

# **CENTRAL RAILWAY**

## “Work Study Report on Review of Luggage Parcel Porter staff over Nagpur Division”

OFFICERS & INSPECTORS	
OFFICERS	Inspector
Shri Rajesh Sahani	I G Babu
Secretary (PG)/HQ	Sr. Work Study Inspector / NGP
Shri R. Subramaniam	
Dy. Secretary & APIO	

CO-ORDINATING OFFICER & SUPERVISORS	
OFFICER	Supervisors
Shri Vijay Thool	Shri Sanjay Muley [CCI/MPP/NGP]
ACM(Cog) / Nagpur	Shri M M Aiyub [CPS/ NGP]

## SYNOPSIS OF THE STUDY

Study Number	: WSCR.NGP.Comml.04.2017-18
Name of Study	: Need based requirement of LPP staff at Parcel depots of NGP Division
W.S. Approved by	: AGM / C.Rly.
Department	: COMMERCIAL
Division	: NGP
Date of Commencement	: 21/03/2018
Date of Completion	: 11/06/2018
Date of Submission	: 13/06/2018
No. of Recommendations	: 1
Sanctioned Strength	: 182
No. of Men studied	: 110
No. of vacancies	: 72
No. of posts identified surplus	: 182
Annual money value saving	: Rs.8,58,80,340

## INDEX

NO.	CONTENTS	PAGE NO.
1	ACKNOWLEDGEMENT, AUTHORITY AND TERMS OF REFERENCE & METHODOLOGY	5
2	SUMMARY OF RECOMMENDATIONS	6
3	<b>CHAPTER – I</b> INTRODUCTION	7-8
4	<b>CHAPTER – II</b> EXISTING SCENARIO, CRITICAL ANALYSIS AND RECOMMENDATIONS	9-15
5	<b>CHAPTER – III</b> FINANCIAL IMPLICATIONS	16

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## **AUTHORITY AND TERM OF REFERENCE**

The work-study “Review of Luggaage Parcel Porters staff over NGP division” is a programme work study approved by AGM / C.Rly. It has been included in the Annual work-study programme 2017-18 with No. WSCR.NGP.Comml.04.2017-148

The term of reference for the given work-study is defined as –

1. To assess the need based requirement of staff against the present work load & working system.
2. Keeping balance between income & expenditure of Parcel office.
3. Implication of multi skilled theory.

## **METHODOLOGY**

The work-study team has adopted the following techniques for completion of the study.

1. Collection of data, details of existing staff strength, workload, allotment of duties, existing / new procedures to carry out the work.
2. Discussion on details with coordinating officer / supervisors & other staff working at various Parcel depots.
3. Critical analysis of the data collected.
4. Assessment of the need based requirement of Parcel Staffs for these depots and recommendations for system improvement.

## SUMMARY OF RECOMMENDATIONS

Sr. NO	RECOMMENDATIONS	PAGE NO.
1.	182 Posts of Parcel/Luggage Porter may be outsourced and surrender in Phased manner	15

CHAPTER 1	INTRODUCTION
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- 1.1** In the system of Indian Railway working, although each branch of the organization has its own importance in playing its specified role, yet the commercial branch plays a vital role in organizing the passenger, parcels and goods traffic. It, therefore, is known as the backbone of the organization, for generating revenues for the Railways.
- 1.2** Booking of Parcel traffic over Railways is an important function of Commercial Department, which streamlines a huge portion of Railway earning. It is one of the important departments on Indian Railway as it rendered efficient service to passengers & traders and takes care of collection, accountable and remittance of the traffic receipts. Being a service provide agency of Railway to the passenger & traders, it has to depute staff at Parcel office, Goods shed, Booking office, waiting room, retiring room, etc.
- 1.3** To facilitate transportation of parcels, Parcel offices are functioning on all major Railway stations of NGP Division.. At these station mainly two types of parcel traffic i.e. hard parcel & perishable is being handled. In addition to this, passenger luggage, newspaper, magazines & medicine are being also handled. Generally parcel traffic is moved in brake van or parcel van. On demand in season, parcel train is also being run. For smooth functioning of parcel offices, staff of various categories is deputed, such as Chief Parcel Supervisor/ Parcel Supervisors, other clerical staff like CPC, Sr.PC, Jr.PC and Group D (Luggage Porter) staff.
- 1.4** The work study team collected the details of the parcel depots and observed that to cope up with the work load of parcel offices over NGP Division there is total 182 posts of LPP sanctioned and 110 men on roll. They are deployed in parcel offices / cloak rooms for handling the main activities as under:-
- Booking of Parcel, Luggage, Hard and Perishable parcels.
  - Loading & Unloading of Parcels and Luggage.
  - Quick removal / Delivery of Packages.
  - Stocking of Parcels in sheds.
  - Transporting/ Shifting of packages from one point to another, one Platform to another.
  - To give proper guidance and entry in loading book and ledgers.
  - To deposit Unclaimed / Unconnected parcels in LPO & arrange their disposal through auction.
  - Preparation of way bills and other money receipts,
  - Posting and checking of cash earned from parcels,
  - Upkeep and Maintenance of all relevant records and correspondence of parcel handling.
  - Preparation of various returns and statements related to parcels etc.
- 1.5** Some major commodities dealt in outward and inward traffic at various stations over NGP division are as under: -

