



REVIEW OF STAFF STRENGTH

OF

RECORD SORTER

OF

HEADQUARTER OFFICE

CHURCHGATE

(No. G.463/WR/WS-09/2019-20)

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EXECUTIVE SUMMARY

Sr. No. of Study	09
Case No.	G.463/WR/WS-09/2019-2020
Subject	Review of Record Sorter in Hq. Office, CCG
Headquarter	Churchgate
Department	ALL Depts. Of HQ Office
Authority	AGM-CCG
Terms of Reference	Assessment of Man power requirement Corresponding to arising existing work load.
No. of Recommendations	One

Projected Manpower

Category	Sanctioned Strength of Record Sorter	MOR	Vacancy	Proposed Requirement	Proposed Surplus from sanctioned strength
Record Sorter [Level-1]	55	11	44	11	44

Financial Implication - Phase I -Total recurring Savings of **Rs. 284.22 Lakhs**
(approx.) per annum.

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The work study team is grateful to:

Shri Salim	APO-HQ
Shri N M Kamath	SPO(HQ) CCG

And all Officers/ Ch.OS and other staff over Hq. Office, CCG for their whole hearted co- operation extended during the course of the study.

TERMS OF REFERENCE

As per Annual Program of work studies for the year 2019-20, approved by AGM/CCG on file No. G 463/3/IV dated 08.04.2019, the work study on review of staff strength of Record Sorter over Hq office, CCG has been undertaken during financial year 2019-20 for assessment of man power requirement corresponding to arising/existing work load.

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METHODOLOGY ADOPTED

- Visit to work place
- Collection of data – staff strength / activities / work load.
- Observation of working system
- Scrutiny of data collected (critical analysis)
- Discussion with nominated officials
- Assessment of man power
- Recommendation for acceptance and implementation
- Finalization of Work Study.

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SUMMARY OF RECOMMENDATIONS

Category	Sanctioned Strength of	MOR	Vacancy	Proposed Requirement	Proposed Surplus from sanctioned strength
Record Sorter	55	11	44	11	44

Recommendation

Refer Para 3.12.1

Recommendation No.1

After critical analysis of present workload of Record Sorter of H Q Office, the work study team proposes 11 posts against the sanctioned cadre of 55 posts and 44 posts are identified as surplus and recommended for immediate surrender ..

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CHAPTER-I

INTRODUCTION

- 1.1** Indian Railways is the largest Public Sector undertaking of Govt. of India with staff strength of about 12 Lakhs employees. The Railways in India are not only a mere transport agency, but also have deep social obligations to serve efficiently with the increasing needs of the country.
- 1.2** Indian Railways is facing tremendous financial crunch after implementation of 7th CPC. Operating Ratio is gradually increasing. Though Indian Railways is not a business organisation but to survive, it is always essential to make the organisation in profit I.e. Operating ratio should be less than 100%. Performance Efficiency Index Shown in the corporate plan booklet published by the Western railways, the Operating ratio from the year 2014-15 to 2018-19 is given below.

2014-15	86.51
2015-16	88.72
2016-17	103.00
2017-18	107.86
2018-19	102.11

In the view of the above, Rly. Board issued nos. of circulars, orders etc to minimize Expenses and increasing the Earnings to Zonal Railways to achieve better Operating ratio. The Zonal Railways also implement various measures for financial discipline.

At this juncture, the role of Railway Efficiency & Research Directorate is also very important in connection with the productivity without hampering normal progress and activity by employing technique of Benchmarking, Rationalizing of Manpower a diminishing categories/redundant activities etc. The railways has also invested huge amount in capital expenditure to improve its infrastructure by adopting new technology time to time.

- 1.3** As the main objective of IR is to improve the operating ratio of Rlys., The Planning & Efficiency Cell always pays attention to curtail manpower from different wings of different departments that are found excess in all respect on the justification drawn by the Work Study Team during period of physical observation and as a result, the productivity is increased by decreasing the inputs i.e. by surrendering the excess manpower, would obviously improve the operating ratio in WR.
- 1.4** The Subject work study has been undertaken by The Planning & Efficiency Cell with a view to reduce the input cost by eliminating the excess man power of diminishing category from the existing sanctioned strength.

CHAPTER – II

EXISTING SCENARIO AND CRITICAL ANALYSIS.

