



WORK STUDY REPORT

ON

REVIEW OF

PARCEL PORTERS

WORKING IN PARCEL OFFICES LUCKNOW AND VARANASI

2018-19

WORK STUDY TEAM

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Central Planning Cell  
Northern Railway  
Headquarters Office,  
Baroda House,  
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## EXECUTIVE SUMMARY

This study was allotted to Central Planning Cell, HQ Office, on the directive of SDGM/NR to identify redundant/unproductive/wasteful activities of Luggage/Parcel Porters staff working in Parcel Offices LKO and BSB and suggest ways and means to improve the manpower productivity and economy.

### STAFF POSITION

The total sanctioned and on roll strength of Parcel Porters staff working in Parcel Offices LKO and BSB is as under:-

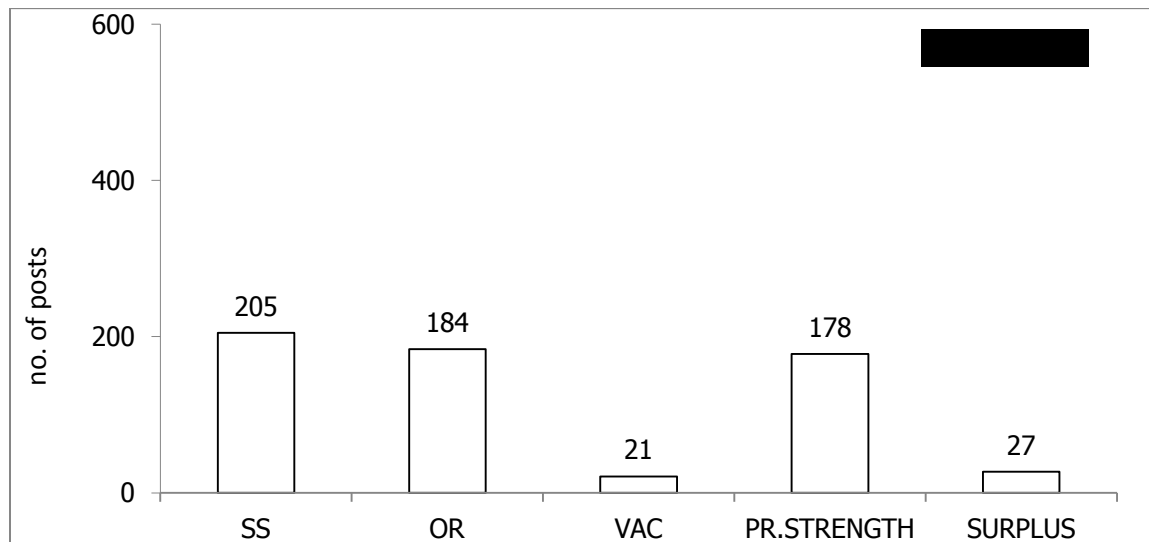
S.No.	Station	Category	S/S	O/R	Var.
1	LKO	Parcel porters	110	104	06
2	BSB		95	80	15
Total			205	184	21

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

Gr. 'C' = NIL  
Gr. 'D' = 27 posts  
Total = 27 posts

### FINANCIAL IMPLICATIONS

Anticipated recurring savings = ■ 132.26 lacs per annum.  
 Capital saving = Nil  
 Total = ■ 132.26 lacs per annum



## I N D E X

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## SYNOPSIS

Indian Railways is one of 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.

The adoptions of technological up gradations have 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, running blue parcel trains have been introduced. In view of above, there has been 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 of above, SDGM/NR assigned work study on "Review of parcel porters working in Parcel Offices LKO & BSB " to the Central Planning Cell, HQ Office, with a view to achieve manpower productivity and economy. The strength of luggage/parcel porter staff was critically examined vis-à-vis existing workload. The team identified 27 posts as surplus and recommended for surrender. The implementation of the recommendations contained in the report will yield a recurring saving worth ■132.26 lacs per annum to the administration.

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## SUMMARY OF RECOMMENDATIONS

S. N.	Recommendations	Refer para No.	Accepting/ implementing authority.
1	It is proposed that 27 posts of luggage/Parcel porter are identified as surplus and recommended for surrender from Parcel Offices LKO & BSB. Luggage/parcel porters Gr. ■5200-20200-1800 =27 posts.	2.4.2	ADRM/Admin./LKO Sr.DCM/LKO Sr.DPO/LKO

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## ACKNOWLEDGEMENT

The Work Study team is highly grateful to Sh. Amit Shrivastava, ADRM/Admin./LKO, Sh. Jagtosh Shukla, Sr.DCM/LKO and Sh. M.B.Singh, Sr.DPO/LKO 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.

1.2.0 The Luggage/Parcel porter are posted in Parcel Offices at different locations. The Railway Board's policy to run leased SLRs of mail/express trains and Blue line parcel services on some specified sections, has reduced the workload of parcel offices. Also due to adoption of modern technological and up gradation in system of working certain activities have become redundant/unproductive/wasteful.

