OF INTAKE AND DISPOSAL FOR LAST 2 YEARS

2016-17				2017-18				Mode of disposal	2016-17		2017-18	
OB	Intake	Total	C B	OB	Intake	Total	CB		No of cases	Amount (Rs)	No of cases	Amount
1965	724	2689	1872	1872	884	2756	1658	Adjusted	215	66.88 Cr	249	71.78 Cr
					Reopen-3			Paid	54	90907	44	
								DCR	450		643	446337
								Repudiated	58		139	
								Transferred to court	1		6	
								Withdrawn	39		17	
								Reopen	-		3	
								Total	817	66.89 Cr	1101	71.82 Cr

COMPARETIVE STATEMENT OF COMPENSATION PAID 2015-16/16-17/17-18

	2015-16	16-17	17-18
In take	233	125	106
Disposal	259	109	140
Amount (Paid in Lakh)	1.78	0.91	0.28

3.1.4 **FREIGHT MARKETING:** The matter relates to Rates, Records, Store, Establishment, RCD, Court, RG, Policy, E/Payment, Outstanding & Marketing are monitored day to day by Dy.CCM/FM.

Involvement of inspectoral category of this section:

CCI					
Sr	Name of Inspector	Desgn	Level 7 th PC	Controlling officer	Brief description of duty and responsibility
1	Sri. Tapan Bhattacharya	CCI	L-7	Dy.CCM/FM	Leasing of SLRs, VPs, PCETs, all Parcel Policies, PMS, Maintenance of all parcel & luggage figures.
2	Sri.Sommath sarkar	CCI	L-7	-do-	Freight Evasion cases, all Policy matters relating to Rates (Goods). Money Suit, Classification of commodities.
3	Sri. Chandan Chakraborty	CCI	L-7	-do-	All Policy Matters related to rating routing and rationalization of traffic. FOIS, TMS, Rebooking/Division, RBS
4	Sri. Dinabandhu Joddar	CCI	L-7	-do-	Maintenance of Fund, Accountal of Expenditure, Market survey of Parcel & luggage figures, overall budgeting and planning.
5	Sri. Raghunath Chakraborty	CCI	L-7	-do-	Issues related to Commercial Committee Meeting, Wharfage, Demurrage, Issues related to re- weighment, RBS.
6	Sri. Suanto Sarkar	CCI	L-7	-do-	All issues relating to Outstanding cases, Time to time liason with the division and goods booking point for liquidating the outstanding.
7	Sri Biswajit Ghosh	CCI	L-7	-do-	Monitoring of all Court Cases to maintain regular liason with the Railway Advocates, Sr. Counsel, ASG, Law office at GRC and central Law Agency Section / Supreme Court. Monitoring of all freight related references from MR, MOSR, MPs, MLAs, Rly Bd.
8	Sri Tapas Mukhopadhyay	CCI	L-7	-do-	Updating of Goods Tariff, Commercial Manual Vol-II. Housekeeping of 8 th floor.
9	Sri K.L Maity	CCI	L-7	-do-	Monitoring the procurement and distribution of Stores
10	Sri. Samar Kr Ghosh	CCI	L-7	-do-	Conduct all enquiries related to various schemes under freight and marketing branch.

11	Sri. Kishore Kr. Ghosh	CCI	L-7	-do-	Monitoring the updation of departmental website. Liasoning with Rly. Board and other departments regarding the website attached to CCM/FM
CI					
1	Smt. Debasree Ganguly	CI	L-6	Dy.CCM/FM	GST, E-Way Bill for Goods, all audit cases (AP, DP etc) Planning and management of Goods-shed.
2	Sri. Jayatu chatterjee	CI	L-6	-do-	All incentive schemes, EOL, TIELS, Station to Station Rates, LTTC, GPWIS etc. collection and preparation of details for MCDO, PCDO & other Meetings.
3	Smt. Sayantani Paul	CI	L-6	-do-	Licensed Porters, Labour Contracts, Co-user Permission of the sidings, Process for notifying premier customer RTI & PQ cases pertaining to Siding Section, Execution of pending Siding Agreement, preparation of comments for court cases related to siding section.
SAI					
1	Sri. Ashok Biswas	SAI	L-6	Dy.CCM/FM	Arrangement of meeting with Railway customers, Divisional officers/officials, Arbitration, Maintenance Rates Circulars keeping liaison with dealer concerned & the section concerned in order to timely circulating to all concerned.

