

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/NGP/ 1275

दिनांक Dated: 17.09.2019

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

**Sub: Work study on "Review of existing cadre strength vis-a-vis workload of Typist & Record Sorter of all departments in Nagpur Division."**

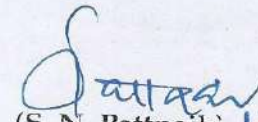
**Ref.:** (i) This office letter No. WS/Typist-RS/NGP/578, dated 26.04.2019.  
(ii) This office letter No. WS/Typist-RS/NGP/758, 906 dated 03.06.2019, 09.07.2019.

The work study of Typist & Record Sorter category of all Departments in Nagpur Division had been conducted to review the existing cadre strength vis-a-vis workload in view of computerisation, Multi-skilling concept, diminishing category and optimum utilization of manpower. Draft study report vide letter under reference was sent to DRM/NGP & Sr. DPO/NGP followed by two reminders addressed to Sr. DPO/NGP to furnish the remarks on the draft report. But no reply has been received so far. Hence, the draft study report is finalised.

The study report contains recommendation for surrender of 28 surplus posts (07 vacant posts in Phase-I & remaining 21 live posts after suitable redeployment in needful category as per extant rules in Phase-II) of Typist & Record Sorter in phase-wise from all concerned departments of Nagpur Division.

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) 17/9/19

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
- 2) Secretary/SECR for kind information of GM.
- 3) PCPO/SECR/BSP for kind information.
- 4) Sr. DPO/NGP for kind information and necessary action.



# **SOUTH EAST CENTRAL RAILWAY**

## **WORK STUDY CELL**

**A**

**Work study report on**

**“Review of Existing Cadre strength vis-à-vis Work load  
of  
Typist & Record Sorter of all Departments  
in Nagpur Division”**

**OVER S.E.C. RAILWAY**



**WORK STUDY CELL  
S. E C. RAILWAY  
BILASPUR**

**STUDY NO.**

**SECR/ 13/2019-20**

**SOUTH EAST CENTRAL RAILWAY**

**A**

**WORK STUDY REPORT**

**ON**

**“Review of Existing Cadre strength vis-à-vis Work load  
of  
Typist & Record Sorter of all Departments  
in Nagpur Division”**

**OVER**

**S.E.C. RAILWAY**

**GUIDED BY**

SRI AMIT KUMAR SINGH

**SR.DY. GENERAL MANAGER**

**LED BY**

SRI S. N. PATTNAIK

**ASST. WORK STUDY OFFICER**

**CONDUCTED BY**

SRI VIKAS KUMAR SINHA

**CH. WORK STUDY INSPECTOR**

SRI SUNIL KUMAR MISHRA

**WORK STUDY INSPECTOR**

**WORK STUDY CELL**

**S. E. C. RAILWAY, BILASPUR**

**STUDY No.**

**SECR /13/ 2019-20**

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## **SUMMARY OF RECOMMENDATIONS & SUGGESTIONS**

<b>S#</b>	<b>Description</b>	<b>Para ref.</b>
1	<p><b><u>RECOMMENDATIONS &amp; SUGGESTIONS:</u></b></p> <p>In the light of Railway Board guidelines (detail mentioned in Para 3.1-A,B,C,D &amp; E) and to fulfill the general purpose the Work Study Team have derived following Recommendations &amp; Suggestions to achieve the goal of Efficiency, Economy and optimum utilization of available workforce.</p>	<b>3.7</b>
	<b><u>RECOMMENDATIONS:</u></b>	
2	<p><b><u>RECOMMENDATION-1:</u></b></p> <p>Based on the critical observations and assessment of requirement of Typist &amp; Record Sorter posts, it is recommended that out of total sanctioned <b>28</b> Posts (Typist-15 &amp; Record Sorter-13), all the existing 28 posts of Typist &amp; Record Sorter identified as redundant Categories should be surrendered in Phase wise:</p> <p><b><u>Phase-I :</u></b></p> <p>Total <b>07</b> vacant posts (Typist-05 + Record Sorter-02) 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 &amp; Record Shorter in present computerised scenario.</p> <p><b><u>Phase-II :</u></b></p> <p>The balance <b>21</b> live posts (Typist-10 + Record Sorter-11) should be surrendered after suitable redeployment in needful category/ posts as per extant Rules .</p>	<b>3.7.1</b>
3	<p><b><u>RECOMMENDATION-2:</u></b></p> <p>In order to explore scope of optimum utilization of manpower, it is recommended to expedite the implementation of MTS (Multi-Tasking Staff) policy as advised by DOP &amp; T vide their letter no. DOP&amp;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 Operator etc. can be operated under single Category of 'MTS-Personnel' so that individual Staff may be able to perform multifarious works</p>	<b>3.7.2</b>
	<b><u>SUGGESTIONS:</u></b>	
4	To improve efficiency, increase awareness and to optimise manpower in offices, both in Clerical and Supervisory Category, it is suggested that all concerned Staff in Offices should posses or develop the desired Typing Skill in Computerised System.	<b>3.7.3</b>
5	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.	<b>3.7.4</b>
6	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 to discharge their duties/responsibilities in an efficient manner.	<b>3.7.5</b>

# **CHAPTER-I**

## **INTRODUCTION**

### **1.0 Background :**

Capital and Man Power are the basic requirement for smooth and rapid progress of any Organization. Capital provides for basic infrastructure where as the manpower makes use of the same and contributes for achieving the goal of high productivity. The requisite result cannot be achieved in the absence of any of these two factors.

Human resources are thus the most indispensable asset of any Organization and effective utilization of this asset is the prime responsibility of the Management specially for a vast organization like Indian Railways. To maintain the healthy existence of such an important organization, it is inevitable to make it financially more viable, which can be achieved by ensuring optimum utilization of the resources i.e. Man, Material, Money and Machinery.

There are several areas where change in technology has resulted in redundancy of some type of work and categories. In the Personnel Department, there is a need to bring in more and more areas under computerisation. This should, however, be done in a phased and systematic manner. The quality of personnel dealing with this important area also needs to be improved with the rapid change in existing technology.

Manpower is the most costly and precious resource over Indian Railway and rightsizing is the need of the hour.

### **1.1 Introduction & Existence of the Posts of Typists & Record Sorter in all Departments of Nagpur Division:**

Before the launch of Computer (PC) 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.

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 Nagpur Division". 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.

### **1.2 Terms of reference:**

The study of Typist and Record Sorter of all Departments in Nagpur 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 :**

The following methodologies have been adopted for conducting the work study:

- (i) Unit visit & collection of relevant data,
- (ii) Examination of records,
- (iii) Direct observations regarding working of staff,
- (iv) Interaction with officers and staff and
- (v) Critical Analysis.

## **CHAPTER-II**

### **2.0 OBSERVATIONS :**

In present scenario of Computerisation & introduction of Information Technology, there are several areas where change in technology has resulted in redundancy of same type of work and Categories. As it is evident that the key factor of Manpower Planning is to rightsizing the Cadre strength along with available manpower which aims to have the right number of staff at right places with right type of skills at right times to enable the organization to achieve its short term and long term goals.

There has been a dynamic change in working system due to computerization and modernization of the Office infrastructure has certainly optimized working culture to perform efficiently with economy.

Computers have evolved to become a technology central to daily living. Although typewriters and computers use the same keyboard design, there is significant advantages that computers hold over typewriters.

#### **1) Digital Vs. Analog:**

One of the main key attributes of computers is that everything typed is stored digitally, whereas the Typewriters, mistakes in type writing always lead to wastage of paper and also result. Digital documents can be extremely long as the storage space is virtually unlimited. This also makes computers more environment friendly, as they don't waste paper.

#### **2) Alterations:**

If it is needed to make a change in sections, small grammatical mistakes or sentences here and there, then it has to start with a new page in Typewriter. Computer users work with great flexibility when it comes to page alterations. Anything can be deleted and altered, whether it a single word, phrase or letter.

