

NORTHEAST FRONTIER RAILWAY



**WORK STUDY REPORT ON
REVIEW OF STAFF STRENGTH OF MINISTERIAL STAFF OF
COMMERCIAL DEPT. UNDER DY.CCM/CLAIMS/MLG**

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STUDY NO. WSNF/44/2020-21

CASE NO. Z/375/10/44/20-21

CENTRAL PLANNING ORGANISATION

N. F. RAILWAY/MALIGAON

GUWAHATI - 781011.

EXECUTIVE SUMMARY

**SUBJECT: REVIEW OF STAFF STRENGTH OF MINISTERIAL STAFF OF
COMMERCIAL DEPT. UNDER DY.CCM/CLAIMS/MLG**

STUDY NO: WSNF/44/20-21

CASE NO: Z/375/10/44/20-21

AUTHORITY: SDGM of N.F. Railway.

CONCERN OFFICE: DY.CCM/CLAIMS/MLG'S OFFICE **DEPARTMENT:** COMMERCIAL

TERMS OF REFERENCE: To assess the requirements of Ministerial Staff Strength of DY.CCM/CLAIMS/MLG's office.

NO. OF RECOMMENDATION: One

After critical examination of the workload and activities for the ministerial category under Dy. CCM/Claims's/HQ/MLG office a total **33 Nos posts** (Viz. **10 Nos of OS, 11 Nos. Sr Clerk, 05 Nos. of Junior Clerk, 01 No. Chief Typist, 02 Nos. Sr. R/Sorter, 03 Nos. Jdr Peon & 01 No Peon**) are surplus, which may be surrendered and the BOS may be corrected accordingly.

PROJECTED MAN POWER SAVINGS: 33 Nos.

PROJECTED FINANCIAL SAVING: Rs. 268.66 Lakh per annum.

MONTH AND YEAR OF CIRCULATION: NOVEMBER, 2020

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CHAPTER - I

1.0 INTRODUCTION:

The Commercial department is responsible for selling Railway services, for creating, designing and developing traffic, for securing and maintaining friendly relations with the travelling and trading customers and public at large, and for cultivating good public relations with them. The fixing of rates, fares and other charges and the correct collection, accountal and remittance of traffic receipts are also among its functions. The overall commercial activities, which are also called as railway business, are of two types – Freight and Coaching. Again, Coaching is divided into two – Passenger and Parcel.

The main function of the Commercial branch is to do selling the services and marketing for the Railways in Coaching as well as in Freight business. Its functions include efforts to promote and retain traffic of high profit yielding commodities with railways by maintaining constant liaison with customers, trade and industries, and to offer various Freight incentive schemes and other business promoting measures launched from time to time. This branch also looks after the movement of parcel traffic at important junctions and by important trains on day-to-day basis and takes remedial actions in case of held ups.

1.1 RATIONALE FOR CONDUCTING THIS STUDY:

- Man power is the most costly and precious resource over Indian Railway and right sizing is the need of the hour.
- Focusing attention on core activities by reducing/elimination of non- core activities.
- Improving the efficiency (output/input) either by improving the output (numerator) or by decreasing the input (denominator).
- Up-gradation/introduction of automation/innovations
- Outsourcing of noncore activity.
- Availability of better process/technology.
- Reducing/removing redundancy in work.

1.2 AUTHORITY:

SDGM of N.F.Railway.

1.3TERMS OF REFERENCE:

Review of Ministerial Staff Strength of Dy. CCM/Claims/MLG's office

1.4METHODOLOGY:

- a) Collection of data relating to workload.
- b) Discussion with Dy. CCM/Claims/HQ/MLG,ACM/CL/II/MLG & Subordinates and obtaining their views.
- c) Assess the workload for various sections.
- d) Assess the staff requirements for the above workload.
- e) Examination of facts & figure keeping in view the present work load vis – a – vis Man power available .
- f) View and suggestions.
- g) Arriving at the optimum requirement of Man power for the present workload.

1.5 ACKNOWLEDGEMENT:

Work study team is grateful to **Shri D.K. Bhowmik, Dy. CCM/Claims/HQ/MLG, Shri T.K.Mandal, ACM/CL/II/HQ & Shri Raju Mazumdar CCM/II/HQ/MLG** for their kind guidance and co-operation for conducting this study.