CHAPTER-IV

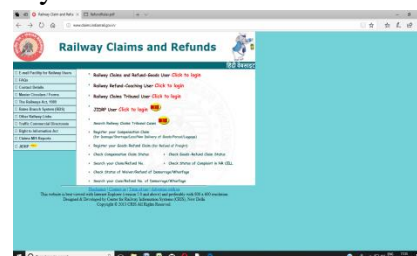
4.0 CRITICAL ANALYSIS:

The Indian Railway is modernising every day and this yield benefit in all round efficiency of the Railway System. Several new policies are also adopted in the system to minimise claim cases and automatic decrease in refund. Following are the some policies adopted to decrease claim and refund in South Eastern Railways are:

- ❖ Uni-Gauge Policy of Government.
- ❖ Rare Transshipment results less chances of Pilferage
- ❖ Through running of freight trains from originating station to destination station.
- ❖ Long validation of BPC enabled skipping intermediate / marshalling yards for freight trains.
- ❖ Avoiding stabling loaded train in section.
- ❖ Stoppage of piecemeal loading.
- ❖ Preference for Bulk booking / train load traffic.
- ❖ Introduction of round/intensive/ destination BPC.
- ❖ Introduction of close-circuit rakes.
- ❖ Condemnation of over-aged conventional wagons.
- ❖ Introduction of water tight wagons like BCN, BCNA, BCNHS etc.
- ❖ Introduction of computerized weighment system.
- ❖ Introduction of roller bearing stock with high speed potentiality combined with zero failures & negligible maintenance. This has minimized en-route hot axle detachment to almost nil.
- ❖ Leasing out parcel vans and sealing of SLR'S to destination.
- ❖ Introduction of FOIS, NR Cell, Railnet, web-system and computerization.
- ❖ Efficient management of commercial department by conducting claims prevention in the minds of staff.
- ❖ Some specific changes in refund policies are also providing less scope of refund to users like for unused WL/RAC tickets upto 30minuts before schedule departure no refund is permissible & the time limit for confirmed tickets is 4 hours. For unused partially confirmed family/group ticket in which some persons have confirmed reservation and other WL/RAC tickets upto 30 minutes of the schedule departure, full refund of fare less clerk age charge shall be admissible for confirmed passengers als provided that the entire tickets is surrendered for cancellation. For group/ family tickets, refund for non travelling passenger is done on the basis of Conductors or TTE's issued certificate (Comp-P44) and refund on the basis of TDR to be issued from CCM/Refund.
- ❖ No refund is granted on confirmed Tatkal ticket.

- ❖ The numbers of E-Tickets in comparison to counter tickets are increasing every day. The cancellation of electronic reservation slips can be done online only. The refund of fare for cancellation is credited to the customer after deducting charges applicable. The confirmed e-ticket and WL/RAC e-tickets refund fares are applicable same as counter ticket but for wait listed e-tickets on which status of all passengers are waitlisted, name of all passengers booked on PNR shall be dropped from the reservation chart and refund of fare is credited to customer's account deducting clerk age charge. In case of party e-ticket of a family, some have confirmed and some remain in WL/RAC and they are not travelling, a certificate has to be obtained from TTE/Conductor to effect and refund of fare shall be processed online through TDR as per certificate issued by Ticket checking staff. The online TDR shall be filled upto 72 hours of actual arrival of the train at passenger's destination and original certificate issued by checking staff to be sent through post o IRCTC. In case of train cancellation, automatic refund of confirmed/ RAC e-tickets shall be granted. No filing of TDR online for refund is required.
- ❖ At present after final charting an additional chart is prepared just before 30 minute of schedule departure of the train and that also carried by the TTE/Conductor for checking last minute updated list of passengers' Current booking and cancelled passengers list. This helps tracing out cancelled passengers and making EDR.
- ❖ EDR : Railway have already implemented the scheme of EDR, the TTE prepares an Exceptional Data Report (EDR) showing detail of non-turned up passengers, lower class travel, failure of AC in the coach, less number of persons travelling on group ticket, discontinuation of journey by passengers due to dislocation of train services, accommodation not provided and cancellation of train. The TTEs fed the EDR in into PRS preferably in the change-over stations of the TTEs and the data-entry stations should be the same to make the process easier. If the ticket has already been cancelled as per PRS, the data of the same should not be fed rather proper endorsement must be written about the case.