#### **3) Enhance Writing :**

If writing needs extra formatting, then a computer wins over a typewriter. Simple italics, bolds, underlines and bullet points can be added to any document.

#### **4) Sending Documents:**

Another indirect advantage of computers over typewriters is seen in the transfer of documents. With a physical document written on the typewriter, the only option is to deliver in person, by mail or by fax – which only works on very short documents. Computers create digital documents that can be sent anywhere in the world in the blink of an eye via email, or through file transfers and uploads through the Internet.

### **2.1 General Duties of Typist & Record Sorter:**

In general, the main duty of Typist & Record Sorter is to take all sorts Typing & up keeping the available records respectively. Moreover, the duties of Typist & Record Sorter may be described as under:

#### **I. Duties of Typist :**

A Typist has to undertake the typing of letters, Reports, Draft, Office Orders, Various type of Bills and other miscellaneous Office Correspondence matters which includes proofreading of typed material for grammatical and spelling efforts typing from handwritten and corrected copy, records, lists, tabular and statistical matter, etc., where data may require selection and organizing.

#### **II. Duties of Record Sorters:**

The Record Sorters are supposed to utilize to sort out all old Files & documents of all sections under concerned Offices in order to work out a list of important files which are to be kept aside safely by its dealers and a list of nos. of files to be condemned. Record sorters needs to carry out also the activities of sorting of Dak, making of Sets of various Documents, extracting from the Shelves & restoring after the use , maintenance of closed Records and any other work as instructed by Officers/Supervisors.



## 2.2 Consolidate Staff Position:

The consolidated existing cadre strength of Typist & Record Sorter of Nagpur Division furnished vide Sr.DPO/NGP's letter No. P/NGP/MPP/2018/01 dated 29.08.2018 and as per data collected is as under:

S#	Department	Posted under	Supdt. Typist (GP-4600/ L-7)			Chief Typist (GP-4200/-L-6; VII <sup>th</sup> CPC)			Record Sorter (GP-1800/1900- L-1/2; VII <sup>th</sup> CPC)			Total		
			S	A	V	S	A	V	S	A	V	S	A	V
1	PERSONNEL	Sr. DPO/NGP	01	00	01	02	02	00	07	05	02	10	07	03
		Registrar/RCT.NGP	00	00	00	00	01	-01	00	00	00	00	01	-01
2	COMMERCIAL	Sr.DCM/NGP	01	00	01	01	00	01	00	00	00	02	00	02
3	ELECTRICAL	Sr. DEE (OP)/NGP	01	01	00	01	00	01	00	00	00	02	01	01
		Sr. DEE(TRD)/NGP	01	00	01	01	00	01	00	00	00	02	00	02
		Sr. DEE (G)/NGP	00	00	00	01	01	00	01	01	00	02	02	00
4	MEDICAL	CMS/MIB	00	00	00	01	01	00	02	01	01	03	02	01
5	OPERATING	Sr. DOM/NGP	00	00	00	02	02	00	00	00	00	02	02	00
6	ENGINEERING	SR. DEN (Co.)	00	00	00	00	01	-01	03	02	01	03	03	00
		ADEN/DGG	00	00	00	01	00	01	00	00	00	01	00	01
7	MECHANICAL	Sr.DME(D)/MIB	00	00	00	01	01	00	00	00	00	01	01	00
		Dy. CME (W/S)	00	00	00	00	00	00	00	01	-01	00	01	-01
8	S&T	Sr. DSTE/NGP	00	00	00	00	00	00	00	01	-01	00	01	-01
<b>Total</b>			<b>04</b>	<b>01</b>	<b>03</b>	<b>11</b>	<b>09</b>	<b>02</b>	<b>13</b>	<b>11</b>	<b>02</b>	<b>28</b>	<b>21</b>	<b>07</b>

### 2.2.1-- Category wise Cadre Strength:-

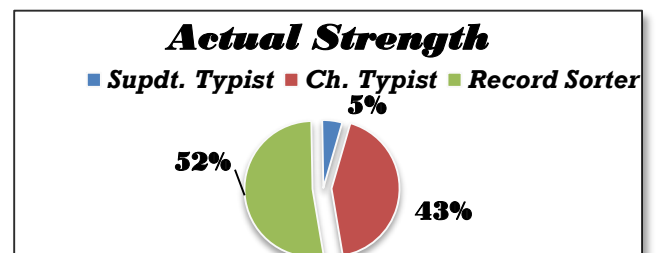
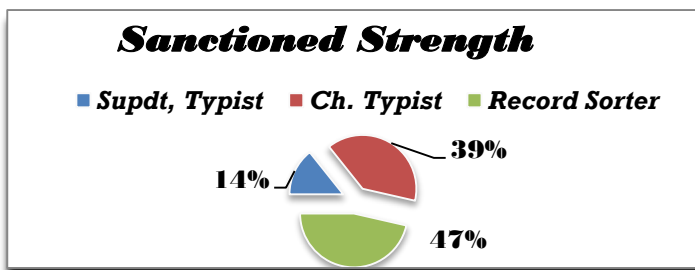
#### A. TYPIST'S Cadre Strength:

S#	Department	Posted under	Supdt. Typist (L-7; VII <sup>th</sup> CPC)			Chief Typist (L-6; VII <sup>th</sup> CPC)		
			S	A	V	S	A	V
1	PERSONNEL	Sr. DPO/NGP	01	00	01	02	02	00
		Registrar/RCT-NGP	00	00	00	00	01	-01
2	COMMERCIAL	Sr.DCM/NGP	01	00	01	01	00	01
3	ELECTRICAL	Sr. DEE (OP)/NGP	01	01	00	01	00	01
		Sr. DEE (TRD)/ NGP	01	00	01	01	00	01
		Sr. DEE (G)/NGP	00	00	00	01	01	00
4	MEDICAL	CMS/NGP	00	00	00	01	01	00
	OPERATING	Sr. DOM/NGP	00	00	00	02	02	00
5	ENGINEERING	SR. DEN (Co.)	00	00	00	00	01	-01
		ADEN/DGG	00	00	00	01	00	01
6	MECHANICAL	SR.DME(D)/MIB/NGP	00	00	00	01	01	00
Total			04	01	03	11	09	02

#### B. RECORD SORTER's Cadre Strength:

S#	Department	Posted under	Sanction	Actual	Vacancy
1	PERSONNEL	Sr. DPO/NGP,(DRM Sect./NGP)	07	05	02
2	MEDICAL	CMS/MIB/NGP	02	01	01
3	ENGINEERING	SR. DEN(Co.)/NGP	03	02	01
4	OPERATING	Sr. DOM/NGP	00	00	00
5	S & T	Sr. DSTE/NGP	00	01	-01
6	ELECTRICAL	Sr. DEE (G)/NGP	01	01	00
7	MECHANICAL	Dy. CME (W/S)	00	01	-01
<b>Total</b>			<b>13</b>	<b>11</b>	<b>02</b>

### 2.2.2 Graphical representation (at a glance view ) of Cadre Strength of Typist & Record Sorter:



### 2.3 Existing deployment of Typist & Record sorters :

The combined Sanctioned Strength of Typist & Record Sorter is 28 having 21 On-Roll Staff and 07 posts are lying vacant over Nagpur Division. The On-Roll Staff are working in various Offices against the sanctioned Strength in their respective Departments. The department-wise deployment of Typist & Record Sorters are as under:

#### 2.3.1 PERSONNEL DEPARTMENT:

The Cadre strength of Typist & Record Sorter under this Department is maintained in two Offices namely Sr. DPO/Office/NGP and Railway Claims Tribunal –Nagpur Branch and details of which are given below:

##### 2.3.1.1--Sr. Divisional Personnel Officer (Sr. DPO)'s Office/NGP

The detail of Cadre Strength and present deployment of Typist & Record Sorters under Sr. Divisional Personnel Officer in Personnel Department are as under:

A. TYPISTS				
S#	Name of Staff	Desgn.	GP/Level	Workload
1	Smt. Shanti Priya	Ch. Typist	4200/L-6	Deployed in RTI Cell to deal with Correspondence related work along with typing work on Computer wherein approx. 40-Pages are typed per day.
2	Shri Omkar M. Mouje	Ch. Typist	4200/L-6	Deployed in Cadre Section to deal with matters related with issuing of Transfer/Promotion Orders which comprises approx. 32 pages of typing work per day.
B. RECORD SORTER				
S#	Name of Staff	Desgn.	GP/Level	Workload
1	Smt. Kanta Bai Madavi	RS	1800/L-1	Being utilized in Dak related activities like distribution of Letters/ Files/Registers in respective Departments/ Offices which comprises of handling of approx. 140 nos. Office documents per day.
2	Smt. K. Anuradha RAo	RS	1800/L-1	Being utilized in Dak related activities like distribution of Letters/ Files/Registers in respective Departments/ Offices which comprises of handling of approx. 150 nos. Office documents per day.
3	Shri Puran Singh Rathod	RS	1800/L-1	Being utilized in Settlement Section to Register NR/ONR Cases and communicates the same to Accounts Department which includes handling of approx. 100 nos. Office documents per day.
4	Shri Govardhan Warthi	RS	1800/L-1	Deployed to receive and to hand over the incoming Files/registers/Letters/Docum-ents etc. to concerned Dealer after making necessary entry which includes handling of approx. 70 nos. Office documents per day.
5	Shri Dharmendra Damgaye	RS	1800/L-1	Being utilized in Bill Section for dispatching of regular Salary Bills Receiving TA Bills along with dealing of Dak from Other Departments which includes handling of approx. 80 nos. Office documents per day.

##### 2.3.1.2-- Railway Claims Tribunal –Nagpur Branch

There is no Sanction Post of Typist & Record Sorter in this Department but 01 Staff namely Shri Dinesh Kumar Badoriya(Ch. Typist-Hindi ) has been deployed in Registrar /RCT/ Office/NGP-

Branch to co-ordinate the concerned Railway Offices and to carry out Typing the judgment pronounced by Member Technical on Claim Cases filed in railway Claims Tribunal /NGP-Branch and average of 30 pages being typed per day.

### 2.3.2 **COMMERCIAL DEPARTMENT:**

In Commercial Department, there are 02 Sanctioned Posts of Typist Category (Supdnt. Typist-01 & Ch. Typist-01) but both the Posts have been lying vacant for a long time (approx. more than 5 years) and also there is no Sanction Posts of Record Sorter exist under this Office.

<b>A. TYPISTS</b>				
<b>S#</b>	<b>Name of Staff</b>	<b>Desgn.</b>	<b>GP/Level</b>	<b>Workload</b>
Nil	Nil	Nil	Nil	Nil
<b>B. RECORD SORTER</b>				
<b>S#</b>	<b>Name of Staff</b>	<b>Desgn.</b>	<b>GP/Level</b>	<b>Workload</b>
Nil	Nil	Nil	Nil	Nil

### 2.3.3 **ELECTRICAL DEPARTMENT:**

Electrical Department comprises of three Offices namely Sr. DEE (OP), Sr. DEE (TRD), Sr. DEE (G),/NGP wherein the separate Cadre Strength of Typist & Record Sorter exist and details of which are given as under :

#### 2.3.3.1-- **Sr. DEE (OP) OFFICE/NGP:-**

The detail of Cadre Strength and present deployment of Typist under Sr. Divisional Electrical Engineer (OP) Office/NGP are as under :

<b>A. TYPISTS</b>				
<b>S#</b>	<b>Name of Staff</b>	<b>Desgn.</b>	<b>GP/Level</b>	<b>Workload</b>
1	Shri Jagdish Mohadica	Supdnt. Typist	4600/L-7	Deployed to deals with Typing work of on Computers and average 35 pages of various Office documents are typed per day.
<b>B. RECORD SORTER</b>				
<b>S#</b>	<b>Name of Staff</b>	<b>Desgn.</b>	<b>GP/Level</b>	<b>Workload</b>
Nil	Nil	Nil	Nil	Nil

#### 2.3.3.2-- **Sr. DEE (TRD) OFFICE/NGP:-**

The detail of Cadre Strength and present deployment of Typist under Sr. Divisional Electrical Engineer (TRD) Office/NGP are as under :

<b>A. TYPISTS</b>				
<b>S#</b>	<b>Name of Staff</b>	<b>Desgn.</b>	<b>GP/Level</b>	<b>Workload</b>
1	Smt. Sindhu Bawankar	*CA/ Stenographer	4200/L-6	* During the course of Study it is revealed that the two sanction Posts of Typist are lying vacant and the existing deployment of CA/Stenographer has been made against the vacancy of Chief typist Post and the deployed Staff performs Typing work (approx. 33 pages per day) along with assisting the senior Stenographer.
<b>B. RECORD SORTER</b>				
<b>S#</b>	<b>Name of Staff</b>	<b>Desgn.</b>	<b>GP/Level</b>	<b>Workload</b>
Nil	Nil	Nil	Nil	Nil

#### 2.3.3.3-- **Sr. DEE (G) OFFICE/NGP:-**

The detail of Cadre Strength and present deployment of Typist & Record Sorters under Sr. Divisional Electrical Engineer (G) Office/NGP are as under :

<b>A. TYPISTS</b>				
<b>S#</b>	<b>Name of Staff</b>	<b>Desgn.</b>	<b>GP/Level</b>	<b>Workload</b>
1	Shri Mukesh Rout	Ch. Typist	4200/L-6	Deployed to deals with Typing work of on Computers and average 25-30 pages of various Office documents are typed per day.
<b>B. RECORD SORTER</b>				
<b>S#</b>	<b>Name of Staff</b>	<b>Desgn.</b>	<b>GP/Level</b>	<b>Workload</b>
1	Buddha Bansal	RS	1800/L-1	Mainly utilized in Dak related duties which includes handling of aveg. 10 Files/Documents per day.

#### 2.3.4 **MEDICAL DEPARTMENT:**

The detail of Cadre Strength and present deployment of Typist & Record Sorters under Chief Medical Superintendent in Medical Department are as under:

<b>A. TYPISTS</b>				
<b>S#</b>	<b>Name of Staff</b>	<b>Desgn.</b>	<b>GP/Level</b>	<b>Workload</b>
1	Shri S. K. Verma	Ch. Typist	4200/L-6	Deployed to deals with all Store Items (Stock & Non-Stock) except Medicine, Medical Consumable, Contingency/Petrol /Blood Alcohol examination imprest of CMS Office, Works Programme (Major/Minor, M&P proposal, Safety related matters, e-Tendering of Contract. Along with above mentioned work, he also performs Typing work of avg. 15-20 pages per day.
<b>B. RECORD SORTER</b>				
<b>S#</b>	<b>Name of Staff</b>	<b>Desgn.</b>	<b>GP/Level</b>	<b>Workload</b>
1	Shri Krishna Kalicharan	RS	1800/L-1	Utilized to maintain Office records, in Receipt & Dispatch, for Record keeping & maintenance of Tie-up Bills, collection of MCDO data & CUG Bills etc. and approx 20 Files/registers/Documents per day handled by him.

