

**NORTHEAST FRONTIER RAILWAY**



**WORK STUDY REPORT ON  
REVIEW OF STAFF STRENGTH OF MINISTERIAL STAFF OF  
COMMERCIAL DEPT. UNDER Dy.CCM/PM/MLG &  
Dy. CCM/TC & CATERING/MLG**

**GUIDED BY:**

**SHRI B. LAKRA, SDGM.**

**SHRI B. DAS, EO.**

**BRANCH OFFICER: SHRI S. SENGUPTA, DY. CCM/PM/MLG**

**SHRI D.K. BHOWMIK, DY CCM/TC & CATERING/MLG**

**ASSOCIATE INSPECTOR: SHRI B. HAZARIKA, CCM/HC/MLG**

**CONDUCTED BY:**

**SHRI S.N.GHOSH, WSI.**

**SHRI J. MITRA, WSI.**

**STUDY NO. WSNF/24/2020-21**

**CASE NO. Z/375/10/24/20-21**

**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/PM/MLG &  
Dy. CCM/TC & CATERING/MLG**

**STUDY NO:** WSNF/24/20-21

**CASE NO:** Z/375/10/24/20-21

**AUTHORITY:** SDGM of N.F.Railway.

**CONCERN OFFICE:** Dy.CCM/PM & Dy. CCM/TC & Catering/MLG's OFFICE

**DEPARTMENT:** COMMERCIAL

**TERMS OF REFERENCE:** To assess the requirements of Ministerial Staff Strength of DY.CCM/PM & Dy. CCM/TC & Catering/MLG's office.

**NO. OF RECOMMENDATION:** One

After critical examination of the workload and activities for the ministerial category under **Dy. CCM/PM & Dy. CCM/TC & Catering/MLG's office** a total **19 Nos posts** (Viz.OS-01No., Sr Clerk-02 Nos., Jr Clrk-02 Nos., Chief Typist-01., RW Clerk-01 No., RSO/PM-03 Nos., Sr SO/PM-01 No., RW Inspector-01 No., JDR Peon -05Nos., Duftry-01 No. & RW Porter -01 No.) are surplus, which may be surrendered and the BOS may be corrected accordingly.

**PROJECTED MAN POWER SAVINGS:** 19 Nos.

**PROJECTED FINANCIAL SAVING:** Rs. 101.91 Lakh per annum.

**MONTH AND YEAR OF CIRCULATION:** FEBRUARY, 2021

## **I N D E X**

<b>Chapter</b>	<b>Contents</b>	<b>Page No.</b>
I	Introduction	4-5
II	Summary of work load	5-7
III	Critical analysis of staff requirements.	8-10
IV	Proposed staff & surplus posts (category & scale wise).	11
V	Recommendation.	11
VI	Financial implication.	12
VII	Ready reckoner	13

## **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.

### **1.3 TERMS OF REFERENCE:**

Review of Ministerial Staff Strength of Dy. CCM/PM & Dy. CCM/TC & Catering/MLG's office

### **1.4 METHODOLOGY:**

- a) Collection of data relating to workload.
- b) Discussion with Dy. CCM/PM & Dy. CCM/TC & Catering/HQ/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 S. Sengupta Dy. CCM/PM , Shri D.K. Bhowmik, Dy. CCM/TC & Catering /HQ/MLG & Shri B. Hazarika, CCMI/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	1
3	OS	L-6	4200	1
4	Sr Clerk	L-5	2800	1
	Total			4

##### 2. MEETING SECTION:

- Of public grievances Railway Board
- RTI related cases

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

##### 3. R.C. SECTION:

- Dealing with the Claim compensation cases

SN	CATEGORY	SCALE	G/PAY	ON ROLL
1	OS	L-6	4200	1
	Total			1

##### 4. GENERAL SECTION:

- Non receipt Parcel & Goods cases

SN	CATEGORY	SCALE	G/PAY	ON ROLL
----	----------	-------	-------	---------

1	OS	L-7	4600	1
2	OS	L-6	4200	1
3	Steno-I	L-^	4200	3
	Total			05

**5. STORE SECTION:**

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

SN	CATEGORY	SCALE	G/PAY	ON ROLL
1	OS	L-7	4600	2
2	OS	L-6	4200	1
	Total			03

**6. RECEIPT & DESPATCH 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	OS	L-7	4600	3
2	OS	L-6	4200	1
3	Sr Clerk	L-5	2800	1
	Total			5

**7. PEON & GEN ASST:**

- Deals with all general duties in office, dusting, keeping records of files etc.

