



WORK STUDY REPORT

ON

REVIEW OF

MISCELLANEOUS CATEGORY MEDICAL

STAFF

WORKING IN

DIVISIONAL HOSPITAL, LUCKNOW

2019-20

WORK STUDY TEAM

SH. LALIT KUMAR	AWSO	LEADER
SH. RAJIV YADAV	CWSI	MEMBER

DATE OF START	:	22/10/2019
DATE OF COMPLETION	:	30/10/2019

GUIDANCE

BY

SH. ASHOK KUMAR AGARWAL
SWSO

NO.16-CP/28/WS/2019-20

CENTRAL PLANNING CELL
NORTHERN RAILWAY
BARODA HOUSE
NEW DELHI.

EXECUTIVE SUMMARY

This study is assigned to the Central Planning Cell, HQ office to identify redundant/unproductive activities of Misc. Gr. 'C' & 'D' medical staff working in Divisional Hospital Railway, Lucknow.

STAFF POSITION

The total sanctioned and on roll strength of safaiwala and ambulance drivers are as under:-

S.N.	Category	S/S	O/R	Vacancy
1	Health Visitor	02	-	02
2	Ambulance Driver	07	03	04
3	Cook	01	-	01
4	Ambulance Cleaner	07	02	05
5	Khallasi (Anti malaria)	06	-	06
6	Bearer	08	07	01
Total		31	12	19

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

Gr. 'C' = 10 posts

Gr. 'D' = 21 posts

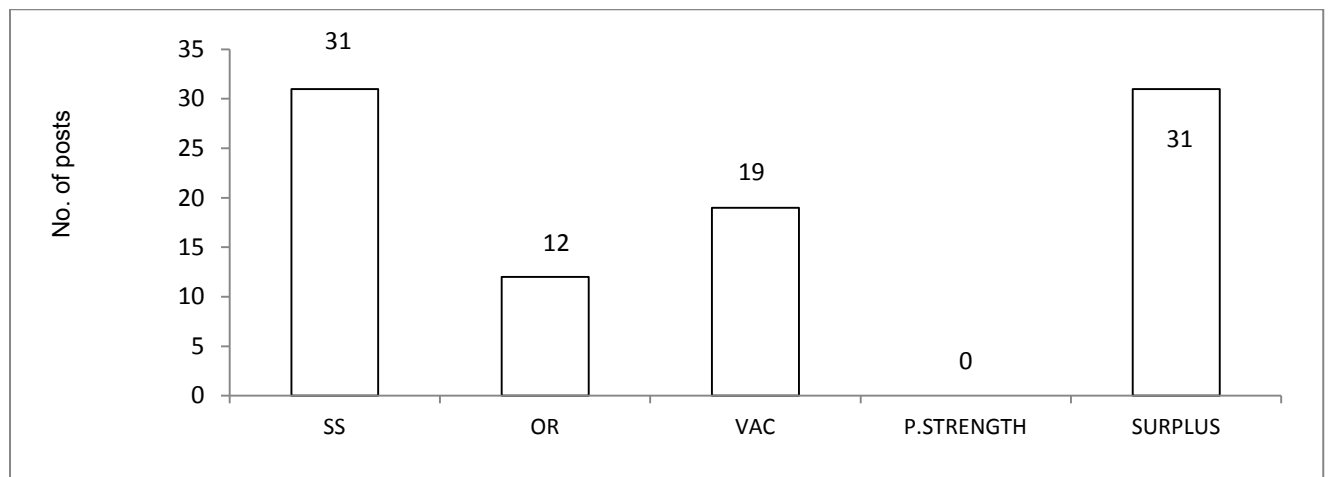
Total = 31 posts

FINANCIAL IMPLICATIONS

Anticipated recurring savings = Rs. 187.98 lacs per annum.

Capital saving = Nil

Total = Rs. 187.98 lacs per annum



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SYNOPSIS

Indian Railways are the largest network system in the country where various departments are engaged in different type of activities constantly to obtain the overall performance and better output. The impact of increased volume of traffic has resulted in introduction of large number of trains. Similarly, a large number of assets have been generated which has tremendously changed the infrastructure of railways.