#### 2.3.5 **OPERATING DEPARTMENT:**

The detail of Cadre Strength and present deployment of Typist under Sr. DOM/NGP in Operating Department are as under:

<b>A. TYPISTS</b>				
<b>S#</b>	<b>Name of Staff</b>	<b>Desgn.</b>	<b>GP/Level</b>	<b>Workload</b>
1	Shri N.V.R Kumar Naidu	Ch. Typist	4600/L-7	Attached with Stores and looking after the works related to Tender, Bills, T&P, preparation of Time Tables , ODC Passing issues, RRB Exam related matters , Census work of BG/NG Section , preparation of MCDO , attending Inquiry matters , assisting Ch. OS as & when required and provides co-ordination for Computer /FOIS/ICMS maintenance work. He also deals with typing work of average 25 pages per day.
2	Shri S. Xavier	Ch. Typist	4600/L-7	Attached with Time Table Section and looks after MP/MLAs/DRUCC , ZRUCC & Public Grievances compliance issues He also deals with typing work of average 38-40 pages per day.
<b>B. RECORD SORTER</b>				

S#	Name of Staff	Desgn.	GP/Level	Workload
Nil	Nil	Nil	Nil	Nil

### 2.3.6 **ENGINEERING DEPARTMENT :**

In Engineering Department, the Cadre strength of Typist/ Record Sorter are being maintained in two Offices namely Sr. DEN (Co) Office/NGP & ADEN Office /DGG and details of which are given as below:

#### **2.3.6.1—Sr. DEN (Co) OFFICE /NGP:**

The detail of Cadre Strength and present deployment of Typist & Record Sorters under Sr. DEN (Co)/NGP in Engineering Department are as under:

<b>A. TYPISTS</b>				
S#	Name of Staff	Desgn.	GP/Level	Workload
1	Shri Durga Narayan Thakre	Ch. Typist	4200/L-6	Deployed to deals with Typing work of on Computers and average 25-30 pages of various Office documents are typed by him per day and also assists to SSE in preparation of Estimates & in maintaining the Records.
<b>B. RECORD SORTER</b>				
S#	Name of Staff	Desgn	GP/Level	Workload
1	Smt. Laxmi Bai Meshram	RS	1900/L-2	Utilized in Record Section and maintains approx 15 no. of Registers, 50 Files along with other documents and also assists the Ch. OS in routine work.
2	Smt. Kiran Wankhade	RS	1900/L-2	

#### **2.3.6.2—ADEN OFFICE/DGG:-**

In ADEN Office/DGG, there is 01 Sanctioned Posts of Ch. Typist but the Posts have been lying vacant for a long time and no deployment of any Staff against the vacancy has been made and also there is no Sanction Posts of Record Sorter exist under this Office.

<b>A. TYPISTS</b>				
S#	Name of Staff	Desgn.	GP/Level	Workload
Nil	Nil	Nil	Nil	Nil
<b>B. RECORD SORTER</b>				
S#	Name of Staff	Desgn.	GP/Level	Workload
Nil	Nil	Nil	Nil	Nil

### 2.3.7 **MECHANICAL DEPARTMENT:**

In Mechanical Department, the Cadre strength of Typist/ Record Sorter are being maintained in two Offices namely Sr. DME (D)Office/MIB/NGP & Dy. CME (W/S)/NGP and details of which are given as below

#### **2.3.7.1-- Sr. DME (D) Office/MIB/NGP:-**

The detail of Cadre Strength and present deployment of Typist under Sr. DME (D)/MIB/NGP in Mechanical Department are as under:



<b>A. TYPISTS</b>				
<b>S#</b>	<b>Name of Staff</b>	<b>Desgn.</b>	<b>GP/Level</b>	<b>Workload</b>
1	Shri Unikrishnan T.	Ch. Typist	4200/L-6	Deployed to deals with feeding of T34 HFForm for SFC, preparation of Muster Roll, LM-208, NDA & NHA and attending Typing work of D&A Inquiry proceeding which includes the typing of 05 pages (approx.) per day.
<b>B. RECORD SORTER</b>				
<b>S#</b>	<b>Name of Staff</b>	<b>Desgn.</b>	<b>GP/Level</b>	<b>Workload</b>
Nil	Nil	Nil	Nil	Nil

#### **2.3.7.2—DY. CME (W/S)/NGP:**

In Dy.CME (W/S)/ NGP Office, neither the post of Typist nor the post of Record Sorter has been sanctioned in existing Cadre strength. However, it is revealed that 01 Staff namely Shri T. V. Singh medically de-categorized from R.P.F. department has been deployed since 23.07.2002 and he is engaged mainly in Receipt & Dispatch Section wherein he deals average 40-50 letters, 5-6 nos. of Files and maintains Postal items.

#### **2.3.8 SIGNAL & TELECOMMUNICATION (S&T ) DEPARTMENT:**

In S&T Department, there is no sanctioned post of Typist & Record Shorter but 01 Staff namely Shri Dilip Laxman Hatewar has been working as Record sorter (GP-2400/L-7) and deals with works related to Receipt & Dispatch Section which includes the handling of average 8-10 nos. of Files, total 40-45 Incoming/Outgoing letters per day. He is also utilized in miscellaneous work as and when required.

#### **2.4 OFFICE INFRASTRUCTURE IN TERMS OF COMPUTERISATION:**

During direct observations, it is revealed that there is no Typewriter Machine in use in any of the Offices and all the concerned Offices are well equipped with Computerized infrastructure along with net connectivity and having proper Power Supply. However, in some of the offices old Computer Systems need to be replaced and necessary power backup (UPS/IPS) should be installed so that Speed and accuracy of Office Work may be enhanced which would be helpful in increasing the overall efficiency & Productivity.

##### **2.4.1 Benefits of Computerized environment at workplace in an Office:**

In present scenario, the use of Computer is prevalent in all the workplaces/Offices as the computerized systems allow for greater efficiency in performing specific tasks more accurately and rapidly than doing the same task manually or by the use Typewriters. Computerized systems also offer storage capacity efficiency. For example, a computerized system's hard drive taking up a relatively small amount of space can store a large collection of business or personal documents. A paper-based system, in contrast, would take up at least one, and usually more file cabinets for storage of the same document collection which significantly enhance the effectiveness of Record Keeping work

##### **I. Improving Efficiency :-**

Computers can increase the speed and accuracy of many work processes, which improves overall worker efficiency. Documents can be written and edited much more quickly with the aid of a word processing program, and procedures, such as billing and accounting, can also occur more rapidly and with fewer errors. Computers can produce reports with great speed and allow for the easy insertion of enhancements, such as charts, graphs and pictures if desired. Computers also help offices in administrative tasks, such as keeping up-to-date and accurate records

## **II. Improving Communications**

Computers improve communication both within the workplace and when dealing with remote Organizations. An e-mail can convey a large amount of information at one time and can be viewed at the convenience of the recipient. This can eliminate sometimes-endless communication & correspondence of exchanging written information via postal mail. Computers also provide an additional method of making inquiries or receiving information.

## **III. Leads to Paperless working :**

As workplaces depend more heavily on computer system, the need for paper may also decrease. It is need of the hour to implement the policy of eliminating the use of paper wherever possible with the ultimate goal of becoming a paperless organization. Reducing paper may lead to a reduction in office supply costs and open more work space that had previously been used to store paper documents in file cabinets.

## **IV. Cost Saving :**

The biggest advantage of having computerised network in Offices is that the hardware components such as printers, memory etc. can be shared by multiple computers. Hence, it reduces the overall cost of an organization.

### **2.5 Existence of Typist & Record Sorter Posts under Diminishing Category:**

As the Effective savings in Manpower Costs , increasing productivity, and developing skilled human resourced is essential for any Organization, it is necessary to identify the various type of Posts which have become irrelevant and may be categorized under Diminishing/Shrinking Category in terms of Technological up gradation & introduction of IT, Elimination of activities and Multi-Skilling concept.

In this context the existing cadre of Typists & Record Sorter due to automation and technological changes in the nature of work have been categorised under diminishing/shrinking Category.