**OUTWARD PARCEL:** P/mats, two wheelers etc

**OUTWARD PERISHABLE ITEMS:** Betelnuts, fish, sweets etc

**INWARD HARD PARCEL:** PP Goods

**INWARD PERISHABLE ITEMS:** Betel leaf, fish seeds etc

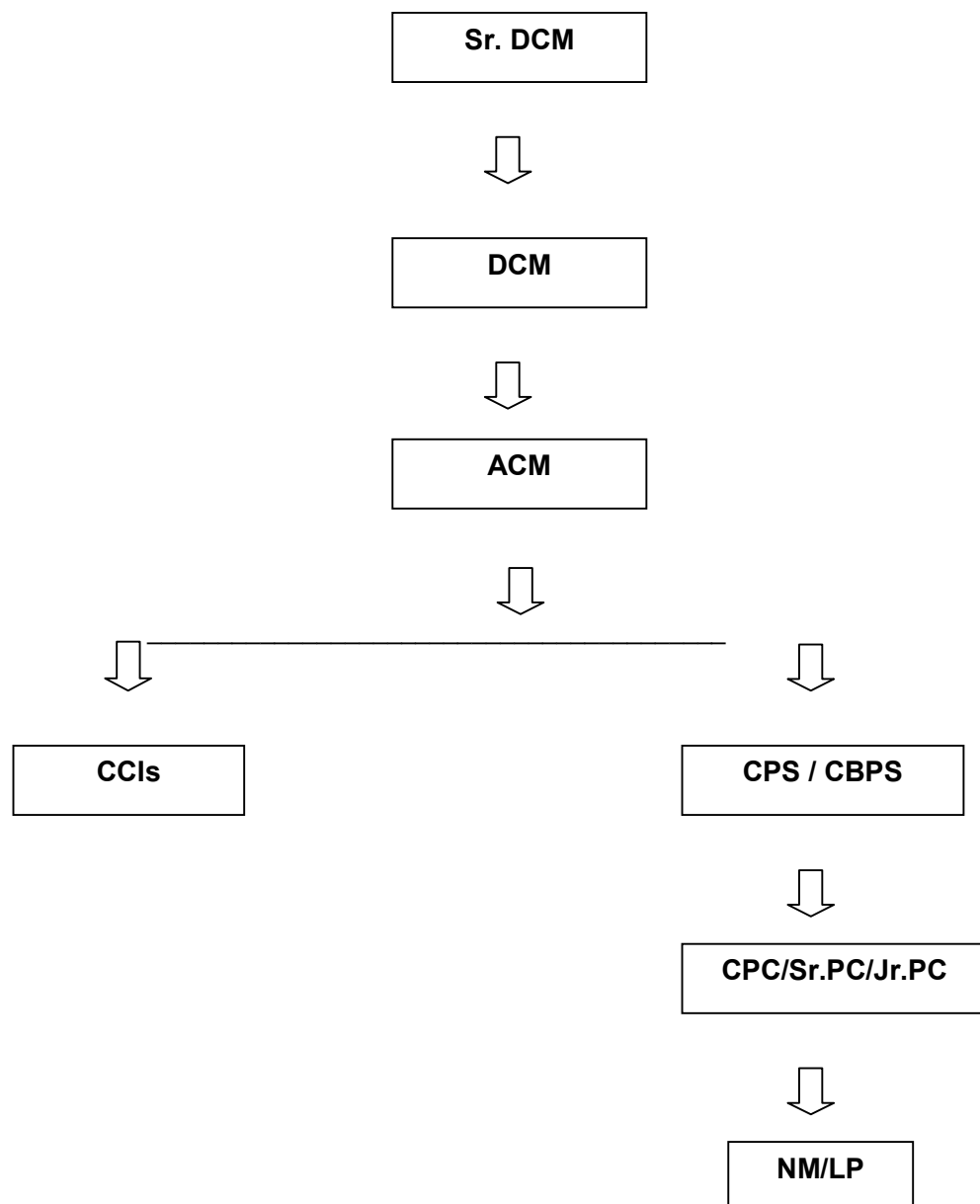
- 1.6** Railway Administration amends time to time transportation policies to suit its customers as well as to Railway by adopting sophistication method in system of working such as containerization Roll on Roll off, leasing policy of SLR, loading / unloading by private contractors & recently introduced rationalization of parcel traffic. Due to introduction of such new policies & change in working system there is a reduction of workload in parcel office & some of the station have been declared closed for parcel traffic. In view of these above mention changes, this work-study is under taken in order to achieve maximum utility of staff. The details of review are penned in ensuing chapters.