In the changing scenario, every branch of railway department is adopting the latest technologies to curtail the manpower and operation cost along with better services to the nation. The introduction of new policies to upgrade the technological advancement and adoption of outsourcing in almost all the departments of railways have not only improved, the railway working but have also affected the utilization of manpower. Medical department plays a significant role by providing necessary health care to railway employees and their families and to upkeep the sanitation work at residential areas.

Keeping in view of the above facts, SDGM/NR assigned this work study "Review of Misc. Group 'C' & 'D' medical staff working in Divisional Railways Hospital, Lucknow" to reduce the wasteful expenditure by adoption of improved /economical methods in working. The work study team has conducted a review and identified 31 posts as surplus for surrender which will yield recurring saving to the tune of Rs. 187.98 lacs per annum, if implemented in toto.

SUMMARY OF RECOMMENDATIONS

Rec No	Recommendations	Refer para no.	Accepting/ Implementing authority																																						
1	<p>It is proposed that following 31 posts of Misc. category staff are identified as surplus from Divisional Railway Hospital, LKO and recommended for surrender.</p> <table border="1"> <thead> <tr> <th>S.N.</th><th>Category</th><th>Grade pay</th><th>No. of post identified as surplus</th></tr> </thead> <tbody> <tr> <td rowspan="4">1</td><td rowspan="4">Ambulance driver</td><td>4200</td><td>01</td></tr> <tr> <td>2800</td><td>03</td></tr> <tr> <td>2400</td><td>01</td></tr> <tr> <td>1900</td><td>02</td></tr> <tr> <td>2</td><td>Health visitor</td><td>2400</td><td>02</td></tr> <tr> <td>3</td><td>Cook</td><td>2400</td><td>01</td></tr> <tr> <td>4</td><td>Ambulance cleaner/attendant</td><td>1800</td><td>07</td></tr> <tr> <td>5</td><td>Bearer</td><td>1800</td><td>08</td></tr> <tr> <td>6</td><td>Khallasi (Antimalaria)</td><td>1800</td><td>06</td></tr> <tr> <td colspan="3">Total</td><td>31</td></tr> </tbody> </table>	S.N.	Category	Grade pay	No. of post identified as surplus	1	Ambulance driver	4200	01	2800	03	2400	01	1900	02	2	Health visitor	2400	02	3	Cook	2400	01	4	Ambulance cleaner/attendant	1800	07	5	Bearer	1800	08	6	Khallasi (Antimalaria)	1800	06	Total			31	2.6.0	CMS/Divisional Railway Hospital/LKO Sr.DPO/LKO
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ACKNOWLEDGEMENT

The work study team is highly grateful to Shri. Amit Shrivastava,ADRM/Admin., Smt. Vishva Mohini Sinha, CMS/LKO, Shri M.B.Singh, Sr.DPO/LKO and other functionaries for providing relevant data/information and for giving valuable guidance, co-operation to the team during the conduct of study.

1.0.0**INTRODUCTION****1.1.0**

The Medical Department of Northern Railway provides comprehensive health care to its employees both serving and retired and their families. In addition to many other administrative needs and national needs are also fulfilled. Major functions are summarize below:

- To provide curative health care at primary, secondary and tertiary level.
- To provide preventive & promotive health care.
- To attend Railway accident and other untoward incidents.
- To provide emergency medical treatment to travelling sick passengers.
- Pre employment medical examination to allow only fit and suitable candidates to join the services.
- Periodical Medical Examination (PME) of serving employees to allow fit persons to continue in those jobs which are related to safer running of trains.
- To conduct medical Boards and other medical certification of serving employees.
- To control loss of man days on account of sickness.
- To ensure water supply at Railway stations/ Railway colonies.
- To constantly check on quality of drinking water and food made available at Railway stations/Railway colonies.
- Certification of perishable goods in Railway Station about their disposal.