### **2.6 Railway Board's and DOP &T Guidelines regarding Redundant /Diminishing categories of Posts :**

Railway Board and DOP &T have issued several Guidelines /Instructions regarding the existence of Redundant categories of posts which have lost their relevancy in present scenario in terms of integration of Typing activities with Clerical work, Elimination of activities, Up-gradation of Technology & introduction of IT, Outsourcing and Multi-Skilling/Multi-Tasking.

**Some of important Railway Board's Letter in this regard are listed as under :**

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

**GOVERNMENT OF INDIA (BHARAT SARKAR)  
MINISTRY OF RAILWAYS/RAIL MANTRALAYA  
(RAILWAY BOARD)**

**RBE No. 118/1992**

**No. E(NG)II/92/CD/1 dated 17/07/1992**

**Subject :- Merger of cadre of Typists with Clerical cadre.**

The above subject was discussed in the JCM/DC Meeting held on 5/6th June, 1991. Having regard to the deliberations with the recognised Federations, Railway Board have decided as under:

- i. 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.
- ii. In future, the vacancies of Typists in the lowest grade shall be added into the clerical cadre in the corresponding grade. Direct recruitment in Clerical cadre shall continue to be made as hitherto in the two grades, viz. in Grade Rs. 950-1500 and Rs. 1200-2040, as per percentage already prescribed.
- iii. All future direct recruits from open market shall possess "Typewriting proficiency of 30 words per minute in English or 25 words per minute in Hindi" as an essential qualification besides prescribed educational qualifications for the category of Clerks/ Senior Clerks.
- iv. These instructions also apply to Accounts Department in recruitment of Accounts Clerks and Junior Accounts Assistants.

2. There will be a joint examination for non-technical popular categories including posts of Clerks and Accounts Clerks, as is the practice hitherto. However, the candidates who pass final test will be required to appear in the typewriting test in case of posts of Office Clerks, Accounts Clerks, which will be 5 times the number of vacancies for these categories, subject to the availability of candidates. Those who qualify in the typewriting test and come within  $2\frac{1}{2}$  times the number of vacancies will be called for interview alongwith other categories such as Commercial Clerks, Tickets Collectors and Train Clerks.

2.1 Similar procedure as outlined above will also be followed in case of graduate categories in respect of posts of Clerks, and Junior Accounts Assistants within the other conditions for holding the examination for these categories remaining the same.

---

Clarification in case of Promotions vide Railway Board's letter No. E(NG)I/93/CFP/41, dated 7.4.1994 (RBE 28/1994).

Typewriting test - Exemption in the case of Physically Handicapped E(NG)II/2000/RC-2/29 dated 11/01/2001 (RBE 5/2001)



*Handwritten: Ragini Yechur*  
Ragini Yechur,  
Executive Director (Trg. & MPP)

D.O. No.E(MPP)2006/1/89.

*Handwritten: 4* .10.2006

Dear Shri

Sub: Review of Sanctioned Strength and Creation of posts.

Proposals are being received in the Railway Board from the Zonal Railways for providing money value to create posts for new assets, services and activities. The requirement of staff for additional work is appreciated but there is a need to keep the staff strength within control to ensure that Indian Railways remain a financially viable organization. There is tremendous competition from road and air and it is necessary that our transport system remains agile, prompt and amenable to the needs of the customer.

The reality is that we are managing the train operation successfully with the existing staff strength and that a substantial fat still exists in many traditional, unproductive and non-core activities. Before sending any proposal for additional posts on your railway, it is requested that the following possibilities for surrender of posts be considered:-

- (i) Elimination of activity.
- (ii) Multi-skilling
- (iii) Outsourcing
- (iv) Upgradation of technology and introduction of IT.
- (v) Application of yard stick and benchmarking
- (vi) Review of work study done

Although a number of the above proposed measures must already be in vogue on your system, the consequent effect of reduction of posts is still not proportionately visible. A greater rationale and ordered approach using the above, would lead to an efficient output, greater financial benefits and the capability to change to the need of the customer and the environment.

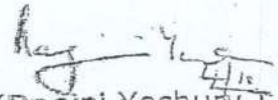
A flexible organization is the need of the hour to meet the industrial and commercial changes taking place at exponential pace. Since, retrenchment of staff is not the Railway's policy any thought of fresh recruitment should be preceded by realization that the person would be with us for the next 30 to 40 years.

69/2  
In order to initiate action in this regard, and to set up a suitable monitoring system, Board has desired that an annexure(enclosed) be filled up in all earnestness and also be scrutinized by finance before a decision considering creation of any additional post on your Railway. The guidelines and yardstick in the proforma are indicative and suggestive but not directive. This is expected to trigger thoughts and processes to rightsize the staff in different activities. It is definitely not meant to be a tool for additional staff.

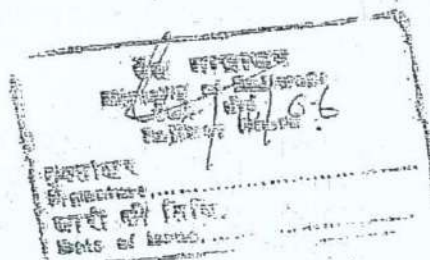
Through the above proforma, it is expected that a desired level of faith is inculcated in future, in the matter of additional posts 'You propose and the Board agrees' is practiced.

With regards,

Yours sincerely,

  
(Ragini Yechury)

Shri V.K. Kaul/GM/CR/Mumbai  
Shri S.S. Khurana/GM/ER/Kolkata  
Shri V.N. Mathur/GM/NR/New Delhi  
Shri Sukhbir Singh/GM/NER/Gorakhpur  
Shri A.K. Sanwalka/GM/NFR/Guwahati  
Shri Thomas Verghese/GM/SR/Chennai  
Shri D.N. Mathur/GM/SCR/Secunderabad  
Shri V.K. Raina/GM/SER/Kolkata  
Shri V.K. Kaul/GM/WR/Mumbai  
Shri S.S. Khurana/GM/CLW/Chittaranjan  
Shri R. Sharma/GM/DLW/Varanasi  
Shri P.R. Goundan/GM/ICF/Perambur  
Shri P. Srivastava/GM/RCF/Kapurtala  
Shri Girish Bhatnagar/GM/RWF/Bangalore  
Shri S.M. Bhardwaj/CAO/DMW/Patiala  
Shri S.K. Vij/GM/ECR/Hajipur  
Shri N.K. Goel/GM/ECOR/Bhubaneswar  
Shri Budh Prakash/GM/NCR/Allahabad  
Shri S.B. Bhattacharya/GM/NWR/Jaipur  
Shri P. Sudhakar/GM/SECR/Bilaspur  
Shri T.N. Perti/GM/SWR/Hubli  
Shri Maheep Kapur/GM/WCR/Jabalpur.





No.AB-14017/6/2009-Esst (RR)  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Personnel & Training

New Delhi, dated the 30<sup>th</sup> April 2010

**OFFICE MEMORANDUM**

**Subject:- Model Recruitment Rules for Group 'C' posts in Pay Band-1, with Grade Pay of Rs.1800/- (pre-revised Group 'D' posts)**

\*\*\*\*\*

The 6<sup>th</sup> CPC recommended that all Group 'D' posts in the Government will stand upgraded to Group 'C', Pay Band-1 with Grade Pay of Rs.1800, along with the incumbents (after suitable training, wherever required). The other recommendations of the Commission, in this regard include:

- (i) There will be no further recruitment in Group 'D'.
- (ii) The existing Group 'D' posts will be placed in Group 'C' Pay Band-1 with Grade Pay of Rs.1800.
- (iii) The minimum qualification for appointment to this level will be either 10<sup>th</sup> pass or ITI equivalent
- (iv) Multi- skilling, with one employee performing jobs hitherto performed by different Group 'D' employees.
- (v) Common Designation for these posts.