SN	CATEGORY	SCALE	G/PAY	ON ROLL
1	Gen Asst	L-2	1900	1
2	Gen Asst	L-1	1800	1
3	E/Peon	L-1	1800	3
	Total			5

**OFFICE OF THE DY.CCM/TC & CATG/COMMERCIAL/HQ**

**8. CATERING SECTION:**

- For filing claims with PC

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

	Total			1
--	-------	--	--	---

## 9. TICKET CHECKING SECTION:

- Dealing with outward cases & letters

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

## PRESENT MINISTERIAL STAFF POSITION OF COMMERCIAL DEPARTMENT UNDER DY.CCM/PM & DY. CCM/TC & CATERING/HO/MLG

SN	CATEGORY	SCALE	G/PAY	BOS	ON ROLL
1	CH. OS	9300-34800	4800 & 4600	08	03
2	<b>OS</b>	<b>9300-34800</b>	<b>4600 &amp; 4200</b>	<b>18</b>	<b>15</b>
3	<b>Sr . Clerk</b>	<b>5200-20200</b>	<b>2800</b>	<b>04</b>	<b>02</b>
4	<b>Jr. Clerk</b>	<b>5200-20200</b>	<b>1900</b>	<b>04</b>	<b>0</b>
7	Steno-I/PM	9300-34800	4200	04	03
8	Steno-III/PM	9300-34800	2800	1	0
9	OS/Type/PM	5200-20200	4200	01	01
10	<b>Chief Typist/PM</b>	<b>9300-34800</b>	<b>4600</b>	<b>01</b>	<b>0</b>
11	<b>RW Clerk</b>	<b>5200-20200</b>	<b>1800</b>	<b>01</b>	<b>0</b>
12	<b>RSO/PM</b>	<b>9300-34800</b>	<b>4800</b>	<b>03</b>	<b>0</b>
13	<b>Sr.SO/PM</b>	<b>9300-34800</b>	<b>4600</b>	<b>01</b>	<b>0</b>
14	CRS/ PM	9300-34800	4600	1	0
15	<b>RW/Inspector</b>	<b>9300-34800</b>	<b>4200</b>	<b>1</b>	<b>0</b>
16	Sr R/Sorter/PM	5200-20200	1800	0	0
17	<b>JDR Peon/PM</b>	<b>5200-20200</b>	<b>1800</b>	<b>6</b>	<b>1</b>
18	<b>Duftry/PM</b>	<b>5200-20200</b>	<b>1800</b>	<b>1</b>	<b>0</b>
19	Peon/PM	5200-20200	1800	1	1
20	<b>RW Porter/PM</b>	<b>5200-20200</b>	<b>1800</b>	<b>1</b>	<b>0</b>
21	E/Peon/PM	5200-20200	1800	3	3
				60	29

### CHAPTER-III

#### 3.0 CRITICAL ANALYSIS OF EXISTING WORKLOAD AND STAFF REQUIREMENTS:

##### 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 08. The on roll strength 03. **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.OS act as in-charge of the section, where available.

Against the sanctioned strength of 18 Nos of OS/G posts, presently this office is running with 15 Nos. of OS/G and keeping 03 Nos. of post vacant.

**The present incumbency of this office is Sr Clerk-02 & Jr Clerk-Nil. Therefore, at present scenario maximum 02 person can be promoted to OS/G, on this basis a total 02 (On Roll Sr.Clerk) + 15( OS on roll) = 17 posts are adequate to run this office. Hence, out of 03 vacant posts of OS category 01 post easily can be surrendered. Hence 01 No. 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 04 Nos of Senior clerk posts, presently this office is running with 02 Nos. Sr. Clerk & 02 posts are vacant. **The ministerial staff of all departments are declared surplus vide GM/P/MLG's letter no. E/59/III-4(C) Pt. V-B, Dtd. 16/10/2010.**

**The present incumbency of Jr. Clerk-is Nil. Taking into consideration of above the 02 vacant posts 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 04 Nos of Junior clerk posts, presently this office is running without any junior clerk. **The ministerial staff of all departments are declared surplus vide GM/P/MLG's letter no. E/59/III-4(C) Pt. V-B, Dtd. 16/10/2010.**

