



WORK STUDY REPORT
ON
REVIEW OF BOX PORTER AND CALLMAN STAFF
WORKING IN TRAFFIC DEPARTMENT
OVER
LUCKNOW DIVISION

2019-20

WORK STUDY TEAM

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

GUIDANCE

BY

SH. ASHOK KUMAR AGARWAL
SWSO

DATE OF COMMENCEMENT : 12/07/19
DATE OF COMPLETION : 27/11/19

Central Planning Cell
Northern Railway,
Headquarters Office,
Baroda House, New Delhi.

EXECUTIVE SUMMARY

This study was allotted to Central Planning Cell, HQ Office with a view to identify redundant/unproductive/obsolete activities due to introduction of technological up-gradation in the system of working and to suggest ways and means to improve manpower productivity over Delhi Division.

STAFF POSITION

The total sanctioned and on roll strength of Box Porter and Call Man over LKOi Division is as under:-

S.N.	Category	S/S	O/R	Variation
1	Box Porter	25	08	17
2	Call man	15	09	06
Total		40	17	23

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

Gr. 'C' = NIL posts

Gr. 'D' = 40 posts

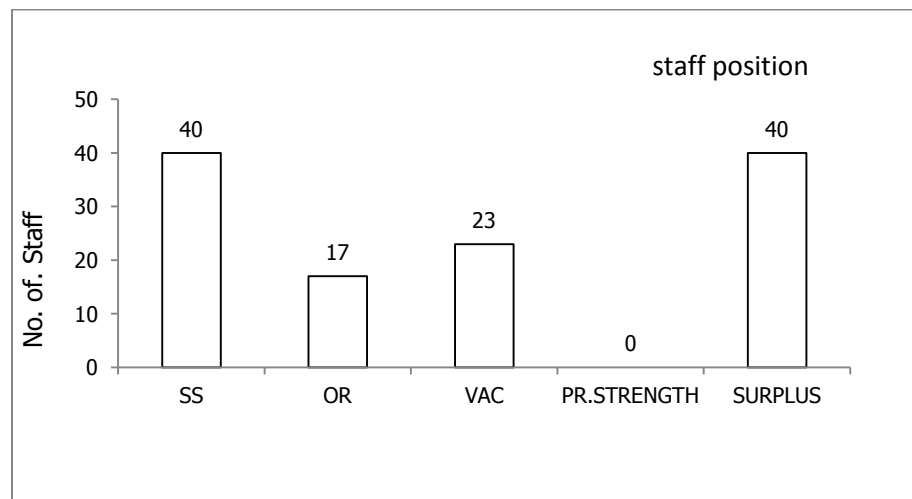
Total = 40 posts

FINANCIAL IMPLICATIONS

Anticipated recurring savings = ₹210.32 lacs per annum.

Capital saving = Nil

Total = ₹210.32 lacs per annum



I N D E X

S.N.	Contents	Pages	
		From	To
1	Synopsis	4	-
2	Summary of recommendations	5	-
3	Acknowledgement	6	-
4	Introduction	7	-
5	Brief description, staff position, and Workload Critical analysis, proposed requirement of staff & Recommendations.	8	12
6	Financial implications	13	14
7	Work Study Report detailed chart	15	-
9	List of annexure	16	-

SYNOPSIS

Indian Railway is one of the largest and busiest rail networks in the world and an important mode of public transportation in the country. Today, Indian Railway ranks among the top five National railway systems in terms of size and scale and is poised to emerge as world class railway system. Indian Railway has been performing a valuable social role in passenger and freight sector by providing affordable means of relatively safe and efficient transportation for millions of passengers daily.

Indian Railway has successfully adopted the changing needs of travel and transport and observed the advancement in railway technology to meet with the requirement of moving large volume of passengers and freight traffic. The efficient, safe, fast and reliable operation needs multiple aspect colour light signaling, panel interlocking, SSI, Automatic block signaling system, block proving by axle counter etc. Great emphasize has been laid for enhancing safety of signaling system through provision of track circuiting at stations. The panel interlocking is one of the prime safety measures, which enables safe, secure and reliable train operation at stations.

