

दक्षिण पूर्व मध्य रेलवे
SOUTH EAST CENTRAL RAILWAY

कार्यालय
वरिष्ठ उपमहाप्रबंधक, बिलासपुर



Office of the
Sr. Dy. General Manager, Bilaspur.
Tel.No. 64006(Rly), 07752-414229

पत्र सं. No. WS/Typist-RS/BSP/ 2035

दिनांक Dated: 16.09.2019

The Divisional Railway Manager,
S.E.C. Railway,
Bilaspur


Sub: Work study on "Review of existing cadre strength vis-a-vis workload of Typist & Record Sorter of all departments in Bilaspur Division over SEC Railway."
Ref.: This office letter no. WS/ Typist-RS/BSP/983,1371 and 1727 dated 01.05.2019, 27.06.2019 and 06.08.2019 respectively.

The work study of Typist & Record Sorter category of all departments in Bilaspur Division has been conducted to review the existing cadre strength vis-a-vis workload in view of elimination of activity, computerisation, Multi-skilling concept, diminishing category and optimum utilization of manpower. Draft study report vide letter under reference was sent to DRM/BSP followed by two reminders addressed to Sr. DPO/BSP to furnish the remarks on the Study report but no comment has been received so far.

The work study report contains recommendation for surrender of 15 surplus posts i.e. 06 vacant posts of Record Sorter in 1st phase & remaining 09 live posts (Typist-05 + Record Sorter-04) in 2nd phase after suitable redeployment in suitable category, from several departments of Bilaspur Division. Besides this, some suggestions are also made to improve the efficiency.

Therefore in view of above, it is requested that suitable instructions may be given to concerned officers for implementation of the work Study report and copy of surrender memorandum may be sent to this office so that progress of implementation of work study can be advised to Railway Board accordingly.

This has the approval of SDGM.


(S. N. Pattnaik) 16/9/19

Asst. Work Study Officer
For Sr. Deputy General Manager

Encl: 1 work study report.

Copy along with one copy of work study report is forwarded to:-

- 1) The Executive Director, E&R (ME), Railway Board for kind information.
- 2) Secretary/SECR for kind information of GM.
- 3) CPO/SECR/BSP for kind information and necessary action please.
- 4) Sr. DPO/BSP for kind information and necessary action.



REVIEW OF CADRE STRENGTH VIS-À-VIS WORK LOAD OF TYPIST AND RECORD SORTER CATEGORY

in various Departments
at Bilaspur Division



SOUTH EAST CENTRAL RAILWAY
BILASPUR

WORK STUDY CELL

REVIEW OF CADRE STRENGTH VIS-À-VIS
WORK LOAD OF TYPIST AND RECORD
SORTER CATEGORY IN VARIOUS
DEPARTMENTS AT BILASPUR DIVISION

GUIDED BY
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बिलासपुर
अध्ययन संख्या
SEC/09/2019 - 20

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SUMMARY OF RECOMMENDATION

S#	Description	Para Ref.
	<u>Recommendations & Suggestions:</u> In the light of Railway Board guidelines (detail mentioned in Para 3.1-A,B,C,D & E) and based on direct observations and critical analysis, following recommendations and suggestions are made:	
	<u>Recommendations:-</u>	
1.	It is recommended that out of total sanctioned 15 Posts (Typist-05 & Record Sorter-10), all the existing 15 posts of Typist & Record Sorter identified as redundant Categories should be surrendered in Phase wise: <u>Phase-I :</u> Total 06 vacant posts of Record Sorter should be surrendered immediately as these posts are redundant in nature and the category itself is diminishing day by day and consequently there is no need to induct new incumbent of Typist & Record Shorter in present computerised scenario <u>Phase-II :</u> The balance 09 live posts (Typist-05 + Record Sorter-04) should be surrendered after suitable redeployment in other needful category as per extant Rule.	3.5.1
2	For optimum utilization of manpower, it is recommended to expedite the implementation of MTS (Multi-Tasking Staff) policy as advised by DOP & T vides their letter no. DOP&T O.M. No. AB-14017/6/2009-Esst (RR) dated 30-04-2010 so that the erstwhile Group 'D' posts of Peon, Record Sorter, Daftari, Gestener Operater etc. can be operated under single Category of 'MTS-Personnel' and an individual Staff may able to perform various works.	3.5.2
	<u>Suggestions:</u>	
3	To improve efficiency, increase awareness and to optimise manpower in offices, both in Clerical and Supervisory Category, it is suggested that all the concerned Staff in Offices should possess or to develop the desired Typing Skill in Computerised System.	3.5.3
4	To increase efficiency in office working , it is suggested that more and more areas of working Departments/Offices/Sections should be covered under computerisation along with Internet connectivity.	3.5.4
5	To enhance the potentiality and Computer literacy of the employees, it is suggested that necessary training may be imparted to them in due course of time so that they would be able to discharge their duties/responsibilities in an efficient manner.	3.5.5