The computerisation and linking different related systems online with home server, access of data became easier. The CRIS has introduced a web enabled system for Claims and Refund and connected with FOIS in 2004-05. Some of the advantages of such Web enabled **Claims Phase-I** are:



- Registration in detail like commodity, booking station, destination station, date of booking, name of consignee, address, phone number, e-mail id, consigner details etc. These all particulars was not possible to maintain in manual card system.
- Durability. In card system if a card any way lost everything get missed and it was almost impossible to trace out the case if get little older. In the web system once make entry remain forever until deleted.

- Tracing of case file: It is very easy to get access of a case file its progress and last updated position.
- Closing of case: A case file can easily be closed according to its merit. Earlier it was sometime difficult to compile even the documents and closing the file manually.
- Accident case claims: The claims cases pertains to accident also goes to genuine hand and record remain intact.
- Access to very important Subject like parliament question: A typical yet serious question arises in parliament like loss by theft in a particular year or comparative figure. The reply of such question in so small time and accurate in count was impossible to provide in manual system, which is possible in this system.
- Transparency and customer satisfaction: The valuable Railway customers can access the progress of their case. Sometime it is even easier for them to remember their own demand. Every record available in the system is intact and genuine. These transparencies bring satisfaction and faith of customers on railway system.
- The Inspectoral category and other railway officials are beneficial by : (i) Getting access of typical information viz. searching of particular wagon or un-connected wagon. (ii) Locating a very particular case and its detail like name of the dealer of that case file through registration number. (iii) It is also possible to assign a particular type of case to a particular dealer only, which in future can access easily. In manual registration system it was not possible.

Catering : The catering department which was provided by the railways for rendering catering services to the passengers in train as well as in platform has been handed over to IRCTC. Railway Board vide their letter No. F(E)III/2003/PNI/1 dt 31.03.03 had decided that all the staff of the catering Department shall be transferred en-mass to the IRCTC in terms of foreign service without any deputation allowance till such time they get absorbed in the IRCTC and such transferred Railway servants shall be absorbed in the IRCTC. The New Catering Policy in Indian Railways has been introduced WEF 21.07.2010. Further all the catering services taken over by IRCTC from the Railways in phase wise. As per New Catering Policy issued on 27th February 2017 inter-alia stipulates that Indian Railway Catering and Tourism Corporation Limited (IRCTC) has been mandated to carry out the unbundling by creating a distinction primarily between food preparation and food distribution on trains. Presently it is managing 331 Duronto, Rajdhani, Shatabdi and Mail Express trains. The adaptation of this policy brings drastic changes in existing system. As per recent catering policy'2017 Rly Board has directed that the zonal railways should curtail their role in the area of catering. To right size manpower, the ministry of railway allowed an option the transferred railway employee to revert back or to seek permanent absorption in the IRCTC; Upon absorption of the railway servants in the IRCTC, the posts which they were holding in the Railway before such absorption shall stand abolished.

The staff who opt revert to Railway service shall re-deployed; The vacant posts shall be immediately surrendered. At present the main job of catering inspectors is to conduct surprise visit on trains and check the quality, quantity and other aspects of food served to the passengers like brand of the food product, cooking oil, other cooking materials, proper charging from the passengers, cleanliness etc and submit report to the controlling officer. They are also deputed to accompany VIP movements, GM Special and other works related to catering department as per order of the authority. Some of the present inspectors under catering wing are presently utilised in other units like commercial control, FM Cell, PCCM Cell etc.

CHAPTER-V

5.0 RECOMMENDATIONS

The role of inspectorial category in performing different activities in commercial department is very important and this category at head quarter office of PCCM/SER are deputed in 4 wings i.e., Refund office, Claim Office, PS&CTG branch and FM branch. The present on-roll strength of CCI & CI in Refund office is 10 and they have worked on 14253 Coaching Refund cases, 4785 Goods Refund cases and 25 Court related cases. In Claim office the on-roll strength of CCI & CI is 30 and 10 inspectors of this wing working in other offices. In this year the intake of claim cases are 884 and total disposal is 1101 cases. In FM branch 15 inspectors are on roll who are deputed in different works pertained to policy matter, liasoning, marketing, survey, court case, incentive scheme, license porters, GST and other activities. Similarly in PS&CATNG branch there are 7 CCI/CI categories are On Roll in PS branch and 15 inspectors with designation of CAIR are posted in Catering branch. However among 7 CCI/CI under PS branch is working in other place like commercial control, FM etc. All together there are 101 On-Roll Posts of CI/CCI/CAIR existing in this office against 167 Sanctioned Posts.