2.0 GENERAL

The subject work study is conducted to review of manpower pertaining to Record Sorter category of staff deployed in Hq Office, Churchgate. 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 record sorter.

2.1 During the study period, the sanctioned cadre, MOR & Vacancy position of Record Sorter as on 01.04.2019 were collected by the work study team which is shown as under:

Sr. No.	Deptt: PERSONNEL.			
1		Sanctioned Strength	Men On Roll	Vacancy
	Record Sorter	12	0	12
	(GP-1800/-)			
	Level-1			
2	Deptt: ELECTRICAL			
	Record Sorter	02	0	02
	(GP-1800/-)			
3	Deptt:- MEDICAL			
	Record Sorter	01	0	01
	(GP-1800/-)			
	Level-1			
4	Deptt: STORES			
	Record Sorter	01	0	01
	(GP-1800/-)			
5	Deptt: PUBLICITY			
	Record Sorter	01	00	01
	(GP-1800/-)			
6	Deptt: S&T			
	Record Sorter	01	00	01
	(GP-1800/-)			
7	Deptt: MECHANICAL			
	Record Sorter	03	00	03
	(GP-1800/-)			

8	Deptt: TRANSPORTATION			
	Record Sorter			
	(GP-1800/-)	06	02(Daftary) 01(Sr.Peon)	06
9	Deptt: ENGINEERING			
	Record Sorter			
	(GP-1800/-)	07	02	05
10	Deptt: GENERAL			
	Record Sorter	07	04	03
	(GP-1800/-)			
11	Deptt: COMMERCIAL			
	Record Sorter	14	05	09
	(GP-1800/-)			
	TOTAL	55	11	44

2.1.1 The category of Record Sorter was previously utilized to keep record/document in proper file and in proper place. Record Keeping was the cumbersome process where huge files were dealt. But, nowadays when paper less work is the new moto of Indian Railways then the retention of Record sorter is no longer required in the offices due to introduction of computerized system of working. The computer itself keeps all the records, as a result sorting of records by a Record Sorter has lost its purpose. Presently, the record sorters are being utilized to sort all old Files & Documents of the sections other than movement of files but, there is no justification to fill in the vacant posts of Record Sorter under any circumstances. The present set of Record Sorters also stacks these important files as per guidelines of Ch. OS of the sections after cleaning the files being sorted out. Moreover, at HQ office a new initiative of E-Office has been introduced and will be in full flow in the coming days.

During physical observation, the effectiveness of Record Sorter has been evaluated to justify their retention in the present field of work. It has come to the knowledge of the work study team that the record sorter plays a vital role to assist the dealers of the section in many ways in addition to their schedule assignments. It is also noticed that the sorted out files are kept in the racks under the custody of sectional incharge i.e. Ch OS of the respective sections which helps in proper upkeep and maintenance of files and records.

Therefore, the study team has got no justification to curtail the existing manpower at this stage, but it is confirmed that these posts of Record Sorter will be found excess in near future when the existing workload of sorting out of huge numbers of old files & documents is over and E-Office is inducted in the system of working fully. In this connection, it is suggested that the only the vacant posts of Record Sorter are surrendered at present.

Chapter III

3.0 Work load & Critical Analysis

3.1 While conducting the subject work study, the quantification of workload catered by Record sorter in various sections is not possible. In this connection, it may be stated that the equated work load of Record Sorter could not be quantified due to variable nature of work load having variable magnitude.

As there is no scope of quantification of workload of Record Sorter, the work study data collection form was handed over the all the Ch.OS for getting the details of the work performed by each Record Sorter currently on roll.

3.1.1 Sanctioned cadre of **Personnel** Department of HQ office, CCG. :-

Sr. No.	Category	Sanctioned Cadre	Man on Roll	Vacancy
1	Record Sorter	12	00	12
	Total	12	00	12

3.1.2 At present, sanctioned cadre of Record Sorter in Personnel Dept. is 12 posts. These posts of Record Sorter are lying vacant since long. Thus, the 12 vacancy post of Record Sorter is recommended for surrender.

