

CENTRAL RAILWAY
WORK STUDY REPORT ON
“REVIEW OF CREW LOBBIES STAFF OVER
BHUSAWAL DIVISION”



WORK STUDY CELL
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WORK STUDY REPORT ON “REVIEW OF CREW LOBBY STAFF OVER BHUSAWAL DIVISION”

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SYNOPSIS

01	Study Number	WSCR/ELECT/ BSL/1/19-20.
02	Study Name	Review of Crew Lobby staff over Bhusawal division.
03	Department	Electrical / TRO
04	Division	Bhusawal
05	Approved by	AGM (C.R)
06	Date of commencement	29/05/2019
07	Date of completion	28/06/2019
08	Date of Submission	28/06/2019
09	No. of lobbies studied	08
10	No. of Recommendation	01
11	No. of posts Proposed for Surrender	Not Applicable.
12	Financial Implication	Nil

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AUTHORITY & TERMS OF REFERENCE

With the approval of AGM (C.R), “Work Study on Review of Crew Lobby staff over Bhusawal division” has been included in the “Annual Work Study Programme” for the year 2019-20 with study no : WSCR/ELECT/BSL/1/2019-20.

The terms of reference for the study are to assess the staff requirement vis-à-vis present workload.

BASE FOR STUDY

1. Automation, outsource of various activities in combined Crew lobbies.
2. The use of Railway Employee has been reduced due to outsourcing of lobby activities.
3. These Work Study Reports are intends to identify the use of Railway manpower even after lobby activities been outsourced.

METHODOLOGY

1. Identification of activities of Crew lobbies outsourced/ redundant / non-operative posts due to change in working pattern and technical advancement.
2. Collection of data in details with reference to nature and quantum of workload of each of the Crew Lobby staff.
3. Assessment of need based requirement of the staff.
4. Discussion of details with coordinating officer / supervisors.
5. Making recommendations for need based requirement of staff and other innovations in present context.
6. Working out financial implication involved in saving as a result of surrender of surplus staff.

Summary of Recommendations

Recommendation: Even though 'No' posts are identified as surplus but outsourcing of the above mentioned activity will improve overall availability of running staff for train operations.

Suggestion: Since the “**Work of Round the clock complete manning of Crew Management System & Data entry at Combined Crew Booking lobbies at Pune, Ghorpuri & Miraj and Maintaining of records at Chief Power Control Office/Pune**” contract at Pune Division is running successfully from February 2019 till date, it is suggested that BSL division may follow the pattern of Pune Division and explore the possibility of replicating same on BSL division, which will enhance the availability of highly skilled running staff for train operation instead of utilization for stationary job.

CHAPTER NO: 01 INTRODUCTION

Railways were first introduced in India in 1853. By 1947, the year of India's independence, there were forty two Rail systems. In 1951 the systems were nationalized as one unit, becoming one of the largest networks in the world. Indian Railways operates both long distance and suburban rail systems. During this journey, railway has introduced much automation to improve their system in regards to enhance safety and punctuality.

In today's world technology is developing day- by- day. Automation is the creation of technology and its application in order to control and monitor the service. It perform the task that previously performed by the humans. Automation plays an important role in the advancement of science and technology.

Indian Railway plays a very important role in our country's economy.

Some of them such automations are :-

1. Automatic Train Control Systems
2. Signaling Systems,
3. Operation Control System and Rail – IT
4. PRS (Passenger Reservation System)
5. Electronic Interlocking
6. CRIS (Central for Railway Information System)
7. FOIS (Freight Operation Information System)
8. MMIS ([Material Management Information System](#))
8. Level Crossing Protection System
9. Crew Management System

The need of automation in present scenario plays a major role to simplify and reduce manpower and at the same time to increase the accuracy and efficiency of existing system.

Lobby –

Lobby is the place/office from which all the crew booking for various services viz Passenger/Freight i.e. Mail Express/Goods Trains, Local/MEMU/DEMU etc (Suburban Services), Ghat Service, Yard movements is being Managed.

