

**WORK STUDY REPORT
ON
REVIEW OF STAFF STRENGTH OF
GROUP "D" / GENERAL ASSISTANT
COMMERCIAL DEPARTMENT

OVER

RATLAM DIVISION**

Study No.G.463/WR/WS- 21/2019-20

<u>Led by:</u>	<u>Study Conducted by:</u>	<u>Assistance from Division</u>
Shri. Rakesh Kumar	Shri. Ashish Vijay Dube	Shri.Sunil Kumar Meena
(Secy./PG-CCG)	CWSI/ CCG	Sr. DCM-RTM
	Shri Sheenu Panicker	
<u>Guided By:</u>	CWSI/ CCG	Shri. N R Meena
Shri. Sudhindra Sharma	Shri Arun D Sarfare	DCM - RTM
SWSO-CCG	CWSI/ CCG	

**Central Planning Organization
Headquarter Office
Churchgate
Mumbai – 400 020**

EXECUTIVE SUMMARY

Serial No.	-	21
Study No.	-	WR/WS-21/2018-2019
Case No.	-	G.463/WR/WS-21/2018-2019
Subject	-	Review of staff strength of Group –D Assistant (Commercial) Dept. over Ratlam Division.
Area	-	Ratlam Division
Department	-	Commercial
Authority	-	AGM/CCG
Terms of Reference	-	Assessment of Man power requirement – Corresponding to existing staff strength.
No. of Recommendations	-	01 (ONE)
Summary of Recommendations	-	Placed on Page No. 6

Projected Manpower

Sr No.	Category	Existing Cadre	Men on roll	Vacant post	Live post	Proposed for surrender	Proposed Cadre
1	Safaiwala (House Keeping Assistant)	13	06	07	06	13	00
2	General Assistant (Waterman)	71	50	21	50	71	00
3	General Assistant (Marker)	17	15	02	00	02	15
4	General Assistant (WRB)	10	08	02	00	02	08
5	General Assistant (RRB)	10	09	01	00	01	09
6	General Assistant (AYA)	04	02	02	02	04	00
7	General Assistant (Scaleman)	08	07	01	07	08	00
8	General Assistant (Sealman)	11	10	01	00	01	10
9	General Assistant (Khalasi)	41	39	02	00	02	39
10	General Assistant (Invoice Courier)	04	04	02	02	04	00
	Total	189	150	41	67	108	81

Financial Implication - Recurring Savings of **Rs 69,764,544/-per annum**

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The work study team wishes to acknowledge its gratitude to the following officer for co-ordination and assistance given by him :

Shri.Sunil Kumar Meena	Sr. DCM- RTM
Shri N R Meena	DCM - RTM

The work study team wishes to acknowledge its gratitude to Shri Sanjay Dharpawar, CMI- (MPP)- Ratlam & Sectional CMI & staff of Commercial Department of Ratlam Division for the assistance given by them during the course of the study.

TERMS OF REFERENCE

As per Additional General Manager's directives, Secy./PG has instructed to conduct a work study to review the staff strength of Group D /General Assistant (Comml.) staff of Commercial department of Ratlam Division. Accordingly, a study has been conducted with a view to assess the requirement of man power over Ratlam Division.

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<u>METHODOLOGY</u>	
Collection	Of data required for conducting the Work Study.
Observation	Of area wise and activity wise working system.
Scrutiny	Of data collected, existing staff strength, deployment, quantum of workload arising.
Discussion	With Co-ordinating Personnel & Commercial officers. Staff in regard to workload arising and actual requirements of staff.
Consideration	Of suggestions and guidelines given by Co-ordinating Officers.
Assessment	Critical examination of existing of working and comparison with cost of manpower provided by Railway vis-a-vis opting for out sourcing the activity.
Provision	Of Leave Reserve and Rest Givers on the bare proposed manpower.
Identification	Of surplus posts available over of surplus posts available over and above the need based requirement and discussion with DCM - RTM at the time of Study.
Proposal	For adoption of change in existing working system.
Finalization	Of Work Study report with recommendations.

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SUMMARY OF RECOMMENDATIONS

Recommendation:-

After carefully scrutinizing the current working scenario of entire cadre of Group-'D'/ General Assistant (Commercial) the work study team proposes **108** posts as surplus against sanctioned cadre of **189** to the requirement and recommended for surrender immediately.

