



WORK STUDY REPORT
ON
REVIEW OF
LUGGAGE/PARCEL PORTERS

WORKING IN PARCEL OFFICE, DELHI Jn.

2019-20

WORK STUDY TEAM

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Central Planning Cell
Northern Railway
Headquarters Office,
Baroda House,
New Delhi

EXECUTIVE SUMMARY

This study was allotted to Central Planning Cell, HQ Office, on the directive of SDGM/NR to identify redundant/unproductive/wasteful activities of Luggage/Parcel Porters staff working in Parcel Office, Delhi and suggest ways and means to improve the manpower productivity and economy.

STAFF POSITION

The total sanctioned and on roll strength of Luggage/Parcel Porters staff working in Parcel Office/DLI is as under:-

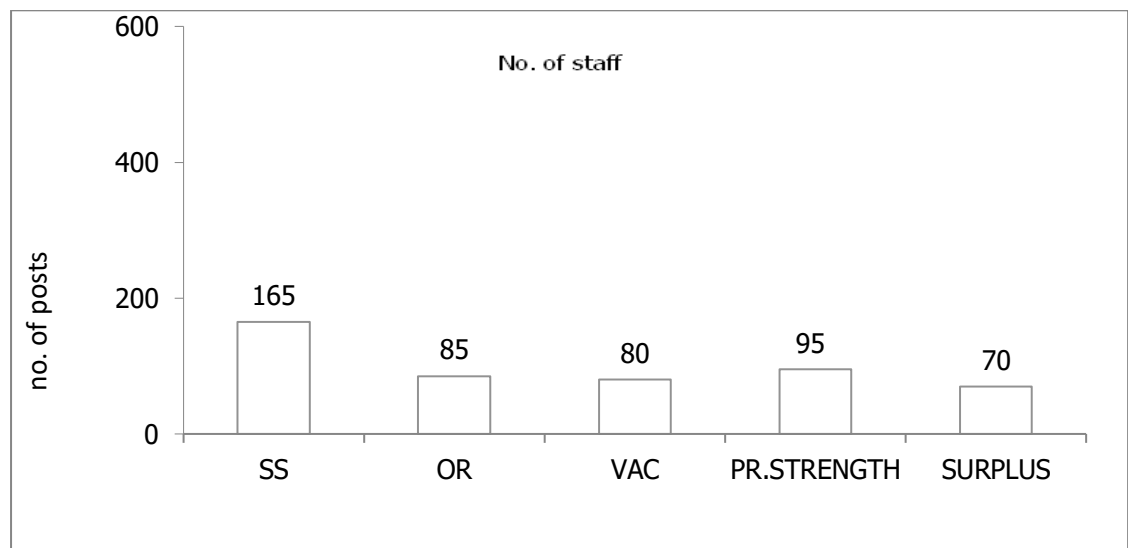
S.N.	Description	S/S	O/R	Var.
1	Luggage/Parcel porters	165	85	80

No. of posts identified as surplus and recommended for surrender: -

Gr. 'C' = NIL
 Gr. 'D' = 70 posts
Total = 70 posts

FINANCIAL IMPLICATIONS

Anticipated recurring savings = ₹ 368.06 lacs per annum.
 Capital saving = Nil
 Total = ₹ 368.06 lacs per annum



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SYNOPSIS

Indian Railways is one of the fourth largest system in the world under a single management with a network spread all over the country. With humble beginning in 1853 the railways have served the nation as the principle mode of transport. Railway is the cheapest mode of transport in the country. Its two fold objectives are to transport passengers and freight traffic from one place to another place. Indian railways play a vital role not only to compete with road transport but also globally with other railways of the world.

The adoptions of technological up gradations have become inevitable that at the same time, it is very challenging due to financial constraints. The efforts of privatization can also be seen in commercial department due to which closure of piecemeal booking in goods and parcels, leasing of SLRs/VPUs in various trains, running blue parcel trains have been introduced. In view of above, there has been decline in goods (piece-meal) and parcel traffic which resulted in redundancies in the working and subsequently many activities are getting closed down.

Keeping in view of above, SDGM/NR assigned work study on "Review of luggage/parcel porters working in Parcel Office/DLI" to the Central Planning Cell, HQ Office, with a view to achieve manpower productivity and economy. The strength of luggage/parcel porter staff was critically examined vis-à-vis existing workload. The team identified 70 posts as surplus and recommended for surrender. The implementation of the recommendations contained in the report will yield a recurring saving worth ₹ 368.06 lacs per annum to the administration.