The trifurcation of this Railway and changing / implementation of several policies in railway's transportation business reduced intake of claim and refund related cases to this Railway. Further, computerization, online working and other modern information technologies make working pattern easier and quicker. For instance "whatsapp", keeping aside fax, e-mail or other information provider, this particular app in a smart phone is so handy, easy to use and presently available in all most every hand. Several information in pictorial format can be send within a few second. Such flow of information from distant place so quickly may resolve cases even without visiting manually otherwise it's a critical case. Thus workload per man power got reduced. The reduced on-roll staff including inspectors after gradual retirement during the period are capable in managing the existing workload. As such no initiative has been taken from the department to fill up the vacancies for the inspectorial category pinpointed for this office. However indent for divisional vacancies in inspectorial category has been processed from this office. Meanwhile the study team realized that the existing workload especially in FM branch is over burdened and for PS branch where practically only 1 CI is working for the branch as per cadre at the same time 8 inspectors of Claims branch working under PS branch in various position and different assignment as per authority. The catering inspectors under designation as CAIR are sufficient in respect to the reduced activities after being handed over to IRCTC.

Recommendation – I :

It is recommended to pin point the CI, CCI & CAIR category separately in all the 4-wings viz. 12 Posts of CI/CCI category in Refund Branch, 30 Posts of CI/CCI in Claims Branch, 20 Posts of CI/CCI for FM branch (presently 4 staff of other branches are working in FM branch, they may be pinpointed for this branch), At present 5 heads of PS&Catg branch and 1 head of Claims branch are working in Commercial Control, 5 posts may be pin pointed against that category particularly and fresh pin pointing may be done for accordingly for PS&Catg and Claims branch. Similarly 8 heads of Claims branch are working under PS branch, these 8 posts may also be permanently pin pointed under PS branch and as a whole this branch may be pin pointed with 10 CI/CCI category posts and 20 Posts against CAIR-III, CAIR-II, Sr. CAIR & Ch. CAIR category.

Recommendation- II :

In view of shifting of workload of advertisement wing from Commercial head office to Divisional head quarter, the sanctioned post of Advertisement Inspectors may be reduced to 4 from present sanction of 6 Posts.

Recommendation- III:

After fresh pin pointing the structure of inspectoral category is recommended as

Wing	Present Sanction CCI/CI, CAI/SAI, Ch.CAIR-CAIR-III	Present On Roll	Vac	Actual working (after releasing/accepting to / from other wing)	Recommended for new Sanction		Posts Recommended for Surrender
Refund	**	10		10	12	=74	
Claims	80	42	36	30	30		
FM	**	14		17	20		
PS	13	7	6	11	12		
Sub-Tot	138	80	58	68	74		59
Catering	24	20	4	19	20		4
Advertise	6	4	2	3 (1 SAI in FS)	4		2
Comml. Control	5	1	4	6	5		0
CI Multi Purpose	**	**	**	3 (as deputation in Rly Bd, Enquiry office, STCS)	5		0
Total	173	105	68	99	108		65

(Italics: Figure as per SPO/Trf)

CHAPTER-VI

6.0 FINANCIAL EVALUATION

In reference to the recommendations made in the study report the financial evaluation on the basis of surrender of **65** posts is as under:-

SURRENDER/REDEPLOYMENT OF 65 Posts								
Srl No.	Design	Scale of pay	No. of posts	GP	Mean Pay (35400+112400/2) (Level-6)	DA @ 7 %	Monthly cost per staff	Total cost per month
1	CI	35400-112400	59	4200	73900	5173	79,073	46,65,307
2	SAI	35400-112400	2	4200	73900	5173	79,073	1,58,146
3	CAIR	21700-79100	4	2000	(Level-3) 50400	3528	53,928	2,15,712
TOTAL			65					50,39,165

The annual savings on account of surrender of 65 'vacant' Posts = 5039165 x 12
= 604,69980/-
Say **605 lakhs per annum approx.**

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