Summary of Recommendation:

Sr No.	Category	Existing Cadre	Men on roll	Vacant post	Live post	Proposed for surrender	Proposed Cadre
1	Safaiwala (House Keeping Assistant)	13	06	07	06	13	00
2	General Assistant (Waterman)	71	50	21	50	71	00
3	General Assistant (Marker)	17	15	02	00	02	15
4	General Assistant (WRB)	10	08	02	00	02	08
5	General Assistant (RRB)	10	09	01	00	01	09
6	General Assistant (AYA)	04	02	02	02	04	00
7	General Assistant (Scaleman)	08	07	01	07	08	00
8	General Assistant (Sealman)	11	10	01	00	01	10
9	General Assistant (Khalasi)	41	39	02	00	02	39
10	General Assistant (Invoice Courier)	04	04	02	02	04	00
	Total	189	150	41	67	108	81

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CHAPTER – I

INTRODUCTION

Indian Railway is one of the biggest transportation organizations among all other transport organizations in the country. In fact the Railway is backbone of the national economy. In recent time, Railway is facing tremendous competition from road and air. Indian Railways begun to lose out freight to the Roadways since the last decade despite its inherent advantages of being environment friendly and more reliable. Today, the Railway's freight share stands at approximately 35% against 64% of two decades ago. This slows down in freight loading eroded the Railways revenue.

In the time of competition transport system should not only the agile, prompt and amenable but also financially viable. In order to bring economy in expenditure the optimum utilization of man, machine and material will have to be ensured. Productivity has acquired a new and broader meaning in the light of highly competitive economic environment, increasing educational levels, degradation of physical environment and increasing population creating pressure on the limited available resources. To be relevant, the output dimension of the productivity equation needs to be stressed more than before, because improvement in the use of resources alone may not give the desired competitive advantage. Productivity should be viewed as increasing value addition to be achieved by:- i) Providing products and services that enhance customer satisfaction; ii) Reducing costs; and iii) Enhancing safety. After introduction of new policies of parcel and passenger traffic over the period of time various categories of Commercial department has lost their significance. For example due to 'Comprehensive leasing policy' most of the parcel vans over Indian Railway are out sourced.

Further, policy regarding receiving through traffic only, without any transshipment has also restricted the parcel traffic to be handled by the department. After introduction of various software programs for reserved/unreserved ticket booking, parcel booking, goods booking and other latest mode of communications like E-Dak etc. role of messengers (Couriers) have become insignificant. Facilities like waiting rooms and retiring rooms cannot be operated on loss basis hence in absence of adequate earning either these facilities may be operated through outsourcing or effort may be made to convert in to earning sources.

Presently, more than half of the total working expenses are expended towards staff costs in the Indian Railways. The administration should plan towards achieving a quantum reduction in man power costs, especially those relating to the non-core activities, for sustaining the financial viability of the Indian Railways taking into account the impact of VIIth Pay Commission recommendations. Railway Board vide letter No. E(MPP)2018/21/1 dated 11.09.2018 has advised to review the cadre of safaiwala in the Railways.

In light of above facts, it become essential to review the staff strength of categories like- Marker, Safaiwala, Waterman, WRB, RRB, Scaleman, Sealman, , Commercial Khalasi, Aya & Invoice Courier of Commercial department, Ratlam Division.

CHAPTER – II

EXISTING SCENARIO AND CRITICAL ANALYSIS.

2.0 GENERAL

The subject work study is conducted to review of manpower pertaining to Group-D/Assistant (Commercial) Dept. category of staff deployed in Ratlam Division. While conducting the subject study the present deployment of such staff against its pinpointed posts and the corresponding involvement vis- a vis effectiveness of such staff in their respective field of work under has been collected from the concerned authority. For collection of data note alongwith data collection form was given to describe the duties performed by each staff.

Railway Board vide Letter No. PC-VI/2009/I/1/3 (Vol.II) dated 27.12.2019(**RBE 201/2018**) revised the designations of the erstwhile Group 'D' categories. As per the RB letter the revised designations of the Group 'D' categories is mentioned against the category taken up for workstudy.

During the study period, the sanctioned cadre, MOR & Vacancy position of Group- D/ Assistant (Commercial) Dept. as on 01.04.2019 were collected by the work study team which is shown as under:

Item No.	Category
I	Safaiwala(House Keeping Assistant)
II	Waterman
III	General Assistant(Marker)
IV	Waiting Room Bearer(WRB)
V	Retiring Room Bearer(RRB)
VI	AYA
VII	Scaleman
VIII	Sealman
IX	Commercial (Khalasi)/ Helper (Khalasi)/Material Issuer
X	Invoice Courier.