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<b>CHAPTER - 2</b>	<b>EXISTING SCENARIO, WORKING PROCEDURE OF PARCEL OFFICE AT NGP DIVISION, CRITICAL ANALYSIS AND RECOMMENDATIONS</b>
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**2.1 Authority of control:** - Sr. DCM / NGP is the overall administrative officer of the commercial department at divisional level.

**2.2 Organization set up chart:** - The organizational structure in form of chart is given below.



**2.3** The items loading on the division is mainly P/mats betelnuts, two wheelers, fish, sweets etc, which are mainly booked from Nagpur station. Major inward commodities are PP Goods, betel leaf, fish seeds news paper/magazine etc

**2.4** At depot level parcel offices are headed by Chief Parcel Supervisor/ Parcel Supervisors, assisted by other staff as Parcel clerks, Number marker & Luggage Porter staff. The general details, existing deployment, work load, working procedure & requirement assessed for Parcel offices at NGP Division

**2.5** **Parcel Office; NGP:-** There are around 732 trains/ week at Nagpur station

**2.5.1 Location & Importance:-** Nagpur (NGP) station is one of the important stations of Nagpur division. It is located at a distance of 837 km from Mumbai CST on CSTM – HWH main line & the last station of Central Railway on this line. It is a historic city attracting people from all over the country.

**2.5.2 Working Hour of Parcel office :-**

**Outward**

General Parcel / Hard Parcel	: 10 to 18 hr.
Perishables	09 to 17 hr.
Luggage booking	: Round the clock
Cloak Room	Round the clock

**Inward**

Delivery of Inward Parcels	: 09.30 to 17.30 hr.
Delivery of Inward Luggage	: Round the clock
Perishables delivery	:08.00 to 16.00 hrs

**2.5.3 Parcel / Luggage commodities:** - The main parcel commodities at NGP depot are as follows:

**Outward:** - P/mats, betelnuts, two wheelers, fish, sweets etc

**Inward:** -PP goods, betel leaf and fish

**2.5.4 Scale Check Parcel / Luggage staff at NGP:** - The sanctioned strength of luggage parcel porter in Nagpur Division is as follows as of JFeb 2018 is given below:-

Sr. No.	Designation	PB (Rs.)	GP (Rs.)	S/S	MO R	Vac	Excess
1	L/porter & N/Marker	5,200 – 20,200	1800	115	60	55	--
<b>Total</b>				115	60	55	-

**Requirement of GR D staff in NGP Parcel depot**

Sr.No	Working at	Number of LPP	Nature of work
1	Office	10	02 for rake sealing + book binding, 02 for maintenance of number book and supply to every counter + stamping on number book, 01 for office peon 03 for stores + courier work of DRM office and 02 for balance sheet returns.
2	Outward	09	01 weighment , 01 number marker, 01 handing over, 01 record sorter, 01Katewale, 04 for lifting and shifting of hard parcel + motorcycle.
3	Inward	10	01 gateman, 02 receiving, 04 shifting parcel, 01 inward sale tax return + sale notice, 01 m/cycle position, 01 cash safe position and collection of loading summary
4	Perishable	06	01 weighment, 01 gateman, 01 number marker, 01 with O/W clerk, 01 VP Loading, 01 for newspaper delivery.
6	Nagpur Batch	12	Lifting and shifting of NGP inward packages, m/cycle, over carried parcel, loaded and empty cash safe etc.
7	Train service	35	Loading and unloading of parcels 10 per shift.
8	Cloak room	06	Booking of luggage and cloak room 2/shift
	<b>Total</b>	<b>88</b>	

Total requirement of LPP is 88 + 15 RG +12 LR = 115 LPP

**Critical analysis on Parcel staff at Balharshah Depot****Scale check**

Sr. No.	Designation	PB (Rs.)	GP (Rs.)	S/S	MOR	Vac	Excess
5	L/porter & N/Marker	5,200 – 20,200	1800	14	13	01	
<b>Total</b>				<b>14</b>	<b>13</b>	<b>01</b>	

- 3 LPP per shift for loading, unloading, lifting, shifting etc = 3X3 =09
- 2 LPP for miscellaneous activities such as rake sealing, maintenance of number book, cloak room duty etc. Total staff required = 9+2 =11 +2RG +1LR = 14