CHAPTER - I

1.0 Introduction:-

- 1.1** Before the launch of Computer almost all the official works in any organization were in manual system. In manual system all the information in an organization is recorded and maintained by hand and by keeping records manually, there are much possibilities of error. But in computerized system of working one of the main key attributes is that everything typed is stored digitally, as opposed to an analog system, such as that on typewriters, where everything written is a mechanical transfer to paper. Use of Typewriters is also waste paper and result as the user has to store a physical result. Digital documents can be extremely long and storage space is virtually unlimited. This also makes computers more environmentally friendly, as they don't waste paper. Simultaneously, Record keeping work can also be managed effectively & efficiently in computerized working System.

Being a diminishing Categories of Posts the retention of Typist & Record Sorter is no longer required in the office due to introduction of computerized system of working. The computer itself improves the Typing pattern/Skills and keeps all the records, as a result the designated Typist work and sorting of records by a Record sorter has lost its purpose in present scenario.

Also it is found that the posts of Typists and Record Sorter are having small number of employees in Bilaspur Division and they are performing their jobs other than their job entitlement. Typists are mainly engaged with clerical work add-on with typing work and Record Sorters are treated as Multi Tasking Staff equivalent to other Group D staff.

As per Railway Board's letter No. E(NG)II-92/CD/1 of 17-07-1992, Typist cadre has been merged with Clerical cadre. Since then recruitment in the cadre of Typist has been frozen and in place all the clerical posts are recruited who possess the typewriting proficiency.

As per Railway Board's letter No: PC-VI/2009/I/1/3 of 28.01.2015, erstwhile Group D staff should be redesignated as MTS (Multi Tasking Staff) category related to similar job and workplace in the departments.

In terms of above mentioned factors & with a view to optimize the working System, the Work Study Team has undertaken a Review of Cadre Strength of Typists & Record Sorters of all Departments in Bilaspur Division.

1.2 Terms of reference:

The study of Typist and Record Sorter of all Departments in Bilaspur Division has been undertaken to review the existing workload and requirement in view of –

- I.* Railway Board's D.O. L. No. E(MPP)2006/1/89, dated 04.10.2006 in terms of diminishing category of various Posts existing in Railway Organization.
- II.* Up gradation of Technology and Introduction of IT/Computerisation .
- III.* Multi-skilling.
- IV.* Elimination of activities
- V.* Suggesting the ways and means for improving & the System economically and efficiently.
- VI.* Rightsizing of Manpower

1.3 Methodology:

- i.* Collection of relevant field data.
- ii.* Examination of records.
- iii.* Direct observations at different offices/working points.
- iv.* Interaction with officers and staff.
- v.* Critical Analysis.

CHAPTER - II

2.0 Observations:-

- 2.1 Department-wise cadre strength of Typist & Record Sorter in Bilaspur Division:-**The present Sanctioned Strength of Typist & Record Sorter in Bilaspur Division is 15. Actual strength is 09 and 06 posts are vacant. The details are as under:-

S N	Department	Category	Level	Sanction	Actual	Vacancy
1	Personnel	Supdt. Typist	L-7	02	02	00
2	Commercial	Supdt. Typist	L-7	02	01	01
3	Engineering	Supdt. Typist	L-7	00	01	-01
4	Engineering	Ch. Typist	L-6	01	01	00
Sub Total				05	05	00
5	Personnel	Record Sorter	L-1	05	00	05
6	S&T	Record Sorter	L-1	01	01	00
7	Medical	Record Sorter	L-1	01	01	00
8	Engineering	Record Sorter	L-1	03	02	01
Sub Total				10	04	06
TOTAL				15	09	06
*01 Record Sorter under Engg. Deptt. is expired.						