2.1 **Sanctioned cadre of Group 'D' /Assistant (Commercial) as on 01.04.2019.**

Category	Scale of Pay	Cadre	Men on roll	Vacancy
Safaiwala (House Keeping Assistant)	5200-20200 + 1800 Level-I	13	06	07
General Assistant (Commercial) (Waterman)	5200-20200 + 1800 Level-I	71	50	21
General Assistant (Commercial) (Marker)	5200-20200 + 1800 Level-I	17	15	02
General Assistant (Commercial) (Waiting Room Bearer)	5200-20200 + 1800 Level-I	10	08	02
General Assistant (Commercial) (Retiring Room Bearer)	5200-20200 + 1800 Level-I	10	09	01
General Assistant (Commercial) (AYA)	5200-20200 + 1800 Level-I	04	02	02
General Assistant (Commercial) (Scaleman)	5200-20200 + 1800 Level-I	08	07	01
General Assistant (Commercial) (Sealman)	5200-20200 + 1800 Level-I	11	10	01
General Assistant (Commercial) (Khalasi)	5200-20200 + 1800 Level-I	41	39	02
General Assistant (Commercial) (In Courier)	5200-20200 + 1800 Level-I	04	04	00
Total		189	150	39

2.2 Station wise deployment of entire Group-D/Assistant (Commercial) cadre provided by Division is as under:

Safaiwala (House Keeping Assistant)					
Sr. No.	Station	Sanction Cadre	Men on Roll	Vacancy	Excess
1	TWS/RTM	01	01	00	00
2	IND	01	01	00	00
3	BILD	01	00	01	00
4	MRN	01	00	01	00
5	RTM	02	02	00	00
6	BOD	01	00	01	00
7	KUH	01	00	01	00
8	UJN	03	02	01	00
9	SPBJ	01	00	01	00
10	VRJ	01	00	01	00
	Total	13	06	07	00
Waterman – General Assistant (Commercial)					
Sr. No.	Station	Sanction Cadre	Men on Roll	Vacancy	Excess
01	BNG	01	01	00	00
02	GPX	01	01	00	00
03	FTD	01	00	01	01
04	AJN	01	01	00	00
05	PLA	01	01	00	00
06	IND	08	08	00	00
07	RJQ	01	01	00	00
08	DADN	03	02	01	00
09	BWW	01	00	01	00
10	OM	02	02	00	00
11	SWD	01	01	00	00
12	NKR	01	00	01	00
13	NLI	01	01	00	00
14	JAO	01	01	00	00
15	DOD	01	01	00	00
16	DLD	01	01	00	00
17	NMH	02	02	00	00
18	JWO	01	01	00	00
19	NBH	01	00	01	00
20	SMP	01	01	00	00
21	COR	02	01	01	00
22	CNA	01	00	01	00
23	PPD	01	00	01	00
24	LMK	01	00	01	00
25	DHD	02	02	00	00

26	MGN	02	01	01	00
27	THDR	01	01	00	00
28	RTM	09	08	01	00
29	BOD	01	00	01	00
41	KUH	01	01	00	00
42	NAD	02	02	00	00
43	PPG	01	00	01	00
44	UNL	01	01	00	00
45	UJN	06	03	03	00
46	TAN	01	00	01	00
47	MKC	01	01	00	00
48	BCH	01	00	01	00
49	KSH	01	00	01	00
50	AKD	01	00	01	00
51	SJP	02	01	01	00
52	KPP	01	01	00	00
53	SEH	01	01	00	01
	Total	71	50	21	01
Marker General Assistant (Commercial)					
Sr. No.	Station	Sanction Cadre	Men on Roll	Vacancy	Excess
01	IND	06	06	00	00
02	DHD	01	01	00	00
03	RTM	03	02	01	00
04	NAD	01	00	01	00
05	UJN	04	04	00	00
06	MGG	01	01	00	00
	Total	17	15	02	00
General Assistant (Commercial) WRB(Waiting Room Bearer)					
Sr. No.	Station	Sanction Cadre	Men on Roll	Vacancy	Excess
01	IND	02	02	00	00
02	MDS	01	01	00	00
03	COR	02	02	00	00
04	DHD	01	01	00	00
05	RTM	02	01	01	00
06	NAD	01	00	01	00
07	UJN	01	01	00	00
	Total	10	08	02	00

General Assistant (Commercial) RRB(Retiring Room Bearer)					
Sr. No.	Station	Sanction Cadre	Men on Roll	Vacancy	Excess
01	IND	02	02	00	00
02	COR	02	02	00	00
03	RTM	05	04	01	00
04	UJN	01	01	00	00
	Total	10	09	01	00
AYA General Assistant (Commercial)					
Sr. No.	Station	Sanction Cadre	Men on Roll	Vacancy	Excess
01	IND	02	01	01	00
02	RTM	02	01	01	00
	Total	04	02	02	00
Scaleman General Assistant (Commercial)					
Sr. No.	Station	Sanction Cadre	Men on Roll	Vacancy	Excess
01	IND	02	01	01	00
02	RTM	05	06	00	01
03	UJN	01	00	01	00
	Total	08	07	02	01
Sealman General Assistant (Commercial)					
Sr. No.	Station	Sanction Cadre	Men on Roll	Vacancy	Excess
01	IND	02	02	00	00
02	COR	01	01	00	00
03	CNA	01	01	00	00
03	RTM	04	03	01	00
04	NAD	01	01	00	00
05	UJN	02	02	00	00
	Total	11	10	01	00