3.2.1 Sanctioned cadre of **Medical** Department of HQ office, CCG. :-

Sr. No.	Category	Sanctioned Cadre	Man on Roll	Vacancy
1	Record Sorter	01	00	01
	Total	01	00	01

3.2.2 At present, sanctioned cadre of Record Sorter in Medical Dept. is 01 post. This post of Record Sorter is lying vacant since long. Thus, the 01 vacant post of Record Sorter is recommended for surrender.

3.3.1 Sanctioned cadre of **Electrical** Department of HQ office, CCG. :-

Sr. No.	Category	Sanctioned Cadre	Man on Roll	Vacancy
1	Record Sorter	02	00	02
	Total	02	00	02

3.3.2 At present, sanctioned cadre of Record Sorter in Electrical Dept. is 02 posts. These posts of Record Sorter are lying vacant since long. Thus, the 02 vacant post of Record Sorter is recommended for surrender.

3.4.1 Sanctioned cadre of **Mechanical** Department of HQ office, CCG. :-

Sr. No.	Category	Sanctioned Cadre	Man on Roll	Vacancy
1	Record Sorter	03	00	03
	Total	03	00	03

3.4.2 At present, sanctioned cadre of Record Sorter in Mechanical Dept. is 03 post. These three (3) posts of Record Sorter are lying vacant since long. Thus, 03 vacant posts of Record Sorter are recommended for surrender.

3.5.1 Sanctioned cadre of **Signal & Telecommunication(S&T)** Department of HQ office, CCG. :-

Sr. No.	Category	Sanctioned Cadre	Man on Roll	Vacancy
1	Record Sorter	01	00	01
	Total	01	00	01

3.5.2 At present, sanctioned cadre of Record Sorter in S & T Dept. is 01 post. This post of Record Sorter is lying vacant since long. Thus, the 01 vacant post of Record Sorter is recommended for surrender.

3.6.1 Sanctioned cadre of **Stores** Department of HQ office, CCG. :-

Sr. No.	Category	Sanctioned Cadre	Man on Roll	Vacancy
1	Record Sorter	01	00	01
	Total	01	00	01

3.6.2 At present as per the data provided by Personnel Dept. the MOR (Man On Roll) is 01 and as per the data of the Stores Dept. the MOR is NIL. During work study it was observed that the single post of Record Sorter is lying vacant since long time. Thus, the one vacant post of Record Sorter is recommended for surrender.

3.7.1 Sanctioned cadre of **Transportation** Department of HQ office, CCG. :-

Sr. No	Category	Sanctioned Cadre	Man on Roll	Vacancy	Remarks
1	Record Sorter	06	02(Daftary) 01(Sr. Peon)	06	As per AOM (G) Letter No. Supdt/T/5 19.02.2018 & 10.08.2018, 02 Daftary & 01 Sr. Peon is utilised as Record Sorter
	Total	06	03	06	

3.7.2 **Workload** :- The current workload of Record Sorter from the Traffic section was collected in the Work Study Data Collection Form .

Out of three sub sections in Traffic Department (T2, T4 & OS/T) where currently Record Sorter are working , the workload of each Record Sorter was collected

The details of the workload are as under:

1. Putting up the letters received in the section through Receipt & Despatch, E-Dak, Email or Post in the respective files for dealing
2. Making loose files /new files
3. Putting the replies sent on the respective files.
4. Putting Noting pages /Circulation slip on the required files.
5. Maintaining the files in proper order in the record shelves
6. Helping in arranging various meetings and conferences.
7. Getting stationary items viz. Zerox papers etc meant for Transportation Dept.
8. Distribution of Stationary items to the staff of Transportation Dept.
9. Getting the cartridges of the printers of the transportation branch refilled.
10. In the absence of Peon/Dispatch clerk they also look after their duties or any other work assigned by Ch. OS

3.7.3 **Critical Analysis & Recommendation**

At present, sanctioned cadre of Record Sorter in Traffic Dept. is 06 post only. Currently, two Daftary and one Sr. Peon are working as Record Sorter in the Transportation section. As the present man on roll of Daftary and Peon is being utilized for the work of Record Sorter and the current vacant of Record Sorter lying vacant since long is recommended for surrender.