The idea to help the passengers medically is a boon for passengers' in Railway services. Currently, there are several medical facilities that can be availed by the travelers journeying via train. As the study is related to working of Misc. Gr 'C' & 'D' staff working in the Divisional Hospital, Lucknow, the same has been reviewed to improve the productivity by economical utilization of available manpower.

1.2.0

The railway administration carries out certain timely reviews of the existing resources/assets for various technological upgradation and thereby by introducing modern equipments for developing infrastructure to increase the productivity. There is stiff competition to provide cheaper services by the open market, which endangers the survival of railway organization, so it becomes imperative to incur expenditure economically for deployment of railway assets.

1.3.0 In view of above, SDGM/NR has assigned a work study on "Review of Misc. Group 'C' & 'D' staff working in Divisional Railways Hospital, Lucknow" to reduce the wasteful expenditure and optimize utilization of assets and manpower.

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 efficiency and productivity of the system.

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.

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

2.1.0 BRIEF DESCRIPTION

Lucknow division is an important division of Northern Railway and carries voluminous passenger and freight traffic. Being capital of Uttar Pradesh it is linked with every important city of India.

2.2.0 DUTIES PERFORMED BY MISC. CATEGORY MEDICAL STAFF

(A) Health Visitor

Health visitor has to:-

- (i) give treatment to gynaecological cases under the supervision of a doctor.
- (ii) attend the maternity and child welfare centres & assist in family welfare work.
- (iii) give educational classes and demonstrations in care of mother and child.
- (iv) treat minor ailments and direct other cases to doctors.
- (v) do inoculations amongst family members and dependent relatives of railway employees.
- (vi) search tuberculosis cases etc.

(B) AMBULANCE STAFF

The duties performed by ambulance staff is as under:-

The staff deployed on ambulance is Technician (Ambulance Driver) and Cleaner/Attendant (Ambulance). The ambulance drivers perform their duties as per orders of Casualty Cell In charge to carry patients to desired place. The railways Ambulance are stationed in Divisional Hospital LKO and RDSO/LKO.

(C) Khallasi (Antimalaria)

- (i) He has to prepare D.D.T. and other insecticides and spray the same in the Railway quarters and service buildings under the supervision of the Malaria Mate.
- (ii) Fill depressions, canalize and drain the stagnant water.
- (iii) Remove rank vegetation from the edges of the drains, cess pools and other potential breeding places of larvae.
- (iv) Carry out anti-larval measures by spraying oil films on water collection and other breeding places of mosquitoes.
- (v) Carry anti-malaria stores.

(D) Cook/Bearer

The cook staff prepares breakfast, lunch & breakfast while bearer staff assists the kitchen staff in the preparation of breakfast, lunch & breakfast and service to the indoor patient.

2.4.0 STAFF POSITION

The team collected the staff position of Misc. Gr. 'C' & 'D' medical staff working in divisional hospital, LKO which is tabulated as under:-

TABLE NO.I

S.No.	Category	Gr. Rs.	S/S	O/R	Vac.
1	Health Visitor	5200-20200-2400	02	-	02
2	Cook	5200-20200-2400	01	-	01
2	Ambulance driver	9300-34800-4200	01	01	-
		5200-20200-2800	03	01	02
		5200-20200-2400	01	01	-
		5200-20200-1900	02	-	02
3	Ambulance cleaner	5200-20200-1800	07	02	05
4	Khallasi (Anti malaria)		06	-	06
5	Bearer		08	07	01
Total			31	12	19

The above table reveals that the total sanctioned strength of Misc. Gr 'C' & 'D' staff is 31 whereas 12 are on roll with 19 vacant posts.

2.5.0 CRITICAL ANALYSIS

The work study is confined to review the economical and effective utilization of Misc. Gr 'C' & 'D' staff working in Divisional hospital, LKO. The above Gr. 'C' and 'D' Misc. staff is diminishing category and most of the activities are being outsourced in medical department. The kitchen facility to the indoor patients has been withdrawn by the Divisional Hospital administration. The team collected the relevant data/information from Divisional Railway Hospital Lucknow to assess the requirement of staff vis-à-vis existing workload.