CHAPTER-II

2.0 **SUMMARY OF WORK LOAD**

WORK LOAD OF VARIOUS SECTIONS UNDER Dy. CCM/CLAIMS/HQ/MLG

1. **PIVOT SUB SECTION:**

- General attendance related works

SN	CATEGORY	SCALE	G/PAY	ON ROLL
1	Chief OS	L-7	4600	1
2	OS	L-7	4600	2
3	OS	L-6	4200	1
4	Gen Asst	L-4	2400	1
	Total			5

2. **DPG/RTI SUB SECTION:**

- Of public grievances Railway Board
- RTI related cases

SN	CATEGORY	SCALE	G/PAY	ON ROLL
1	Chief OS	L-7	4600	1
	Total			1

3. **DC & WC SUB SECTION(DEMURRAGE AND WHARFAGE) :**

At the time of delivery of consignments, the consignees have to pay the freight and other charges due as shown in the R.R. as well as the undercharges due, if any. In addition, they may have to pay charges called 'demurrage' and 'wharfage', if the time allowed for unloading and removal of the consignments from railway premises is exceeded. These charges are, therefore, in the nature of penalty to ensure quick

release of the wagons and vacation of the railway premises after expiry of a reasonable time allowed for these purposes. The time so allowed is called 'free time'.

Demurrage: It is the charge recovered from a party for detaining wagon/wagons for loading or unloading beyond 'free time'.

Wharfage : It is charged for non-removal of the goods from the railway premises after the free time allowed for this purpose.

- **Dealt with all DC & WC cases by HQ**

SN	CATEGORY	SCALE	G/PAY	ON ROLL
1	Chief OS	L-8	4600	1
2	OS	L-7	4600	1
	Total			2

4. DEALING SUB SECTION:

- Dealing with the Claim compensation cases

SN	CATEGORY	SCALE	G/PAY	ON ROLL
1	Chief OS	L-8	4800	2
2	Chief OS	L-7	4600	1
3	OS	L-7	4600	1
4	OS	L-6	4200	2
5	Jr Clerk	L-2	1900	1
	Total			7

5. NR CELL:

- Non receipt Parcel & Goods cases

SN	CATEGORY	SCALE	G/PAY	ON ROLL
1	CTI/II	L-6	4200	1
2	SM/LMG	L-7	4600	1
	Total			2

6. REFUND COACHING SUB SECTION:

- Online referred cases of coaching
- Offline referred cases related to Military traffic as well as public

SN	CATEGORY	SCALE	G/PAY	ON ROLL
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1	Chief OS	L-7	4600	5
2	OS	L-7	4600	8
3	OS	L-6	4200	4
4	OS	L-7	4600	1
	Total			18

7. REFUND GOODS SUB SECTION:

- Online referred cases of GOODS
- Offline referred cases related to Military traffic as well as public

SN	CATEGORY	SCALE	G/PAY	ON ROLL
1	Chief OS	L-7	4600	2
2	OS	L-7	4600	1
3	OS	L-6	4200	1
	Total			4

8. AUDIT, BUDGET & MEETING SUB SECTION:

- Deals with all audit cases, budget allotment cases & arrange of meeting

SN	CATEGORY	SCALE	G/PAY	ON ROLL
1	Chief OS	L-7	4600	1
	Total			1

9. COMPUTER CELL SUB SECTION:

- For filing claims with PC

SN	CATEGORY	SCALE	G/PAY	ON ROLL
1	OS	L-7	4600	1
	Total			1

10. OUTDOOR PIVOT SUB SECTION:

- Dealing with outward cases & letters

SN	CATEGORY	SCALE	G/PAY	ON ROLL
1	OS	L-7	4600	1
	Total			1

11. RECEIPT, ROUTINE & DESPATCH SUB SECTION:

- Receiving & Despatching of all official letters & maintaining record.