2.2 Bio-datas of Typists & Record Sorters:-

Following are the Bio-datas of the Typist & Record Sorter presently deployed in Bilaspur Division.

S#	Name of the Staff	Department	Design.	PF Number	Date of Birth	Date of Appointment	Date of Retirement
1.	P. Dharma Rao	Engineering	Ch. Typist	39207511383	18/08/1959	06/10/1983	31/08/2019
2.	K.Venkateswara Rao	Personnel	Supdt. Typist	39206052939	10/01/1963	06/02/1981	31/01/2023
3.	Sunita Lahare	Personnel	Supdt. Typist	39207043673	10/12/1973	27/08/1993	31/12/2033
4.	B. Rama rao	Commercial	Supdt. Typist	39207532131	15/06/1963	05/09/1989	30/06/2023
5.	Ch. Hemkumar	Engineering	Supdt. Typist	39207518470	10/07/1960	10/11/1989	31/07/2020
6.	Smt Munjeti Bhanumati	Engineering	Record sorter	39206067992	01/05/1965	05/07/1988	30/04/2025
7.	J K Kumar	Engineering	Record sorter	39207525370	15/06/1960	18/12/1985	30/06/2020
8.	P. Eswar Rao	S&T	Record sorter	39209775602	01/07/1973	08/03/2003	30/06/2033
9.	Suresh Kumar Yadav	Medical	Record sorter	39207944585	16/03/1976	31/12/1994	31/03/2036

2.3 Duties of Typists: - The Typists are responsible for:

- Typing and proof-reading of such material as may be assigned by Chief Office superintendent or other supervisory staff.
- Typing from handwritten and corrected copy, records, lists, tabular and statistical matters etc., where data may require selection and organizing.
- Preparation of various periodical statements and returns to be furnished by section to other section or officers.
- Check completed work for spelling, grammar, punctuation, and format.

2.4 Duties of Record Sorter: - The Record Sorter are responsible for:

- Binding, stitching and mending of files and other papers.
- Extracting from the shelves and restoring thereto after use of proceeding etc. in the Record Section and Books and magazines in the Library.
- Packing of parcels, sorting of dak and making of sets of various papers.
- Insertion of corrections and amendments to Codes, Manuals and other books of reference.

2.5 Existing Deployment of Typists & Record Sorter:-

2.5.1 Engineering Department:-

S#	Name	Post	Description
1.	P. DHARMA RAO	Ch. Typist	Working under Sr. ADEN/Settl./I and II. Maintaining of daily routine letter and D&A case, Imprest Account. Preparing work orders all type of Bills of contractors, variation statements, enhancement statements and PCDOs. Reliever to Ch. OS/Settlement Office.
2.	CH. HEMKUMAR	Supdt. Typist	Working under Sr. DEN(Co.)/BSP. Monitoring of different office files, work related to Railway Week Award, day to day Dak of HQ, Div. & local; attending phone calls; taking dictation in long hand & typing (English & Hindi); receiving, maintaining & disposing important/confidential letters/documents. Monitoring & clearing of APAR of NG staff manually and Gaz. APARs through SPARROW.
3.	E ANANDA KUMAR	Record sorter	Expired
4.	SMT MUNJETI BHANUMATI	Record sorter	Working in Accounts section/Sr. DEN office/BSP. Performing file arrangement and movement, dak collection and giving from different offices, doing work as allocated by superiors day to day.
5.	J K KUMAR	Record sorter	Working under Accounts section/Sr. DEN office/BSP. Performing file arrangement and movement, dak collection and giving from different offices, doing work as allocated by superiors day to day.