In Bhusawal Division there are 08 Combined Crew Lobbies spread over the division i.e, from IGP to BD and KNW. This lobby caters the Crew Management of total **1522 Loco Running Staff (Loco Pilots) and 500 Operating Running Staff (Guards) of entire BSL division.**

To manage the Crew Booking electronically and to maintain its relative information for pay and other purpose the software names as Crew Management System (CMS) is introduced. The details are as under :

Crew Management System (CMS)

For Indian Railways, Second largest rail transporter of the world, CRIS has developed a 24X7 Crew Management System (CMS) application managing its crew for operating trains on the largest rail network. CMS project deals with all categories of train crew who are required to operate all types of trains on Indian Railways.

Objective :

- Optimum and effective utilization of crew through monitoring of mandatory requirement.
- Effective scheduling and assignment of train crew.
- Schedule rest (12/16) of the crew based on total duty hours completed.
- Paperless lobby- call for booking through SMS, Caution Order, Circular, Sign On/Off.
- To generate computerized mileage report for direct submission to personnel branch for payment.
- To check running staff on Breath Analyser machine for drunkenness at time sign On/Off duty to ensure safety.

- **Integration :**

- COIS for coaching train operation.
- FOIS for freight train Planning, Sign On/Off crew data.
- ICMS for train information.
- COA, i.e, Control Office Application for computerized charting of train movement.
- RBS for new routes and updated distance between stations.
- IPAS for releasing salary through mileage generated by CMS.

Benefits :

- Efficient crew utilization due to inherent transparency.
- Operation with safety being use of breath analyzer.
- Automation through SMS and manpower saving.
- Financial benefits due to manual interference for mileage calculation.
- Better and fast planning for crew availability.
- Monitoring of SEC & SFC of electric and diesel locomotives.

Functions of combined crew lobbies :

1. Management of booking of running staff / crew of freight and passenger trains.
2. To make staff available for training, refresher, pre- promotional courses, PME etc for running staff.
3. Management of leave, rest for running staff.

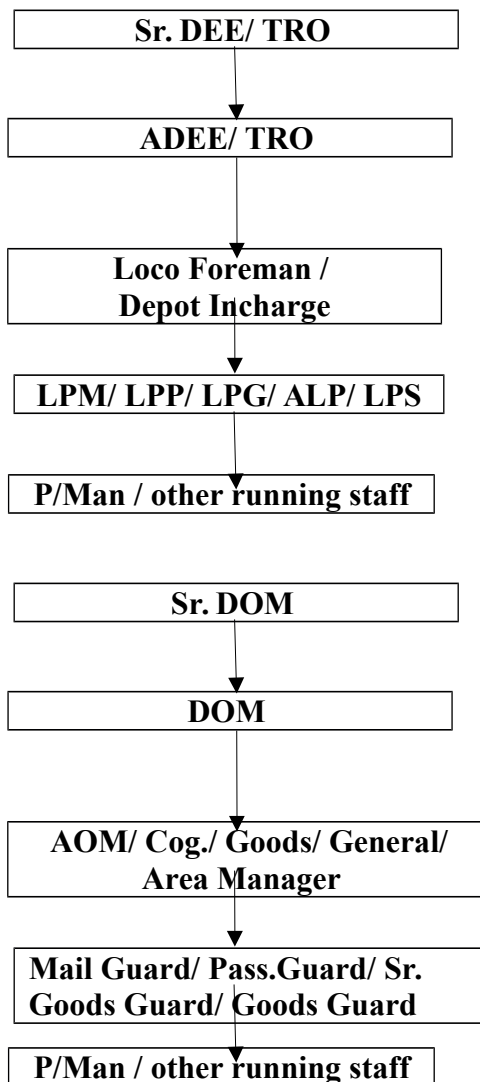
CHAPTER NO: 02

DEPOT WISE UTILIZATION OF THE STAFF

2.1 Organization Set-up of the Crew Lobby Staff :

In Bhusawal Division, Crew Lobby Staff comes under administrative control of Sr. DEE (TRO). The administrative flow chart for Crew Lobby Staff is as follows :

Divisional Organization structure of Crew Lobby Staff :



