

# **SOUTH WESTERN RAILWAY**



## **Work - Study**

**ON**

**“Review of staff strength in Rajbhasha organisation over SWR”**

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The Work-Study team is thankful to Shri. Dr.R.K.Gupta MRA/CESE/SWR, and concerned branch officer for their guidance during the Work-study.

The Work-Study team is also thankful to all the supervisory staff of Rajbhasha organization of SWR/UBL for their co-operation in carrying out the work-study effectively.

## **SYNOPSIS**

A Work-Study on Review of staff strength of Rajbhasha organization of SWR was conducted based on Railway Board letter dated 28/12/2017 and MRA/CESE/SWR letter dated 25/04/2018 in April 2018. During the study it was noted that the present sanction of Sr. & Jr. Translators in Rajbhasha organization of SWR are **25** posts after cadre restructuring as per PCPO/SWR memorandum dated;22.08.2014, against which **13** incumbent are available with **12** clear vacancies.

As per the data furnished by MRA/CESE/SWR, work study team analysed the requirement of Sr.&Jr.Translators as **21** posts in Rajbhasha organization of SWR based on workload duly applying norms of Ministry of Home Affairs, Department of Official Languages vide OM No.13017/1/81- OL(C), dated;13.04.1987. However the existing staffs on Roll are **13**, hence the work load is adequate.

During the study it was also noticed that the 57,807 pages of work is kept pending due to existing vacancies as stated vide MRA/CESE/SWR letter dated 25/04/2018.

Optimisation of manpower results in improvement of work culture, and increase in productivity

## **TERMS OF REFERENCE**

As per Railway Board letter dated 28.12.2017 and MRA/CESE/SWR letter dated 21/03/2018 approved work-study on Review of Rajbhasha organization of SWR was conducted in April – 2018.

## **METHODOLOGY**

- Collection of data from site.
- Discussions with field officials and staff.
- Railway Board's guidelines.

### SUMMARY OF RECOMMENDATIONS

The work–study team collected the details of staff strength and workload from the office of Rajbhasha organization of SWR. The work study team critically analyzed the requirement of staff based on the data collected duly applying revised norms of Ministry of Home Affairs, Department of Official Languages vide OM No.13017/1/81- OL(C), dated;13.04.1987.

The staff strength and workload details of Sr.& Jr. Translator category in Rajbhasha organization over SWR as per MRA/CESE/SWR letter dated 25/04/2018 is enclosed as **Annexure –I.**

Workload of Hindi Translator in Rajbhasha organization over SWR as per MRA/CESE/SWR letter dated 25/04/2018 is enclosed as **Annexure –II.**

Revised norms pertaining to quantum of work to be done by translator vide Ministry of Home Affairs, Department of Official Languages vide OM No.13017/1/81- OL(C), dated; 13.04.1987 **Annexure –III.**

ORDINARY		TECHNICAL
Translation	1750 words/ day	1350 words/day
Vetting:	5800 words/ day	4000 words/day
Total words/day	7550 words/day	5350 words/day
<b>Grand Total</b>	<b>12900 words/day</b>	

The work study team worked out the requirement of Hindi Translators for Rajbhasha Organization over SWR based on the Revised norms pertaining to quantum of work to be done by translator vide Ministry of Home Affairs, Department of Official Languages vide OM No.13017/1/81- OL(C), dated; 13.04.1987 as **21** posts of Hindi Translators.

Hence, work study team opines that the available **13** Hindi Translators are inadequate to cater the present work load of Rajbhasha organization over SWR.

During the discussion with the Hindi officer/HQ it was stated the posts of Hindi Translators are not to be surrendered while outsourcing. **However, as per Ministry of Home Affairs, Department of Official Language's OM No.13035/3/95 OL (P&C) dated; 22.07.2004 para 1.3.5 where in it was clarified that the posts of Translators which have been already created in an office on the basis of the earlier norms shall not be abolished on the ground that those posts are more than the number required according to the revised guidelines is enclosed as Annexure – IV. Hence, work study team does not recommend any surrender of posts.**

## **CHAPTER – I**

### **INTRODUCTION:-**

Capital and labour are the basic factors of production for any organization. The role of these two factors is complimentary and not supplementary. While the capital provides for basic infrastructure, labour makes use of the same and contributes for production. The requisite production cannot be achieved in the absence of any of these two factors.

Human resources are the most indispensable asset of any organization. Effective utilization of this asset is the prime responsibility of the Management, especially for an organization like Indian Railways,.