Khalasi General Assistant (Commercial)					
Sr. No.	Station	Sanction Cadre	Men on Roll	Vacancy	Excess
01	TWS/RTM	12	10	02	00
02	IND	13	13	00	00
03	DADN	01	01	00	00
03	NMH	01	01	00	00
04	JWO	01	01	00	00
05	COR	01	01	00	00
06	RTM	07	07	00	00
07	UJN	04	04	00	00
8	DHD	01	01	00	00
	Total	41	39	02	00
In Courier General Assistant (Commercial)					
Sr. No.	Station	Sanction Cadre	Men on Roll	Vacancy	Excess
01	RTM	04	04	00	00
	Total	04	04	00	00

2.3 Safaiwala (House Keeping Assistant).

Safaiwala	Sanction Cadre	Men on Roll	Vacancy	Excess
Total	13	06	07	00

2.3.1 Workload :- The current workload of Safaiwala from the Commercial Dept. Over Ratlam Division was collected in the Workstudy Data Collection Form submitted by the concerned Sectional CMI.

The details of the workload are as under:

1. Doing cleaning work in “E” & “A” cabin and Up & Dn Yard, Ratlam as per instruction of SS/RTM.
2. Looking after Commercial ORH at Ujjain. Providing fresh & clean linen at ORH. Taking due care of the ORH before and after arrival of Officers in the ORH.
3. Doing entire cleaning work in “C” cabin at UJN.
4. Cleaning and maintain office while working under Ch OS.
5. Working under SSE(Works) RTM and performing duties as per SSE.
6. Working as Safaiwala cum Gateman, DWX and looking after Goods Shed at DWX. Opening, closing and cleaning of Goods Shed. Labelling and sealing of rakes. Working in Parcel & Booking Office when there is no work in Goods shed. Stacking, marking, loading and unloading of parcels whenever required.

2.3.2 Critical Analysis.

1. During the work-study it has been observed that the cleaning activities have already been outsourced to the private contractor including the scope of works of cleaning of ORH, Retiring Room(RR) & Waiting Room (WR) wherein, 06 nos. of Railway Safaiwala's utilised for same work at different locations. During the study it has been noticed that they are also utilised for other type of work other than cleaning.
2. The utilisation of Railway manpower (safaiwala's) for activities which have been already outsourced are unjustified and is also causing loss of revenue to the Railway Administration. Railway Board vide letter No. E(MPP)2018/21/1 dated 11.09.2018 has advised to review the cadre of safaiwala in the Railways so as to outsource the non-core activities .
Therefore, it is firmly recommended that the 06 nos. of safaiwala's may be surrendered immediately to avoid duplication of works.

2.3.3 Recommendation:

The entire activities of cleaning has already been outsourced and sanction cadre of Safaiwala (House Keeping Assistant) is utilised for same work which have been outsourced which shows misutilisation of manpower and loss of revenue to the Railway Administration.

Due to outsourcing of cleaning activities the entire cadre of 13 Safaiwala's are found surplus, thus it is recommended that entire cadre of Safaiwala (House Keeping Assistant) i.e. 06 Live post & 07 vacant post may be surrender , immediately in the financial period 2019-20.

2.4 General Assistant (Commercial) (Waterman)

Waterman/ Waterwoman	Sanction Cadre	Men on Roll	Vacancy	Excess
Total	71	50	21	00

2.4.1 General Assistant (Commercial) (Waterman)

The cadre of Waterman/Waterwoman was introduced during the initial days when no other watering facilities were available at stations. The drinking water at stations was made available by the Railway Administration by way of Water Hut and to distribute the water to the passenger's through Waterman/Water woman.

During the long journey of Railways, so many changes have been implemented, earlier the passengers were used drinking water through Water Hut then pipe water were made available to the passengers at stations, passengers were carried water collar during the journey to have good quality of water, and now days, Packed Drinking Water (PDW) is made available to the passengers at stations which is hygiene, purified in plants which is certified by FSSSI. The MRP of water bottled has been kept at the minimum than the open market by the Railway Administration for Railway passengers.

Now days, Railway has introduced Water Vending Machines (WVM) at various stations with cheaper rates to have drinking water facility to the passengers through IRCTC by outsourcing the contracts.

Therefore, cadre of Waterman/ Waterwoman is totally obsolete and no more required.

2.4.2 Workload :- The current workload of Waterman from the Commercial Dept. Over Ratlam Division was collected in the Work Study Data Collection Form submitted by the concerned Sectional CMI.

