

**STUDY REPORT ON**  
**REVIEW OF STAFF STRENGTH OF**  
**SAFAIWALA (HOUSE KEEPING ASSISTANT) OF**  
**MECHANICAL DEPARTMENT**  
**OVER**  
**RATLAM DIVISION**

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**Study No.G.463/WR/WS-14/2019-20**

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### **EXECUTIVE SUMMARY**

Serial No.	- 14
Study No.	- WR/WS-14/2019-2020
Case No.	- G.463/WR/WS-14/2019-2020
Subject	- Review of Staff Strength of Safaiwala(House Keeping Assistant ) Mechanical Dept. over Ratlam Division.
Area	- Ratlam Division
Department	- Mechanical
Authority	- AGM/CCG
Terms of Reference	- Assessment of Man power requirement – Corresponding to existing staff strength.
No. of Recommendations	- 1

#### Projected Manpower

Category	Existing Cadre	Man on roll	Vacancy	Proposed Cadre	Proposed for surrender	Vacant post	Live post
Safaiwala	35	35	00	NIL	35	00	35
<b>Total</b>	<b>35</b>	<b>35</b>	<b>00</b>	<b>NIL</b>	<b>35</b>	<b>00</b>	<b>35</b>

Financial Implication- Total recurring Savings of ***Rs.226 Lakhs*** (approx.) per annum.

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### **ACKNOWLEDGEMENT**

The work study team wishes to acknowledge its gratitude to and their staff of Mechanical department of Ratlam Division for the assistance and whole hearted co-operation given by them during the course of the study.

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### **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 Safaiwala of Mechanical department over Ratlam Division. Accordingly, a study has been conducted with a view to assess the requirement of man power as a result of outsourcing of cleaning activities to private contractors over Ratlam division.

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## **METHODOLOGY**

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-ordination Mechanical officers & Staff in regard to workload arising and actual requirements of staff.
Consideration	-	suggestions and guidelines given by Co- ordination Officer
Assessment	-	Critical examination of existing mode 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 and above the need based requirement and discussion with ADME/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**

**Refer Para : 3.8**

#### **Recommendation No.1**

*Work Study Team proposes that all Depots in Mechanical dept. under RTM division may be outsourced to professional housekeeping firms / private contractors for providing a greater level of sanitation/cleanliness.*

*Thus, after outsourcing the cleaning activities of all Depots in Mechanical dept. under RTM division; these 35 posts of Safaiwala (House Keeping Assistant) may be surrendered in the financial year 2019-20.*

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## **CHAPTER – I**

### **INTRODUCTION**

- 1.0 Indian Railway is rapidly proceeding towards modernization in all fields. The need of the day is to devote basically on the core activities relating to the transportation part. The age old system of manual cleaning has become obsolete. It not only requires a huge man power but also is time consuming and not effective up to satisfactory levels. The present trend is to provide mechanized cleaning equipments, which provide hygienic environment instilling high satisfaction levels to the users. Moreover it is also cost effective with less involvement of man power.
- 1.1 The Hon'ble Railway Minister announced during the Railway Budget 2014-2015 that a special drive is to be launched for improving passenger amenities and cleanliness with continued focus to enhance passenger comforts, facilities, ambience and aesthetics. A great emphasis has been given to improve the over-all status of sanitation/cleanliness of Railway Stations. Railway Board has issued guidelines for Mechanized cleaning of the different categories of Railway Stations for providing a greater importance to improve the overall levels of sanitation/cleanliness.
- 1.2 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.
- 1.3 Railway Board vide letter No. E(MPP) 2018/2/1 dated 11.09.2018 has advised the review of cadre of safaiwala all over IR.
- 1.3 The study has been undertaken with a view to analyze the feasibility of outsourcing the cleanliness activity on all Units of Mechanical Departments over RTM Division over Western Railway and to re-deploy those Safaiwala's (House Keeping Assistant as per requirement. The study has been undertaken as per the order of AGM/CCG.

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## **CHAPTER – II**

- 2.1 The work study team proposed that the cleanliness activity on all depots in Mechanical depts. under RTM division to be outsourced to Private Contractor
- 2.2 The existing system of cleaning activities carried out by Safaiwala (House Keeping Assistant) in Mechanical Dept. at RTM is as under:
- Interior cleaning of coaches & toilets in Yard and on Platform.
  - Cleaning of MEMU/DEMU Train in yard.
  - Yard & Depot premises cleaning including Sick Line and Pit Lines.
  - To attend passenger complaints whenever required especially the complaints which are not covered under CTS scheme (when the train halt is less than 10 min.)
  - Attend Passenger complaints informed through Dy.SS (Comml.)/Control, Twitter etc.
  - Cleaning of terminating trains including special trains & saloons.
  - Cleaning of entire C&W Depot, Store Room, Staff Room (Trainees), Office Area (03 Rooms & 07 Rooms in the shed ), ART & ARME(SPART) Toilets & Bathroom(Ladies & Gents).
  - Cleaning of ROH wagons whenever required.
  - Cleaning of Offices and Training School, Model Room, Training Hostel etc.
  - Locking & Unlocking of CDO & Administrative offices and any other work assigned by SSE.
  - Utilised for cleaning work in case of shortage of contractual staff.
- 2.3 Coaching Depot, Indore has awarded a comprehensive Trunk contract for 2 years for cleaning of coaches including cleaning of Coaching Depot, Indore. It covers the following aspects.
- Exterior washing of Primary/ Secondary coaches maintained at CDO, Indore
  - Internal cleaning and watering of Primary/Secondary maintained coaches.
  - Provisions of Toiletry items for AC coaches in Primary/Secondary maintained coaches.
  - Monthly schedule intensive cleaning of coaches.
  - Cleaning of Yards and Coaching Depot, Indore premises everyday