The work force cost constitutes around 40% (excluding pension) of gross ordinary working expenses of Indian Railways. Human resource development and manpower planning are thus crucial for Indian Railways financial viability. Continuous updating and designing of job descriptions, reduction of number of categories for job enrichment through multi skilling, qualifications and responsibilities are need of the day.

Review of work methods and sequences regularly, so as to create groups for execution of job whenever new technologies are introduced. The controlling of the manpower and its best utility is the need of the hour in the organization. It is realized that output of every individual railway employee has to be substantially optimized to enable the railway system to work with requisite economy and achieve more productivity.

Keeping the reforms in view, there should be sweeping changes in the content and composition of manpower.

In view of the fore said objectives, as per Railway Board letter dated 28.12.2017 and MRA/CESE/SWR letter dated 21/03/2018 work-study on Review of Rajbhasha organization of SWR has been taken up by work study cell approved by AGM/SWR.

## CHAPTER - II

### Existing Scenario

Sanctioned Staff strength of Hindi Translator in Rajbhasha organization over SWR is shown below:-

Sl.No.	Category of post	Sanction	Actual	Vacancy
1.	Sr. Translator ( GP-4600/-)	11	06	05
2.	Jr. Translator ( GP-4200/-)	14	07	07
3.	Jr. Translator ( GP-2800/-)			
	<b>Total</b>	<b>25</b>	<b>13</b>	<b>12</b>

## CHAPTER – III

### Work load of Hindi Translators in Rajbhasha organization over SWR

1. No. of Hindi Translations carried out over SWR during the financial year – 2017-18

S.No.	Nature of Work	Pages (One page=300 words)
1	Station Working Rules	3,219 (Technical)
2	Gate Working Rules	2,780 (Technical)
3	Safety Drive/Circular	1,788 (Technical)
4	Departmental Question papers	179 (Ordinary)
5	OL Section 3(3)/General Orders	9,250 (Ordinary)
6	Joint Procedural Orders	490 (Technical)
7	Standard Order Book	388 (Technical)
8	Tenders	405 (Technical)
9	Memorandum	688 (Ordinary)
10	Contracts	359 (Technical)
11	Circulars	920 (Ordinary)
12	Agreements	590 (Technical)
13	Telephone Directory	900 (Ordinary)
14	Press Communiques	1,256 (Ordinary)
15	RTI Replies	3,925 (Ordinary)
16	Help Literature	3,308 (Ordinary)
17	Parliamentary Committee, Standing Committee etc.	1,220 (Ordinary)
18	Misc: Independent/Republic Day Messages, Boards displayed in Stations i.e. Signage, Time-Table Boards, Reservation les, Bookets, Invitations, Inaugurations , Of Trains services, Passenger's Amenities, Routine works etc.	18,900 (Technical+Ordinary)
	<b>Total Pages:</b>	<b>50,565</b>

2. No. of Hindi Translations pending due to shortage of Hindi Translators over SWR during the Financial year – 2017-18

S.No.	Nature of Work	Pages pending
1	Station Working Rules	11,500 (Technical)
2	Gate Working Rules	8,500 (Technical)
3	Safety Drive/Circular	9,650 (Technical)
4	Joint Procedural Orders	59 (Technical)
5	Standard Order Book	298 (Technical)
6	Accidents Manual	1,600 (Technical)
7	Training Centre Materials	1,900 (Technical)
8	Block Working Manuals	1,600 (Technical)
9	Miscellaneous (Name boards, Registers etc)	20,500 (Ordinary)
10	GRS	2,200 (Technical)
	<b>Total Pages:</b>	<b>57,807</b>

Work study team worked out the requirement of Hindi Translators in Rajbhasha organization over SWR based on the **Revised norms pertaining to quantum of work to be done by translator vide Ministry of Home Affairs, Department of Official Languages vide OM No.13017/1/81- OL(C), dated; 13.04.1987** is shown below;

<b>ORDINARY</b>		<b>TECHNICAL</b>
Translation	1750 words/ day	1350 words/day
Vetting:	5800 words/ day	4000 words/day
Total words/day	7550 words/day	5350 words/day
<b>Grand Total</b>	<b>12900 words/day</b>	

Total workload (translation and vetting) to be carried out by each translator per day including ordinary and technical = **12900 words/day**.