The details of the workload are as under:

1. As per the details provided by the sectional CMIs the waterman are mostly redeployed wherever there is work as at most of the stations the waterhut has been replaced by piped water taps or hand pumps. Hence, the waterman not utilised only as distributing water. At major stations the waterhuts has been replaced with water coolers and water vending machines (WVM). Nowadays, IRCTC is also installing WVM in the name of "JANJAL" providing cleaning drinking water at affordable prices. The WVMs are fully operated by IRCTC.
2. When a station is constructed, certain minimum amenities are required to be provided at each category of station (on the basis of projected traffic/earnings). These were earlier termed as basic amenities/infrastructural facilities and are now be called Minimum Essential Amenities (MEA). As per the MEA to be

provided at station there is no provision of waterhuts and it has been now replaced with piped water taps or hand pumps.

3. Moreover, the major cadre of waterman are at IND, RTM and UJN stations and most of the waterman are utilised for work other than waterman. At Ratlam and Indore station there is cadre of 09 & 08 waterman out of which 05 & 07 are currently working and all of them are either working as **Waiting Room Bearer or Retiring Room Bearer**. One of the waterman is currently working under SSE(works) RTM and performing duties as per the instructions given by SSE(Works). Even at roadside stations having cadre of 01 to 03 waterman they are performing work other than their profile or in addition to their duties.

2.4.3 Critical Analysis

During work-study it has been noticed was observed that at present there is cadre of 71 and out of which 50 are currently working and there is vacancy of 21 waterman. As major of the waterman are not performing their profile work, it is clear that in the current scenario there is no much requirement of this cadre and entire cadre of 71 posts including the vacant of 21 post need to be surrendered, immediately.

2.4.4 Recommendation:

In olden days when there was no any facility of Drinking water at stations, the Water Hut were built at stations and drinking water were distributed to the passengers by Waterman/Waterwoman. Now days so many changes have comes during the long journey of Railways and i.e. Water Hut- Pipe line water- Water Cooler- Packaged Drinking Water (PDW) – Water Vending Machine (WVM).

Therefore, cadre of Waterman/Waterwoman is totally obsolete and no more required. The Cadre of 71 of Waterman/ Waterwoman are found surplus, thus it is recommended that entire cadre of Waterman/Waterwoman i.e. 50 Live post & 21 vacant post may be surrendered, immediately during the financial period **2019-20** itself.

2.5 General Assistant (Marker)

Sealman	Sanction Cadre	Men on Roll	Vacancy	Excess
Total	17	15	02	00

Marker is responsible making enteries on the outward booked parcel to be loaded in the parcel vans/SLR's at the parcel booked stations.

2.5.1 Workload:- The current workload of Marker of the Commercial Dept. over Ratlam Division was collected in the Work Study Data Collection Form submitted by the concerned Sectional CMI.

The details of the workload are as under:

1. Currently they are deployed for marking over the packages in shift 08.00 to 18.00 hours. Currently, a large chunk of parcel traffic has been leased out and limited parcels are being handled through Parcel offices. This has reduced the need of Marker in parcel offices. The other parcel related works has been outsourced to Handling contractors. Marking of packages plays a important role and helps in granting delivery at the destination station. It also helps in reducing claims.

2.5.2 Critical Analysis

During work study it was observed that at present there is cadre of 17 markers, out of which 15 are currently working and there is vacancy of 02. The current work of the Marker is justified looking into the work performed by them. The vacant 02 posts needs to be surrendered and cadre of 15 Marker are justified looking into increase of trains and to cater increase of parcel traffic.

Currently, PMS(Parcel Management System) has been installed at RTM & NAD station and is in process at other locations. With introduction of PMS, the work and role of Marker will diminish as writing of PWB details of each and every parcel will reduce to pasting of PMS sticker on the packages. In future whenever PMS is fully operational in RTM Division, the authorities may decide the future of the cadre depending upon the work.

2.5.3 Recommendation:

PLM(Packaging, Labelling & Marking) plays a important role in reducing claims of Railways. Looking to the importance of the work performed by Marker which in long run helps in proper guidance to other parcel staff for proper loading & unloading of parcels and accountal of Parcels.

Thus, 15 markers currently working are found justified and 02 posts lying vacant for long time is no more required and may be surrendered immediately.

2.6 General Assistant (Commercial)(Waiting Room Bearer).

WRB	Sanction Cadre	Men on Roll	Vacancy	Excess
Total	10	08	02	00

The work of WRB is to ensure entry of bonafide passengers in the waiting rooms and its upkeeping.

2.6. 1 Workload: - The current workload of Waiting Room Bearer from the Commercial Dept. over Ratlam Division was collected in the Work Study Data Collection Form submitted by the concerned Sectional CMI.

The details of the workload are as under:

1. The WRB are looking after the waiting room located at major stations and stations having waiting room.
2. There are taking the details of the passengers and making respective entries in the register maintained for the purpose.
3. Looking after the cleaning activities of the waiting room.
4. In case of complaints regarding waiting room intimating to concerned officials.