2.5.2 Personnel Department:-

S#	Name	Post	Description
1.	K.VENKATESW- ARA RAO	Supdt. Typist	Worked as PA to Sr. DPO. Dealing with preparation of statements, replies, taking dictation in long hand & typing and all works related to PA.
2.	SUNITA LAHARE	Supdt. Typist	Working in Settlement section/Sr. DPO office/BSP. Dealing the cases of Elect. & Edu. Deptt both NR & ONR; Scrutiny of the cases; preparation of pension cases & DCRG; Data entry on IPAS; Preparation of I-Card, RELHS Card; Correspondence in Hindi of all department; Typing of Misc. Work of all deptt and Maintenance of record.

2.5.3 S&T Department:-

S#	Name	Post	Description
1.	P ESWAR RAO	Record sorter	Working in Sr. DSTE office/BSP. Performing file arrangement and movement, dak collection and giving from different offices, doing work as allocated by superiors day to day.

2.5.4 Medical Department:-

S#	Name	Post	Description
1.	SURESH KUMAR YADAV	Record sorter	Working in Sr. DMO office/BSP. Performing file arrangement and movement, receiving & despatch record maintain, dak collection and giving from different offices, preparing of pass & PTO doing work as allocated by seniors day to day.

2.5.5 Commercial Department:-

S#	Name	Post	Description
1.	B RAMA RAO	Supdt. Typist	Working in Sr. DCM office/BSP. Preparation of Muster roll and letters; Re-validation of Passes; Block booking permission. Concession, Banner posters, Coaching section, Loss of Pass /PTO, Obsolete tickets; Typing of Contract agreement papers of different sections of Sr.DCM Office viz. Cleanliness, Parcel leasing, Advertisement etc; Divyang persons -Issue of Unique I.D. Correspondence thereof with statement; General Correspondence related with the subject with Ch. OS (Comml.) ;Departmental Enquiries. Confronted enquiries, Staff grievances -enquiries; Hindi Typing of different letters/different sections. Including DRUCC; Correspondence of different sections viz. Cadre, Insp. cell, complaints; Inspection Notes of Officers.

CHAPTER-III

3.0 Critical Analysis & Recommendations:

In the context of human resource planning, Indian Railways is presently on the threshold of major technological changes. Manpower planning ensures that the existing manpower is utilized to the optimum extent and this adjusts the surplus in one category to other categories, where there is more requirement. The manpower costs have a direct implication on the future sustainability of the organisation. Human Resource development and Manpower planning are thus crucial for Indian Railways financial viability. There are various areas where there is ample evidence of the staff getting redundant on change in the existing pattern of working/procedure or as a result of progressive introduction of computerisation/technology.

3.1 Railway Board Guidelines:

Additionally, Railway Board and DOP& T vide the following letters have also issued instructions and necessary guidelines regarding merger of cadre of Typists with Clerical Cadre, elimination of activities (like Typing on Typewriters, Record Sorting, Binding etc.), Multi-Skilling, Outsourcing and Technological up-gradation which are needed to be complied at par.

A. Railway Board's Letter No. E (NG)II/92/CD/1 dated 17/07/1992 (RBE No.-118/1992):-

Railway Board vide this letter have decided that with immediate effect, no indents shall be placed for direct recruitment from open market in the Cadre of Typists. The pending indents shall also be frozen, if no action has been initiated by Railway Recruitment Board.

In future, the vacancies of Typists in lowest grade shall be added in to the Clerical Cadre in the corresponding Grade.

B. Railway Board's Letter No E(MPP)2006/1/89 dated 04.10. 2006 :- Vide this letter, Railway Board desired that surplus posts should be identified in consideration of the Elimination of activities, Multi-Skilling, Outsourcing, up gradation of Technology along with introduction of IT and review of Work Study done.

C. DOP & T O.M. No. AB-14017/6/2009-Esst (RR) dated 30-04-2010 : Vide this letter, a stress has been given to adopt the policy of Multi-Tasking Staff (MTS) in wide spectrum including all departments of Indian Railway Organization.

D. Railway Board's Letter No. E(MPP)2016/1/59 dated 10.01.2017: Vide this letter, Railway Board desired due attention by all the concerned Officers on effective Savings in manpower Costs to increase productivity and to develop skilled Human resources.