2.2 SCALE CHECK ON BHUSAVAL DIVISION FOR OPERATING STAFF :

DEPTT:- TRAFFIC RG.	SS	MOR	VAC
M/E GUARD	192	154	38
PASS GUARD	54	87	-33
SR.GOODS GUARD	173	152	21
GOODS GUARD	172	107	65
Total	591	500	91
DEPTT:- LOCO RG			
LOCO PILOT (CCOR, CTLC, SPL.DUTY)	87	65	22
LOCO PILOT MAIL	232	202	30
LOCO PILOT PASS	56	85	-29
LOCO PILOT GOODS	422	333	89
L/ P SHUNTER Gr I	100	73	27
L/ P SHUNTER Gr II	99	125	-26
LOCO PILOT ASSTT Gr I	566	348	218
LOCO PILOT ASSTT Gr II	141	291	-150
Total	1703	1522	181

2.3 Crew Lobbies over Bhusawal Division :-

The Crew lobbies for running staff are located at :

1. IGP.
2. MMR
3. NGN,
4. BSL Station (P),
5. BSL Yard (G),
6. BD,
7. KNW.
8. CSN, PC, KMN, MZR are minor depot for branch line traffic.

➤ **Igatpuri :**

- Loco foreman LF(R) is the Incharge of IGP Crew lobby.
- At IGP loco lobby, only one CRC is available for duty. He is generally LPG. He performs the duty of crew booking as per forecast of the trains. He also books the Goods Guard of IGP HQ for goods traffic.
- Onduty Dy. SS performs the duty of guard booking of Passenger/ Mail Express trains.
- Whole activity of CMS has been outsourced at IGP.

Scale check of the Loco lobby :

Category	SS	MOR	VAC
LPM	26	25	01
LPP	07	05	02
LPG	17	17	00
LPS	04	06	+2
CRC	04	04	00
Sr. ALP	35	38	+3
ALP	15	03	12

Scale check of the Traffic Running :

Category	SS	MOR	VAC
Goods Guard	02	02	00
Sr. Goods Guard	10	08	02
Passenger Guard	06	06	00
Mail Guard	15	15	00

➤ **MMR :**

- Loco foreman LF(R) is the Incharge of MMR Crew lobby.
- At MMR Crew lobby, in a shift 02 CRC works at a time, one is working Out Door CRC and another works as Indoor CRC. Both the CRCs are generally LPG.
- Guard booking is done by onduty Dy. SS for the traffic in co-ordination with TNC.
- At MMR, CMS and walkie- talkie charging has been outsourced.
- There is no Sanctioned Strength of Guard at MMR, train operation is done with the help of out station Guard.

Scale check of the Loco lobby :

Category	SS	MOR	VAC
LPM	00	00	00
LPP	00	00	00
LPG	00	00	00
LPS	25	19	06
CRC	08	05	03
Sr. ALP	00	00	00
ALP	00	00	00

➤ **NGN :**

- Loco foreman LF(R) is the Incharge of NGN Crew lobby.
- There are two CRCs works in a shift, i.e one Indoor and another is Outdoor. These are generally LPG.
- One ALP / LPS is utilized as TIC in each shift.
- Onduty Dy. SS (Outdoor) performs the duty of Guard Booking.
- At NGN, CMS , Walkie- talkie charging and Time Log has been outourced.

Scale check of the lobby :

Category	SS	MOR	VAC
LPG	57	59	+2
LPS	13	12	01
CRC	08	07	01
Sr. ALP	07	07	00
ALP	50	52	+2

Scale check of the Traffic Running :

Category	SS	MOR	VAC
Goods Guard	53	14	-
Sr. Goods Guard		34	05

➤ **BSL Station (P) :**

- CCRC (P)/BSL is the Incharge of BSL Station Passenger Crew lobby.
- At BSL station, there are two CRCs working in a shift, i.e one Indoor and another is Outdoor. These are generally LPG.
- One ALP / LPS is utilized as TIC in each shift.
- Onduty TNC performs the duty of Guard Booking for passenger / Mail Express trains.
- At BSL, CMS , Walkie- talkie charging and Time Log has been outourced.

Scale check of the Loco lobby :

Category	SS	MOR	VAC
LPM	194	164	30
LPP	23	41	+18
LPG	00	00	00
LPS	37	35	02
CRC	14	06	08
Sr. ALP	224	232	+8

Scale check of the Traffic Running :

Category	SS	MOR	VAC	EXCESS
Mail / Express Guard	173	128	45	--
Passenger Guard	23	56	00	33

➤ **BSL Yard :**

- CCRC (G.)/ BSL is the Incharge of BSL Yard Goods lobby.
- At BSL yard, there are two CRCs working in a shift, i.e one Indoor and another is Outdoor. These are generally LPG.
- One ALP / LPS is utilized as TIC in each shift.
- Onduty TNC performs the duty of Guard Booking for Goods traffic.
- At BSL yard, CMS and Walkie- talkie charging has been outourced.