**Depot wise Porters Scale Check of NGP Div (as on 31.1.18)**

Sl	Depot	SS	MOR	VAC
1	NGP	115	60	55
2	NRKR	2	1	1
3	PAR	4	2	2
3	AMF	8	5	3
4	BZU	4	6	+2

5	GDYA	3	1	2
6	AJNI	1	1	0
7	WR	5	5	0
8	PLO	1	2	+1
9	MJRI	1	0	1
10	BUX	1	1	0
11	CD	9	8	1
12	BPQ	14	13	1
13	GGs	3	2	1
14	Total	182	110	72

## 2.5 Stations Open for Parcel

Following depots are available under Nagpur Division,

1) NGP 2) AJNI 3) BPQ 4) BZU

## 2.6 Activities of parcel office:-

As per the Quantum of Traffic & workload, parcel porters / luggage porters staffs have been posted at parcel offices. For smooth functioning of parcel office, the Parcel staffs are required to do various types of activities.

### 2.6.1 The major activities pertaining to Parcel/luggage porters are as under:-

- Loading & Unloading of Parcels.
- Deposit of left Luggage in Cloak room.
- Removal / Delivery of Packages.
- Stocking of Parcels in sheds.
- Transporting/Shifting of packages from one point to another, one Platform to another.

## Nagpur Parcel Depot

Sanctioned Strength: Sanctioned strength of porter Staff at this depot is as under,

Category	S/S	MoR	Vac
Parcel Porter	115	60	55

### Parcel Traffic

Year	Outward			Inward Traffic	
	Package	Wt in Qtls	Earning	Package	Wt in Qtls
2017-18 up to Feb	1206553	343218	131235970	1244585	332621

**: Ajni Parcel Office:**

Sanctioned Strength: Sanctioned strength of porter at this depot is as under,

S/S	MoR	Vac
1	1	0

**Parcel Traffic**

Year	Outward			Inward Traffic	
	Package	Wt in Qtls	Earning	Package	Wt in Qtls
2017-18 up to Feb	59789	18147.8	3011077	18824	4677

**:Balharshah Parcel Depot:**

Sanctioned Strength: Sanctioned strength of porter at this depot is as under,

S/S	MoR	Vac
14	13	1

Year	Outward			Inward Traffic	
	Package	Wt in Qtls	Earning	Package	Wt in Qtls
2017-18 up to Feb	156474	4326.67	1917973	16012	4771

**: Betul Parcel Depot:**

Sanctioned Strength: Sanctioned strength of porter at this depot is as under,

S/S	MoR	Vac
4	6	+2

**Parcel Traffic**

Year	Outward			Inward Traffic	
	Package	Weight	Earning	Package	Weight
2017-18 up to JFeb	10405	7322.68	737472	6478	3890

<b>Chapter III</b>	<b>Critical Analysis</b>
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it is evident that the distribution of staff across the parcel/luggage depot is done on need base basis. It was revealed that due to increase in numbers of trains, Parcel Express Trains, VP/VPUs the workload of parcel handling has increase, however, due to leasing of parcel space the overall workload of parcel handling, departmentally, has reduced. It is seen that due to various factors the workload at various depots varies from time to time and sometimes the existing staff is not sufficient to handle the workload effectively.

Railway has recently adopted the policy of outsourcing the parcel handling activities over **Indian railway**. Many divisions of IR like Ambala of Northern Railway, Jaipur, Jodhpur & Udaipur of North western railway and ADI, Rajkot divisions of Western railway have introduced contracts in parcel handling activities on various Railway stations.

Central Railway may also explore the possibilities of outsourcing all loading/unloading activities at parcel and luggage and the work may be carried out by parcel handling contract. On finalisation of these parcel handling contracts/outsourced, the post of Parcel/Luggage porters may be surrendered.

The present sanctioned strength of Parcel Porters at Nagpur Division is 182 out of these 72 posts are vacant. It is recommended that 182 posts of Parcel/Luggage Porters of Nagpur Division may be surrendered on Outsourcing of Parcel handling through Parcel Handling Contract. The surrender may be implemented in phased manner, i.e. in first Phase 72 vacant posts may be surrendered and in second phase on 110 Roll posts may be surrender after outsourcing of the activity.

**Recommendation:** 182 Posts of Parcel/Luggage Porter may be surrendered in a Phased manner.

### **Chapter-3**

<b>Sr. No</b>	<b>Category</b>	<b>Level</b>	<b>Pay Scale</b>	<b>Mean Value</b>	<b>Monthly Money Value</b>	<b>Yearly per post money value</b>	<b>No. of posts</b>	<b>Total Annual saving</b>
1	Porter	1	18000-56900	37450	39323	471870	182	85880340

**There is a net saving of Rs.85880340 on surrendering the above mentioned surplus posts.**