



## WORK STUDY REPORT

ON

REVIEW OF LUGGAGE /PARCEL PORTERS

STAFF WORKING OVER DELHI DIVISION EXCEPT DELHI JN.

2018-19

### WORK STUDY TEAM

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DATE OF COMPLETION:	30.05.2018

GUIDANCE  
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NO.16-CP/11/WS/2018-19

CENTRAL PLANNING CELL  
NORTHERN RAILWAY  
BARODA HOUSE  
NEW DELHI.

## EXECUTIVE SUMMARY

The study was allotted to the Central Planning Cell, HQ office to identify redundant/unproductive activities in working of Luggage/Parcel porters' staff over Delhi Division except DLI Parcel Office.

### STAFF POSITION

The total sanctioned and on roll strength of Group 'D' commercial staff being reviewed over Delhi Division is as under:-

S.N.	Parcel Offices	Category	S/S	O/R	Vac.
1	Delhi main	Luggage	247	136	111
2	Other than Delhi Main	Parcel/porter	384	164	220
Total			631	300	331

No. of posts identified as surplus and recommended for surrender: -

Gr. 'C' = Nil

Gr. 'D' = 280 posts

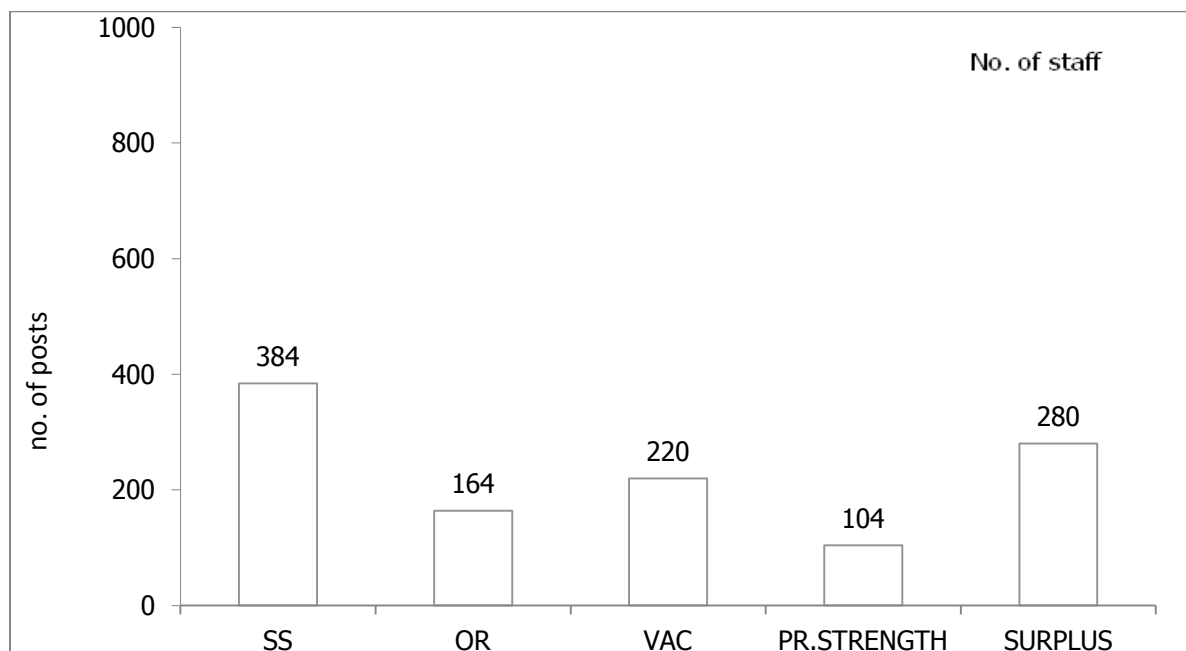
Total = 280 posts

### FINANCIAL IMPLICATIONS

Anticipated recurring savings = Rs. 1346.41 lacs per annum.

Capital saving = Nil

Total = Rs. 1346.41 lacs per annum



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## SYNOPSIS

Indian Railways are the fourth largest system in the world under a single management with a network spread all over the country. With humble beginning in 1853 the railways have served the nation as the principle mode of transport. Railway is the cheapest mode of transport in the country. Its two fold objectives are to transport passengers and freight traffic from one place to another place. Indian railways play a vital role not only to compete with road transport but also globally with other railways of the world.