2.6.2 Critical Analysis

During work study it has been noticed that at present there is cadre of 10 WRB, out of which 08 are currently working and there is vacancy of 02 WRB. Currently, the WRB are manning waiting rooms at 07 stations in RTM Divisions.

The current MOR of 08 is justified as the waiting rooms at all major stations are to be manned round the clock. Even there are three different type of waiting room one for Ladies, other for Upper class passengers and third one for Sleeper class passengers. As of now the 02 vacant post needs to be surrendered immediately.

Further, the Division needs to work out some plan that the manning of waiting rooms are outsourced to private contractors or attempts to made that it is included in the existing or future contract on similar lines of outsourcing of cleaning activities and the remaining cadre to be phased out in future.

2.6.3 Recommendation:

The work of WRB is to ensure that only bonafide passengers may allowed in respective waiting room as per entitlement of class. The work of WRB is to make entry in register and if any irregularities noticed regarding cleanliness or any amenities may report to Station Manager/Master.

Looking to the quality & responsibility of works, Division needs to work out some plan that the manning of waiting rooms are to be outsourced to private contractors or attempts to made that it is included in the existing or future contract on similar lines of outsourcing of cleaning activities and the

remaining cadre to be phased out in future.

Thus, cadre of two (02) WRB is found surplus and may be surrendered immediately and rest (08) Man on Roll staff may be surrendered after outsourcing the said activity.

2.7 General Assistant (Retiring Room Bearer)

RRB	Sanction Cadre	Men on Roll	Vacancy	Excess
Total	10	09	01	00

General Assistant (Retiring Room Bearer).

They are responsible for upkeep the retiring room and providing needful assistance to the passengers.

2.7.1. **Workload:-** The current workload of Retiring Room Bearer of the Commercial Dept. over Ratlam Division was collected in the Work Study Data Collection Form submitted by the concerned Sectional CMI.

The details of the workload are as under:

1. The RRB is looking after the Retiring Room located at major stations.
2. There are responsible for taking due care of the Retiring Rooms including dormitories which include maintain cleanliness, changing of linen on each allotment, updating occupancy and vacation of the Retiring Room at regular intervals. Providing complaint free service to passengers.
3. Cleaning and taking care of the furniture's in the Retiring Rooms.
4. Taking the details of the passengers and making respective entries in the register maintained for the purpose. Handing over the keys of the Retiring Room to the passengers.

2.7.2 **Critical Analysis**

During work study it was observed that at present there is cadre of 10 RRB, out of which 09 are currently working and there is vacancy of 01 RRB. Currently, the RRB are manning Retiring rooms at 04 stations(RTM, UJN, IND & COR) and rest 03 stations (NAD, DHD & MHW) are managed by station staff in RTM Divisions . The current MOR is justified as at major stations they are to be manned round the clock.

As per Rly Board Letter No. 2005/TGIV/35/Policy/RR dated

02.05.2019(CC 24/2019) the current Retiring Rooms/ Dormitories are to be handed over to IRCTC. Hence, necessary steps to be taken at Divisional level to process the proposal of handing over of Retiring Rooms to IRCTC with due approval of HQ as mentioned in the **CC 24/2019**.

As of now the 01 vacant post needs to be surrendered immediately and the rest 09 posts to be surrendered on handing over of Retiring Rooms to IRCTC.

2.7.3 **Recommendation:**

As per Rly Board Circular No. 24/2019 ***the current Retiring Rooms/ Dormitories are to be handed over to IRCTC.*** Divisions has been advised to handover the management of Retiring Room to IRCTC with due approval

of HQ. Therefore, cadre of Retiring Room Bearer is found surplus.

However, it is recommended that till the handing over of the Retiring Room to IRCTC, vacant one (01) post of RRB may be surrendered, immediately and remaining nine (09) post may be surrendered on completion of handing over procedure to IRCTC.

2.8 General Assistant (AYA)

AYA	Sanction Cadre	Men on Roll	Vacancy	Excess
Total	04	02	02	00

2.8.1 Workload:- The current workload of AYA of the Commercial Dept. over Ratlam Division was collected in the Work Study Data Collection Form submitted by the concerned Sectional CMI.

The details of the workload are as under:

1. Currently one AYA posted at RTM station is working under SS/RTM.
2. Currently one AYA posted at Indore station is working as WRB and looking after waiting room. Maintaining cleanliness in and around waiting Room, making entries of passengers in the register maintained and ensuring complaint free service to the passengers.

