



**EAST CENTRAL RAILWAY
WORK STUDY REPORT**

**TO ASSESS THE UTILITY OF STAFF STRENGTH
OF TELEPHONE EXCHANGE SAMASTIPUR**

**EFFICIENCY CELL
EAST CENTRAL RAILWAY
HAJIPUR**

Study No. ECR/Efficiency/WSR/SPJ/18-19/10

EAST CENTRAL RAILWAY

**Office of the
General Manager(Vig.)
Hajipur**

No.: - ECR/Effi/WSR/SPJ/18-19/10

Dated: 26.09.2018

**Sr. DSTE
East Central Railway
Samastipur**

**Sub.:- Work study report on adequacy of staff strength of
Telephone Exchange of S&T Department of SPJ Division.**

In connection to the above it is intimated that a work study has been conducted on adequacy of staff strength of Telephone Exchange of S&T Department of SPJ Division

The work study team has recommended to surrender 01 Vacant post of Telephone Superintendent.

Hence it is requested to scrutinize the work study report and send reply within 10 days, so that the report may be finalized and intimated to Railway Board.

DA: Work study report in 07 pages.

(A.Khalifa)
Efficiency Officer
For SDGM

Copy to: (i) CSTE/HJP for kind information please.
(ii) CPO/ HJP for kind information please.
(iii) ADRM/SPJ for kind information please.
(iv) Sr. DPO/SPJ for kind information please.

For SDGM

EAST CENTRAL RAILWAY

WORK STUDY REPORT

TO

ASSESS THE UTILITY OF STAFF OF

TELEPHONE EXCHANGE

OF

SAMASTIPUR DIVISION

EFFICIENCY CELL

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HAJIPUR

Study No. ECR/Efficiency/WSR/SPJ/18-19/10

**REVIEW
OF
STAFF STRENGTH
OF
TELEPHONE EXCHANGE

WORKING
AT
SAMASTIPUR DIVISION
(ECR/Effi/WSR/SPJ/18-19/10)**

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**EFFICIENCY CELL
EAST CENTRAL RAILWAY
HAJIPUR**

EXECUTIVE SUMMARY

Study No.	ECR/Effi./WSR/SPJ/18-19/10
Subject	Review of staff strength of Telephone Exchange of S&T Department of SPJ Division
Area	SPJ
Division	SPJ
Department	S&T
Terms of Reference	Assessment of Man Power requirement
Total No. of Recommendations	01
No. of posts recommended for surrender	01
Financial Implication	12.24 Lakh
Month of Circulation	Sep. 2018

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CHAPTER – I

Introduction:

- 1.1 Telecommunication system plays a great role in the operational system of the Railways. It is like nervous system; which supplies information and compliance of order is done through telecommunication system of the Railways.
- 1.2 Great improvements have been made in the field of telecommunication with the advent of Rail net. In this era of information technology; the telecommunication department of Indian Railways offers the great service to the nation with the opening of Telecom section, optical fiber cable (OFC). Digital microwave communication exchanges have proved to be very useful in providing infrastructure support to the Railway service.
- 1.3 Terms of reference:- To assess the adequacy of staff strength of Telephone Exchange Samastipur Division.
- 1.4 With the advent of OFC, CUG and provision of STD facility, there is a great scope for the review of staff strength in Telephone Exchange Samastipur Division as the role of Telephone Operator has reduced to a great extent.
- 1.5 In pursuance of SDGM/ECR/HJP Efficiency Cell has taken into consideration the review of staff strength of Telephone Exchange Samastipur under the guidance of Sr. DSTE/SPJ.
- 1.6 Methodology:-
 - (i) Discussion with Sr. DSTE/SPJ
 - (ii) Discussion with SSE/Tele.
 - (iii) Assessment of work load.
 - (iv) Arriving at staff requirement.

CHAPTER – II

Present Scenario:-

BOS = 172

MOR = 145

Vacancy = 27

1. Optical Fiber Cable has been completed in whole of the Samastipur Division.
2. Telecom staff are mainly based at Telephone Exchange Samastipur Division.
3. Position of Telecom Station:-

Telecom Station Samastipur:- Two console are working; 01 operators is working in 8 hours shifts.

There are 800 Railway Telephones connected with this exchange.

There are STD and close dialing from Samastipur to all Divisions and HQ and vice versa.

CHAPTER – III

Critical Examination:-

BOS =172

MOR =145

Vacancy =27

Work Study team has examined the work load of telephone operator of Samastipur Division and made justification as under:-

1. Railway has provided CUG Telephone to all Officers , Supervisors, Guard and Drivers. With the provision of CUG phones to Officers and Worker communication facility has improved to a great extent .
2. Direct dialing/STD facility has been provided from almost all points of Railway with the introduction of CUG Telephones and direct dialing facility utility of Telephone operator is diminishing.

3. Railway Board is also of strong view to curtail the staff strength of Telephone Operator..In view of provision of CUG and direct dialing facility, further work load of Telephone Operator has reduced to a great extent. It was observed by the work study team that few calls are being made through Telephone Operator.

4 Position of Telephone Exchange-

(a) Samastipur Exchange – 02 consoles are working in 8 hrs shift.

There are 800 Railway Telephones connected with this Exchange. There are STD and close dialing from Samastipur to all division and HQ vice versa.

One console at Samastipur Exchange may be closed as there is no sufficient work load to operator in SPJ Division. Hence 01 Vacant post of Telephone Superintendent may be surrendered.

Direct Dialing Facilities is available. It is a very important point of SPJ Division.

CHAPTER – IV

Recommendation:-

The Work Study Team recommend as follows:-

There are 02 consoles working at Samastipur Exchange. It has been observed by work study team that out of 02 consoles, 01 console has no sufficient work load due to STD, CUG and Direct Dialing Facility. Hence 01 console may be closed and 01 Vacant post of Telephone Superintendent may be surrendered.

CHAPTER VI

SUMMARY

The work Study Team after critically examining the work load of different categories of staff, recommends surrender of following Post as under:-

S. No	Category	BO S	MO R	Requirement	Excess	Remark
1	Telephone Superintendent	01	00	00	01	01 Vacant post may be surrendered
Total		01	00	00	01	

CHAPTER – V

FINANCIAL SAVINGS :-

If the recommendation of the study report is implemented, the annual recurring financial savings will be as under:

S. No.	Category	Scale of Pay(Rs)	Grade Pay	Level	No. of Post	Mean pay per Month (Rs)	Annual financial savings (Rs)
1.	Telephone Superintendent	9300-34800	4600	7	01	102079	1224948
TOTAL							i.e. 12.24 Lakh

Annexure

Staff Strength of Telephone Exchange of Samastipur Division.

S. N o.	De ptt	Categ ory	Scale	Grad e Pay	Sanctio ned Strengt h	Men on Roll	Vacancy
1.	S& T	T.S	9300-34800	4600	01	00	01
2.		C.T.O	9300-34800	4200	02	02	00
3.		SSE	9300-34800	4600	15	13	02
4.		J E	9300-34800	4200	07	07	00
5.		MCM	9300-34800	4200	25	24	01
6.		TCM	5200-20200	2800	49	13	36
7.		TCM I	5200-20200	2400	12	06	06
8.		TCM II	5200-20200	1900	04	20	+16
9.		Cable/ Jointe r/III	5200-20200	1900	02	00	02
10		Helpe r	5200-20200	1800	55	58	+03
TOTAL					172	145	27