SUMMARY OF RECOMMENDATIONS

S. N.	Recommendations	Refer para No.	Accepting/ implementing authority.
1	It is proposed that 70 posts of luggage/Parcel porter are identified as surplus and recommended for surrender from Parcel Office/DLI. Luggage/parcel porters Gr. ₹ 5200-20200-1800 =70 posts.	2.4.2	ADRM/Admin/NDLS Sr.DCM/C/NDLS Sr.DPO/C/NDLS

ACKNOWLEDGEMENT

The Work Study team is highly grateful to Sh. Prashant Kumar, ADRM/Admin./DLI, Sh. Sunil Beniwal, Sr.DCM/C/DLI and Sh. Devendra Kumar, Sr.DPO/C/DLI and other functionaries for giving their valuable guidance for conducting the study. The team is also thankful to all other functionaries for extending their cooperation in providing necessary data/information during the course of study.

1.0.0 INTRODUCTION

1.1.0 The Commercial Department on Indian Railways plays a very important role in revenue earning. Its main source of earning is passenger traffic and goods traffic. The commercial department provides adequate passenger amenities for travelling passenger at stations.

1.2.0 The Luggage/Parcel porter are posted in Parcel Offices at different locations. The Railway Board's policy to run leased SLRs of mail/express trains and Blue line parcel services on some specified sections, has reduced the workload of parcel offices. Also due to adoption of modern technological and up gradation in system of working certain activities have become redundant/unproductive/wasteful.

1.3.0 Keeping in view of above, SDGM/NR has assigned a work study on "Review of luggage/parcel porters working in Parcel Office/DLI Jn of DLI division", with a view to optimize utilization of luggage/parcel porters staff and identify the surplus for surrender to improve the economy

1.4.0 TERMS OF REFERENCE:

The following terms of references were adopted for conduct of the study:-

1. To review staff strength vis-à-vis existing workload.
2. To identify redundant/unproductive activities with a view to eliminate wasteful expenditure
3. To suggest ways and means to improve the efficiency and productivity of the system

1.5.0 METHODOLOGY ADOPTED

The following techniques of work study were adopted to conduct the study:-

1. Data Collection and its analysis to assess the factual status of existing workload.
2. Work sampling, physical observation, spot checks, analytical estimation, prevailing yardstick in vogue if any, to assess the actual requirement.
3. Held discussions at various levels.

2.0.0 BRIEF DESCRIPTION, STAFF POSITION, CRITICAL ANALYSIS REQUIREMENT OF STAFF AND RECOMMENDATIONS.

2.1.0 BRIEF DESCRIPTION

2.1.1 Delhi Division is one of the most important divisions of Northern Railway. Delhi is the political hub of the nation and is connected to all parts of the country. Delhi Division is spread over the states of Delhi, Haryana, Punjab and Uttar Pradesh.

2.1.2 Modernization and system developments introduced in almost every sphere of Railway working have made some activities as redundant/wasteful/unproductive. Computerization in reservation/ booking tickets, point to point full rake loading in goods, leasing out of SLRs in parcel, parcel vans/trains etc. have proved efficient and economical.

2.1.3 Consequently, the workload of Luggage/parcel porter staff has reduced considerably. Keeping in view above, SDGM/NR has desired to conduct "Review of Luggage/parcel Porters working in Parcel Office/DLI of DLI division" with a view to achieve manpower productivity and economical.

2.2.0 STAFF POSITION

During the course of study, the team collected the sanctioned strength of Luggage/parcel Porters from 'P' Branch and on roll strength from the Parcel Office, Delhi. The detailed position of luggage/parcel porters is placed as Annexure No.II in the report and the summarized position of the same is tabulated below:-

S.No	Category	Pay scale + Grade Pay	Sanctioned Strength	On roll	Variation
1	Luggage/parcel Porter	5200-20200-1800	165	85	80

The above table reveals that the sanctioned strength of luggage/parcel porters is 165 posts, on roll strength is 85 posts and 80 posts are lying vacant in Parcel Office, Delhi Jn.

2.3.0 CRITICAL ANALYSIS

2.3.1 The parcel/perishables/luggage/newspapers/magazines are obligatory to be carried by the railway as common carrier in the national spirit for the public. Being a part of passenger traffic, the parcel traffic cannot be avoided whether it is beneficial or not.