2.8.2 Critical Analysis

During work study it was observed that at present there is cadre of 04 AYA, out of which 02 are currently working and there is vacancy of 02. Currently, one of the AYA is working under SS/RTM and other is working as WRB at Indore station. Thus, the cadre of 04 AYA are found surplus out of which two are vacant and other two to be surrendered as both are not performing their jobs as per there profile.

2.8.3 Recommendation:

During the work- study, it has been noticed that now days actual works assigned for AYA was not performed by Cadre and they are utilised for work under Station Manager/RTM and other as WRB at Indore.

Thus, utilisation of these two posts for work other than the assigned job is not justified. Hence, 04 posts of AYA are found surplus out of which 02 are vacant and rest 02 posts also to be surrendered immediately.

2.9 General Assistant, (Scaleman)

<u>Scaleman</u>	Sanction Cadre	Men on Roll	Vacancy	Excess
Total	08	07	02	01

Scaleman assist ticket checking staff to weigh & measure the luggage during the journey. This has to detect un booked lugged being carried beyond permissible weight.

2.9.1 Workload:- The current workload of Scaleman of the Commercial Dept. over Ratlam Division was collected in the Work Study Data Collection Form submitted by the concerned Sectional CMI.

The details of the workload are as under:

1. Currently the scaleman are working under CTI and posted at 3 stations Indore, Ratlam and Ujjain stations.
2. The working of scaleman is to assist Ticket Checking staff like weighing of luggage to detect unbooked and overweight of luggage, upkeep of collected tickets, assisting Ticket checking staff working in Squads and further working as per instructions of DCTI/CTI.
3. Their work is to accompany the ticket checking staff in the train and weighting /measuring the luggage being carried by the passenger to detect the overweight. They accompany the ticket checking staff squad as per their schedule.
4. Currently they are assisting CTI looking after issuing, maintain record of EFTs & collection of used EFTs. Stamping on EFTs before issuing to ticket checking staff.
5. Proper stacking and upkeep of records.
6. Collection & submitting of letters and other correspondence with Division Office.

2.9.2 Critical Analysis

During work study it was observed that at present there is cadre of 08 Scaleman, out of which 07 are currently working and there is vacancy of 02 posts and 01 is found excess at RTM.

Earlier scaleman used to assist the ticket checking staff in train for measurement & weighing the luggage to detect overweight but now days the digital weighing machines are available at all the Major stations and these are being used by the ticket checking staff for weighing of luggage. Hence, these 08 posts of Scaleman staff have been considered surplus and advised to surrender forthwith. During workstudy it was observed that 02 of the scaleman posted at RTM are due to retire in 2020. Hence, the current vacant 01 posts needs to be surrendered immediately and rest 05 also to be surrendered.

2.9.3 Recommendation:

Now the work of scaleman is no more required in the present conditions. As of now digital weighing machines are available at all the major stations and they are being used by the ticket checking staff for weighment of luggage. During workstudy it was observed that 02 of the scaleman posted at RTM are due to retire in 2020. Hence, the 08 posts of scaleman needs to be surrendered immediately.

2.10. General Assistant (Sealman)

Sealman	Sanction Cadre	Men on Roll	Vacancy	Excess
Total	11	10	01	00

Sealman is responsible to seal the loaded wagons/parcel vans in SLRs of outward traffic goods booked from the stations.

2.10.1 Workload:- The current workload of Sealman of the Commercial Dept. over Ratlam Division was collected in the Work Study Data Collection Form submitted by the concerned Sectional CMI.

The details of the workload are as under:

2. Currently sealman are posted at Indore, COR, CNA, RTM, NAD, UJN stations.
3. Currently the parcel handling contract has been awarded at RTM, UJN and Indore stations.
4. Sealman working at Parcel Office, RTM is utilised in sealing and opening of seals in 25 to 30 trains at RTM station daily, helping in marking of packages, assisting helpers in loading and unloading of packages, upkeep of records at Parcel Office and any other work assigned by CPS.
5. 02 Sealman are posted at Parcel Office, UJN and working as per instructions of CPS. Opening and sealing of doors of SLR.
6. Sealman posted at Goods Shed are looking after cleaning and upkeep of Goods shed, cleaning of In Motion Weighbridge, closing of doors of rakes, labelling and sealing of doors and handing over of in motion weighbridge invoice to Guard of the Goods train.
7. Assisting staff on placement and release of rakes in sidings and any other work assigned by CBS/CGC posted in sidings.

2.10.2 Critical Analysis

During work study it was observed that at present there is cadre of 11 Sealman, out of which 09 are currently working and there is vacancy of 02. Currently, one of the sealman at Indore is deployed to work as CMI/ Khalasi, Indore. The vacant 01 posts needs to be surrendered immediately and current cadre of 10 sealman are justified looking into increase of trains and to cater increase of parcel/goods traffic.