Parcel handling at stations has for long remained one of the major concerns for the Railways. With the growing parcel traffic, parcel loading/unloading and its handling at platforms has become chaotic. The adoption of technological up gradations has become inevitable that at the same time, it is very challenging due to financial constraints. The efforts of privatization can also be seen in commercial department due to which closure of piecemeal booking in goods and parcels, leasing of SLRs/VPUs in various trains and running blue parcel trains have been introduced. In view of above, there was decline in goods (piece-meal) and parcel traffic which resulted in redundancies in the working and subsequently many activities are getting closed down.

Keeping in view above, SDGM/NR has assigned the work study on "Review of luggage/Parcel staff working over Delhi Division except DLI Jn." to identify redundant and unproductive activities vis-à-vis existing workload. The work study team conducted a review and identified 280 posts as surplus to the existing requirement for surrender which will yield recurring saving to the tune of Rs. 1346.41 lacs per annum, if implemented in toto.

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## SUMMARY OF RECOMMENDATIONS

Rec No	Recommendations	Refer para no.	Accepting/ Implementing authority
1	It is proposed that 280 posts of luggage/parcel porter identified as surplus Parcel Offices over Delhi Division are identified as surplus and recommended for surrendered. Luggage porter Gr.Rs.5200-20200-1800= 280	2.7.4	ADRM/Admin./ NDLS Sr.DCM/C/DLI Sr. DCM/Freight/DLI Sr.DPO/C/DLI

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## ACKNOWLEDGEMENT

The Work Study team is highly grateful to Sh. Vikas Purwar, ADRM/Admin/DLI, Sh. Hemendra Kumar, Sr DCM/C/DLI, Smt Madhusmita Mahapatra, Sr.DCM/Freight/DLI and Sh. Devendra Kumar, Sr.DPO/C/DLI for giving their valuable guidance for conducting the study. The team is also thankful to all other functionaries for extending their cooperation in providing necessary data/information during the course of study.

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## **1.0.0 INTRODUCTION**

1.1.0 The Commercial Department on Indian Railways plays a very important role in revenue earning. Its main source of earning is passenger, traffic and goods traffic. The commercial department provides adequate passenger amenities for travelling passenger at stations and in trains.

1.2.0 The Luggage/Parcel Porter staff is posted in parcel Offices over the Delhi Division. The Railway Board's policy to run leased SLRs (Front and Rear) of mail/express trains and Blue line parcel services on specified stations has reduced the workload of parcel offices. Also due to adoption of modern technological and upgradation in system of working certain activities have become redundant/unproductive/wasteful.

1.3.0 Keeping in view above, SDGM/NR has assigned a work study on "Review of luggage/Parcel porter staff working in Parcel Offices over Delhi Division except Parcel Office, DLI" with a view to optimize utilization of Luggage/Parcel Porter staff and identify the surplus for surrender to improve the economy.

## **1.4.0 TERMS OF REFERENCE**

The work study has been conducted under the following terms of reference: -

- i) To review staff strength vis-à-vis workload.
- ii) To suggest ways and means to identify redundant/unproductive activities to eliminate wasteful expenditure.
- iii) To suggest ways and means to improve the system economically in view of modernization and systems development.

## **1.5.0 METHODOLOGY ADOPTED**

The following method study and work measurement techniques were adopted to conduct the study: -

- i) Data collection and its critical analysis.
- ii) Work sampling, analytical estimation, spot observations, physical checks and yardstick in vogue, if any, to assess the performance of staff.
- iii) Held discussions at various levels.

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## 2.0.0 BRIEF DESCRIPTION, STAFF POSITION, WORKLOAD, CRITICAL ANALYSIS, REQUIREMENT OF STAFF, RECOMMENDATIONS & OBSERVATIONS

### 2.1.0 BRIEF DESCRIPTION

Delhi Division is an important division of Northern Railway which is spread over an area of 1298.66 route kilometer over the division. Being Capital of country it is linked to every big city and state capitals. Delhi Division earns a huge profit for Northern Railway.

2.2.0 Due to modernization and system development in every sphere of railway working some parcel activities like leasing of SLRs/VPU trains and running of blue parcel services has resulted in a sizeable workload of parcel offices has been reduced considerably over Delhi Division. The work study team visited major junction stations and other stations over Delhi Division to collect the quantum of workload to calculate the requirement of Luggage/Parcel Porter staff.