3.8.1 Sanctioned cadre of **General** Department of HQ office, CCG. :-

Sr. No.	Category	Sanctioned Cadre	Man on Roll	Vacancy
1	Record Sorter	07	04	03
	Total	07	04	03

3.8.2 **Workload** :- The current workload of Record Sorter from the General section was collected in the Work Study Data Collection Form .The workload of each Record Sorter was collected

The details of the workload are as under:

01. (01 staff) is working in zerox section. Doing zerox & binding work and also making loose files /new files
02. (02 Staff) are working in R & D section (Old Bldg).
03. (1 staff) working in Circulation Cell.
04. All divisions DAK entry & other Unit DAK challan entry.
05. HQ DAK of all Depts.(Receipt & Despatch)
06. Checking of marking on files, paper placing in them & entry in the register for inward & outward file movement.
07. In the absence of the Peon in the section handing over the files to concerned person/sections.
08. Opening of all letter covers & DAK entered in different dept register.
09. Sorting of Postal Dept. Letters twice in a day and sorting the same
10. Sealing of the covers / parcel sent to DRM's

3.8.3 **Critical Analysis**

At present, sanctioned cadre of Record Sorter in General Dept. is 07 posts. The Three (3) posts of Record Sorter are lying vacant since long. Thus, three (03) vacant post of Record Sorter is recommended for surrender. As such, three (03) post of Record Sorter of General Dept. may be surrender immediately.

After critical analysis of present workload, the work study team justifies, 04 posts of Record Sorter for present workload **on need base requirement** for General branch in HQ Office, CCG against sanctioned cadre of **07** posts of record Sorter, hereby 03 posts of Record Sorter lying vacant are found excess to requirement and recommended for immediate surrender.

3.9.1 Sanctioned cadre of **Publicity** Department of HQ office, CCG. :-

Sr. No.	Category	Sanctioned Cadre	Man on Roll	Vacancy
1	Record Sorter	01	01(Sr .Peon)	01
	Total	01	00	01

3.9.2 **Workload** :- The current workload of Record Sorter from the Publicity Dept. was collected in the Work Study Data Collection Form .The workload of Record Sorter was collected.

1. Receipt & Despatch of DAK
2. Press Cutting
3. Upkeep of Newspaper and filing of cuttings of newspaper
4. Circulation of Rail Darpan Magazine to all divisions.
5. Indian Railway (Hindi & English) magazine, Rail Mathan magazine Bill & Despatch
6. Xerox work and any other work given including bell of the Officers.

3.9.3 **Critical Analysis:**

At present, sanctioned cadre of Record Sorter in Publicity Dept. is 01 post only. Currently, Sr.Peon is working as Record Sorter in Publicity Dept. The One (1) post of Record Sorter is lying vacant since long. As the work of Record Sorter is being carried out by Sr.Peon since long and there is no need based requirement for the above post, one vacant post of Record Sorter is recommended for surrender.

3.10.1 Sanctioned cadre of **Commercial Department** of HQ office, CCG. :-

Sr. No.	Category	Sanctioned Cadre	Man on Roll	Vacancy
1	Record Sorter	14	05	09
	Total	14	05	09

3.10.2 **Workload:** - The current workload of Record Sorter from the Commercial Dept. was collected in the Work Study Data Collection Form.

As per the cadre provided by Personnel Dept. the MOR (Man on Roll) in Commercial Dept. is **06** whereas as per the work study data provided by Commercial Dept the MOR is **05**. In the Commercial Dept the record sorters are currently working in three different sections. One Record sorter is working in FM(Cell), one in General section under ACM(G) and three under ACM (Court). The workload of each Record Sorter was collected in the data collection form.

The details of the workload are as under:

- 01 Keeping Old record & Files in proper order.
- 02 Searching of required files & records and handing over to concerned staff.
- 03 Filing papers & linking papers in proper files.
- 04 Segregating old & not required files for further disposal as per codal life.
- 05 Maintaining two section files.
- 06 Going to court with necessary files listed in court for hearing.
- 07 Maintaining list of court cases for subsequent hearing.
- 08 Looking after the work of Peon/Dispatch clerk in their absence or any other work assigned by Ch. OS
- 09 Collection of stationary from Mahalaxmi stores for office staff.
- 10 Collecting of Linen supplied to all officers of Commercial Dept.
- 11 Helping in arranging various meetings and conferences.
- 12 Putting Noting pages /Circulation slip on the required files

3.10.3 **Critical Analysis**

During workstudy the study team observed that the Record Sorter plays an important role to assist the dealers of the section in many ways in addition to their schedule assignments. It is also noticed that the sorted out files are kept in the racks under the custody of Ch.OS of the respective sections. It is also observed that the record sorters are utilized on need basis in number of areas other than there defined work. Moreover, the work in the Court section is of different natures which requires regular updating of records and files and maintain no. of court cases on regular basis. No. of files maintained in the Court Cell is huge in number and are regularly to be maintained and updated. Hence, the workstudy team justifies the work of three Record Sorter posted in the Court section under ACM (Court).