2. Model Recruitment Rules (Annex-I) have been framed keeping in view the recommendations of the Pay Commission. All the Ministries/ Departments are requested to amend the Recruitment Rules for the erstwhile Group 'D' posts as per the Model RRs and the recommendations of the Pay Commission.

3. Powers for framing/ amendment of RRs for Group 'C' posts have already been delegated to Ministries/ Departments. Therefore the RRs may be framed accordingly, in consultation with Ministry of Law without further reference to this Department. This Department needs to be consulted only if any deviations from the model RRs are proposed.

(.....2/-)

4. Ministries/ Departments may adopt the designation of **MULTI-TASKING STAFF** for some common categories of posts in the secretariat offices. Annex-II indicates the categories of erstwhile Group 'D' posts which may be given this designation and illustrative list of duties attached to these posts. For other categories of posts, Ministries/ Departments may adopt single designation for posts whose duties are similar in nature and where the officials can easily be switched from one task to another. In all cases it may be ensured that:

- a) The posts are classified as Group 'C'
- b) The posts are placed in Pay Band-1 with Grade Pay of Rs.1800.
- c) The minimum qualification for appointment is prescribed as 10<sup>th</sup> pass. Where technical qualifications are considered necessary, ITI in the relevant subject may be prescribed as the minimum qualification.

5. Ministry of Home affairs etc. are requested to bring the contents of this O.M to the notice of all their Attached/ Subordinate Offices. The autonomous/ statutory bodies may adopt the same with the approval of the competent authority as per their rules/ statutes.

6. Hindi version follows.

  
(J.A. Vaidyanathan)

Deputy Secretary to the Government of India  
Tel. 2309 2112

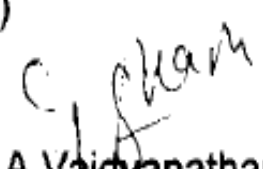
To

1. All Ministries/Departments of Government of India
2. The President's Secretariat, New Delhi.
3. The Vice-President's Secretariat, New Delhi
4. The Prime Minister's Office, New Delhi.
5. The Cabinet Secretariat, New Delhi.
6. The Comptroller and Auditor General of India, New Delhi.
7. The Union Public Service Commission, New Delhi.
8. The Staff Selection Commission, New Delhi

No.AB-14017/6/2009-Estt (RR) dated 30<sup>th</sup> April, 2010

Copy to :-

1. The Rajya Sabha Secretariat, New Delhi.
2. The Lok Sabha Secretariat, New Delhi.
3. All Attached Offices under the Ministry of Personnel, Public Grievances and Pensions.
4. Establishment Officer and Secretary, ACC (10 copies).
5. All Officers and Sections in the Department of Personnel & Training.
6. Secretary, Staff Side, National Council (JCM), 13-C, Ferozeshah Road, New Delhi
7. All Staff Members of National Council (JCM)
8. All Staff Members of the Departmental Council (JCM), Ministry of Personnel, PG and Pensions
9. Establishment (RR Division) (200 copies)

  
(J.A. Vaidyanathan)  
Deputy Secretary to the Government of India  
Tel. 23092112

**ANNEX-I**

**Model Recruitment Rules for the posts which were in Group 'D' Scales prior to Sixth Pay Commission and which have been placed in Group 'C'- Pay Band – 1 (Rs. 5200-20200)+ Grade Pay Rs. 1800/-**

- |   |   |
|---|---|
| 1. Name of Post   | ¶¶<br>(To be indicated by the<br>Ministry/Department/Organization concerned)                                      |
| 2. Number of Post   | (number) * (year of framing)  |
| 3. Classification   | *Subject to variation dependent on workload<br>General Central Service Group 'C'<br>Non-Gazetted, Non-Ministerial |
| 4. Pay Band and Grade Pay   | Pay Band – 1 (Rs. 5200-20200)<br>+ Grade Pay Rs. 1800/-   |
| 5. Whether selection post or non selection post   | Not applicable  |
| 6. Whether benefit of added years of service admissible under Rule 30 of the CCS(Pension) Rules, 1972 | Not applicable  |
| 7. Age limit for direct recruitment   | Between 18 and 25 years of age  |

Note: The crucial date for determining the age limit shall be the closing date for receipt of application from candidates in India (and not the closing date prescribed for those in Assam, Meghalaya, Arunachal Pradesh, Mizoram, Manipur, Nagaland, Tripura, Sikkim, Ladakh Division of J&K State, Lahual & Spiti district and Pangi Sub Division of Chamba district of Himachal Pradesh, Andaman & Nicobar Islands or Lakshadweep).

In the case of recruitment made through the Employment Exchange, the crucial date for determining the age limit shall be the last date upto which the Employment Exchange is asked to submit the names.

¶¶ (Designation of **MULTI-TASKING STAFF** may be adopted for some of the more common categories as indicated in Annex II).

8	<b>Educational and other qualifications required for direct recruits</b>	Matriculation or equivalent pass  OR  ITI pass*  *May be adopted as per special requirements of the post, if any
9	<b>Whether age and educational qualifications prescribed for direct recruitment will apply in the case of promotes</b>	Not applicable
10	<b>Period of probation, if any</b>	Two years
11	<b>Method of recruitment whether by direct recruitment or by promotion or by deputation /absorption and percentage of the vacancies to be filled by various methods</b>	By direct recruitment.
12	<b>In case of recruitment by promotion/deputation/absorption grades from which promotion/deputation/absorption to be made</b>	Not applicable
13	<b>If DPC exists, what is its composition</b>	Group 'C' Departmental Promotion Committee for considering confirmation (specific composition to be indicated)
14	<b>Circumstances in which UPSC is to be consulted in making recruitment</b>	Not applicable

\*\*\*\*



**ANNEX-II**

**DESIGNATION AND INDICATIVE LIST OF DUTIES**

(Erstwhile Group 'D' posts of Peon, Daftary, Jamadar, Junior Gestetner Operator, Farash, Chowkidar, Safaiwala, Mali etc)

**New suggested designation: MULTI-TASKING STAFF**

The duties would broadly include:

- a) Physical Maintenance of records of the Section.
- b) General cleanliness & upkeep of the Section/ Unit.
- c) Carrying of files & other papers within the building.
- d) Photocopying, sending of FAX etc.
- e) Other non-clerical work in the Section/ Unit.
- f) Assisting in routine office work like diary, despatch etc., including on computer
- g) Delivering of dak (outside the building).
- h) Watch & ward duties.
- i) Opening & closing of rooms.
- j) Cleaning of rooms.
- k) Dusting of furniture etc.
- l) Cleaning of building, fixtures etc.
- m) Work related to his ITI qualifications, if it exists.
- n) Driving of vehicles, if in possession of valid driving licence.
- o) Upkeep of parks, lawns, potted plants etc.
- p) Any other work assigned by the superior authority.

**NOTE:** The above list of duties is only illustrative and not exhaustive. Ministries/ Departments may add to the list, duties of similar nature ordinarily performed by officials at this level.

\*\*\*

**2.6.4 Railway Board's Letter No. E(MPP)2016/1/59 dated 10.01.2017 :**

रजिस्ट्रार  
०



**Government of India (Bharat Sarkar)  
Ministry of Railways (Rail Mantralaya)  
(Railway Board)**

No. E(MPP)2016/1/59

New Delhi, Dated 10.01.2017

**The General Managers,  
All Indian Railways &  
Production Units**

**Sub: Effecting savings in manpower costs.**

Effecting savings in manpower costs, increasing productivity and developing skilled human resources is essential for any organization. The action plan given below lays down some specific areas and timelines. This should receive due attention by all the concerned officers.

1. **Review of staff in Reservation Offices** be done in two stages-
  - a) By freezing the existing strength duly anticipating future needs.
  - b) By reviewing and locating surpluses, which could be used to meet the requirement of additional posts of ticket checking staff for new trains introduced over the years.