1.3.0 Keeping in view of above, SDGM/NR has assigned a work study on "Review of parcel porter staff working in Parcel Office LKO & BSB of LKO division", with a view to optimize utilization of luggage/parcel porters staff and identify the surplus for surrender to improve the economy

### **1.4.0 TERMS OF REFERENCE:**

The following terms of references were adopted for conduct of the study:-

1. To review staff strength vis-à-vis existing workload.
2. To identify redundant/unproductive activities with a view to eliminate wasteful expenditure
3. To suggest ways and means to improve the efficiency and productivity of the system

### **1.5.0 METHODOLOGY ADOPTED**

The following techniques of work study were adopted to conduct the study:- -

1. Data Collection and its analysis to assess the factual status of existing workload.
2. Work sampling, physical observation, spot checks, analytical estimation, prevailing yardstick in vogue if any, to assess the actual requirement.
3. Held discussions at various levels.

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## 2.0.0 BRIEF DESCRIPTION, STAFF POSITION, CRITICAL ANALYSIS REQUIREMENT OF STAFF AND RECOMMENDATIONS.

### 2.1.0 BRIEF DESCRIPTION

2.1.1 The Lucknow division is one of the important divisions of Northern Railway which is spread over an area of 1458.94 route kms. It is situated on main line and connected to MB, DLI, NCR and NER.

2.1.2 Modernization and system developments introduced in almost every sphere of Railway working have made some activities as redundant/wasteful/unproductive. Computerization in reservation/ booking tickets, point to point full rake loading in goods, leasing out of SLRs in parcel, parcel vans/trains etc. have proved efficient and economical.

2.1.3 Consequently, the workload of parcel porter staff has reduced considerably. Keeping in view above, SDGM/NR has desired to conduct "Review of parcel Porters working in Parcel Offices LKO and BSB of LKO division" with a view to achieve manpower productivity and economical.

### 2.2.0 STAFF POSITION

The staff position collected from 'P' Branch and commercial branch is being tabulated below:-

S.No.	Station	Category	S/S	O/R	Var.
1	LKO	Parcel porters	110	104	06
2	BSB		95	80	15
Total			205	184	21

The above table reveals that the sanctioned strength of parcel porters of LKO and BSB stations is 205, the on roll strength is 184 and 21 posts are lying vacant.

### 2.3.0 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) Since manpower is the biggest component of the expenditure of Indian Railways, rightsizing of manpower to reduce unit costs is an effective way to increase efficiency of Indian Railway
- (iv) The Parcel porter category has been declared as diminishing cadre by the Railway Board. So no intake is being conducted in this category.
- (v) The Parcel Porter staff falls in the non safety category and has also been declared redundant by the Railway Board and as per directives issued by GM/NR Letter no. 807-E/surrender of posts/, MPP\*2017 dt/ 08/02/2017.

## 2.5.0 YARDSTICK

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

### ACTIVITIES/DUTIES OF LUGGAGE PORTERS

The daily duties of luggage porters for effective and smooth functioning of parcel traffic is 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.

## 2.6.0 REQUIREMENT OF PARCEL PORTERS FOR PARCEL OFFICES LKO AND BSB STATIONS

## 2.6.1(i) Lucknow station

The sanctioned strength of parcel porters working at LKO station is 110 whereas 104 are on roll with 06 vacant posts.

**WORKLOAD**

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

S.No.	Year	Total packages	Total weight (In Qtls)
1	1016-17	1002123	388659
2	2017-18	901911	293580
3	2018-19 (up to september 2018)	434555	134332
Total		2338589	816571
Avg/Day		2338589/913=2561	816571/913=894.38 Qtls.
Wt handled/day		2561x40=102440 or 102.44 MT	89.43 MT

The average weight handled per day is 102.44 MT (actual handled). As per norms one luggage porter is required to handle 40 Qtls or 4 MT of parcel packages per day.

1	The requirement of luggage porter at LKO Station comes to $102.44/4=25.61$	25.61
2	For PF 1, 8 & 9 (in three shifts on both ends)	09.00
3	For PF 2 & 3 (in three shifts on both ends)	06.00
4	For PF 4 & 5 (in three shifts on both ends)	06.00
5	For PF 6 & 7 (in three shifts on both ends)	06.00
6	For clock room in three shifts i.e 02 in each shift	06.00
7	To work as seal man in three shifts i.e 02 in each shift	06.00
8	To work in luggage office in three shifts i.e. 02 in each shift	06.00
9	For CPS office and Misc. activities	02.00
	Sub Total	72.61
	Add RG @ 16.5% on 72.61	11.98
	Sub total	84.59
	Add LR @ 12.5% on 84.59	10.57
	G. Total	95.16 or say 95

The sanctioned strength of parcel porters working at LKO station is 110 and the actual requirement comes to 95 staff. So 15 posts of parcel porter staff are identified as surplus and recommended for surrender.

