



Work Study Report  
On  
Review of Staff Strength Of  
Traffic Accounts office (Compilation Office) Statistical Branch at Delhi Kishanganj  
Under  
Head Quarter Office  
Churchgate

**Study No.G.463/WR/WS-04/2018-19**

Study discussed with Co-ordinating Officer Shri R.S.Meena –AFA/DKZ & Shri Khem Chand Ch.OS –DKZ.

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## Executive Summary

Sr. No. of Study : 04

Case No. : G.463/WR/WS-04/2018-19

Subject : Review of Staff Strength of Traffic Accounts Office (compilation office) Statistical Branch at DKZ under HQ/CCG.

Department : Personnel.

Division : Head Quarter - CCG.

Authority : As per approval of AGM vide file No. G463/3/IV date 16/04/2018

Terms of Reference : Assessment of manpower requirement of Foreign Traffic Accounts Compilation Office, Statistical Branch, DKZ

Total No. of Recommendations : 4

Summary of Recommendations : page no 06

Projected Manpower for surrender :

Category	Sanctioned cadre	Man on roll	Proposed Cadre	Proposed for surrender	Vacancy	Live Post
Group 'C'	25	14	11	14	11	3
Group 'D'	01	0	00	1	1	0
Total	26	14	11	15	12	3

Financial Implication : Recurring saving of @ Rs.146.98 lakhs p.a. on implementation of Work Study Report

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### **Acknowledgement**

The Work Study Team of Central Planning Organization, Western Railway, Churchgate, Mumbai – 400 020 is grateful to Shri Ramavatar Singh Meena AFA/DKZ, for his valuable guidance.

The Study Team is also thankful to all other supervisory and subordinate staff of Statistical Branch of FTA office for their whole hearted co-operation and suggestions extended during the course of Work Study.

### **Terms of Reference**

Secy. (PG) CCG's approval on file No. G463/3/IV dated 16.04.2018 it was instructed for the work study of staff engaged in Statistical Branch of Foreign Traffic Accounts Office, Delhi Kishanganj under HQ/CCG for assessment of manpower requirement in view of introduction of FOIS and corresponding workload.

Accordingly, the study has been included in the schedule programme of Work Studies for the financial year 2018-2019.

The work study is undertaken

- To review staff strength vis-a-vis existing workload.
- To identify redundant & non-productive activities.
- To suggest ways and means to improve the productivity and efficiency of the existing system.

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### **Methodology**

- Collection of data connected with the existing working and work load, direct observations at work place and discussions with the staff & suggestions from officials, critical examination of the data collected for optimum man power utilization.
- The actual working man hours per employee per month has been commutated as under:
- Monthly working hours available per employee:
  - Number of days in a year - 365 days
  - Number of holidays in a year -
    - Public Holidays - 016 days
    - Restricted Holidays - 002 days
    - Casual Leave - 008 days
    - Saturday & Sundays - 104 days
    - Total - 130 days**
- Maximum working days available ( $365 - 130$ ) = 235 days
- Maximum working hours in a day = 8.5hrs
- Less hours for Natural call, fatigue Allowance and Lunch Time in a day = 1.5hrs
- Actual working hours for a person in a day = 07 hrs  
(08.30 hrs – 30 min (Lunch) – 30 min (Personal needs))
- Total hours available in a year per person = 1645 hrs  
(235 days x 7hrs = 1645 hrs)
- Total hours available in a Month per person = 137 hrs (Aprox)  
(1645/12 = 137 hrs)

**Note:** As per the norms followed under work study while calculating working hours, only 1/2hr lunch break per day is admissible. But, it may be noted that in the above calculations, a more liberal approach has been adopted and an additional 1 hrs for fatigue allowance, natural call, officer and staff attending on phone for official work per session is also taken into consideration, making a total relaxation period of 1 1/2 hrs per day.

