

# **EASTERN RAILWAY**

## **WORK STUDY REPORT**

**ON**

### **REVIEW OF WORKLOAD VIS-A-VIS STAFF STRENGTH OF 'HKA (MED) / SAFAIWALA' OF MEDICAL DEPARTMENT / KANCHRAPARA**

**(STUDY NO.WSER –26/19-20)**

*Study Report Submitted on 30/01/2020*

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**BY**

**GM'S EFFICIENCY CELL**

**EASTERN RAILWAY**

**KOLKATA**

## **CONTENTS**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Page No.</b>
1.	Acknowledgement	3
	Terms of References	
2.	Summary of Recommendations	4
3.	Executive summary	5
4.	Chapter – I Introduction	6 - 7
5.	Chapter – II Existing Scenario & Critical Analysis	8 - 9
6.	Chapter – III Financial Appraisal	10

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### **TERMS OF REFERENCE**

- I. To assess the quantum of workload catered by 'HKA / Safaiwala' under Medical Department / KPA.
- II. To examine the deployment of 'HKA / Safaiwala' under Medical Department / KPA.
- III. To assess the actual requirement of 'HKA / Safaiwala' under Medical Department / KPA.

### **SUMMARY OF RECOMMENDATION**

<b>Sl. No.</b>	<b>Recommendation</b>	<b>Para ref.</b>
1.	Study Team recommends that 08 posts of 'HKA(Med)/ Safaiwala' of Medical Department under CMS /Kanchrapara, to be declared as surplus &subsequently surrendered from the existing Sanctioned Strength of 155 posts	2.14.0.

## **EXECUTIVE SUMMARY**

Study Name & No.:	<b>REVIEW OF WORKLOAD VIS-A-VIS STAFF STRENGTH OF 'HKA (MED) / SAFAIWALA' OF MEDICAL DEPARTMENT/KANCHRAPARA. (STUDY NO. WSER - 26/19-20)</b>
Year of conducting the study:	<b>2019-20</b>
Terms of reference:	<p>I) To assess the quantum of workload catered by 'HKA (Med) / Safaiwala' of Medical Department / KPA.</p> <p>II) To examine the deployment of 'HKA (Med)/ Safaiwala' of Medical Department / KPA.</p> <p>III) To assess the actual requirement of 'HKA (Med) / Safaiwala' of Medical Department / KPA.</p>
Methodology:	<ul style="list-style-type: none"> <li>• Collection of data.</li> <li>• Discussion with concerned Medical Officers and H&amp;MIs.</li> <li>• Study of existing workload vis-a-vis manpower pertaining to 'HKA(Med)/ Safaiwala' of Medical Department / KPA.</li> <li>• Critical analysis of existing workload and assess the actual requirement of 'HKA(Med) / Safaiwala' of Medical Department / KPA.</li> </ul>
Existing Sanctioned Strength	155
Existing Men on Roll	135
Vacant post	20
Proposed Surrender	08