2.3.2 The changes due to system developments and modernization like introduction of rationalization, privatization, leasing of SLRs/VPs etc are being done progressively so as to improve economy, eliminate wastages and achieve effective utilization of manpower etc.

Change in policy allowing excise and taxation department to exercise checks in Railway Premises diverted traders to book parcel through railway. The TIN No. issued to each party has to be exhibited by parcel

office while booking parcel packages. The taxation department has now been allowed to check/ensure whether TIN no. is mentioned by parcel office or not.

2.3.3 It has been observed that the parcel traffic is being diverted to road due to its own inherent merits and conveniences like door to door service, avoid loading/unloading and unnecessary chasing at rail points etc. There are 15 trains (Local=11, Fgn=04) whose SLRs has been given on lease. One VPU of MLDT is also booked on lease.

2.3.4 Parcel and luggage traffic in terms of no. of packages handled by LP/PP at DLI Jn has been reduced 26.66% in 2019-20 as compare to 2017-18. Similarly Parcel and luggage traffic in terms of weight (in quintals) handled by LP/PP at DLI Jn has been reduced 27.43% in 2019-20 as compare to 2017-18.

2.4.0 WORK LOAD

2.4.1 The team collected the workload of the Parcel office/DLI in respect of outward and inward parcel traffic during 2017-18, 2018-19 & 2019-20(up to Dec'2019) and is depicted at below:-

S.No.	Year	Out ward			
		No. of packages	% decrease per month	Weight (in quintals)	% decrease per month
1	2017-18	2092118	100	1313769	100
2	2018-19	1444159	69.02	906052	68.96
3	2019-20(upto Dec'19)	1150886	73.34	657584	72.57

The team compared the workload of Parcel Office, DLI which was handled in terms of No. of packages and weight (in quintals) for the last three years i.e. FY 2017-18, 2018-19 and 2019-20 (upto Dec' 19). Year 2017-18 has been considered as base year.

- Parcel and luggage traffic in terms of no. of packages handled by LP/PP at DLI Jn has been reduced 26.66% in 2019-20 as compare to 2017-18.
- Parcel and luggage traffic in terms of weight (in quintals) handled by LP/PP at DLI Jn has been reduced 27.43% in 2019-20 as compare to 2017-18.

2.4.2 Existing deployment of Luggage/Parcel Porters:-

S.No.	Point/Location	No. of staff deployed	Remarks
1	PF No. 1,2,3,4,5(in three shifts including RG)	10	
2	PF No. 6&7(East) and 6&7(West) (in three shifts including RG)	06	
3	PF No. 9 &10 (East) and 9&10(West) (in three shifts including RG)	09	
4	PF No. 11&13 (East) and 11&12(West) (in three shifts including RG)	09	
5	PF No. 14,15&16 (East) and 14,15&16(West) (in three shifts including RG)	10	
6	PF 16 (LT) shift 15.00-23.00	02	
7	Cloak Room	-	Outsourced.
8	FSD(three shifts)	03	
9	Magazine	03	
10	Goods	02	
11	Weigh Bridge	01	
12	Computer	01	
13	EPR(09.00-17.00)(Punjab side)	02	
14	EIR(09.00-17.00)(HWH side)	02	
15	Working as Markers	04	
16	CPS(Labour)	02	
17	Record	01	
18	CPS/General	01	
19	Station Director, Delhi	01	
20	Stock	01	
21	Long absentee	05	
Total		75	

Luggage/parcel porters working at other locations:-

S.No.	Stations	Strength
1	CBS/DLI	1
2	CRS/DLI	1
3	COS/DLI	1
4	CTI/DLI	1
5	Comm. Branch/DRM Office	1
6	CMI Store/DRM Office.	1
7	CTI/Bed Roll/DLI	1
8	LPO/DKZ	2
9	Cash Office/DLI	1
Total		10

Therefore total on roll strength of Luggage/Parcel porters working in Parcel Office/DLI are 85.

2.4.3 REQUIREMENT OF STAFF

The requirement of luggage/parcel porter staff vis-à-vis existing workload at parcel office, Delhi Jn. has been discussed below.

The actual weight handled has been considered while assessing the requirement of luggage/parcel porters. However, where the actual weight of parcel packages is not available, the average package weight has been taken as 40 kg for calculation of manpower.