2.6.0 REQUIREMENT OF STAFF AND RECOMMENDATIONS

2.6.1 **Health Visitor**

The sanctioned strength of health visitor staff is 02 and these two posts are lying vacant since long. In the past, health visitor had to visit the employess' colony and offices to aware the staff about the diseases and their treatment.

In the past the main job of health visitor was to aware the employee about diseases which might be dangerous to their family members. But in today' time when lot of communication through social media, one may access to the end point of the society about the family welfare and other medical schemes. In the present scenario there is no need of health

visitor. So the work study team identified 02 posts of health visitor as surplus and recommended for surrender.

2.6.2

Ambulance driver and ambulance cleaner

The sanctioned strength of ambulance driver staff is 07 and 03 are on roll with 04 vacant posts similarly ambulance cleaner's sanctioned strength is 05 and 02 are on roll with 03 vacant posts.

WORKLOAD

The ambulance no. UP-32-BG 0712 has already been condemned by the Divisional Railway hospital administration. One utility vehicle no. UP-32-BG 0961 is being used as ambulance and this vehicle has also completed its codal life. Codal life/ service life of various classes of railway assets has been reassessed vide Rly Board's letter no. 2002/AC-H/1/10 dt. 24.05.2006. The vehicle drivers and vehicle maintenance staff to be taken as diminishing category and activity to be outsourced vide Rly. Board's D.O. letter no. E (MPP)2006/1/89 dt. 04.10.2006

DEPLOYMENT OF STAFF

S.No.	Unit	Existing Deployment	Proposed requirement	Remarks
1	Divl.Rly. Hospital	For ambulance Ambulance driver=1X3=03 Ambulance cleaner=1X2=02	-	Ambulance services against one condemned ambulance is already out sourced. The outsourcing against the multi utility cum ambulance is also proposed as the vehicle has completed its codal life.
2	RDSO/LKO	-	-	Ambulance services have been outsourced since June'2012.

2.6.3 **Khallasi (Antimalaria)**

The sanctioned strength of Khallasi (Antimalaria) staff is 06 and all six posts are lying vacant since long.

But after adopting the multi skilling activities, this job is being done by the sanitation staff which has reduced the requirement of khallasi(antimalaria).

2.6.4 **Cook/Bearer**

The sanctioned strength of cook is 01 and this post lying vacant similarly the sanctioned strength of bearer staff is 08 while 07 are on roll with one vacant post. The kitchen is not functioning since last three years as medical department has withdrawn the kitchen facility in the hospital. The on roll 07 bearer staff are underutilized and engaged in the other activities. So the work study team identified 01 post of cook and 08 posts of bearer staff as surplus and recommended for surrender.

2.6.5 **SUMMARY OF EXISTING AND PROPOSED CATERING STAFF**

S.N	Category	Grade Pay	S/S	Proposed	Identified surplus
1	Ambulance driver	4200	01	-	01
2		2800	03	-	03
3		2400	01	-	01
4	Health visitor	2400	02	-	02
4	Cook	2400	01	-	01
5	Ambulance driver	1900	02	-	02
6	Ambulance Attendent (cleaner)	1800	07	-	07
7	Khallasi (Antimalaria)	1800	06	-	06
8	Bearer	1800	08	-	08
			31	-	31

RECOMMENDATION NO.1

It is proposed that following 31 posts of Misc. category staff are identified as surplus from Divisional Railway Hospital, LKO and recommended for surrender.