SN	CATEGORY	SCALE	G/PAY	ON ROLL
1	Chief OS	L-7	4600	1
2	OS	L-7	4600	1
3	OS	L-6	4200	2
	Total			4

12. STORE & TYPIST SUB SECTION:

- Procurement of various stores

SN	CATEGORY	SCALE	G/PAY	ON ROLL
1	Chief Typist	L-7	4600	1
2	PS-II	L-7	4800	1
3	Steno-I	L-7	4600	1
	Total			3

13. CCM/FM-SECRETARIAT CELL :

- Attached with CCM/FM

SN	CATEGORY	SCALE	G/PAY	ON ROLL
1	PS-II TO CCM/FM	L-7	4600	1
2	Gen Asst	L-3	2000	1
2	Jr Clerk	L-2	1900	1
	Total			3

14. COURT SUB SECTION:

- Dealing with court cases regarding compensation claims & accidental claims related to RCT, High Court, Supreme Court & common cases also.

SN	CATEGORY	SCALE	G/PAY	ON ROLL
1	CLA	L-7	4600	15
2	Chief OS	L-7	4600	9
3	OS	L-7	4600	2
4	OS	L-6	4200	6
5	Chief Typist	L-7	4600	1
6	Steno-I	L-7	4600	1
7	Gen Asst	L-3	2000	1
	Total			35

15. INSPECTORS:

- To carry out regular inspection, claims cases reports, accident cases reports, Protocol duties

SN	CATEGORY	SCALE	G/PAY	ON ROLL
1	CCMI/CLAIMS	L-7	4600	15
2	CCM/CL/COURT	L-7	4600	3
	Total			18

16. OUTSTANDING SUB SECTION:

- Deals with the outstanding payment of DC & WC and other cases.

SN	CATEGORY	SCALE	G/PAY	ON ROLL
1	OS	L-7	4600	2

17. PCCM & AGM SECRETARIAT:

- Deals with all official work related with PCCM & AGM

SN	CATEGORY	SCALE	G/PAY	ON ROLL
1	OS	L-7	4600	1
2	OS	L-6	4200	2
	Total			3

18. NJP SUB CLAIMS OFFICE

- Dealing with claims cases over KIR division.

SN	CATEGORY	SCALE	G/PAY	ON ROLL
1	OS	L-7	4600	2
	Total			2

PRESENT STAFF POSITION OF COMMERCIAL DEPARTMENT UNDER DY.CCM/CLAIMS/HQ/MLG BASED ON VETTED BOS ON 01-04-2017 SIGNED ON 12.02.2019 BY AFA/ENGA

SN	UNIT	CATEGORY	SCALE	G/PAY	BOS	ON ROLL
1	PCCM/HQ	CH. OS/CL	9300-34800	4800 & 4600	23	24
2	PCCM/HQ	OS	9300-34800	4600 & 4200	60	43
3	PCCM/HQ	Sr . Clerk	5200-20200	2800	18	0
4	PCCM/HQ	Jr. Clerk	5200-20200	1900	9	2
5	PCCM/HQ	PS-II	9300-34800	4800	0	1
6	PCCM/HQ	PS-II	9300-34800	4600	2	1
7	PCCM/HQ	Steno-I	9300-34800	4600	0	1
8	PCCM/HQ	Steno-I	9300-34800	4200	1	1
9	PCCM/HQ	Steno-III	5200-20200	2400	2	0
10	PCCM/HQ	Chief Typist	9300-34800	4600	0	2
11	PCCM/HQ	Chief Typist	9300-34800	4200	3	0
12	PCCM/HQ	CLA	9300-34800	4600	16	15
13	PCCM/HQ	CCI/CL	9300-34800	4600	38	18
14	PCCM/HQ	Sr Typist	5200-20200	2800	0	0
15	PCCM/HQ	R/Sorter	5200-20200	1800	1	0
16	PCCM/HQ	R/Sorter	5200-20200	1800	1	0
17	PCCM/HQ	JDR Peon	5200-20200	1800	6	3
18	PCCM/HQ	Peon	5200-20200	1800	1	0
19	PCCM/HQ	E/Peon	5200-20200	1800	2	0
	Total				183	111

CHAPTER-III

3.0 CRITICAL ANALYSIS OF EXISTING WORKLOAD AND STAFF REQUIREMENTS:

3.1 REQUIREMENT OF STAFF :- (Ref. Para 2.0 of chapter II)

➤ Ch. OS WORK LOAD:

This category is entrusted to look after establishment matters of staff, attendance and stores correspondence. Based on the sanctioned strength he should review periodically to account for the workload and consequently update the competence and adequacy of the staff at PCME office. He also monitor the audit cases, Pension cases, MACP of staff, Maintenance of P/Case & deal with court cases of this office of N.F.Railway .