### 2.3.0 STAFF POSITION

There are 16 parcel booking stations over Delhi Division. A separate work study of Parcel Office, DLI (Main) has already been conducted in 2017-18 so this work study is confined to the remaining 15 parcel offices (except DLI Jn). The consolidated staff position is being tabulated below:-

Table -I

S.N.	Parcel Offices	Category	S/S	O/R	Vac.
1	Delhi main	Luggage	247	136	111
2	Other stations	Parcel/porter	384	164	220
Total			631	300	331

As this review is confined to 15 Parcel Offices except DLI Jn, the staff position is depicted below :-

Table -II

S.N.	Category	S/S	O/R	Vac.
1	Luggage/Parcel porter	384	164	220
Total		384	164	220

The above Table-II reveals that the sanctioned strength of Luggage/Parcel porter staff for 15 parcel offices is 384 whereas 164 are on roll with 220 vacant posts.



#### 2.4.0 CRITICAL ANALYSIS

- (i) The Railway Board's policy for leasing of SLR/VPUs and running of blue parcel services has reduced the workload of parcel offices.
- (ii) The work study team therefore applied the analytical estimation of method study and yardstick. The weight per parcel package is taken as 40 kg. The total weight handled is based upon total packages and worked out by comparing with the actual weight handled. The team has considered the higher value of the two weights handled while assessing the requirement of parcel porters.
- (iii) The Luggage/Parcel porter category has been declared as diminishing cadre by the Railway Board. So no intake is being conducted in this category.

#### 2.5.0 YARDSTICK

The work study team applied the yardstick for calculating the requirement of Luggage/Parcel porters in the following way. As per norms one luggage/parcel porter is required to handle 40 Qtls or 4 MT of parcel packages per day

#### 2.6.0 REQUIREMENT OF LUGGAGE/PARCEL PORTER STAFF AND RECOMMENDATIONS

There are total 16 stations for booking of luggage and parcel i.e. DLI, NDLS, HNKM, ANVT, DEE, PTNR, ANDI, MTC, MUT, MOZ, DBD, JHI, NRW, TUN, BLZ and PNP. The work study team has classified 06 stations as major and rest 10 stations as minor.

MAJOR PARCEL DEALT STATIONS = 07

(NDLS, DLI, HNKM, DEE, ANVT, MTC, & MOZ)

MINOR PARCEL DEALT STATIONS = 09

(BLZ, DBD, NDAZ, TUN, NRW, JHI, PNP, ANDI & PTNR)

#### ACTIVITIES/DUTIES OF LUGGAGE PORTERS

The daily duties of luggage/Parcel porters for effective and smooth functioning of parcel traffic are as under:-

- i) Loading and unloading of parcel packages in trains.
- ii) Shifting and transferring of packages from one point to another.
- iii) Sorting of packages after unloading.
- iv) Stacking/storing of packages in parcel inward/outward sheds.

- v) Removal of packages for delivery to owner.
- vi) Handling of packages for weighment alongwith other misc. work i.e., stamping PWB, cleaning of record etc.

2.6.1

## REQUIREMENT OF LUGGAGE PORTERS FOR MAJOR PARCEL OFFICES

2.6.2

### NEW DELHI STATION.

CPS/NDLS apprised that presently the leasing parcels is running smoothly for 37 trains and 03 VPHs.

#### WORKLOAD

The number of packages and weight handled by luggage porters at New Delhi is given below:-

S.N o.	Year	Total packages	Total weight (In Qtls)
1	2015-16	5990206	3848722
2	2016-17	5643729	3378598
3	2017-18	5397714	3431746
Total		17031649	10659066
Avg/Day		15554	9734
Wt handled/day		15554x40Kg =622161 Kg or 622.161 MT	973 MT

The average weight handled per day is 973 MT (actual handled). As per norms one luggage porter is required to handle 40 Qtls or 4 MT of parcel packages per day. The requirement of luggage porter at New Delhi Station comes to  $973/4 = 243.25$

The requirement of luggage/Parcel porter	= 243.25
For clock room 4 staffx3 shifts(For both sides)	= 12.00
For CPS office & Misc. activities	= 1.00
Total	= 256.25
Add RG @ 16.5% on 256.25	= 42.28
Add LR @ 12.5% on 298.53	= 37.31
Total	= 335.84 or say 336.