2.10.3 Recommendation:

PLM(Packaging, Labelling & Marking) plays a important role in reducing claims of Railways. Looking to the importance of the work performed by sealman which in long run helps in proper guidance to other parcel/goods staff for proper loading & unloading of parcels and accountal of Goods stock.

Thus, ten (10) no. of sealman currently working are found justified, and 01 one post lying vacant for long time is no more required and may be surrendered immediately.

2.11. General Assistant, Commercial Khalasi/Helper/Material Issuer

Khalasi	Sanctio n Cadre	Men on Roll	Vacancy	Excess
Total	41	39	02	00

2.11.1 Workload:- The current workload of Khalasi/Helper/Material Issuer of the Commercial Dept. over Ratlam Division was collected in the Work Study Data Collection Form submitted by the concerned Sectional CMI.

The details of the workload are as under:

1. Currently 12 Khalasi are posted under SSE(Works)RTM looking after Traffic Workshop work. Work is assigned by SSE(Works)RTM.
2. Currently 13 Khalasi are posted at Indore and looking after cleanliness and upkeep of Parcel Office, maintenance of records, helping CPS at the time of auction and any other work assigned by CPS. Upkeep of ACM Office, opening and collecting of Emergency Quota Forms from box twice daily, assisting EQ staff and any other work assigned by ACM. Cleanliness and upkeep of Booking Office, sorting and maintenance of ticket bundles & records and any other work assigned by CBS. Upkeep of ARO and VIP Room /Indore. Looking after VIP guests and any other work assigned by AOR/Indore. Upkeep of CMI Office, Assisting CTI in maintaining and upkeep of records.

2.11.2 Critical Analysis

During work study it was observed that at present there is cadre of 41 Khalasi, helper and Material issuer, out of which 39 are currently working and there is vacancy of 02. Currently, one of the sealman at Indore is deployed to work as CMI/ Khalasi, Indore. The vacant 02 posts needs to be surrendered immediately and looking into the work performed the posts of 39 Khalasi, Helper and Material issuer are currently justified.

2.11.3 Recommendations

As per the workstudy conducted the 39 posts of Khalasi, Helper and Material issuer are currently justified.

The vacant 02 posts needs to be surrendered immediately.

2.12. General Assistant (Invoice Courier)

Invoice Courier	Sanction Cadre	Men on Roll	Vacancy	Excess
Total	04	04	00	00

2.12.1 Workload:- The current workload of Invoice Courier of the Commercial Dept. over Ratlam Division was collected in the Work Study Data Collection Form submitted by the concerned Sectional CMI. The details of the workload are as under:

1. Carrying letters, documents & files to Railway Board, HQ Office, CCG and Division Office.

2.12.2 Critical Analysis :

During work study it was observed that at present there is cadre of 04 Invoice courier out of which 02 are currently working and there is vacancy of 02. Currently, one of them is working under ACM (TC) RTM and other is looking after the work of carrying courier. The vacant 02 posts needs to be surrendered immediately and other 02 also to be surrendered soon, as one of them is currently working under ACM(TC)RTM and not performing his job as per his profile. Moreover, now E-Dak facility has been fully functional in all Division Offices, HQ Office and Railway Board and in coming days E-office module will be also introduced in all Division Offices hence, the need of In. Courier will not be required.

2.12.3 Recommendation

As now E-Dak facility has been fully functional in all Division Offices, HQ Office and Railway Board and in coming time E-office module will be also be introduced over Indian Railways there will be no need of Invoice Courier. Thus, 02 vacant posts to be surrendered immediately and rest 02 are found surplus and to be surrendered in future

CHAPTER – III

FINANCIAL IMPLICATION

Group- D/ General Assistant Commercial Department

- 3.1 After carefully scrutinizing the current working scenario of entire cadre of Group-D/ General Assistant (Commercial) the work study team proposes **108** posts as surplus against sanctioned cadre of **189** to the requirement and recommended for surrender immediately.
- 3.2 The phase wise proposed surrender and resultant annual saving is tabulated as under:

Sr No.	Name. of Surplus Posts	No. of the surplus posts	Average cost per employee	Annual Savings
1	Safaiwala (House Keeping Assistant)	13	Rs 6,45,968/-	Rs 69,764,544/-
2	General Assistant(Waterman)	71		
3	General Assistant(Marker)	02		
4	General Assistant(WRB)	02		
5	General Assistant(RRB)	01		
6	General Assistant(AYA)	04		
7	General Assistant(Scaleman)	08		
8	General Assistant(Sealman)	01		
9	General Assistant(Khalasi)	02		
10	General Assistant (Invoice Courier)	00		
	Total	108		

On implementation of the recommendations brought out in the work study report, annual recurring saving, per annum can be achieved as follows:-

1. Annual recurring saving of **Rs 69,764,544/-** per annum can be achieved i.e. **Rs. 6.97 crores** per annum.

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