The present sanction strength of Ch OS is 23. The on roll strength 24. **As being Ch. OS is promotional category, surrender proposal not initiated for this category.**

➤ **OS/G WORK LOAD:**

The job of Ch. OS & OS is almost parallel only the Ch.OSact as in-charge of the section, where available.

Against the sanctioned strength of 60Nos of OS/G posts, presently this office is running with 43 Nos. of OS/G and keeping 17 Nos. of post vacant.

The present incumbency of this office is Sr Clerk-Nil & Jr Clerk-02. Therefore, at present scenario maximum 02 person can be promoted to OS/G, on this basis a total 02 (On Roll Jr Clerk) + 43(OS on roll) = 45 posts are adequate to run this office. Still the vacant posts of OS category is 60-45 = 15. Keeping in view the future expansion of work load another 05 posts are left out and balance 10 Nos. vacant post of OS/G category is surplus and same may be recommended for surrender.

➤ **WORK LOAD OF SR. CLERK:**

The Sr Clerk is entrusted to work with staff establishment matters such as promotion, training, salary & wages maintains of personal record, issue of passes & PTOs and settlement of payment & other dues. They also work as per the instruction of Ch. OS/OS.

Against the sanctioned strength of 18Nos of Senior clerk posts, presently this office is running without any Sr. Clerk.

The present incumbency of this office is Sr Clerk-Nil & Jr Clerk-02. Therefore, at present scenario maximum 02 person can be promoted to Sr. Clerk. Keeping in view the future expansion of work load another 05 posts are left out and balance 11 Nos. vacant post of Sr. Clerk category is surplus and same may be recommended for surrender.

➤ **WORK LOAD OF JR. CLERK :**

This category is the assistance category of Ch OS/OS & Sr Clerk. He will maintain the records of establishment matters of staff, attendance, all establishment and stores correspondence.

Against the sanctioned strength of 09 Nos of Junior clerk posts, presently this office is running with 02 No. Junior clerk.

The present incumbency of this office is Jr Clerk-02. Keeping in view the future expansion of work load another 02 posts are left out and balance 05 Nos. vacant post of Jr. Clerk category is surplus and same may be recommended for surrender.

➤ **WORK LOAD OF CHIEF TYPIST:**

This category is engaged for typing job but now a day all typing job are made through Computer, which is readily available at each & every section. Hence, this category has no any vital utility. **Moreover, this category is already declared as diminishing category vide GM/P/MLG's letter no. E/59/III-4(C) Pt. V-B, Dtd. 16/10/2010.**

The present sanction strength of Chief Typist is 03 of GP 4200 and lying vacant but at present 02 Chief Typist are working in GP 4600 (under MACP) and hence, 01 vacant post of Chief Typist can be easily surrender & deleted from BOS.

➤ **WORK LOAD OF DUFTRY, SR. R/SORTER & JDR PEON & PEON:**

This entire category is engaged for office assistance job like Xerox, office dusting, files keeping in record room and taking out that files when required and other General assistant job. Now-a-days this category is also considered in **General Assistant category vide Memorandum No. 10(EQ)/2020 dated 07/01/2020 issued by GM (P) NF Railway/Maligaon.**

Now-a-days the work load of this category has been reduced, as the stipulated work has become generalized & E-office is introduced. **Moreover, this category is already declared as diminishing category vide GM/P/MLG's letter no. E/59/III-4(C) Pt. V-B, Dtd. 16/10/2010.**