The requirement of luggage/Parcel porters at New Delhi Station comes to 336 posts. The on roll strength of Luggage/Parcel porter staff at NDLS is 118. The Luggage/Parcel porter category has been declared as diminishing cadre by the Railway Board and no intake is allowed. It is also fact that the departmental labour cost much higher than the contractual labour. So it will be not economical to run the Parcel Office, NDLS with the departmental labour. Being a major station, the outsourcing of labour can easily be done. If the outsourcing of Parcel Porter activities is prove successful in NDLS station then it may be extended to other Delhi area stations i.e. DLI, HNZM, DEE and ANVT. Railway Board has issued guidelines to outsource entire top-to-toe parcel handling activities to maximize the earning and to provide world class

facility and service to the customers. The work-study team is of the opinion that the Luggage/Parcel Porter activities of Parcel Office, NDLS be outsourced.

### 2.6.3 HAZRAT NIZAMUDDIN STATION

#### WORKLOAD

The number of packages and weight handled by parcel porters at Hazrat Nizamuddin station is given below:-

S.No	Year	Total packages	Total weight (In Qtls)
1	2015-16	1008931	358932
2	2016-17	1105383	458958
3	2017-18	1109929	456090
Total		3224243	1273980
Avg/Day		3224243/1095=2945	1163.45 Qtls
Wt handled/day		2945x40 Kg=117800 Kg or 117.80 MT	116.34 MT

#### DEPLOYMENT OF LUGGAGE/PARCEL PORTER AT HNZN

SN	Point of work	No. of P/Porter
1	CRS Office and Record	01
2	Out Ward Parcel and luggage booking	02
3	Inward Godown	01
4	Cloak Room	04
4	Luggage	01
5	Out Ward Hard parcel booking	02
6	Platform	06
	TOTAL	17

The work study team discussed with CPS/HNZN about the prevailing workload of Inward and Outward packages being dealt by luggage porters at HNZN stations. CPS/HNZN apprised that leasing of SLR/VPU at HNZN started in the year 2007 and presently the system is running smoothly for 23 trains and 13 VPH. The team visited the points where luggage porters were deployed

The average weight handled per day is 117.80 MT (actually handled). The requirement of luggage porters at HNZN Station comes to 117.78/4

$$= 29.45$$

The requirement of Luggage/Parcel Porter = 29.45

For clock room 1x3 shifts = 03.00

For CPS office & Misc. activities = 1.00

Total = 33.45  
 Add RG @ 16.5% on 33.45 = 5.51  
 Add LR @ 12.5% on 38.96 = 4.87  
 Total = 43.83\_or say 44

The requirement of luggage/Parcel porters at HNKM Station comes to 44 posts.

## 2.6.5

### DELHI SARAI ROHILLA STATION

CPS/DEE apprised that leasing of SLR/VPU at DEE is running smoothly in 04 trains for 06 SLRs.

#### WORKLOAD

The number of packages and weight handled by parcel porters at Delhi Station is given below:-

S.No.	Year	Total packages	Total weight (In Qtls)
1	2015-16	365983	154979
2	2016-17	446597	203141
3	2017-18	44276	211691
Total		1253850	569811
Avg/Day		1145	520.37
Wt handled/day		1145x40=45802 or 45 MT	52 MT

#### DEPLOYMENT OF LUGGAGE/PARCEL PORTER AT DEE

SN	Point of work	No. of P/Porter
1	CRS Office and Record	01
2	In rotation	03
3	For marking of parcels	01
4	RG/LR	01
	TOTAL	06

The average weight handled per day is 52 MT (actually handled). The requirement of luggage porters at Delhi Sarai Rohilla Station comes to 52/4

= 13.00  
 Add RG @ 16.5% on 13 = 2.14  
 Add LR @ 12.5% on 15.14 = 1.89  
 Total = 17.03\_or say 17

The requirement of luggage porters at Delhi Sarai Rohilla Station comes to 17 posts.

## 2.66

### ANAND VIHAR TERMINAL STATION

CPS/ANVT apprised that leasing of SLR/VPU at ANVT is running smoothly in 22 trains for 22 SLRs.