E. Railway Board's Letter No. 2019/Trans Cell/S&T/e-Office dated 12.03.2019: Vide this Letter, Railway Board have stressed (with a sanctioned project) on implementation of “**e-Office application**” over Indian Railways in terms of digital initiative and to go paperless in the Office working which would ultimately improve transparency and efficiency in the system.

3.2 Critical observations of Typist & Record Sorter Category :

Due to introduction of computer, Printer, Xerox machines and internet/e-mail/e-office and considering rightsizing of manpower, a review of existing Cadre strength vis-a-vis work load of Typist / Record Sorter category has been undertaken and the critical observations are as under:

- 3.2.1 The utility of Typist cadre & Record Sorter is very less due to introduction of computerized system of working.
- 3.2.2 To work on computer is easier than Type Writer since it has all kind of facilities. In Type Writer, matter/letter is retyped as per requirement. But in computer re-typing of matter/letter is not required as it is kept in the memory.
- 3.2.3 The retention of Record Sorter is no longer required in the offices due to introduction of computerized system of working & multi skilling concept. The computer itself keeps all the records, as a result sorting of records by Record Sorter has lost its purpose.
- 3.2.4 Typist & Record Sorter is a diminishing category as it is based on the outdated technology.
- 3.2.5 There is no direct recruitment in Typist & Record Sorter category since long time.
- 3.2.6 Vacant posts of Typist & Record Sorter are lying vacant since long and work does not affect.
- 3.2.7 Now-a-days almost Supervisor/OS/Clerk work on computer.
- 3.2.8 The workload of Typist/Record Sorter has been reduced due to computerization.
- 3.2.9 In view of Multi-Skilling/Multi-Tasking, the existing categories of Peon, R/Sorter etc. should be re-designated as Multi-Tasking Staff (MTS) as per DOP&T O.M. No. AB-14017/6/2009-Esst (RR) dated 30-04-2010 for optimum utilisation of Manpower, so that a single employee is able to perform various jobs.

3.3 Assessment of Typist & Record Sorter:

The on roll strength of Typist in Bilaspur Division is 05 against total sanction of 05. And on roll strength of Record Sorter is 04 against total sanction strength of 10. It is found that 02 Typist and 01 Record Sorter will be superannuated in the year 2020.

- 3.3.1 **Typist:** Existing 05 Typists are deployed in Bilaspur Division [02 under Personnel Deptt., 02 under Engineering and 01 under Commercial department] against total sanctioned of 05.

During direct observations, it is revealed that there is no Typewriter Machine in use in any of the Offices and all the concerned sections/Offices are well equipped with Computerized infrastructure along with net connectivity.

As per Railway Board's letter No. E(NG)II-92/CD/1 of 17-07-1992, Typist cadre has been merged with Clerical cadre. Since then recruitment in the cadre of Typist has been frozen and all the clerical posts are recruited who possess the typewriting proficiency. While conducting

the work study based on direct observations, it is noticed that OS/Clerks are doing all types of typing work of their concerned sections on computer and similarly Typists are doing all types of official works of their concerned section similar to OS and clerks.

Hence, the Work Study team proposed to redeploy the existing Typist with ministerial cadre and thus 05 post of Typist are found surplus and should be surrendered.

3.3.2 Record Sorter: Existing 04 Record Sorters are deployed in Bilaspur Division [02 under Engineering Deptt., 01 under S&T and 01 under Medical department] against total sanctioned of 10.

As per Railway Board's letter No: PC-VI/2009/I/1/3 of 28.01.2015, erstwhile Group D staff should be redesignated as MTS (Multi Tasking Staff) category related to similar job and workplace in the departments. During the course of work study, it is noticed that Record Sorter are doing all types of official works of their concerned sections similar to other Gr. D staff.

Hence, the Work Study team proposed to redeploy the present Record Sorters in suitable categories. Thus, 06 vacant post of Record Sorter should be surrendered in first phase and balance 04 live post of Record Sorter should be surrendered in second phase after redeployment.