**As being this category is feeding one hence, 02 posts are left out for any CGA and remaining 02 vacant posts are earmarked 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 RW clerk is 01 lying **vacant and hence, 01 vacant post of Chief Typist can be easily surrender & deleted from BOS. It is also worth to mention that at present 01 OS typist is already on strength & if essential may be utilised.**

➤ **WORK LOAD OF RW (Re-weighment) CLERK :**

Earlier this category was entrusted to carry out the job of weighing excess luggage with the help of Spring Balance weighing machine & also assist RW Inspector. He used to check & keep records of excess luggage charges if any, in consultation with on duty/TTE

Earlier there was a RW cell in this department for all sorts of correspondences regarding excess luggage. **Now- a- days this cell is discontinued and hence this post can easily be surrendered.**

The present sanction strength of RW clerk is 01 lying **vacant and hence, 01 vacant post of RW clerk can be easily surrender & deleted from BOS.**

➤ **WORK LOAD OF RSO/PM :**

The work load of Railway Sectional Officer is to assist CBI inspection/raids in Railway premises. They are the representative of Railways in CBI premises.

➤ The selection of RSO is generally done by Vigilance Department among Vigilance Inspector. Hence, the 03 posts which is reflected in BOS is not having any paramount importance and can easily be recommended for surrender by deleting from BOS. It is pertinent to mention that all the 03 posts are presently vacant & can be surrendered.

➤ **WORK LOAD OF Sr. SO/PM :**

Earlier this category was entrusted to look after the savings/earnings of this department and submit the details to Accounts. Now-a-days this is being done by Accounts department itself. Hence, this vacant post of Sr SO/PM can easily be surrendered & deleted from BOS.

➤ **WORK LOAD OF RW (Re-weighment) Inspector :**

Earlier this category was entrusted to carry out the job of supervising of weighing excess luggage with the help of Spring Balance weighing machine. He used to inspect the passengers carrying excess luggage & inform the on duty TTE for necessary action.

Earlier there was a RW cell in this department for all sorts of correspondences regarding excess luggage. Against the sanctioned strength of 01 No, presently this office is running without any RW Inspector. **Now- a- days this cell is discontinued and hence this post can easily be surrendered.**

**WORK LOAD OF JDR PEON & DUFTRY :**

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 these categories 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 JDR Peon 06 and 05 posts are lying vacant
- The present sanction strength of Duftry is 01 and lying vacant
- **Hence, 05 posts of JDR Peon and 01 posts of Duftry may be recommended for surrender.**

➤ **WORK LOAD OF RW Porter (Re-weighment) :**

Earlier this category was entrusted to carry out the job of weighing excess luggage with the help of Spring Balance weighing machine & also assist RW Inspector/Clerk. He used to check & keep records of excess luggage.

Against the sanctioned strength of 01 No of RW Porter, presently this office is running without any RW Porter.

Earlier there was a RW cell in this department for all sorts of correspondences regarding excess luggage. **Now- a- days this cell is discontinued and hence this post can easily be surrendered.**

The present sanction strength of RW Porter is 01 lying vacant and hence, **01 vacant post of RW porter can be easily surrender & deleted from BOS.**

**PRESENT MINISTERIAL STAFF POSITION OF COMMERCIAL DEPARTMENT UNDER DY.CCM/PM & DY.CCM/TC & CATERING/HQ/MLG**

SN	CATEGORY	SCALE	G/PAY	BOS	ON ROLL	Proposed BOS	Proposed Surplus
1	CH. OS	9300-34800	4800 & 4600	08	03	08	0
2	OS	9300-34800	4600 & 4200	18	15	17	01
3	Sr . Clerk	5200-20200	2800	04	02	02	02
4	Jr. Clerk	5200-20200	1900	04	0	02	02
7	Steno-I/PM	9300-34800	4200	04	03	04	0
8	Steno-III/PM	9300-34800	2800	1	0	01	0
9	OS/Type/PM	5200-20200	4200	01	01	01	0
10	Chief Typist/PM	9300-34800	4600	01	0	0	01
11	RW Clerk	5200-20200	1800	01	0	0	01
12	RSO/PM	9300-34800	4800	03	0	0	03
13	Sr.SO/PM	9300-34800	4600	01	0	0	01
14	CRS/ PM	9300-34800	4600	1	0	01	0
15	RW/Inspector	9300-34800	4200	1	0	0	01
16	Sr R/Sorter/PM	5200-20200	1800	0	0	0	0
17	JDR Peon/PM	5200-20200	1800	6	1	01	05
18	Duftry/PM	5200-20200	1800	1	0	0	01
19	Peon/PM	5200-20200	1800	1	1	01	0
20	RW Porter/PM	5200-20200	1800	1	0	0	01
21	E/Peon/PM	5200-20200	1800	3	3	3	0
				60	29	41	19