**WORKLOAD**

The number of packages and weight handled by parcel porters at Delhi Station is given below:-

S.No.	Year	Total packages	Total weight (In Qtls)
1	2015-16	114377	154979
2	2016-17	868601	203141
3	2017-18	126604	201691
Total		1109582	559811
Avg/Day		1013.31	511.24
Wt handled/day		1013.31X40 Kg =40532.67 Kg or 40.53 MT	51.12 MT

**DEPLOYMENT OF LUGGAGE/PARCEL PORTER AT DEE**

SN	Point of work	No. of P/Porter
1	CRS Office and Record/RG&LR	01
2	In rotation	03
	TOTAL	04

The average weight handled per day is 51.12 MT (actually handled). The requirement of luggage porters at ANVT Station comes to 51.12/4

$$= 12.78$$

$$\text{Cloak room (1x3)} = 03.00$$

$$\text{Add RG @ 16.5\% on 15.78} = 2.60$$

$$\text{Add LR @ 12.5\% on 18.38} = 2.29$$

$$\text{Total} = 20.67 \text{ or say } 21$$

The requirement of luggage porters at ANVT Station comes to 21 posts.

**2.6.7****MEERUT CITY STATION**

CPS/MTC informed that there is no lease in SLRs/VPUs

**WORKLOAD**

The number of packages and weight handled by luggage porters at MTC is given below:-

S.No.	Year	Total packages	Total weight (In Qtls)
1	2015-16	64177	38641
2	2016-17	73748	46789
3	2017-18	55174	35368
Total		193099	120798
Avg/Day		176.34	110.31
Wt handled/day		176.34x40 Kg=7053.60 Kg or 7.53 MT	11.03 MT

**DEPLOYMENT OF LUGGAGE/PARCEL PORTER AT MTC**

SN	Point of work	No. of P/Porter
1	CRS Office and Record	01
2	In rotation	04
3	RG/LR	01
	TOTAL	06

The average weight handled per day is 11.03 MT (actually handled). The requirement of luggage porters at MTC Station comes to 11.03/4

= 2.75

For I/W Parcel = 1.00

For O/W Parcel = 1.00

Total = 4.75

Add RG @ 16.5% on 4.75 = 0.78

Add LR @ 12.5% on 5.53 = 0.69

Total = 6.22 or say 06.

The requirement of luggage/Parcel porters at MTC Station comes to 06 posts.

## 2.6.8

### MUZZAFAR NAGAR STATION

CPS/MOZ informed that there is no lease in SLRs/VPUs

#### WORKLOAD

The number of packages and weight handled by luggage porters at MOZ Station is given below:-

S.No.	Year	Total packages	Total weight (In Qtls)
1	2015-16	43750	38993
2	2016-17	46516	41585
3	2017-18	32345	36992
Total		122611	117570
Avg/Day		111.97	107.36 Qtls.
Wt handled/day		111.9 X 40 Kg= 4479 Kg or 4.47 MT	10.73 MT

#### DEPLOYMENT OF LUGGAGE/PARCEL PORTER AT DEE

SN	Point of work	No. of P/Porter
1	In rotation	03
2	RG/LR	01
	TOTAL	04

The average weight handled per day by luggage porters at MOZ station is 10.73 MT (actually handled). The requirement of luggage porters at MOZ

Station comes to 10.73/4 = 2.68

Add RG @ 16.5% on 2.68 = 0.44

Add LR @ 12.5% on 3.12  $= 0.39$   
 Total  $= 3.51$  or say 04.

The requirement of luggage porters at MOZ Station comes to 04 posts.

### 2.7.3 REQUIREMENT OF LUGGAGE PORTERS FOR MINOR PARCEL OFFICES

There are 09 minor parcel dealing stations over Delhi Division where luggage/parcel porters are posted. The workload of these stations is not sufficient to deploy luggage/parcel porters as per existing yard stick. The team has not considered the working of these parcel offices on the basis of yardstick and proposed Luggage/Parcel porters to keep the bare requirement.

S.No.	Station	Existing strength	Proposed strength
1	Meerut Cantt(MUT)	01	02
2	Deoband(DBD)	-	02
3	Jind Jn(JHI)	04	03
4	Narwana(NRW)	01	01
5	Tohana(TUN)	-	01
6	Budhlada(BLZ)	01	01
7	Panipat Jn(PNP)	02	02
8	New Aadarsh Nagar(ANDI*)	-	-
9	Patel Nagar(PTNR**)	-	-
Total		09	12

\*At ANDI station I/W lease traffic is seasonal for 2 to 3 months. The loading/unloading is done by the contractual labour so there is no requirement of Luggage/Parcel porter and therefore no deployment at ANDI.