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### **SUMMARY OF RECOMMENDATIONS**

<b>Sr. No.</b>	<b>Recommendations</b>	<b>Reference Para</b>
1	Out of total 25 posts of Group-C the work study team justified 11 posts (3 COS, 6 OS, 2 Sr.Clk,) and identified 14 posts (03 live & 11 vacant) as surplus to the existing work load and therefore, recommended for surrender.	2.10
2.	Out of 01 sanctioned post of Group 'D' which is lying vacant , work study team identified the post as surplus to the existing work load & recommend to surrender the post.	2.11
3.	TAMS Connectivity may be provided at DKZ to avoid unnecessary wastage of Manpower by travelling to Ajmer for updation of Data by DKZ staff. Staff should be suitably trained to operate the TAMS and IPAS systems.	2.12
4.	It has been observed that the work of Combined Train Report (CTR) which was earlier dealt at DKZ statistical office has been transferred to AJmer office by the Administration. This work may be shifted back by keeping in mind the present workload at this DKZ office.	2.13

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## **CHAPTER - I**

### **INTRODUCTION**

- 1.1 The Western Railway came into existence on 5th November, 1957 by merger of its fore runners, the erstwhile Bombay, Baroda and Central India Railway (BB & CI) with other state Railways viz. Saurashtra Rajputana and Jaipur.
- 1.2 On its formation, there were 09 Divisions, in the year 2003, due to re-organization of old zones and creation of new zones i.e. NWR & WCR. 03 Divisions are excluded from WR and one additional division ADI was created. At present, there are 06 Divisions over Western Railway.
- 1.3 In year 1963, Railway Clearing Office, (RCO), headquarter at DKZ had been closed down. All other zonal railways except Western Railway had shifted their foreign traffic account office in their own jurisdiction.
- 1.4 Accounts office is responsible for proper receipt and expenditure of railway earning. The function of proper accountal of railway earning is looked after by Traffic Accounts Office. There are two traffic accounts office under Western Railway situated at Ajmer and Delhi Kishanganj.
- 1.5 At present, 26 ( 25 Group-C and 01 Group-D) staff strength is sanctioned to cope the existing work load of Statistical Branch of Foreign Traffic Accounts Office, Delhi Kishanganj.
- 1.6 Due to the introduction of FOIS, the work load has reduced. The number of invoices prepared has decreased. Also the MPA are prepared with accuracy and quickly. The number of errors in preparation of invoice has also being decreased.
- 1.7 An attempt has been made in the forth coming chapter to analysis each activity and work load of Statistical Branch, FTA/DKZ and requirement of staff.

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## CHAPTER – II

### 2.0 Existing system of working, Critical Analysis of Work Load and Man Power Assessment with recommendation :

2.1 The work of Foreign Traffic Accounts Office, DKZ is headed by Dy.CAO(TA)-All and assisted by AFA (FTA)-DKZ, who is responsible for smooth and efficient working of the DKZ Office.

2.2 The FTA Office, DKZ is divided into the following sections.

- (i) Statistical Section
- (ii) Account Section

2.3 Separate work study for review of staff strength of Account section of FTA/DKZ is being conducted.

2.4 Statistical Section/FTA/DKZ is divided into the following sections.

- (i) Statistical – I
- (ii) Statistical – II
- (iii) ADM

2.5 Cadre position of Statistical Section, FTA Office, DKZ as on 22.11.2018 of Group 'C' and Group 'D' is as under:

#### 2.5.1. Group-C & D

Sr. No.	Category	Corresponding Pay Scale	Sanc.	Man on Roll	Vacancy/ Excess
1	COS	9300-34800 +4600	6	5	1
2	OS	9300-34800 +4200	14	7	7
3	Sr.Clerk	5200-20200 +2800	4	2	2
4	Jr. Clerk	5200-20200 +1900	1	0	1
	<b>Total Gr.C</b>		<b>25</b>	<b>14</b>	<b>11</b>
	<b>GR.D</b>				
1	J/Peon	5200-20200 +1800	1	0	1
	<b>Total.Gr.D</b>		<b>1</b>	<b>0</b>	<b>1</b>
	<b>G.Total</b>		<b>26</b>	<b>14</b>	<b>12</b>



### **Functions of the Statistical Section/ FTA/DKZ:**

- (a) FTA-DKZ Office are mainly responsible for Coding of Invoice with the help of code books, updation of commodity code books according to correction received from different railways, Preparation of monthly statement showing wrong station to & from and commodities with RR's in comparison with statistical code and TAMS code and preparing statements showing engine hours for Western over foreign railway and foreign over western railway, every month.
- (b) Online Checking of Invoice in TAMS at Ajmer TIA Office periodically.
- (c) Apart from the above, Administrative and Establishment work is also handled by the staff of this office.

Details of section wise work load and critical analysis are elaborated in forth coming Paras.

