



SOUTH EASTERN RAILWAY

STUDY ON THE SURPLUS STAFF DUE TO OUTSOURCING OF COACH ATTENDANTS & HIRING OF MOTOR VEHICLES IN KGP DIVN.



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STUDY NO. EFF/901

SYNOPSIS

1.	Name of the work study	Study on the surplus staff due to outsourcing of Coach Attendants & Hiring of Motor Vehicles in KGP division.
2.	Terms of reference	Railway Board's proposal to review the staff strength of all Miscellaneous non-safety categories.
3.	Aim	Achieve a quantum reduction in manpower requirement for sustaining financial viability of IR with rising manpower costs
4.	Projected manpower re-deployment/ surrender.	Surrender = 28 vacant posts.
5.	Anticipated/projected savings	Rs. 136 Lakhs (Approx) per annum.
6.	No of recommendations made	One
7.	Critical analysis & observations	Considering the present deployment of licensee Coach Attendants by IRCTC, the available vacant posts of Passenger Attendant are not required to be retained. Considering the present guidelines for entitlement of staff cars by DRM and ADRMs only, at the Divisional level, there shall not be any further requirement of MV Drivers in KGP division.
8.	Brief note on recommendations	<u>Rec-I</u> : The available 25 vacant posts of Passenger Attendant Gr-I & the 3 vacant posts of MLTJ Drivers to be surrendered outright.
9.	Department concerned	Electrical (G) & Engineering / KGP

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CHAPTER-I

1.0. INTRODUCTION

Railways had managed the majority, or even the totality, of internal non-core processes, which support core operations and these were carried out by our own personnel and resources. The need of the day is to concentrate basically on core activities relating to transportation part.

These non-core activities can be handled by skilled experts who possess expertise in their respective fields. This shall lead to better focus on the core activities, better risk management, increasing in-house efficiency and finally improvement in services leading to customer delight.

Today, the Railways' financial position is under considerable stress. The loss of market share to road transport in the freight business, lack of operational flexibility, especially in pricing, high and unrequited cost, a huge pension liability and inadequate internal generation of resources coupled with skewed investment decisions, driven by different factors have combined to bring the railways to a difficult (financial) situation. This has resulted in the increase of Operating ratio. Planning Commission, in its Working Group Report for the XIIth Plan (2012-17) on Railway Sector, has recommended for hiving off of non-transportation tasks. The entire range of activities falling outside the core transportation operations should be critically reviewed from the perspective of either retention or outsourcing / hiving off especially those activities that are required for transport but can be done by another agency more efficiently (e.g. cleaning, provision of linen in trains & running room, catering services etc.).

The first class coaches of trains have been phased out to a large extent with the introduction of AC coaches. The posts of Coach attendants have been re-designated as Passenger Attendants Gr-I.

The duties of coach attendants have been prescribed by Rly. Bd. The duties primarily constitute the safety, hygiene & comfort of the passengers travelling in the upper class coaches. At times, they are assigned cash collection duties for supply of bed rolls.

During 1992, Rly Bd. had instructed for discontinuing ACCA in AC Chair Cars having self generating AC coaches and the technical duties to be performed by AC Coach in-charge. Commercial duties, if any, will be undertaken by the TTE of the coach. When more than one Self-generating AC coaches (Except 1st AC), are provided on the same train, connected by vestibule gangway in one block, the complement of escorting staff should consist of only one ACCI upto every 4 AC coaches and one ACCA for each AC sleeper/composite/partial AC coach. Further, it was instructed that in 1st AC, the existing one ACCI and one ACCA in each coach may continue.

Subsequently, with the introduction of “*Integrated Onboard Services*” by IRCTC in different trains, it was instructed that the deployment of ACCA shall be one for every two coaches in Rajdhani and other Mail/Exp Trains where bedroll distribution is handed over to IRCTC.

On the whole, it is seen that the requirement of ACCA is on a downward trend. The present study has been taken up to review the requirement of ACCA in KGP Divn.