\*\* At PTNR station lease traffic is of rake system. A rake consists 15 VPUs and 01 SLR and loading/unloading is done by the contractual labour. Thus there is no requirement of Luggage/Parcel porters

#### 2.7.4 EXISTING, PROPOSED AND SURPLUS STRENGTH OF LUGGAGE PORTERS OVER DELHI DIVISION

The existing sanctioned strength of luggage porters over Delhi Division except DLI Main is 384 posts. The existing on roll strength, proposed requirement and surplus/shortage of parcel porters over Delhi Division except DLI Main is summarized as under:-

SN	Station	S/Strength	On Roll	Proposed strength	Identified surplus
1	NDLS	384	118	-	May be outsourced.
2	HNZM		17	44	
3	DEE		06	17	
4	MTC		06	06	
5	MOZ		04	04	
6	ANVT		04	21	
6	Other minor stations		09	12	
Total		384	164	104	280

The sanctioned strength of luggage/Parcel porter for the stations confined in this review is 384 posts and proposed requirement comes to 104. Thus 280 posts of luggage/Parcel porters are identified as surplus and recommended for surrender.

##### RECOMMENDATION NO.1

It is proposed that 280 posts of parcel porters in Gr.RS. 5200-20200-1800 are identified as surplus and recommended for surrender.

Luggage/Parcel Porter Gr.Rs. 5200-20200-1800 = 280 posts.



### 3.0.0 FINANCIAL IMPLICATIONS

3.1.0 The annual expenditure as per 7<sup>th</sup> CPC on Luggage/Parcel porter staff working at Parcel Offices over DLI Division except Delhi Jn. is as under:-

S.No.	Category	Grade Rs.	Monthly value per post	S/S	Monthly expenditure	Annual expenditure
1	Luggage/Parcel Porter	5200-20200-1800	40072	384	15387648	184651776.00
Total				384		184651776.00

The above table reveals that the annual expenditure being incurred on 384 sanctioned posts of Luggage/Parcel porters working at Parcel Offices over DLI Division except Delhi Jn. is Rs. 184651776.00

3.2.0 Proposed strength: The annual expenditure on the proposed strength of Luggage/Parcel porters working at Parcel Offices over DLI Division except Delhi Jn. is as under:-

S.No.	Category	Grade Rs.	Monthly value per post	S/S	Monthly expenditure	Annual expenditure
1	Luggage/Parcel Porter	5200-20200-1800	40072	104	4167488	50009856.00
Total				104		50009856.00

The above table reveals that the total expenditure on 104 proposed strength of Luggage/Parcel porters for Parcel Offices over DLI division except Delhi Jn. will be reduced to ₹ 50009856.00 instead of ₹ 184651776.00 and net saving will be ₹ 134641920.00 per annum.

### 3.3.0 ANTICIPATED RECURRING SAVINGS

S.No.	Category	Pay scale + Grade pay ₹	No. of posts	Rec. No	Monthly value per post ₹ .	Total annual recurring saving ₹ .
1	Luggage/Parcel porter	5200- 20200- 1800	280	1	40072	134641920.00
Total			280			134641920.00

No. of posts identified as surplus: -

Group 'C' = NIL

Group 'D' = 280 posts

Total = 280 posts

Anticipated recurring saving = ₹ 1346.41 lacs per annum

Capital saving = Nil

Total saving = ₹ 1346.41 lacs per annum

\*\*\*\*\*

### WORK STUDY REPORT DETAILED CHART

Department : - Commercial

Name of study : - Review of Luggage /Parcel Porter working in Parcel Offices over Delhi Division except Parcel Office, DLI.

Activity centre: - Parcel Offices over DLI division.

S N	Sub activity	Brief description of workload	Actual staff deployed	Work Study recommend- ations	Representative workload
1	Parcel Offices over DLI division.	Loading and unloading of luggage/parcel packages, marking and shifting.	SS= 384 posts OR= 164posts Vac=220 posts	(i) Staff proposed =104 posts (ii)Staff identified surplus=280 posts	Leasing of SLR/VPUs and Blue Parcel services have reduced the workload of Parcel Offices over DLI division.

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## LIST OF ANNEXURES

S.N.	Description	Annex. No.
1	Staff position of Luggage/parcel porters working in Parcel Offices over DLI division.	I
2	Letter No. 16-CP/11/WS/18-19 dt. 05.05.2018 to conduct the study	III

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## ANNEXURE NO.I

staff position of Luggage/Parcel Porters working in Parcel Offices over DLI division.

S.No	Category	Pay scale + Grade Pay	Sanctioned Strength	On roll	Variation
1	Luggage/parcel Porter	5200-20200-1800	384	164	220

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