In the past the working of Box Porter and Call Man played vital role in train operation but due to outsourcing of Box Porter activities and provision CUG phones to drivers/guards and in lobbies, the requirement of this cadre has diminished. These categories have also been listed as redundant/diminishing category. After out sourcing of box porter activity and provision to CUG phone to guards/loco pilots and introduction of CMS i.e. Crew Management system has rendered the services of box porter and call man as surplus.

Keeping in view of above, SDGM/NR has allotted this work study to Central Planning Cell, HQ Office, to review box porter and call man staff working in Operating department over Lucknow Division to eliminate wasteful expenditure after outsourcing of box porter activities and provision of CUG phones to guards/ loco pilots and at lobbies. In this review 25 posts of box porter and 15 posts of call man, total 40 posts have been identified as surplus. After implementation of all the recommendations made in the report in toto, the railway administration will achieve a net recurring annual saving to the tune of ₹210.32 lacs per annum will be achieved

SUMMARY OF RECOMMENDATIONS

<u>S.N.</u> <u>Rec.No</u>	Recommendations	Refer para No.	Accepting/ implementing authority.
1	It is proposed that 25 posts of box porter staff are identified as surplus from Traffic lobbies and recommended for surrender. Box Porter Gr. ■■■5200-20200-1800 =25 posts	2.5.5(A)	ADRM/Admin/LKO Sr.DOM/LKO Sr.DPO/LKO
2	It is proposed that 15 posts of call man staff are identified as surplus from Traffic lobbies and recommended for surrender. Call man Gr. ■■■5200-20200-1800 =15 posts	2.5.5(B)	ADRM/Admin/LKO Sr.DOM/LKO Sr.DPO/LKO

ACKNOWLEDGEMENT

The work study team is highly grateful to Shri Ashish Shrivastava, ADRM/Admin./LKO, Shri Ajit Sinha, Sr. DOM/LKO and Shri M.B.Singh, Sr. DPO/LKO and other functionaries for giving their valuable guidance and extending full cooperation in providing requisite data/information during the conduct of study.

1.0.0 INTRODUCTION

1.1.0 The main objectives of the operating department in the Indian Railways is to ensure maximum utilization of line capacity as well as maximum through put with the available resources/assets. All these objectives can be achieved by upgrading the technology in signal and tele-communication, standard of interlocking, strengthening of track and bridges, modernization of rolling stock, replacement of overaged assets etc. To get these objectives, right sizing of staff strength, increase the manpower productivity and economy in expenditure are in the line

1.2.0 Keeping in view of above, SDGM/NR has assigned a work study to review staff strength of box porter and call man staff working in Traffic department over LKO Division to Central Planning Cell, HQ Office with a view to eliminate wasteful expenditure and to ensure optimum utilization of manpower and assets

1.3.0 TERMS OF REFERENCE:

The following terms of reference have been adopted to conduct 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.

1.4.0 METHODOLOGY ADOPTED

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

1. Data collection and its critical analysis
2. Sample check, personal spot observations, activity sampling, analytical estimation and application of yardstick in vogue, if any.
- 3 Held discussions at various levels.

- 2.0.0 BRIEF DESCRIPTION, CRITICAL ANALYSIS, REQUIREMENT OF STAFF AND OBSERVATIONS.
- 2.1.0 In the past Box Porter staff had to load/unload the boxes of guards of the incoming and outgoing trains. Similarly the call man staff had to carried the guard call book and to get acknowledgement of the guard.
- 2.2.0 ACTIVITIES/WORK DONE BY BOX PORTER AND CALL MAN
- 1) Box porter loads/unload boxes of incoming and outgoing all types of trains from yards/platforms.
 - 2) Call man carries the call book for booking of guards as per orders of guard lobby incharge to their residence/running rooms and obtain acknowledgement.
- 2.2.0 CRITICAL ANALYSIS
- 2.3.1
- (i) 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.
 - (ii) The one of biggest advantage of outsourcing is cost savings. The lower cost of labour provided by outsourcing is very economical to the system.
 - (iii) The up gradation in the assets/system of working has been introduced by installation of Crew Management System which provides facilities of booking of guard and loco pilot and call is acknowledged through SMS on CUG phones. So after implementation of CMS in lobbies and provision of CUG phone to guards and loco pilot/Asstt. Loco pilots have eliminated the requirement of call man staff.
 - (iv) The work of Box Porter has been outsourced at traffic lobbies in LKO coaching/LKO yard and BSB station. On the similar pattern the work study team has proposed out sourcing of box porter activities at rest of the traffic lobbies of LKO division. After implementation of outsourcing there will be no requirement of box porter staff in traffic department.
 - (v) Certain categories of different departments in which box porter/call man staff also exist, has 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.