## **CHAPTER- I**

### **1.0.0. INTRODUCTION:**

- 1.1.0.** The commitments of Indian Railways in its 'Citizen Charter on Passenger Services on Indian Railways' is to provide safe and dependable train services to the passengers and ensure adequate passenger amenities in trains and at Railway station, which includes provision of clean and hygienic surroundings both at Railway stations and inside the train compartments, Latrine & Lavatories, Kitchens, etc.
- 1.2.0.** The term 'Sanitation' means maintaining a clean environment so that the beneficiaries are able to stay in a neat and hygienic environment.
- 1.3.0.** Various measures were already undertaken to maintain the Railway Stations, Colonies and all service buildings, in a hygienic and uncontaminated manner.
- 1.4.0.** Keeping the objective in view, special emphasis is laid on the Waste Management i.e. collection and disposal of refuse, sewage and garbage in a scientific manner. Sanitation services are provided in all the Railway premises including the Railway colonies, Railway stations, circulating areas, Railway Yards, offices, coaches and tracks. Cleanliness of these areas is multidisciplinary approach by various departments of the Railways viz. Medical, Engineering, Operating and Mechanical Department. The Medical Department performs the Sanitation job at Railway colonies and major stations under the supervision of Health Inspectors.
- 1.5.0.** Cleanliness in stations includes maintaining cleanliness in circulating area, outside the station building and on platforms, concourse area, waiting rooms, retiring rooms, toilets, tracks adjacent to platforms, foot over bridges, drains, sewer inside the station premises in addition to a proper waste management system.
- 1.6.0.** For providing a clean and hygienic environment to the passengers in Railway premises, the Railways need adequate infrastructure as well as amenities commensurate with the quantum of passenger traffic handled at stations.
- 1.7.0.** Railway Board laid down guidelines prescribing a quantitative scale of minimum essential amenities for each category of station. These amenities were to be augmented at a higher scale based on actual passenger traffic handled and were called 'recommended amenities'. Some of these amenities have a direct bearing on cleanliness of stations such as drinking water, seating arrangements, waiting halls, toilets and urinals.
- 1.8.0.** Railway stations are maintained either departmentally through departmental 'HKA / Safaiwala' or through 'Outsourced Contractual Agencies'. Effective manpower management and contracts are therefore, essential.
- 1.9.0.** Indian Railway is facing tremendous financial crunch after implementation of 7th Pay Commission. Operating ratio is gradually increasing. Though Indian Railway is not a

business organization but to survive, it is always essential to make the organization in profit i.e. operating ratio should be less than 1.

- 1.10.0.** The subject workstudy has been undertaken to review the quality of sanitation services provided by Medical department / Kanchrapara at Rly. Station, Railway Hospital along with adjoining Rly. Colony premises, keeping in view the financial criterion.
- 1.11.0.** The quality service could be possible only by optimizing the utilization of available workforce without & with electrically operated Mechanised Safai (Cleaning) devices for Sanitation/Safai work, as the case may be. Nowadays, it is easier to maintain the platform and surroundings clean and hygienic with the introduction of Mechanical devices (mostly electrically operated) for cleaning operation.
- 1.12.0.** As the subject workstudy is undertaken to review the existing deployment of HKA / Safaiwalas vis-à-vis their workload as a regular manner, it is essential to reassess over the matter and optimize the system thereon.

## **CHAPTER- II**

### **2.0.0. EXISTING SCENERIO & CRITICAL ANALYSIS:**

**2.1.0.** There are a nos. of Railway units functioning at Kanchrapara (KPA), viz. Kanchrapara Carriage & Wagon Workshop, Kanchrapara Locomotive Workshop, Halisahar Store Depot, Kanchrapara Store Depot, Kanchrapara Railway Hospital, Kanchrapara (KPA) Rly. Station, Office of District Town Engineer (DTE/KPA), STC / KPA and its associated Trainees Hostel, etc.

All the aforesaid Railway units of Kanchrapara (KPA) has significance in their respective areas of functioning with their full capacity.

**2.2.0.** General Sanitation / Conservancy work related to large nos. of adjoining Rly. quarters, Community halls, Trainees Hostel, Officer's club, Kanchrapara Railway Station, Kanchrapara Railway Hospital, are catered by HKA (Med) / Safaiwalas under the supervision of Health & Malaria Inspectors (H&MI) of KPA, DGP, HLR & ANO/Kanchrapara Railway Hospital.

**2.3.0.** The particulars of staff position i.e. Sanctioned strength, Men-On-Roll & Vacancies of 'HKA (Med) / Safaiwala' of Medical Department under CMS/KPA is tabulated below –

<b>Sl. No.</b>	<b>Designation</b>	<b>Sanctioned Strength</b>	<b>Men-On-Roll</b>	<b>Vacancy</b>
1.	HKA (Med) / Safaiwala	155	135	20

**2.4.0.** A major part of the Workload, related to 'General Sanitation' & 'Conservancy' at Kanchrapara (KPA), Dangapara (DGP), Halisahar (HLR) Colony Areas, etc. has already been outsourced. Workloads of the said areas are catered by labourers of contractual agency, in place of Departmental Staff under the direct supervision of H&MIs.