S.No.	Category	Grade Pay	Identified surplus
1	Ambulance Driver	93003-4800-4200	01
2		5200-20200-2800	03
3		5200-20200-2400	01
4		5200-20200-1900	02
5	Health Visitor	5200-20200-2400	02
5	Cook	5200-20200-2400	01
6	Ambulance Attendent (Cleaner)	5200-20200-1800	07
7	Bearer	5200-20200-1800	08
8	Khallasi (Antimalaria)	5200-20200-1800	06
Total			31

3.0.0 FINANCIAL IMPLICATIONS

3.1.0 The annual expenditure as per 7th CPC on catering staff working at LKO and BSB stations of LKO division is as under:-

S.No.	Category	Grade Rs.	Monthly value per post	S/S	Annual expenditure
1	Ambulance driver	9300-34800-4200	86463	01	1037556.00
2	Ambulance driver	5200-20200-2800	71078	03	2558808.00
3	Ambulance driver/Health visitor/Cook	5200-20200-2400	62361	04	2993328.00
4	Ambulance driver	5200-20200-1900	48614	02	1166736.00
5	Ambulance Attendant(Cleaner)/Bearer/ Khallasi (anti malaria)	5200-20200-1800	43817	21	11041884.00
Total				31	18798312.00

The above table reveals that the annual expenditure being incurred on 31 sanctioned strength of Misc. staff Gr 'C' & 'D' of medical department is Rs.18798312.00

3.2.0 Proposed strength: Since no staff has been proposed in Misc. Category Gr 'C' & 'D', no annual expenditure will be incurred . So the net recurring saving will be ■18798312.00 per annum.

3.3.0 ANTICIPATED RECURRING SAVING

SN	Category	Grade Rs.	Refer Recom. No.	No. of surplus posts	Monthly value per posts ■	Anticipated annual recurring saving ■
1	Ambulance driver	9300-34800-4200	2.6.5	01	86463	1037556.00
2	Ambulance driver	5200-20200-2800	-do-	03	71078	2558808.00
3	Ambulance driver/Health visitor/Cook	5200-20200-2400	-do-	04	62361	2993328.00
4	Ambulance driver	5200-20200-1900	-do-	02	48614	1166736.00
5	Ambulance Attendent(Cleaner)/Bearer/Khallas (anti malaria)	5200-20200-1800	-do-	21	43817	11041884.00
Total				31		18798312.00

No. of posts identified as surplus: -

Group 'C' = 10 posts

Group D' = 11 posts

Total = 31 posts

Anticipated recurring saving = ■187.98 lacs per annum

Capital saving = Nil

Total saving = ■187.98 lacs per annum

WORK STUDY REPORT DETAILED CHART

Department : - Medical

Name of study : - Review of Misc. Gr 'C' & 'D' staff working in Divisional Hospital/LKO.

Activity Centre : - Division hospital/LKO.

SN	Sub activity	Brief description of workload	Actual staff deployed	Work Study recommendation	Representative workload
1	Misc. category staff Gr 'C' & 'D' staff i.e. Health visitor, Ambulance staff, cook, bearer, khallasi anti malaria and are deployed in different activities by Divl. Hospital LKO.	The misc. Gr. 'C' & 'D' staff is engaged in misc. activities. Most of the activities of Misc. Gr 'C' & 'D' staff are being outsourced.	S/S =31 O/R= 12 Vac = 19	No staff has been proposed by the work-study team.	Due to outsourcing and elimination of activities of these misc categories, these categories are under utilization.

LIST OF ANNEXURES

S.N.	Description	Annex. No.
1	Statement showing staff position of Misc. category Gr 'C' & 'D' staff working in divisional hospital/LKO.	I
3	Letter No. 16-CP/28/WS/19-20 dt 20/09/2019	II

Annexure-I

Staff position of Misc. Gr. 'C' & 'D' staff working in Divisional Railway Hospital, LKO which is tabulated as under:-

TABLE NO.I

S.No.	Category	Gr. Rs.	S/S	O/R	Vac.
1	Health Visitor	5200-20200-2400	02	-	02
2	Cook	5200-20200-2400	01	-	01
2	Ambulance driver	9300-34800-4200	01	01	-
		5200-20200-2800	03	01	02
		5200-20200-2400	01	01	-
		5200-20200-1900	02	-	02
3	Ambulance cleaner	5200-20200-1800	07	02	05
4	Khallasi (Anti malaria)		06	-	06
5	Bearer		08	07	01
Total			31	12	19