## **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 different categories earmarked for surrender are tabulated below:

SN	CATEGORY	LEVEL	SAN CTI ON	ON ROLL	VACA NCY	PROPO SED BOS	PROPOSE D SURREN DER
1.	OS	L-6 GP 4600 & 4200	18	15	03	17	01
2.	Sr. Clerk	L-5 GP 2800	04	02	02	02	02
3.	Jr. Clerk	L-2 GP 1900	04	0	04	02	02
4.	Chief Typist	L-6 GP 4200	01	0	01	0	01
5.	RW Clerk	L-1 GP 1800	01	0	01	0	01
6.	RSO/PM	L-1 GP 1800	03	0	03	0	03
7.	Sr SO/PM	L-1 GP 1800	01	0	01	0	01
8	RW Inspector	L-6 GP 4200	01	0	01	0	01
9	Jdr Peon	L-1 GP 1800	06	01	05	01	05
10	Duftry	L-1 GP 1800	01	0	01	0	01
11	RW Porter	L-1 GP 1800	01	0	01	0	01
		Total	41	18	23	22	19

**Total Proposed surrender of Ministerial category under Dy. CCM/PM & Dy. CCM/TC & Catering/MLG's office are identified as 19 Nos.**

## **CHAPTER-V**

### **5.0 RECOMMENDATION:**

After critical examination of the workload and activities for the ministerial category under **Dy. CCM/PM & Dy. CCM/TC & Catering/MLG's office** a total **19 Nos posts** (Viz.OS-01No., Sr Clerk-02 Nos., Jr Clrk-02 Nos., Chief Typist-01., RW Clerk-01 No., RSO/PM-03 Nos., Sr SO/PM-01 No., RW Inspector-01 No., JDR Peon -05Nos., Duftry-01 No. & RW Porter -01 No.) are surplus, which may be surrendered and the BOS may be corrected accordingly.

**CHAPTER-VI**  
**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 4600 & 4200	73900	12563/-	86463/-	01	01 X 12 X 86463/- = 10,37,556/-
2	Sr. Clerk	L-5 GP 2800	60750	10327	71077/-	02	02X 12X 71077/- =17,05,848/-
3	Jr. Clerk	L-2 GP 1900	41550	7063/-	48613/-	02	02 X 12 X 48613/- =11,66,712/-
4	Chief Typist	L-6 GP 4200	73900	12563/-	86463/-	01	01 X 12 X 86463/- = 10,37,556/-
5	RW Clerk	L-1 GP 1800	37450	6366/-	43816/-	01	01 X12 X 43816/-= 5,25,792/-
6	RSO/PM	L-1 GP 1800	37450	6366/-	43816/-	03	03 X 12 X 43816= 15,77,376/-
7	Sr SO/PM	L-1 GP 1800	37450	6366/-	43816/-	01	01 X12 X 43816/-= 5,25,792/-
8	RW Inspector	L-6 GP 4200	73900	12563/-	86463/-	01	01 X 12 X 86463/- = 10,37,556/-
9	Jdr Peon	L-1 GP 1800	37450	6366/-	43816/-	05	01 X12 X 43816/-= 5,25,792/-
10	Duftry	L-1 GP 1800	37450	6366/-	43816/-	01	01 X12 X 43816/-= 5,25,792/-
11	RW Porter	L-1 GP 1800	37450	6366/-	43816/-	01	01 X12 X 43816/-= 5,25,792/-
<b>Total</b>						19	101,91,564/-

**Total surplus = 19 posts**

**Projected Recurring saving / annum =Rs.101.91 lakhs.**

## **CHAPTER – VII**

**7.0**

### **READY RECKONER as per VII CPC**

<b>SN</b>	<b>Level</b>	<b>First Pay</b>	<b>Last pay</b>	<b>Mean pay monthly</b>	<b>DA 17 %</b>	<b>Monthly in Rs.</b>	<b>Yearly in Rs.</b>
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/-

-----