2.4.4 Delhi Junction is one of the biggest stations of Northern Railway. A large number of trains originate, terminate and pass through Delhi. Besides, a number of parcel traffic is dealt through originating/terminating/passing trains along with VP Specials. Parcel traffic is also dealt through city booking agencies, authorized parcel agents and leased SLRs etc.

2.4.5 The works study team collected the data from Parcel Office, DLI in respect of outward and inward parcel traffic handled during 2017-18, 2018-19 & 2019-20(up to Dec'2019).The month-wise number of packages and weight (in quintals) handled by luggage/parcel porter staff of Parcel Office, Delhi is depicted as Annexure No.III in the report and the summarized position is tabulated below:-

S.No	Year	Total packages	Total weight (in quintals)
1	2017-18	2092118	1313769
2	2018-19	1444159	906052
3	2019-20(up to Dec'19)	1150886	657584
TOTAL		4687163	2877405
Average per day (Total no. of packages/Total no. of days)		4687163/1005 =4664 i.e. 4664X40=186560 Kg or 186.560 MT	2877405/1005= 2863 Qt. or 286300 kg or 286.30 or say 286 MT

As per norms, one luggage/parcel porter is required to handle 4 MT (Metric Tons) of parcel packages per day.

Details of work	No. of staff required
Luggage/parcel porters required to handle 286 MT weight of packages comes to (286/4=71.50)	71.50
Record Room/Stock Room	01

Free service dak @ 1x2(For two shifts)	02
CPS Office	01
For marking of packages@ 1x3(one in each shift)	03
Sub total	78.50
Add RG @ 16.5% on 78.50	12.92
Sub total	84.45
Add LR @ 12.5% on 84.45	10.55
G. Total	95

Thus the proposed requirement of Parcel/Luggage porter staff comes as 95 against the sanctioned strength of 165, thus 70 posts are identified as surplus and recommended.

RECOMMENDATION NO.1

It is proposed that 70 posts of luggage/parcel porter staff are identified as surplus from Parcel Office, Delhi Jn and recommended for surrendered.

Luggage/parcel porters Gr. ₹ 5200-20200-1800 = 70 posts.

3.0.0 FINANCIAL IMPLICATIONS

3.1.0 The annual expenditure as per 7th CPC on Luggage/Parcel porter staff working at Parcel Office Delhi Jn. is as under:-

S.No.	Category	Grade Rs.	Monthly value per post	S/S	Monthly expenditure	Annual expenditure
1	Luggage/Parcel Porter	5200-20200-1800	43817	165	7229805	86757660.00
Total				165		86757660.00

The above table reveals that the annual expenditure being incurred on 165 sanctioned posts Luggage/Parcel porters working at Parcel Office Delhi Jn. is Rs. 86757660.00

3.2.0 Proposed strength: The annual expenditure on the proposed strength of Luggage/Parcel porters for Parcel Office, Delhi Jn. is an under:-

S.No.	Category	Grade Rs.	Monthly value per post	P/S	Monthly expenditure	Annual expenditure
1	Luggage/Parcel Porter	5200-20200-1800	43817	95	4162615	49951380.00
Total				95		49951380.00

The above table reveals that the total expenditure on 95 proposed strength of Luggage/Parcel porters for Parcel Office, Delhi Jn. will be reduced to ₹ 49951380.00 instead of ₹ 86757660.00 and net saving will be ₹ 36806280.00 per annum.

3.3.0 FINANCIAL IMPLICATIONS

S.No.	Category	Pay scale + Grade pay ₹	No. of posts	Rec. No	Monthly value per post ₹.	Total annual recurring saving ₹.
1	Luggage/Parcel porter	5200- 20200- 1800	70	1	43817	36806280.00
Total			70			36806280.00

No. of posts identified as surplus: -

Group 'C' = NIL

Group 'D' = 70 posts

Total = 70 posts

Anticipated recurring saving = ₹ 368.06 lacs per annum

Capital saving = Nil

Total saving = ₹ 368.06 lacs per annum

WORK STUDY REPORT DETAILED CHART

Department : - Commercial

Name of study : - Review of Luggage /Parcel Porter working in Parcel Office/DLI of Delhi division.

Activity centre: - Parcel Office/DLI.

SN	Sub activity	Brief description of workload	Actual staff deployed	Work Study recommendations	Representative workload
1	Parcel Office/DLI books and receives luggage/parcels.	Loading/unloading of luggage/Parcel packages, marking and shifting.	SS=165 OR= 85 Vac=80	Staff proposed =95 Staff identified surplus=70	Leasing of SLR/VPU's, running of Blue Parcel services and diversion of traffic to the road has reduced the workload of Parcel Office/DLI.