The other two record sorters are working in General & FM section of Commercial Dept. The work study team found their current work justified.

After critical analysis of present workload, the work study team justifies, 05 posts of Record Sorter for present workload ***on need base requirement*** for Commercial branch in HQ Office, CCG against sanctioned cadre of 14 posts of Record Sorter hereby 09 vacant posts of Record Sorter are found excess to the requirement and recommended for immediate surrender.

At present, sanctioned cadre of Record Sorter in Commercial Dept. is **14** posts. The Nine **(9)** post of Record Sorter is lying vacant since long. Thus, Nine (9) vacant post of Record Sorter is recommended for surrender.

3.11.1 Sanctioned cadre of **Engineering Department** of HQ office, CCG. :-

Sr. No.	Category	Sanctioned Cadre	Man on Roll	Vacancy
1	Record Sorter	07	02	05
	Total	07	02	05

3.11.2 **Workload:** - The current workload of Record Sorter from the Engg. Section was collected in the Work Study Data Collection Form .

Out of entire Engg. Dept the Record sorters are currently working in two different sections. One Record Sorter is working in TP & TO (Track Planning & Track Operation) section and one is working in Track Modification section.

The workload of each Record Sorter was collected from Ch OS. Engg.

The details of the workload are as under:

- 01 Files & Letters received from other section/Dept. & Division etc.
- 02 All letters/ DAK received from the R&D section and put up to concerned Officers.
- 03 Putting Noting pages /Circulation slip on the required files.
- 04 Making new case files and submitting to concern Officials/staff.
- 05 Helping in arranging various meetings and conferences.
- 06 Maintaining & updating old records of the concerned section.
- 07 Collecting & Distributing stationary items like zerox paper, cartridges and other stationary items.
- 08 Performing duties of Peon or Dispatch clerk in their absence and carrying out any other work assigned by Ch. OS/Officials

3.11.3 **Critical Analysis**

During workstudy the study team observed that the Record Sorter plays an important role to assist the dealers of the section in many ways in addition to their schedule assignments. It is also noticed that the sorted out files are kept in the racks under the custody of Ch.OS of the respective sections. They are assigned various duties by the concerned Ch OS/Officers time to time. It is also observed that the record sorters are utilized on need basis in number of areas other than there defined work. They are utilized for movement of various files from one section to another in the absence of peons. Hence, the workstudy team justifies the work of two Record Sorter posted in the sections.

After critical analysis of present workload, the work study team justifies, 02 posts of Record Sorter for present workload **on need base requirement** for Engg. Branch in HQ Office, CCG against sanctioned cadre of 07 posts of Record Sorter hereby 05 vacant posts of Record Sorter are found excess to the requirement and recommended for immediate surrender.

3.12.1 Recommendation :

After critical analysis of present workload of Record Sorter of H Q Office, the work study team proposes 11 posts against the sanctioned cadre of 55 posts and 44 posts are identified as surplus and recommended for immediate surrender ..

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CHAPTER-III

FINANCIAL IMPLICATIONS

- 3.1 After critical analysis of present workload of Record Sorter of all departments HQ Office, CCG work study team proposes 11 posts against the sanctioned cadre of 55 posts where as 44 posts are identified as surplus to the requirement and recommended for surrender immediately.
- 3.2. On implication of the study report and on surrendering above mentioned surplus posts 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>
Record Sorter 5200-20200+1800 (Level-1)	44	Rs. 6,45,968/-	Rs. 2,84,22,592
Total	44	--	Rs. 2,84,22,592

- 3.3 The annual recurring saving due to surrender of 42 posts of Record Sorter of all department in HQ Office will be **Rs. 284.22 Lakhs (approx).**

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