### 2.6.1 (ii)VARANASI STATION

The sanctioned strength of parcel porters working at Varanasi station is 95 and 80 are on roll with 15 vacant posts.

#### WORKLOAD

The no. of packages and weight handled by parcel porters at Varanasi station is given below:-

S.N	Year	Total packages	Total weight handled in Qtls.
1	2016-17	904900	411286
2	2017-18	843332	349157
3	2018-19 (up to september 2018)	361624	130621
Total		2110856	891064
Avg/day		2110856/913=2312	891064/913=975.9 Qtls
Weight handled/day		2312x40=92480 kg or 92.48 MT	975.9 Qtls or 97.59 MT

The average weight taken as handled per day is 97.59 MT. The requirement of parcel porters at BSB (Varanasi) station comes to  $97.59/4=24.39$

1	The requirement of luggage porter at LKO Station comes to $97.59/4=24.39$	24.39
2	For outward parcel shed in three shifts	06.00
3	For inward parcel shed in three shifts	06.00
4	For PF 4 & 5 in three shifts	06.00
5	For PF 6 & 9 in three shifts	06.00
6	For clock room in three shifts i.e 02 in each shift	06.00
7	For City Booking office in three shifts	05.00
8	For CPS,CBS and CRS office	03.00
9	For Chief Area Manager's office	01.00
10	Sub Total	63.39
11	Add RG @ 16.5% on 63.39	10.45
12	Sub total	73.84
13	Add LR @ 12.5% on 73.84	9.23
Grant Total		83.07 or say 83 staff

2.6.2 EXISTING, PROPOSED AND SURPLUS STRENGTH OF PARCEL PORTERS AT LKO AND BSB PARCEL OFFICES.

SN	Station	S/S	O/R	Proposed strength	Identified surplus
1	LKO	110	104	95	15
2	BSB	95	80	83	12
Total		205	184	178	27

RECOMMENDATION NO.1

It is proposed that 27 posts of parcel porters in Gr.RS. 5200-20200-1800 are identified as surplus and recommended for surrender from Parcel Offices, LKO and BSB.

Luggage/Parcel Porter Gr. Rs. 5200-20200-1800 = 27 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 LKO and BSB of LKO division is as under:-

S.No.	Category	Grade Rs.	Monthly value per post	S/S	Monthly expenditure	Annual expenditure
1	Parcel Porter	5200-20200-1800	40821	205	8368305.00	100419660.00
Total				205		100419660.00

The above table reveals that the annual expenditure being incurred on 205 sanctioned posts Parcel porters working at Parcel Offices LKO and BSB is Rs. 100419660.00

3.2.0 Proposed strength: The annual expenditure on the proposed strength of Parcel porters for Parcel Offices LKO and BSB is as under:-

S.No.	Category	Grade Rs.	Monthly value per post	S/S	Monthly expenditure	Annual expenditure
1	Parcel Porter	5200-20200-1800	40821	178	7266138.00	87193656.00
Total				178		87193656.00

The above table reveals that the total expenditure on 178 proposed strength of Parcel porters for Parcel Offices LKO and BSB will be reduced to ■87193656.00 instead of ■100419660.00 and net saving will be ■13226004.00 per annum.

## 3.3.0 ANTICIPATED RECURRING SAVING

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	27	1	40821	13226004.00
Total			27			13226004.00

No. of posts identified as surplus: -

Group 'C' = NIL

Group 'D' = 27 posts

Total = 27 posts

Anticipated recurring saving = ■ 132.26 lacs per annum

Capital saving = Nil

Total saving = ■ 132.26 lacs per annum

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## WORK STUDY REPORT DETAILED CHART

Department : - Commercial

Name of study : - Review of Parcel Porter working in Parcel Offices LKO and BSB.

Activity centre: - Parcel Offices LKO and BSB.

SN	Sub activity	Brief description of workload	Actual staff deployed	Work Study recommendations	Representative workload
1	Parcel Offices LKO and BSB.	Loading and unloading of luggage/parcel packages, marking and shifting.	SS= 205 OR= 184 Vac=21	Staff proposed =178 posts Staff identified surplus=27 posts	Leasing of SLR/VPUs and Blue Parcel services have reduced the workload of Parcel Offices LKO and BSB.

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## LIST OF ANNEXURES

S.N.	Description	Annex. No.
1	Staff position of Parcel porters working in Parcel Offices LKO and BSB.	I
2	Letter No. 16-CP/37/WS/18-19 dt. 07.09.18 to conduct the study	III

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## ANNEXURE NO.I

Statement showing staff position of Luggage/Parcel Porters working in Parcel Offices LKO and BSB.

S.No	Category	Pay scale + Grade Pay	Sanctioned Strength	On roll	Variation
1	Luggage/parcel Porter	5200-20200-1800	205	184	21