Due to the increase in OTA rates and other allowances, and the increasing cost of fuel and vehicle maintenance and bring about economy in the expenditures, Railway Board, have fixed the entitlement of staff cars in zonal Rlys restricted to GM & AGM (at Hd. Qrs level) and DRM & ADRM (at divisional level). All the other vehicles will be taken on hire. In future, there shall only be two staff cars (alongwith official drivers) in the division for use of DRM & ADRM. The rest available Govt motor vehicles and their accompanying (official) drivers are to be eliminated in a phased manner.

The present study has been taken up as per the proposal of Railway Board to review the staff strength of all Miscellaneous non-safety categories in the changed scenario.

CHAPTER – II

2.0 STAFF STRENGTH

2.1 The Sanctioned cadre and on-roll strength of the Passenger Attendants Gr-I & MLTJ Drivers in KGP division as on 01.06.2018 is as follows :-

SL	Designation	Level	S/S	O/R	VAC
ELECT(G) : AC WING					
1	PASSENGER ATTENDANT-I	Level-I 18000-56900	38	13	25
ELECT(G) : RSM(OP) GROUP					
1	MCM/MLTJ DR	Level-6 35400-112400	5	5	0
2	MLTJ DR-I	Level-5 29200-92300	10	9	1
3	MLTJ DR-II	Level-4 25500-81100	1	1	0
4	MLTJ DR-III	Level-2 19900-63200	2	1	1
	TOTAL		18	16	2
ENGINEERING DEPTT					
1	MV DRIVER-I	Level-5 29200-92300	5	3	2
2	MV DRIVER-II	Level-4 25500-81100	1	0	1
3	MV DRIVER-III	Level-2 19900-63200	0	2	-2
	TOTAL		6	5	1

CHAPTER –III

EXISTING SYSTEM OF WORKING

3.1 Duties of Passenger Attendant Gr-I :

1. To appear in prescribed uniform, and have his badge fixed on it for easy identification by travelling public/ passengers.
2. To be present one hour before the schedule departure of the train.
3. To collect linen and blankets after accountal from the concerned authorities keep in safe custody in the coach. He shall distribute the linen as per the specified guidelines to the passengers as per the reservation chart & as and when required in the way side stations.
4. He shall also maintain necessary record for the issued bed rolls issued. He may collect the linen half an hour before the completion of the journey from the passengers.
5. To declare his personal belongings i.e. Money, luggage etc. in the log with ACCM before start of the journey.
6. He shall directly work under the supervision of ACCI/ACCM on duty.
7. To check that internal electrical fittings in the coach provided for the comfort and safety of passengers are intact and in working order.
8. To attend personally to monitor electrical/mechanical defects developing in the coach and call concerned maintenance staff for concerned for attending to other repairs whenever necessary.
9. To assist the ACCI/ ACCM in the rectification of minor faults in the AC coach equipment on en-route and to carry out other duties such as cleaning of electroplated fittings.
10. To remain with the AC coach when it is detached en-route due to sick marking till the coach is attached, made fit and moved there after to either the base depot or any other terminal from where it is to be put back in service.
11. To attend training course/s as and when deputed by the Administration.
12. To carry out such other duties as may be assigned to him from time to time by ACCI/ACCM/TTE.
13. To check tickets of passengers when they first enter in the coach to occupy berths/seats, if TTE/Conductor is not available to exercise the checks. He should not allow any person without proper tickets to occupy the accommodation available in the coach.
14. To accommodate passengers or joining en-route under the supervision of the ACCI/ TTE of the coach.
15. To ensure that the water tanks are filled with full of water and all fittings for supply and use of water in the bath rooms are intact in good working order.
16. To carry jerry cans and to supply cooled water to passengers and to ensure filling up of water containers/jerry cans at the nominated stations.
17. To keep the compartments locked when the train is on the run and open them for occupation as and when required.

18. To assist passengers in obtaining food/refreshment and look after their convenience generally.
19. To prevent entry of beggars, hawkers, unauthorized passengers and heavy luggage inside the coach especially in the corridors and to keep the corridor and space near the bathroom free from obstruction.
20. To keep watch on the corridor of the coach from the attendant seat during night time.
21. To keep the berths/seats of compartment properly closed at regular intervals by personally dusting the same.