Scale check of the Loco lobby :

Category	SS	MOR	VAC
LPG	282	212	70
LPS	74	61	13
CRC	14	08	06
Sr. ALP + ALP	271	209	62

Scale check of the Traffic Running :

Category	SS	MOR	VAC
Sr. Goods Guard	195	127	68
Goods Guard			

➤ **BD :**

- Loco foreman LF(R) is the Incharge of BD Crew lobby.
- At BD, there are two CRCs working in a shift, i.e one Indoor and another is Outdoor. These are generally LPG.
- One ALP / LPS is utilized as TIC in each shift.
- Onduty Sr. Clerk (OPTG/ NP) performs the duty of Guard Booking for Goods traffic.
- At BD, CMS and Walkie- talkie charging has been out Sourced.

Scale check of the Loco Lobby :

Category	SS	MOR	VAC
LPM	09	07	02
LPP	08	08	00
LPG	52	45	07
LPS	19	17	002
CRC	09	06	03
Sr. ALP	15	12	03
ALP	54	52	02

Scale check of the Traffic Running :

Category	SS	MOR	VAC
Goods Guard	63	26	03
Sr. Goods Guard		34	
Passenger Guard	11	11	00
Mail Exp. Guard	04	04	00

➤ **KNW :**

- Loco foreman LF(R) is the Incharge of KNW Crew lobby.
- At KNW, there is one CRC working in a shift.
- Two LPS works in a shift , i.e one Indoor TIC and another is Outdoor.
- Guard Booking is done through loco lobby only.
- At KNW, CMS and Walkie- talkie charging has been outourced.

Scale check of the Loco Lobby :

Category	SS	MOR	VAC
LPM	03	04	+1
LPP	05	05	00
LPG	14	12	02
LPS	09	09	00
CRC	05	04	01
Sr. ALP	19	17	02
ALP	04	04	00

Scale check of the Traffic Running :

Category	SS	MOR	VAC
Goods Guard	21	16	05
Sr. Goods Guard			

CHAPTER NO.03

EXISTING SCENARIO

Electrical (TRO) Branch

Traction Rolling Operation (TRO) organization is headed by Sr.DEE/TRO/BSL and assisted by ADEE/TRO/BSL along with Loco & Technical supervisors. The broad functions of TRO branch are loco crew management and trip shed management.

Brief History :

Electric Traction in Bhusawal Division was first started in 1969 on Igatpuri - Bhusawal section. Now almost entire division, i.e. Bhusawal - Igatpuri (308 RKM), Bhusawal - Khandwa (124 RKM), Bhusawal - Badnera (219 RKM) is electrified with a total route KM of 651. The TRO organization came into existence in 1991-92 with the unification of crew.

Major activities :

- Loco crew Management.
- Maintenance of Running rooms, lobbies and trip sheds.
- Management of operation of Electric locos.
- Timely feeding of locos to ELS/BSL for schedule inspections and undertaking Trip inspections at BSL, MMR & IGP Trip Sheds.

Infrastructure

Crew booking lobbies:

There are 07 Crew Booking Lobbies located at :

Khandwa, Bhusawal (Passenger), Bhusawal (Goods), Badnera, Nandgaon, Manmad and Igatpuri.

Running rooms:

There are 06 Running Rooms located at BSL (140 beds), KNW (49 beds), BD (124 beds), NGN (76 beds), MMR (70 beds) and IGP (52 beds).

Trip sheds:

There are 02 trip sheds, one each at Bhusawal and Igatpuri.

Drivers' training centre:

Drivers' Training Centre is located at BSL in Old Steam Loco Complex. Running staff is imparted training on loco troubleshooting, Traffic and Safety rules.

Achievement

The crack special trains, Bullet trains, Jet trains are run in order to skip crew changing point at KNW, BSL, NGN respectively. It has contributed in optimum utilization of crew.

A pocket trouble shooting diary has been got printed in English & Hindi. It is distributed to all crew covering trouble shooting aspects of WAG5, WAG7 & WAG9 including SI unit.