**2.5.0.** In this connection, the undermentioned Agreements has been signed between competent Railway authority.

<b>Sl. No.</b>	<b>Name of the Contractual Work</b>	<b>Period of Contract</b>
1.	Conservancy work for clearance of garbages / refusal of KPA Rly Colony.	17/07/2019 to 16/07/2022
2.	Daily manual cleaning of Officer's and Ambagan Rly. Colony KPA.	05/10/2019 to 04/10/2022



**2.6.0. Distribution of On-Roll HKA (Med) /Safaiwala :**

Sl. No.	Work points of HKA (Med) /Safaiwala	Nos. of On-Roll HKA (Med) /Safaiwala working.
1.	H&MI/KPA (Kanchrapara)	45
2.	H&MI/DGP (Dangapara)	27
3.	H&MI/HLR (Halisahar)	11
4.	ANO/KPA Rly. Hospital	52
<b>Total →</b>		<b>135</b>

**2.7.0.** Departmental staff i.e. HKA (Med) /Safaiwala are mainly deployed at Hospital Indoor, Hospital surroundings and other emergency work of General Sanitation.

**2.8.0.** The above tables showed that considerable part of the General Sanitation / Conservancy Works under the supervision of H&MIs were already outsourced.

**2.9.0.** Thus, due to outsourcing, workloads of the work points pertaining to units supervised by H&MIs under CMS/KPA is required to be re-assessed.

**2.10.0.** The study team conducts thorough reassessment of workload pertaining to HKA (Med) /Safaiwala under CMS/KPA and evaluates the Bare requirement of HKA (Med) /Safaiwala as 130 posts.

**2.11.0.** Therefore, in accordance to the existing workload vis-à-vis required man power analysis, the actual requirement of HKA (Med) /Safaiwala to carry out General Sanitation & Conservancy work is calculated as under -

Bare Requirement of HKA (Med) /Safaiwala	:	130.00
Leave Reserve (LR) @ 12.5%	:	12.5% of 130.00 = 16.25 ≈ 17.00
Actual Requirement of HKA (Med) /Safaiwala	:	(130.00 + 17.00) i.e. 147.00

**2.12.0.** So, the actual requirement of HKA (Med) /Safaiwala to carry out existing General Sanitation & Conservancy work load in the units of H&MIs under CMS/KPA are 147.00.

**2.13.0.** From the above, it reflects that (155 - 147) i.e. 08 posts of HKA (Med) /Safaiwala are surplus against present sanctioned strength of 155.00 posts.

**2.14.0. RECOMMENDATION:**

Study Team recommends that 08 posts of 'HKA(Med) / Safaiwala' of Medical Department under CMS /Kanchrapara, to be declared as surplus &subsequently surrendered from the existing Sanctioned Strength of 155 posts.

### **CHAPTER-III**

#### **3.0.0.FINANCIAL APPRAISAL**

3.1.0. As per recommendation made in Para 2.14.0., 08 posts of 'HKA (Med) / Safaiwala' of Medical Department under CMS/KPA to be made surplus and financial savings thus achieved will be as under:

Category /Scale of pay	Mean pay	GP	DA @ 17 %	Total Pay/staff/ month	Proposed surplus	Monthly savings	Annual savings
	(Figs. In Rupees)						
HKA (Med) / Safaiwala/ Rs. 5200 - 20,200/-	12,700.00	1,800.00	2465.00	16,965.00	8 (Eight)	1,35,720.00	16,28,640.00

3.2.0. Thus, the annual financial savings against surplus of 8 (Eight) posts of HKA (Med) / Safaiwala' of Medical Department under CMS/KPA, having Pay Scale Rs. 5200-20,200/-, G.P. Rs. 1800.00, worked out asRs. 16.28 lakhs (Approx.).