- 2.4 The yard stick of Safaiwala (House Keeping Assistant) is very old and there are vast changes in working pattern. ***Hence, this work study is conducted on the basis of need base requirement and outsourcing of cleaning activities to private contractor.***

**Proposed system of working :-**

- 2.6 The work study team made a detailed study into all the aspects of working of Safaiwala's (House Keeping Assistant) concluded that:-

- (i) The cleaning activities of Coaching Depot, Indore has been outsourced already. On the similar lines the cleanliness activity on all the Coaching & C&W Depot premises of Mechanical Department under RTM division to be outsourced to Private Contractor which will ensure greater discipline and accountability for higher standard of cleanliness as also to tackle the problem of high absenteeism amongst Safaiwala. The administration should start the process of tendering for outsourcing the rest of cleanliness activities within the all the depots under Mechanical Dept. Of Ratlam Division.
- (ii) While initiating the outsourcing all attempts should be made that all cleaning activities are clubbed together and no separate contract should be awarded for every cleaning activity.
- (iii) It should be ensured that the contractors deploy the full sanctioned strength of employees at each depot in order to achieve higher standards of cleanliness.
- (iv) The posts of Safaiwala's which have been deployed at Coaching Depot & C& W Depot for cleaning activities be outsourced to private contractors and posts may be surrendered immediately after outsourcing of cleaning activities.

### **Chapter III**

#### **3.0 WorkLoad and Critical Analysis :**

The details of Safaiwala of Mechanical Dept., RTM is as under.

<b>Units</b>	<b>Existing Cadre</b>	<b>Men on roll</b>	<b>Vacancies</b>	<b>Excess</b>
	<b>Safaiwala</b>	<b>Safaiwala</b>	<b>Safaiwala</b>	<b>Safaiwala</b>
<b>RTM</b>	15	15	0	0
<b>RTM DNYD</b>	01	01	0	0
<b>DADN</b>	09	09	0	0
<b>IND</b>	01	01	0	0
<b>UJN</b>	04	04	0	0
<b>COR</b>	04	04	0	0
<b>SMP</b>	01	01	0	0
<b>Total</b>	<b>35</b>	<b>35</b>	<b>NIL</b>	<b>NIL</b>

#### **3.1 Sanction Cadre and workload of Safaiwala at RTM. (Passenger Yard).**

	<b>Sanction Cadre</b>	<b>Men on Roll</b>	<b>Vacancy</b>	<b>Work Carried out by existing staff</b>
Safaiwala (Helping Assistant) Under SSE(RTM) Passenger Yard.	15	15	00	Entire Cleaning of daily 07 PF terminating trains including toilets. Cleaning of MEMU/DEMU trains. 03 staff working under CDO, Indore for OBHS works. Cleaning of 03 weekly trains.

**3.2 Sanction Cadre and work load of Safaiwala of RTM (Carriage & Wagon Depot, RTM).**

	<b>Sanction Cadre</b>	<b>Men on Roll</b>	<b>Vacancy</b>	<b>Work Carried out by existing staff</b>
Safaiwala (Helping Assistant) under SSE(C&W) RTM	01	01	00	Cleaning of entire C&W Depot, Store Room, Staff Room (Trainees), Office Area (03 Rooms & 07 Rooms in the shed ), ART & ARME(SPART) Toilets & Bathroom.Cleaning of ROH wagons whenever required. Cleaning of Trainee Hostel.