## **2.6 STATISTICAL SECTION-I**

### **2.6.1 Scope of work:**

- (i) Updating commodity code book and seventeen Railways statistical code and decode books according to correction received from different railways.
- (ii) Coding of Invoice i.e. station from, station to, handled by, gauge code, commodity code, sub commodity code, check digits etc with help of code book and commodity code book.
- (iii) Preparation of monthly statement showing wrong station to & from and commodities with RR's in comparison with statistical code and TAMS code.
- (iv) IRFA work in Mumbai, preparing a statement showing engine hours for Western over foreign Railway and foreign over western Railway, every month.
- (v) Correspondence with different Zonal Railways regarding correction and deletion of all numerical codes of station.

## 2.6.2 Description of work and man hours required:

Sr. No	Description of work	No of items dealt /Month	Appx Time taken for each work	Total Hrs
1	IRFA (Indian Railway financial adjustment) (Debit/Credit) monthly statement of all zonal railway Diesel(BG)/Electric engine hours outage for foreign over western railway and over foreign railway complied at HQ office CCG every month.	17	1 hr	17hrs  17*12= 204 hrs/Year
2	Updation of all zonal railway code books (Section-I, Section II) with the help of correction slip provided by other railway and home railway given in S&AO office All and correspondence with them the related matters.	75	3 min	225min = 3.75 hrs  3.75*12=45 hrs/year
3	Receipt of fgn. goods invoices/container Local/ foreign Paid/to Pay from IC –section and Checking of invoices & its distribution among staff for coding and preparation of invoice statement and related work.	27000	1min	27000 min =450 hrs  450*12=5400 hrs/year
4	To update commodity code list i.e. commodity code change/edit in code book.	60	5 min	300min = 5hrs 5*12=60hrs/year
5	Misc and allied works	-	20 min/day	80 hrs/year
	<b>Total</b>			5789 hrs

Staff required =  $5789/1645 = 3.51$  Man Hrs. = 4 Man Hrs

## 2.7. **STATISTICAL SECTION-II**

### 2.7.1 **Scope of work:**

- (i) Coding of fgn. Goods invoices and container(Local/Fgn) (paid and /to pay) i.e. station from, station to, check digit, handled by, customer code, commodity code & sub commodity code as per code list, invoice no., gauge code, risk rate etc. with help of code books provided.
- (ii) Updating of all zonal railway code books (Section-I, Section II) with the help of correction slip provided by other railway and home railway given in S&AO office All in the code book addition/deletion and correspondence with them the related matters.
- (iii) Preparation of monthly statement of wrong coding of station (To & from) and commodity code given in fgn. Goods invoices/container (paid/to pay) in comparison with the statistical code book and TMS Code books etc.
- (iv) Receipt and distribution of invoices to staff for coding & other work.
- (v) Forwarding all the application of pass, PTOs and other related work received from the staff to ADM section for necessary action.

### 2.7.2 **Description of work and man hours required:**

Sr. no	Description of work	No of items dealt /Month	Appx Time taken for each work	Total Hrs
1	Receipt of fgn. goods invoices/container Local/ foreign Paid/to Pay from IC – section and Checking of invoices, counting division wise, station wise, paid/to pay & its distribution among staff for coding and preparation of invoice statement and related work.	27000	1 min	27000 min =450 hrs  450*12=5400 hrs/year
2	Coding of fgn. Goods invoices and container(Local/Fgn) (paid and /to pay) i.e. station from, station to, check digit, handled by, customer code, commodity code & sub commodity code as per code list, invoice no., gauge code, risk rate etc. with help of code books provided.	9880	1 min	9880 min = 164 hrs  164*12=1968 hrs/year

3	Preparation of monthly statement of wrong coding of station (To & from) and commodity code given in fgn. Goods invoices/container (paid/to pay) in comparison with the statistical code book and TAMS Code books etc.	1200	2 min	2400 min 40hrs  40*12 = 480 hrs/year
4	Misc and allied works	-	20 min/day	80hrs/year
	Total			7928 hrs

Staff Required =  $7928/1645 = 4.81 = 5$  Men hrs

## 2.8 **ADM SECTION**

2.8.1 **Scope of work** : Dealing of court cases, DAR cases, union dealing, PRT work, pension/settlement work, conducting Appl. II Exams, policy matters, PF, Pay fixation, Group 'D' Salary bills, Gazetted salary bills, periodic statements correspondence, MACP, other misc. and allied work.