3.4 Conclusion :

On being reviewed the workings vis-a-vis effective utilization of manpower (Typist & Record Sorter) in their respective nature of work, the Work Study Team has drawn the following conclusions:-

- I. Being a shrinking Category, the sanctioned post of Typist & Record Sorter should be abolished in Phase wise manner from existing cadre strength of all concerned department over Bilaspur Division.
- II. Out of consolidate cadre strength (Typist & Record Sorter) of 15 post, 06 vacant posts of Record Sorter should be surrendered in 1st Phase and balance 09 live posts (Typist-05+ Record Sorter-04) should be surrendered after suitable redeployment of presently working Staff.
- III. The Money Value to be generated from the above proposed surrender should be credited to the vacancy Bank so that it may be utilised to meet the requirement in future.
- IV. In view of Multi-Skilling concept, it is the need of the hour to merge the associated activities under a single designated posts such as Clerical & typing work should be operated under Clerk-Cum- Typist posts whereas the Record Sorter/Peons/ Xerox Operator/TADK etc. should be categorised as Multi-Tasking Staff (MTS) so that an integrated approach towards such allied activities will enable optimisation of manpower resources to improve quality of work and reduce Establishment cost as well.

Thus, keeping the above facts in view, it is concluded that there is no requirement of Typist & Record Sorter and hence all posts of Typist & Record Sorter are found surplus and should be surrendered. It is also suggested that present deployed Typist/Record Sorter may be redeployed in other suitable category as per extant rules.

3.5 Recommendations & Suggestions:

In the light of Railway Board guidelines (detail mentioned in Para 3.1-A,B,C,D & E) and based on direct observations and critical analysis, following recommendations and suggestions are made:

Recommendations:

- 3.5.1** It is recommended that out of total sanctioned 15 Posts (Typist-05 & Record Sorter-10), all the existing 15 posts of Typist & Record Sorter identified as redundant Categories should be surrendered in Phase wise:

Phase-I :

Total 06 vacant posts of Record Sorter should be surrendered immediately as these posts are redundant in nature and the category itself is diminishing day by day and consequently there is no need to induct new incumbent of Typist & Record Shorter in present computerised scenario

Phase-II :

The balance 09 live posts (Typist-05 + Record Sorter-04) should be surrendered after suitable redeployment in other needful category as per extant Rule.

- 3.5.2** For optimum utilization of manpower, it is recommended to expedite the implementation of MTS (Multi-Tasking Staff) policy as advised by DOP & T vides their letter no. DOP&T O.M. No. AB-14017/6/2009-Esst (RR) dated 30-04-2010 so that the erstwhile Group 'D' posts of Peon, Record Sorter, Daftari, Gestener Operater etc. can be operated under single Category of 'MTS-Personnel' and an individual Staff may able to perform various works.

Suggestions:

- 3.5.3** To improve efficiency, increase awareness and to optimise manpower in offices, both in Clerical and Supervisory Category, it is suggested that all the concerned Staff in Offices should possess or to develop the desired Typing Skill in Computerised System.
- 3.5.4** To increase efficiency in office working, it is suggested that more and more areas of working Departments/Offices/Sections should be covered under computerisation along with Internet connectivity.
- 3.5.5** To enhance the potentiality and Computer literacy of the employees, it is suggested that necessary training may be imparted to them in due course of time so that they would be able to discharge their duties/responsibilities in an efficient manner.

CHAPTER-IV**4.0 Financial Evaluation & Results:-**

Savings due to surrender of 15 identified surplus posts of Typists/Record Sorters from various departments in BSP division :-

Design.	Level	Scale	No. of Post to be surrendered	Mean pay	Cost per Month per staff (Mean Basic pay+ D.A. @ 07%)	Total cost per month (in ₹)	Total cost per year (in ₹)
Typist	L-7	44900-151100	05	98000	104860	524300	6291600
Record Sorter	L-1	18000-56900	10	37450	40072	400720	4808640
TOTAL			15				111,00,240

Thus, recurring savings to the tune of ₹ 111, 00,240 say ₹ 111 lakhs Per annum can be achieved due to surrender of 15 posts of Typists/Record Sorters from various Departments of Bilaspur Div. and surrender memorandum to be issued by Sr. DPO/ Bilaspur /SECR.