**3.3 Sanction cadre and work load of Safaiwala at CDO, INDORE**

	<b>Sanction Cadre</b>	<b>Men on Roll</b>	<b>Vacancy</b>	<b>Work Carried out by existing staff</b>
Safaiwala (Helping Assistant)	01	01	NIL	<b>The locking &amp; unlocking of rooms and offices in Depot premises keeping in mind the security of official documents and records. Any other work assigned by SSE(CDO) INDORE.</b>

**3.4 Sanction cadre and work load of Safaiwala under SSE(UJN).**

	Sanction Cadre	Men on Roll	Vacancy	Work Carried out by existing staff
Safaiwala (Helping Assistant)	04	04	NIL	<p>Terminating cleaning attention of Train no. 14310/14309, 59320/59319, 59353/59318, 59317/59306, 69185/69186. Total 05 trains , 03 Safaiwala are deployed in 03 shifts 08:00 to 16:00, 16:00 to 24:00 &amp; 00:00 to 08:00 hrs).</p> <p>One safaiwala is utilized as LR &amp; RG. Cleaning of SSE(UJN ) Office,  Store Room, Divisional Training School including 02 floor Hostel, Model Room &amp; ART &amp; ARME-UJN stabled in Yard,</p> <p>Attending passenger complaints, Twitter complaints, on spot passenger complaint including cleaning of saloons &amp; special trains.</p>

### 3.5 Sanction cadre and work load of Safaiwala under SSE(COR)

	Sanction Cadre	Men on Roll	Vacancy	Work Carried out by existing staff
Safaiwala (Helping Assistant)	04	04	00	<p>03 Safaiwala are deployed in 03 shifts 08:00 to 16:00, 16:00 to 24:00 &amp; 00:00 to 08:00 hrs). One safaiwala is utilized as LR &amp; RG. Attending cleaning activities &amp; complaints of 72 Up/Dn. trains as when required.</p> <p>01 safaiwala after giving rest to other 03 staff and availing one day rest is working for 03 days for RCD work(Fuel point) other</p>

				than doing regular shift work.
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### 3.6 Sanction cadre and work load of Safaiwala under SSE(DADN) Ambedkar nagar

	Sanction Cadre	Men on Roll	Vacancy	Work Carried out by existing staff
Safaiwala (Helping Assistant)	08	08	NIL	<p>01 Safaiwala each is deployed in 03 shifts for entire cleaning of 07 trains.</p> <p>They are attending passenger complaints, Twitter complaints including cleaning of saloons &amp; special trains.</p> <p>01 Safaiwala is utilised for cleaning of toilets and dry sweeping during primary maintenance in Metre Gauge section.</p> <p>01 safaiwala is utilised for cleaning of Heritage train,</p> <p>01 safaiwala is utilised is MG Coaching depot &amp; MG Pit Line.</p> <p>01 Safaiwala is utilised for cleaning of DEMU Rake during Primary Maintenance including dry sweeping.</p> <p>01 safaiwala is utilized as LR &amp; RG.</p>

### **3. 7 Sanction cadre and work load of Safaiwala under SSE(SMP)**

	<b>Sanction Cadre</b>	<b>Men on Roll</b>	<b>Vacancy</b>	<b>Work Carried out by existing staff</b>
Safaiwala (Helping Assistant)	01	01	NIL	Cleaning of Sick Line, Train Duty Office, Ladies & Gents Staff Room. Cleaning of Toilets in Sick Line Cleaning of Store in Sick Line Cleaning of Sick Line Shed and Open area. Cleaning of Brake vans.

**Majority no of Safaiwala (House Keeping Assistant) of C&W & Coaching Depot, RTM Mechanical Dept are utilised on platforms for cleaning of terminating, enroute trains, attending complaints received from passengers on the trains and utilised for cleaning activities of depot offices & other allied areas**

It is observed that outsourcing of cleaning activities in Coaching depot, Indore has yielded good results. On the similar lines the cleanliness activity on all the Coaching & C&W Depot & premises of Mechanical Department under RTM division may be outsourced to Private Contractor which will ensure greater discipline and accountability for higher standard of cleanliness.

### **3.8 Recommendations**

#### **3.8.1 Recommendation No.1**

*Work Study Team proposes that all depots in Mechanical Depts. under Ratlam division may be outsourced to professional housekeeping firms / private contractors for providing a greater level of sanitation/cleanliness. Thus, after outsourcing the cleaning activities of all Mechanical depots under RTM division; these 35 posts of Safaiwala (House Keeping Assistant) may be surrendered in the financial year 2019-20.*

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## **CHAPTER – IV**

### **4.0 FINANCIAL IMPLICATION**

- 4.1.** The work study team proposed that the cleanliness activity on all Coaching & C&W Depot over RTM division to be outsourced immediately.
- 4.2** After outsourcing, the cleaning activities of all Coaches & Depot Premises over RTM division 35 posts of Safaiwala may be surrendered after outsourcing the cleanliness activity.
- 4.3** On implication of the study report and surrendering the 35 posts of Safaiwala's annual recurring saving will be achieved as tabulated below :-

<i>Category</i>	<i>No. of Surplus posts</i>	<i>Average cost per Employee</i>	<i>Annual saving in Rs.</i>
<b>Safaiwala (General Assistant)</b>	<b>35</b>	<b>Rs. 6,45,968</b>	<b>Rs. 22,608,880</b>

- 4.4** On implementation of the recommendations brought out in the work study report, annual recurring saving, of Rs 226 Lakhs approx per annum can be achieved



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