Full implementation of CMS features:

- Calculation of mileage, overtime, night duty allowance,
- 100% crew booking.
- Availability report etc.
- A special crash course of 3 days is being conducted to update knowledge of LPs about WAG9 locos, new equipments like FDOS, VCD, SI units etc.
- Surveillance camera is installed in each lobby to keep vigil on BA test.
- To counsel LP about energy conservation and proper driving technique, LIs are regularly analyzing the SPM chart.
- Provision of 44 Nos of portable BA test machines to keep watch on alcoholic staff.
- A speed gun is procured to keep watch on LPs to ensure that LP properly follows the speed restrictions given in caution order.

CHAPTER NO. 04 CRITICAL ANALYSIS

A. Under/miss utilisation of Running Staff –

- ✓ From the above study it is observed that all the lobbies over Bhusawal Division Loco Running Staff and Operating staff are being utilised for crew management.
- ✓ Overall, **60 Loco Running Staff and 25 Operating Staff** are being utilised for Crew Management in various Lobbies spread over Bhusawal Division.
- ✓ The mean value of Loco Pilot and Guard i. e. **ML6 is Rs. 96070/-**.
- ✓ The **average monthly wages** of **60 Loco Running Staff** which are utilized in stationary job i.e. for crew management in lobbies is comes to **Rs 5764200/-** . In addition to this **25 Operating Staff** i.e. Dy. SS, TNC etc are being utilised for crew management in lobby. The **average monthly wages** of **25 Operating Staff** which are utilized for crew management in lobbies is comes to **Rs 2401750/-**.
- ✓ The Loco Running Staff (Loco Pilots) are the Highly Skilled Safety Category Staff meant for smooth operation of trains. The utilization of Running staff for stationary job adversely effects the availability of running staff for train operation and into shortage of Loco Running Staff (Loco Pilots) for train operation which increases the load on other Loco Running Staff (Loco Pilots) resulting mental stress to them and financial loss to railway in the form of Over Time/Night Duty and other allied allowance.
- ✓ Also there are **181vacancies** in Loco Running Staff (Loco Pilots) and **91 vacancies** in Operating Running Staff (Guard) category.
- ✓ The other operating staff utilized for crew management, are also belongs to Safety category and trained for their respective train operation safety related work.

- ✓ Both the category of staff i.e. Loco Running Staff (Loco Pilots) and Operating Staff are required to undergo regular Refresher Courses and Periodical Medical Exam (PME) being safety category. And utilization of such highly skilled staff on stationary job is mis/under utilization of manpower.
- ✓ The huge vacancies in Loco/Operating Running Staff, Increasing in traffic and utilization of Loco/Operating Running Staff on stationary job is adversely affecting crew management.

Solution -

- ✓ There should be optimum utilization of safety category staff for their respective work rather than stationary job.
- ✓ In this regard Pune Division has taken the initiative by means of outsourcing entire crew management. The tender of which is titled as **“Work of Round the clock complete manning of Crew Management System & Data entry at Combined Crew Booking lobbies at Pune, Ghorpuri & Miraj and Maintaining of records at Chief Power Control Office/Pune for a period of two years.”** At the costs of Rs. 2,46,20,529.63 (Including GST).
- ✓ The Tender no. is PA-MECH-LOBBY-DATAENTRY dated. 28.11.2018
- ✓ The above contract at Pune Division is running successfully since February 2019.
- ✓ The outsourcing of the above mentioned activity will improve overall availability of running staff for train operations. In turn will reduce stress on other staff and will save Railway funds being paid for Over Time and other allied allowances.
- ✓ Thus, by Outsourcing Crew Management work at Combined Crew Lobbies, spare the running staff from stationery job in lobby can be utilized for train operations.

Recommendation:

Even though 'No' posts are identified as surplus but outsourcing of the above mentioned activity will improve overall availability of running staff for train operations.

Suggestion:

Since the above contract at Pune Division is running successfully from February 2019 till date, it is suggested that BB division may follow the pattern of Pune Division and explore the possibility of replicating same on BB division, which will enhance the availability of highly skilled running staff for train operation instead of utilization for stationary job.

Chapter No: 05

FINANCIAL IMPLICATION

Since no posts are identified as surplus, hence the financial implications are nil.