- The present sanction strength of Sr R/sorter-02 and are lying vacant
- The present sanction strength of JDR Peon 06 and 03 posts are lying vacant
- The present sanction strength of Peon 01 and is lying vacant
- **Hence, 02 posts of Sr R/Sorter, 03 posts of JDR Peon and 01 posts of Peon may be recommended for surrender. Therefore, a total 06 posts of above category is recommended for surrender.**

CHAPTER-IV

4.0 PROPOSED & SURPLUS STAFF:

As discussed in critical analysis in para-3 of Chapter- III, the proposed BOS and proposed surplus staff for the Ministerial category earmarked for surrender are tabulated below:

SN	CATEGORY	LEVEL	SANC TION	ON ROLL	VACANCY	PROPOSED BOS	PROPOSED SURRENDER
1.	OS	L-6 GP 4600 & 4200	60	43	17	50	10
2.	Sr. Clerk	L-5 GP 2800	18	0	18	07	11
3.	Jr. Clerk	L-2 GP 1900	09	02	07	04	05
4.	Chief Typist	L-6 GP 4200	03	0	03	02	01
5.	Sr R/Sorter	L-1 GP 1800	02	0	02	0	02
6.	JDR Peon	L-1 GP 1800	06	03	03	03	03
7.	Peon	L-1 GP 1800	01	0	01	0	01
		Total	99	48	51	66	33

Total Proposed surrender of Ministerial category under Dy. CCM/Claims's/HQ/MLG office is identified as 33 Nos.

CHAPTER-V

5.0 RECOMMENDATION:

After critical examination of the workload and activities for the ministerial category under **Dy. CCM/Claims's/HQ/MLG** office a total **32 Nos posts** (Viz.10 Nos of OS, 11 Nos. Sr Clerk, 05 Nos. of Junior Clerk, 01 No. Chief Typist , 02 Nos. Sr. R/Sorter,03 Nos. Jdr Peon & 01 No Peon) are surplus, which may be surrendered and the BOS may be corrected accordingly.

CHAPTER-VI

6.0 EXPENDITURE / FINANCIAL SAVINGS PER ANNUM

The expenditure involved in surplus posts per annum is as follows-

SN	NAME OF POST	PAY LEVEL	MEAN PAY	DA 17 %	VALUE PER MONTH	NO. OF POSTS	VALUE PER ANNUM
1	OS	L-6 GP 4200	73900	12563/-	86463/-	10	10 X 12 X 86463/- = 103,75,560/-
2	Sr. Clerk	L-5 GP 2800	60750	10327	71077/-	11	11X 12X 71077/- =93,82,164/-
3	Jr. Clerk	L-2 GP 1900	41550	7063/-	48613/-	05	05 X 12 X 48613/- =29,16,780/-
4	Chief Typist	L-6 GP 4200	73900	12563/-	86463/-	01	01 X 12 X 86463/- = 1037556/-
5	Sr R/Sorter	L-1 GP 1800	37450	6366/-	43816/-	02	02 X 12 X 48613/- =10,51,584/-
6	JDR Peon	L-1 GP 1800	37450	6366/-	43816/-	03	03 X 12 X 43816= 15,77,376/-
7	Peon	L-1 GP 1800	37450	6366/-	43816/-	01	01 X12 X 43816/-= 5,25,792/-
Total						33	2,68,66,812/-

Total surplus = 33 posts

Projected Recurring saving / annum =Rs.268.66 lakhs.

CHAPTER – VII

7.0

READY RECKONER as per VII CPC

SN	Level	First Pay	Last pay	Mean pay monthly	DA 17 %	Monthly in Rs.	Yearly in Rs.
1	Level-1	18000	56900	37450	6366/-	43816/-	525792/-
2	Level-2	19900	63200	41550	7063/-	48613/-	583356/-
3	Level-3	21700	69100	45400	7718/-	53118/-	637416/-
4	Level-4	25500	81100	53300	9061/-	62361/-	748332/-
5	Level-5	29200	92300	60750	10327	71077/-	852924/-
6	Level-6	35400	112400	73900	12563/-	86463/-	1037556/-
7	Level-7	44900	142400	93650	15920/-	109570/-	1314840/-
8	Level-8	47600	151100	99350	16889/-	116239/-	1394868/-