2. **Continuous review of crew links and requirements of Running Staff:** Review of crew links, faster running of goods trains, extension of crew runs after due process of consultation with all the stakeholders, beyond the territorial limits of the Zone/division, considered.

3. **Zero based review of staff:** Board has issued instructions on "Pool of Surrendered Posts" vide letter dated 28.10.2016, wherein it has been stated that GMs/DRMs shall carry out a zero based review of all posts appearing in the Book of Sanctions.

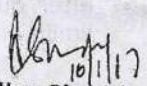
This zero based review *inter alia* would include the following:-

- Total quantum of the work being carried out in that particular work unit/depot as of a fixed date every year, say 1<sup>st</sup> of April.
- How much manpower is required for carrying out these activities given the present state of equipment/tools/procedures and yardsticks, etc.
- Comparison of the above required manpower with the existing men on roll in that work unit/depot.
- Possibility of meeting the shortage if any by re-deployment of posts from elsewhere.
- The total departmental cost of this shortfall in available manpower even after redeployment if the entire requirement were to be met departmentally.
- Possibility of outsourcing, by limiting the total outsourcing cost not exceeding 40%-50% of the total departmental cost of shortfall in manpower.

रेल मंत्रालय Ministry of Railways रेलवे बोर्ड / Railway Board अनुलग्नक सहित जारी Issue with Enclosure हस्ताक्षर Signature जारी की तिथि Date of Issue	रेल मंत्रालय Ministry of Railways रेलवे बोर्ड / Railway Board अनुलग्नक सहित जारी Issue with Enclosure हस्ताक्षर Signature जारी की तिथि Date of Issue
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4. **Multi-skilling:** It can be planned from the initial stage itself in new activities and new workshops. The new activities would include sections being electrified, new lines, new sheds and maintenance depots. Even in the older establishments it can be encouraged by calling for suggestion from employees and employee Unions.
5. **Benchmarking:** The benchmarking data are issued regularly by the E&R directorate. The bench marking data needs to be worked out by taking total activities and total manpower (Departmental plus outsourced). The effort to bring the divisions higher than the All India Average to the AIBM level has to be followed up more rigorously. This will lead to huge reduction in costs and increased productivity.
6. **Outsourcing:** More non-core activities, which are not directly related with train operations and safety can be outsourced.
7. **Monitoring of Travelling Allowance and Overtime:** For example higher officials like branch officers and ADRMs can watch the trend of overtime and TA and take necessary steps to reduce avoidable travel out of station or restrict it to fewer numbers. As a suggestion, any TA bill for a period beyond 21 days should require to be countersigned by the branch officer concerned. Overtime can also be controlled by giving compensatory off wherever possible. The Supervisors (Traffic Inspectors, Loco Inspectors) who bring about the maximum reduction in overtime over their respective jurisdictions can be suitably rewarded. Monitoring of TA and OT are to be started w.e.f. 01.01.2007.

  
(Anuradha Singh)  
Director/ MPP  
Railway Board.



GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
RAILWAY BOARD

No. 2019/Trans Cell/S&T/e-Office

New Delhi, dated: 12.03.2019

Chairman & Managing Director  
RailTel Corporation of India Ltd,  
Institutional Area, Sector-44,  
Gurugram-122003.

General Manager,  
Northern Railway,  
New Delhi.

**Sub: Implementation of e-Office application over Indian Railways.**


**Ref: (i) MR's Dash Board item regarding implementation of e-Office over entire IR.  
(ii) Railway Board's letter no. E(G)2017/Misc/Status of AEBAS dated 04.10.2018.  
(iii) Railway Board's letter no. E(G)2017/Misc/Status of AEBAS dated 24.01.2019  
(iv) Railway Board's letter no. 2016/F(X)II/PW/3Pt.3 dated 20.11.2017.**

Vide reference (ii) above, the project 'Implementation of e-Office for Zonal Railways (Phase-1)' PB item no-185 (FY 18-19) was allotted to RailTel with the approval of Board (MT, FC & CRB) as part of digital initiative and to go paperless in the office working which would ultimately improve transparency and efficiency in the system.

The Project was sanctioned at the total cost of Rs 142.5 Cr charged to DF(3). As the project will generate efficiency in the system, Board (FC & CRB) in consultation with AM/C&IS and DG/S&T have approved the project cost as Rs 142.5 Cr with break up as: Capital- Rs 108.51 Cr & DF(3)- Rs 33.98 Cr.

This issues with the concurrence of Associate Finance of Transformation Cell of Railway Board.

Kindly acknowledge the receipt and ensure compliance.

  
12.03.19  
(Umesh Balanda)

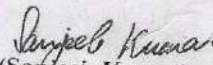
Executive Director/S&T  
Transformation Cell

No. 2019/Trans Cell/S&T/e-Office

New Delhi, dated: 12.03.2019

Copy to:

1. DG/S&T
2. AM/Budget
3. AM/C&IS
4. PFAs, All Indian Railways & Production Units
5. The ADAI (Railways), New Delhi
6. The Director of Audit, All Indian Railways

  
(Sanjeev Kumar)  
Executive Director Accounts  
Transformation Cell

## **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 Technological changes in Typist & Record Sorters work:**

It has become a history when for a small piece of job there was a category of staff to be depended upon. Writing a note, preparing a draft letter , get it corrected/ approved by the officer, get it typed in the typing section, dispatch through special messenger/ DAK etc., as was the duty of a clerk, have been over now. Computers are in every table. Preparing a letter in long hand is no more necessary. Electronic method of sending letters have abridged the time and distance. Every officer and staff are given computers with Rail net facility which has reduced the clerical work load and even sidelined the indispensability of the clerks in offices.



Technology expands rapidly, opening new doors and day to day modernization and system development require economizing and control on the establishment cost of available manpower. In view of up gradation of Technology (Computer) and improvisation in Office infrastructure along with application of modern Machinery & Stationary, the posts of Typist & Record Sorter have been resulted in redundancy and being categorised under shrinking cadre.

### **3.3 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 vis-a-vis work load of Typist /Record Sorter category has been undertaken and the critical observations are as under:

- 3.3.1** The utility of Typist cadre & Record Sorter is very less due to introduction of computerized system of working.
- 3.3.2** 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.
- 3.3.3** 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.
- 3.3.4** Typist & Record Sorter is a diminishing category as it is based on the outdated technology.
- 3.3.5** There is no direct recruitment in Typist & Record Sorter category since long time.
- 3.3.6** Vacant posts of Typist & Record Sorter are lying vacant since long and work does not affect.
- 3.3.7** Now-a-days almost Supervisor/OS/Clerk work on computer.
- 3.3.8** The workload of Typist/Record Sorter has been reduced due to computerization.
- 3.3.9** 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.

- 3.4** **Assessment of requirement of Typist & Record Sorter :** Keeping the above facts in view and based on observations made by Wok Study Team, the requirement of Typist and Record Sorter's Post in various Departments of Nagpur Division has been critically examined and assessed as under:

#### **Requirement of Typist posts:**

The total sanctioned strength of Typist post is 15 having total on –roll strength 10 and vacancy of 05 posts.

Type-writer utilised for letter/document typing and movement of files were not only time consuming but also having tedious operations. Besides this, the accuracy and quick transit also remained matter of concern. But the scenario, after introduction of computers in the system, has been changed. It is a fact that most of the manual workload of ministerial staff is being now managed through computers viz. letter typing, dak delivery and receiving through E-dak or Fax, which has eased the workload of these staff. No delay of receiving and sending dak/mail through E-dak and fax has left now.

Computerisation has slowly invaded in the generic fabric of Indian Railway system. It will be quite useful to bring in more and more areas under computerisation. To improve efficiency, increase awareness and to optimise manpower in offices, both in clerical and design/drawing sides, computerisation is indispensable.