**Total working days in a calendar year are shown below;**

Total no.of days in a financial year:	365 days
Total no.of Saturdays & Sundays:	104 days
Total no.of General Holidays :	16 days
Total no. of Casual Leaves :	08 days
Total no. of Restricted Holidays :	<u>02 days</u> 130 days

Total working days (365 days – 130 days) **235 days**

No.of Translations carried/pending over SWR during the financial year; 2017-18 as per MRA/CESE/SWR statement dated 25/04/2018.

**(I) Hindi Translations carried (Ordinary)/day.**

<b>ORDINARY</b>		
<b>Type of work</b>	<b>No of pages Per Annum (one page = 300 words)</b>	<b>No of words / day</b>
Translation	19469 pagesX300 = 58,40,700 words(carried)	24,854.04 words
Vetting:	19469 pagesX300 = 58,40,700 words(carried)	24,854.04 words
<b>Total</b>		<b>49,708.08 words</b>

**Hindi Translations carried (Technical)/day.**

<b>TECHNICAL</b>		
<b>Type of work</b>	<b>No of pages Per Annum (one page = 300 words)</b>	<b>No of words / day</b>
Translation	31096 pagesX300 = 93,28,800 words (carried)	39,697.02 words
Vetting:	31096 pagesX300 = 93,28,800 words (carried)	39,697.02 words
<b>Total</b>		<b>79,394.04 words</b>
<b>Grand Total</b>		<b>1,29,102.12 words</b>

Total workload of ordinary and technical translation and vetting carried out by each translator over SWR = **1, 29,102.12 words/12900 words (revised norms) = 10 men.**

However, total men required for Hindi Translations taking into account the pending work over SWR is worked out as under;

**(II) Hindi Translations pending (Ordinary)/day.**

<b>ORDINARY</b>		
<b>Type of work</b>	<b>No of pages Per Annum (one page = 300 words)</b>	<b>No of words / day</b>
Translation	20500 pagesX300 = 61,50,000 words (pending)	26,170.21 words
Vetting:	20500 pagesX300= 61,50,000 words(pending)	26,170.21 words
<b>Total</b>		<b>52,340.42 words</b>

**Hindi Translations pending (Technical)/day.**

<b>TECHNICAL</b>		
<b>Type of work</b>	<b>No of pages Per Annum (one page = 300 words)</b>	<b>No of words / day</b>
Translation	37307 pagesX300=1,11,92,100 words(pending)	47,625.96 words
Vetting:	37307 pagesX300=1,11,92,100 words(pending)	47,625.96 words
<b>Total</b>		<b>95,251.92 words</b>
<b>Grand Total</b>		<b>1,47,592.34 words</b>

Pending workload of ordinary and technical translation and vetting to be carried out by each translator over SWR = **1, 47,592.34 words/12900 words (revised norms) = 11 men.**

**Total requirement of men i.e (I+II) = 10+11 = 21**

**Actual men on roll =13**

**Shortage of men =08**

## **CHAPTER – IV**

### **CONCLUSION:**

**Work study team concluded with the following observations;**

- (1) Work load for Hindi Translators in Rajbhasha Organization over SWR is inadequate as against the sanctioned posts of 25 posts.
- (2) The actual requirement of men as per revised norms is 21 men as against the 13 actual men on roll.
- (3) Pending work in Rajbhasha Organization is not being carried out due to 38% existing vacancies as against the actual requirement of 21 men.
- (4) Work study team strongly recommends to fill up the vacancies immediately to carry out the pending works.
- (5) Optimisation of manpower results in improvement of work culture, increase in productivity and reduction in expenditure.

## **CHAPTER – V**

### **FINANCIAL IMPLICATIONS:**

**Since there is no recommendation of surrender of posts, the financial implication is NIL.**

## ANNEXURES

<b>Sl. No.</b>	<b>Description</b>	<b>Annexure</b>
<b>1.</b>	Staff strength details of Sr.& Jr. Translator category in Rajbhasha organization over SWR .	<b>I</b>
<b>2.</b>	Workload of Hindi Translator in Rajbhasha organization over SWR .	<b>II</b>
<b>3.</b>	Revised norms pertaining to quantum of work to be done by translator vide Ministry of Home Affairs, Department of Official Languages vide OM No.13017/1/81- OL(C), dated; 13.04.1987	<b>III</b>
<b>4.</b>	Reification of norms for the creation of minimum number of Hindi posts for compliance/implementation of the Official Language Policy of the Central Government vide Office Memorandum, dated;22.07.2004.	<b>IV</b>