3.2 **The train-wise deployment of Passenger Attendants Gr-I and corresponding licensee staff is as follows :**

Train Nos.	No. of ACCAs deployed	No. of licensee staff deployed
12860/59	1	3
12841/42	1	5
18030/29	1	1
12810/09	1	5
12863/64	1	3
18005/06	1	3
12837/38	0	7
12839/40	1	5
12834/33	1	3
12245/46	1	5
18047/48	1	2
12867/68	1	4
22825/26	0	4
22849/50	1	5
22855/56	1	1
22851/52	1	3
22830/29	0	4
22831/32	1	2
22894/93	1	2
22853/54	1	3
08047/48	0	2
22817/18	1	7
12262/61	2	13
12222/21	2	13
22807/08	2	14
12847/48	2	3
SPECIAL TRAINS & New trains to be introduced & LR	10 (+ 2 Long absent)	NA

- 3.3 Presently, the ACCA are being deployed along with the licensee staff (of the IRCTC contractors). Their prime duty is to guide the licensed staff as per the guidelines issued by Rly. Bd. so that no inconvenience is caused to the travelling passengers.
- 3.4 With the implementation of Integrated onboard services in the different trains, the requirement of ACCA has dropped drastically. These ACCA are being utilized only to monitor the working of the licensee staff.

3.5 Working of the MV Drivers :

- 3.5.1 Official cars were allowed to high placed officials since long, for conducting tours in official capacity.
- 3.5.2 With the increasing manpower costs, fuel price & maintenance charges, it has become imperative on the part of the administration to outsource the non-core activities to those agencies specialized in such activities that can perform efficiently and at a lower cost.
- 3.5.3 In cases of breakdown, these agencies have the infrastructure and means to provide alternate arrangements at short notice.
- 3.5.4 Railway Board had instructed that at divisional level, only DRM & ADRM shall have the facility to use an exclusive staff car, although other staff cars are also existing. All the other vehicles will be taken on hire.
- 3.5.5 The Government vehicles that were available prior to the issue of this order shall be under use and on being condemned, an alternate vehicle shall be taken on hire basis as per the exigency.
- 3.5.6 The Motor vehicle drivers in the division are rostered for duty from 8 to 18 hours – 6 days in a week. Working beyond this period, the MV driver shall be eligible for OT.
- 3.5.7 It is seen that daily routine working of MV drivers makes them eligible for OT on a day to day basis.
- 3.5.8 In view of Bd's extant policy guidelines on the matter of staff car entitlements, there shall no longer be any further requirement of staff car vehicles and motor vehicle drivers in the near future.

CHAPTER-IV

4.0 Critical Analysis and Recommendation

- 4.1 Considering the present deployment of licensee Coach Attendants by IRCTC, the available vacant posts of Passenger Attendant Gr-I total = 25 to be surrendered with immediate effect.
- 4.2. Considering the present guidelines for entitlement of staff cars by DRM and ADRMs only at the Divisional level, there shall not be any further requirement of MV Drivers in KGP division. As such, all the 3 vacant posts of MLTJ/MV Drivers may be surrendered with immediate effect considering that the promotional aspects are not deprived.

Recommendation – I : The available 25 vacant posts of Passenger Attendant Gr-I & the 3 vacant posts of MLTJ Drivers to be surrendered outright.

CHAPTER- V

5.0 FINANCIAL EVALUATION

In reference to the recommendations made in the work study report the financial evaluation on the basis of surrender of 25 vacant posts of Passenger Attendant Gr-I & the 3 vacant posts of MLTJ Drivers is as under:-

SURRENDER/REDEPLOYMENT OF POSTS							
Sl	Designation	Scale of Pay	No of posts	Average Pay	DA (7%)	Monthly cost per staff	Total cost per month
1	Passenger Attendant-I	Level-1	25	37450	2622	40072	1001800
2	MLTJ Driver-III	Level-2	3	41550	2909	44459	133377
	TOTAL		28				11,35,177

The annual savings on account of surrender of '28' vacant posts = Rs.10,90,718 x 12

= **Rs. 136,22,124/-**

Say 136 lakhs approx. per annum