LIST OF ANNEXURES

S.N.	Description	Annex. No.
1	Staff position of Luggage/parcel porters working in Parcel Office/DLI Jn.	I
2	Workload in terms of number of packages and weight handled by luggage/parcel porters during last three years.	II
3	Letter No. 16-CP/38/WS/19-20 dt. 06.01.20 to conduct the study	III

ANNEXURE NO.I

Statement showing staff position of Luggage/Parcel Porters working in Parcel Office/DLI.

S.No	Category	Pay scale + Grade Pay	Sanctioned Strength	On roll	Variation
1	Luggage/parcel Porter	5200-20200-1800	165	85	80

ANNEXURE NO.II

The month-wise number of packages and weight (in quintals) handled by luggage/parcel porter staff of Parcel Office, Delhi during 2017-18, 2018-19 & 2019-20(up to Dec'2019)is depicted as below:-

S.No.	Month	Out ward		Inward	
		No. of packages	Weight(in quintals)	No. of packages	Weight(in quintals)
1	April'2017	221852	142971	92303	55118
2	May'2017	243980	149762	102225	61168
3	June'2017	241608	146155	131482	78724
4	July'2017	135081	73173	68129	40677
5	August'2017	166339	98255	80922	48305
6	Sept.'2017	180034	106511	103894	61683
7	Oct'2017	154697	93632	71501	42569
8	Nov.'2017	201159	128254	92052	55923
9	Dec.'2017	164458	103633	92159	54829
10	Jan.'2018	146443	91542	97821	58278
11	Feb'2018	112614	94672	75624	45371
12	March'2018	123853	85209	106783	63480
Total		2092118	1313769	1114895	666125
1	April'2018	69508	47534	45153	26381
2	May'2018	115767	83372	80228	47402
3	June'2018	91645	68467	81406	48198
4	July'2018	109473	80359	92120	54304
5	August'2018	138556	59969	90091	53522
6	Sept.'2018	133782	79980	89136	53092
7	Oct'2018	169073	108546	106376	63356
8	Nov.'2018	138577	85494	73191	43580
9	Dec.'2018	130013	80368	84020	49963
10	Jan.'2019	117977	71807	80543	47592
11	Feb'2019	110048	67484	81555	48410
12	March'2019	119740	7267	94620	55964
Total		1444159	906052	998439	591764
1	April'2019	123707	75513	104665	52333
2	May'2019	131336	81770	111300	55649
3	June'2019	106840	61980	99503	77560
4	July'2019	104109	59865	112523	56261
5	August'2019	111737	61576	99987	49993
6	Sept.'2019	146115	77727	115574	57787
7	Oct'2019	122655	68359	87713	43856
8	Nov.'2019	158804	92276	122736	61368
9	Dec.'2019	145583	78518	100497	50248
Total		1150886	657584	954498	505055

Salient features of work study report No. 16-CP/38/WS/2019-20

Sub: "Work study report on review of luggage/parcel porters staff working in Parcel Office, DLI Jn."

1. Staff Position:

- i) Sanctioned strength of luggage/parcel porters = 165
- ii) On roll strength = 85
- iii) Vacancy = 80
- iv) Proposed staff = 95
- v) Identified as surplus for surrender = 70

2. Workload of Parcel & luggage traffic handled in terms of No. of packages and weight (in quintals) for the last three years i.e. FY 2017-18, 2018-19 and 2019-20 (upto Dec' 2019) of Parcel Office, DLI considering the year 2017-18 as base year. It was observed that Parcel & luggage traffic is on decreasing trend.

3. Parcel and luggage traffic in terms of no. of packages handled by LP/PP at DLI Jn has been reduced 26.66% in 2019-20 as compare to 2017-18. Similarly Parcel and luggage traffic in terms of weight (in quintals) handled by LP/PP at DLI Jn has been reduced 27.43% in 2019-20 as compare to 2017-18.

4. SLR/FSLR of 15 trains and 01 VP for MLDT in Train no. 13484(Farakka express)are working on lease at DLI jn.

5. Financial implication:

Anticipated recurring saving	= ₹ 368.06 lakh per annum
Capital saving	= Nil
Total saving	= ₹ 368.06 lakh per annum