2.3.4

STAFF POSITION

During conduct of study, the team has collected the staff position of Box porter and Call man from Divisional HQ Office which is tabulated as under:-

S.N.	Category	S/S	O/R	Variation
1	Box porter	25	08	17
2	Call Man	15	09	06
Total		40	17	23

The above table reveals that the sanctioned strength of Box Porter and call man categories is 40 and 17 are on roll with 23 vacant posts.

2.5.5.

REQUIREMENT OF STAFF AND RECOMMENDATIONS

(A) Box Porter

S.N	Station	Category	Grade in Rs.	S/ Strength	On roll strength	Vacancy
1	LKO Coaching	Box porter	5200-20200-1800	25	08	17
2	LKO Yard	--do--	5200-20200-1800			
3	BSB	---do--	5200-20200-1800			
4	FD	---do--	5200-20200-1800			
5	PBH	---do--	5200-20200-1800			
6	SHG	---do--	5200-20200-1800			
7	RBL	---do--	5200-20200-1800			
8	PRGY	---do--	5200-20200-1800			
9	SLN	---do--	5200-20200-1800			
10	PLP	---do--	5200-20200-1800			
11	UCR	---do--	5200-20200-1800			
12	TANDA	---do--	5200-20200-1800			
13	JNU	---do--	5200-20200-1800			
14	AMG	---do--	5200-20200-1800			
Total				25	08	17

The above table reveals that at above mentioned stations, the total sanctioned strength of box porter is 25 and 08 are on roll with 17 vacant posts.

During the course of study, the team observed that the work of box porter is outsourced at LKO Yard, LKO coaching and BSB while other stations are being managed departmentally. The box porter and call man staff has 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. These categories are reducing slightly and no fresh intake is allowed. As box porter category is a non safety category so the box porter activity easily may be outsourced as being done successfully in other divisions of the Northern Railway. As the departmental labour costs much costlier than the contractual labour, so this will bring economy in the system.

The proposed requirement of box porter is shown in the table below-

S.N	Station	Sanctioned Strength	Proposed strength	Identified surplus	Remarks
1	LKO Coaching	25	-	25	Out sourced
2	LKO Yard				Outsourced
3	BSB				Outsourced
4	FD				May be Outsourced on the similar pattern.
5	PBH				
6	SHG				
7	RBL				
8	PRGY				
9	SLN				
10	PLP				
11	UCR				
12	TANDA				
13	JNU				
14	AMG				
Total		25	-	25	

RECOMMENDATION NO.1

It is proposed that 25 posts of box porter staff are identified as surplus from traffic lobbies and recommended for surrender.

Box porter Gr. ■5200-20200-1800

=25 posts

(B) Call man

S.N	Station	Category	Grade in Rs.	S/ Strength	On roll strength	Vacancy
1	LKO Coaching	Call Man	5200-20200-1800	15	09	06
2	LKO Yard	--do--	5200-20200-1800			
3	BSB	---do--	5200-20200-1800			
4	FD	---do--	5200-20200-1800			
5	PBH	---do--	5200-20200-1800			
6	SHG	---do--	5200-20200-1800			
7	RBL	---do--	5200-20200-1800			
8	PRGY	---do--	5200-20200-1800			
9	SLN	---do--	5200-20200-1800			
10	PLP	---do--	5200-20200-1800			
11	UCR	---do--	5200-20200-1800			
12	TANDA	---do--	5200-20200-1800			
13	JNU	---do--	5200-20200-1800			
14	AMG	---do--	5200-20200-1800			
Total				15	09	06

The above table reveals that at above mentioned stations, the total sanctioned strength of call man is 15 and 09 are on roll with 06 vacant posts.

During the course of study, the team was apprised that the CUG phones have been provided to guards. The Crew management system has been installed at stations/lobbies to arrange booking of guards/loco pilot as and when required to work a train. This system is working at lobbies. Hence due provision of CUG phones to guards and loco pilots and functioning of CMS system have rendered 15 posts of call man as surplus.