Sr. No.	Description	Required man hours/month
(i)	Union dealing, correspondence with both the unions, assisting in preparation of remarks on the agenda, conducting in preparation of remarks on the agenda, conducting meeting, circulation of minutes and allied work.	5 hrs
(ii)	Dealing with parliamentary questions, staff representation letters from MPs etc and allied work.	5 hrs
(iii)	Promotion, reversion and transfer of Group 'C' staff, total 15 staff, their seniority, cadre, ACP/MACP, etc. and allied work.	20 M. hrs
(iv)	Maintenance of Salary register, calculation of Income Tax, Processing PF Advance withdrawal, payment of PLB and other works related to Settlement/Pension.	60 M. hrs
(v)	Policy Matters. Maintenance of policy file, circulating policy circulars assisting sections and officers on policy matters.	20 M. hrs
(vi)	Salary bills of group 'C' staff (15 persons). Upkeep of DAR files, NOC for Passport & others,	80 M. hrs
(vii)	Periodic statement, correspondence, Misc. and other allied work.	70 M. hrs
	<b>Total</b>	<b>260 M. hrs.</b>
	<b>Man Hour Per Year</b>	<b>260*12 = 3120</b>

Staff Required =  $3120/1645 = 1.89 = 2$  Men hrs

2.9 **Existing and proposed cadre of Group ' C' & 'D' Staff**

Sr. No.	Category	Sanc.	Man on Roll	Proposed Cadre	Surplus	Post to be Surrendered	Vacancy /Excess
1	COS	6	5	3	3	3	1
2	OS	14	7	6	8	8	7
3	Sr.Clerk	4	2	2	2	2	2
4	Jr. Clerk	1	0	0	1	1	1
	<b>Total Gr.C</b>	<b>25</b>	<b>14</b>	<b>11</b>	<b>14</b>	<b>14</b>	<b>11</b>
	<b>GR.D</b>						
1	J/Peon	1	0	0	1	1	1
	<b>Total.Gr.D</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>
	<b>G.Total</b>	<b>26</b>	<b>14</b>	<b>11</b>	<b>15</b>	<b>15</b>	<b>12</b>

## **Recommendations**

### **2.10 Recommendation No.1**

The work study team has kept a liberalized view of the present workload at DKZ Office. Out of total 25 posts of Group-C, the work study team justified 11 posts (3 COS, 6 OS, 2 Sr.Clk.) and identified 14 posts (03 live & 11 vacant) as surplus to the existing work load and therefore, recommended for surrender.

### **2.11 Recommendation No.2**

Out of 01 sanctioned post of Group 'D' which is lying vacant , work study team identified the post as surplus to the existing work load & recommend to surrender the post.

### **2.12 Recommendation No.3**

On analyzing the existence of having an independent unit like FTA Office, DKZ, it is observed that it is irrational to have a unit operating outside the jurisdiction. Frequent Up and Down of staff from / to All Office and HQ Office and other stations resulting in loss of man hours and unnecessary expenditure of TA/DA.

It is recommended that TAMS Connectivity has to be provided at DKZ to avoid unnecessary wastage of Manpower by travelling to Ajmer for updation of Data by DKZ staff. Staff should be suitably trained to operate the TAMS and IPAS systems.

### **2.13 Recommendation No.4**

It has been observed that the work of Combines Train Report (CTR) which was earlier dealt at DKZ office has been transferred to All office by the Administration. This work may be shifted back by keeping in mind the present workload at this DKZ office.

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### **CHAPTER - III**

#### **FINANCIAL IMPLICATION**

- 3.1 After carefully scrutinizing the quantum of work load of all the sections of Statistical Branch at FTA office, Delhi Kishanganj, the work study team proposes to retain 11 posts of Group-C out of 25 posts and 0 post of Group-D out of 1 post to cope up with arising work load.
- 3.2 The work study team also identified 14 Group-C posts as surplus for surrender/redeployment, out of which 03 posts are live posts and 11 posts are lying vacant.
- 3.3 The work study team has identified 01 Group-D post as surplus for surrender/redeployment. The Post is lying vacant.

<b>Category</b>	<b>Surplus</b>	<b>Annual saving per person (in Rs.)</b>	<b>Total savings in Rs.</b>
Group-C	14	Rs.10,03,714/-	Rs.1,40,51,996
Group-D	01	Rs.6,45,968/-	Rs.6,45,968
<b>Total</b>	<b>15</b>	<b>--</b>	<b>Rs.1,46,97,964/-</b>

- 3.4 On implementation of the recommendations brought out in the work study report annual recurring saving of Rs. 146.98 Lakhs per annum can be achieved.

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