During the course of study, it is observed that besides typing work on Computers the On-roll Typists are mainly engaged in Clerical work such as letter correspondence work, dealing of RTI matters, Store records, Tender/Bills, providing assistance to Ch OS/SSE in their routine work. The Study Team have also observed during the Study that individual Clerical Staff is under taking the typing work in his Section on the Computers provided in order to avoid delay in executing the assigned work.

Moreover, Railway Board vide letter no. E (NG)II/92/CD/1 dated 17/07/1992 (RBE No.-118/1992) have also instructed to merge the Typist Posts with Clerical Cadre and all the future direct recruitment will be made under Clerk-cum-Typist Category having Typewriting proficiency of 30 words/minutes in English or 25 words per minutes in Hindi along with prescribed qualification for Clerical posts.

As the Railway Board have suggested that number of Categories are to be reduced to minimum in each Department duly updating and redesigning of Job description in view of Technological up-gradation & Multi-Skilling and since there is no justification for the continuance of Typist post being a Shrinking Category, *it is proposed to re-allocate the duties duly entrusting the work to the existing Typing/Clerical Staff duly surrendering (in phase manner) all the existing 15 posts of Typists* from all concerned Departments of Nagpur Division.

***Thus, in view of above, it is recommended that all the sanctioned 15 posts of Typist of all concerned departments in Nagpur Division are identified as surplus and should be surrendered in phase -wise as per details given below:-***

**1<sup>st</sup> Phase:-**

**Out of total sanctioned of 15 posts, 05 vacant post of Typist should be surrendered immediately.**

**2<sup>nd</sup> Phase:-**

***Balance 10 live post of Typist should be surrendered after suitable redeployment in other suitable category in concerned departments as per extant Rules.***

**Requirement of Record Sorter posts:**

Presently, **11** Staff have been deployed against the total sanctioned post of **13** Record Sorters resulting 02 vacancies.

As described in Para 2.1 (II), the main duty of Record Sorter is to up keeping of Files/ Registers/ Documents etc., sorting of Dak along with making bundle or set of important Papers properly and serving the required Office documents when it is needed and restoring the same after the use.

But, in present scenario of Computerisation and modernisation of Office infrastructures (like Sliding & Multi-Section Almirahs, Storage cabinets & Lockers attached with working Table/Desks which provide large capacity of Storage in comparatively less space. With the availability of modern Office infrastructures, it is prevalent common practice that the respective dealers are quite able to manage their requisite Documents.

It is in this context, there is no justification to fill in the vacant posts of Record sorters under any circumstances as the job of record sorting may be categorised as redundant activities and during physical observation, the effectiveness of Record Sorter has been analyzed to explore utilization in the present scenario. But keeping the present sanctioned strength vis-à-vis vacant posts of 'Record Sorter is contrary to the modern concept of 'Paper less office'.

Moreover, the activity of 'Record Sorter' is redundant in nature and the category itself is diminishing day by day. Thus, there is no need to induct new incumbent of 'Record Sorter' under the present situation.

***Thus, in view of above, it is recommended that all the sanctioned 13 posts of Record Sorter in Nagpur Division are identified as surplus and should be surrendered in phase -wise as per details given below:-***

**1<sup>st</sup> Phase:-**

**Out of total sanctioned of 13 posts, 02 vacant post of Record Sorter should be surrendered immediately.**

**2<sup>nd</sup> Phase:-**

**Balance 11 live post of Record Sorter should be surrendered after suitable redeployment under MTS Category in concerned departments as per extant Rules.**

**3.5**

**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 under mentioned 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 Nagpur Division.***
- II. Out of consolidate cadre strength (Typist & Record Sorter) of 28 post, the 07 vacant posts (Typist-05+ Record Sorter-02) should be surrendered in 1<sup>st</sup> Phase and balance 21 live posts (Typist-10+ Record Sorter-11) 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.***

**3.6 Summary of Sanction, Present & Proposed Cadre strength of Typist & Record Sorter over Nagpur Division:**

S#	Category	Department	Sanc.	Actual	Vac.	Proposed	No. of Posts identified Surplus	Remarks
1	<b>TYPIST</b> (Supdnt. Typist (GP-4600/, L-7;VII <sup>th</sup> CPC & Chief Typist (GP-4200/-L-6; VII <sup>th</sup> CPC))	PERSONNEL	03	03	00	00	03	<i>*Vacant posts-05 &amp; Live Posts =10</i>
2		COMMERCIAL	02	00	02	00	02	
3		ELECTRICAL	05	02	03	00	05	
4		MEDICAL	01	01	00	00	01	
5		OPERATING	02	02	00	00	02	
6		ENGINEERING	01	01	00	00	01	
7		MECHANICAL	01	01	00	00	01	
<b>(A) TOTAL</b>			<b>15</b>	<b>10</b>	<b>05</b>	<b>00</b>	<b>15*</b>	
1	<b>RECORD SORTER</b> (GP-1800/1900; L-1/2 ;VII <sup>th</sup> CPC)	PERSONNEL	07	05	02	00	07	<i>*Vacant posts-02 &amp; Live Posts =11</i>
2		MEDICAL	02	01	01	00	02	
3		ENGINEERING	03	02	01	00	03	
4		OPERATING	00	00	00	00	00	
5		S & T	00	01	-01	00	00	
6		ELECTRICAL	01	01	00	00	01	
7		MECHANICAL	00	01	-01	00	00	
<b>(B) TOTAL</b>			<b>13</b>	<b>11</b>	<b>02</b>	<b>00</b>	<b>13*</b>	
<b>GRAND TOTAL (A+B)</b>			<b>28</b>	<b>21</b>	<b>07</b>	<b>00</b>	<b>28*</b>	<i>*Vac.- 07, Live-21</i>

**3.7 RECOMMENDATIONS & SUGGESTIONS:**

In the light of Railway Board guidelines (detail mentioned in Para 3.1-A,B,C,D & E) and to fulfill the general purpose the Work Study, Study Team have derived following Recommendations & Suggestions to improve Efficiency, Economy and optimum utilization of available workforce.

**RECOMMENDATIONS:**

- 3.7.1** Based on the above critical observations and assessment of requirement of Typist & Record Sorter posts, it is recommended that out of total sanctioned **28** Posts (Typist-15 & Record Sorter-13), all the existing 28 posts of Typist & Record Sorter identified as redundant Categories should be surrendered in Phase wise:

**Phase-I :**

Total **07** vacant posts (Typist-05 + Record Sorter-02) 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 **21** live posts (Typist-10 + Record Sorter-11) should be surrendered after suitable redeployment in other needful category as per extant Rule.

- 3.7.2** 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:**

- 3.7.3** 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.
- 3.7.4** 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.
- 3.7.5** 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 28 Posts (Typist-15 & Record Sorter-13) identified surplus is as under:-

S#	Posts	Level (7 <sup>th</sup> CPC)	G.P. (6 <sup>th</sup> CPC)	Pay Structure (7 <sup>th</sup> CPC)	No. of Post to be surrendered	Mean pay of the level	Cost per Month per staff (Mean Basic pay+ D.A. @ 12 %)	Total cost per month (in Rs.)	Total cost per year (in Rs.)
1	Supdt. Typist	L-7	4600	44900-142400	04	93650	104888	419552	5034624
2	Ch. Typist	L-6	4200	35400-112400	11	73900	82768	910448	10925376
3	Record Sorter	L-1	1800	18000-56900	13	37450	41944	545272	6543264
<b>TOTAL</b>					<b>28</b>				<b>22503264</b>

***Thus, recurring savings to the tune of Rs. 2,25,03,264 say Rs. 225 lakhs Per annum can be achieved due to surrender of 28 Posts (Typist-15 & Record Sorter-13) from concerned Departments of Nagpur Division and surrender memorandum to be issued by Sr. DPO/NGP/SECR.***