The proposed requirement of Call man staff is shown in the table below-

S. N	Station	Sanctioned Strength	Proposed strength	Identified surplus	Remarks
1	LKO Coaching	15	-	15	Due to provision of CUG phones to guards and loco pilots and functioning of CMS system have rendered call man as surplus
2	LKO Yard				
3	BSB				
4	FD				
5	PBH				
6	SHG				
7	RBL				
8	PRGY				
9	SLN				
10	PLP				
11	UCR				
12	TANDA				
13	JNU				
14	AMG				
Total		15	-	15	

The above table reveals that the total sanctioned strength of call man at these lobbies/stations is 15. There is no requirement of call man staff due to provision of CUG and installation of CMS at lobbies/stations. So 15 posts of Call man are identified as surplus and recommended for surrender.

RECOMMENDATION NO.2

It is proposed that 15 posts of Call man staff are identified as surplus from traffic lobbies and recommended for surrender.

Call man Gr. ■5200-20200-1800 =15 posts

3.0. FINANCIAL IMPLICATIONS

- 3.1. Sanctioned strength: The total annual expenditure on box porter and call man staff working at Traffic lobbies over the LKO Division is as under:-

S N	Category	Pay Scale + Grade Pay	Monthly value per posts	S/ strength	Monthly expenditure	Total annual expenditure
1	Box porter	5200-20200-1800	43817	25	1095425.00	13145100.00
2	Call man	5200-20200-1800	43817	15	657255.00	7887060.00
Total				40		21032160.00

The above table reveals that total annual expenditure being incurred on 40 sanctioned posts of box porter and call man comes to ■21032160.00

- 3.2 Proposed strength: The annual expenditure on the proposed strength of box porter and call man is as under:-

SN	Category	Pay Scale + Grade Pay	Monthly value per posts	Prop. staff	Monthly expenditure	Total annual expenditure
1	Box porter	5200-20200-1800	43817	-	-	-
2	Call man	5200-20200-1800	43817	-	-	-
Total				-	-	-

The above table reveals that total annual expenditure on box porter and call man staff will be reduced to zero instead of ■21032160.00 and net annual saving will be ■ 21032160.00

3.3 Anticipated Recurring savings:

S.N.	Category	Grade ■	No. of surplus posts	Monthly value per posts Rs.	Anticipated annual recurring saving Rs.
1	Box porter	5200-20200-1800	25	43817	13145100.00
2	Call man	5200-20200-1800	15	43817	7887060.00
Total			40		21032160.00

No. of posts identified as surplus: -

Group 'C' = Nil posts

Group 'D' = 40 posts

Total = 40 posts

Anticipated recurring saving = ■210.32 lacs per annum
 Capital saving = Nil
 Total saving = ■210.32 lacs per annum

WORK STUDY REPORT DETAILED CHART

Department : - Operating

Name of study : - Review of Box porter and Call man and staff over Lucknow Division.

Activity Centre: - Traffic lobbies of Lucknow division.

S. N.	Sub activity	Brief description of workload	Actual staff deployed	Work Study recommendations	Representative workload
1	The box porter performs to load/unload boxes of guards of incoming/outgoing trains whereas the call man is deputed to carry the call books for booking of guard for outgoing trains.	The activity of box porter has been proposed for outsourced at rest of the stations. This activity is already outsourced at LKO coaching, LKO yard and BSB station. Similarly the call man staff has been rendered surplus after provision of CUG phones to guards and loco pilots and introduction of CMS.	SS =40 OR=17 Vac=23	The work study team identified 25 posts of box porter and 135 posts of call man (total=40) and recommended for surrender.	The proposed outsourcing of box porter activity and already implemented at LKO coaching/LKO yard and BSB and provision of CUG phones and introduction of CMS will reduced the workload of call man.

LIST OF ANNEXURES

S.N.	Description	Annex. No.
1	Statement showing staff position of box porter and call man staff over Lucknow Division.	I
2	Letter of C.P. cell to initiate the work study No. 16-CP/20/WS/19-20 Dt. 12/07/19	II

Annexure No.I

STATEMENT SHOWING STAFF POSITION OF BOX PORTER AND CALL MAN STAFF WORKING OVER LUCKNOW DIVISION

S.N.	Category	S/S	O/R	Variation
1	Box Porter	25	08	17
2	Call man	15	09	06
Total		40	17	23