

NORTHEAST FRONTIER RAILWAY



WORK STUDY REPORT ON

**REVIEW OF STAFF STRENGTH OF MINISTERIAL STAFF OF COMMERCIAL
DEPT. UNDER Dy.CCM/FM/MLG**

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STUDY NO. WSNF/45/2020-21

CASE NO. Z/375/10/45/20-21

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/FM/MLG**

STUDY NO: WSNF/45/20-21

CASE NO: Z/375/10/45/20-21

AUTHORITY: SDGM of N.F.Railway.

CONCERN OFFICE: Dy.CCM/FM /MLG's OFFICE

DEPARTMENT: COMMERCIAL

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

NO. OF RECOMMENDATION: One

After critical examination of the workload and activities for the ministerial category under **Dy. CCM/FM/HQ/MLG** office a total 16 **Nos posts** (Viz.10 Nos of OS, 04 Nos. Sr Clerk, 01 No. Chief Typist & 01 No. OS/Typist) are surplus, which may be surrendered and the BOS may be corrected accordingly.

PROJECTED MAN POWER SAVINGS: 16 Nos.

PROJECTED FINANCIAL SAVING: Rs. 161.39 Lakh per annum.

MONTH AND YEAR OF CIRCULATION: FEBRUARY, 2021

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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.

1.3 TERMS OF REFERENCE:

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

1.4 METHODOLOGY:

- a) Collection of data relating to workload.
- b) Discussion with Dy. CCM/FM /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 Rupesh Nandy, Dy. CCM/FM & Shri K. Pujari CCM/HQ/MLG for their kind guidance and co-operation for conducting this study.

CHAPTER-II

2.0 SUMMARY OF WORK LOAD:

MINISTERIAL STAFF POSITION OF COMMERCIAL DEPARTMENT OF MLG/HQ UNDER DY. CCM/FM/HQ/MLG (2020-21)

1. Pivot Section

Functions. 1. Vital section to co-ordinate the functioning of all sections of Rates Office and , 2. Maintenance of Attendance Registrar, 3. Preparation of monthly abstract list for salary, 3. Leave , pass, medical leave application processing, 4. Files related to Staff matter, ACR& DAR, 5. Works related to PNM, preparation of consolidated remarks against PNM against PNM/GM conference, 6. Files related to leave encashment, promotion etc.

SN	CATEGORY	SCALE	G/PAY	BOS	ON ROLL
1	Dipali Biswas Ch.OS	Rs.9300/-- 34800	Rs.46,000/- (L-7)		1

2. RD Section.

(1) Policy handling for CPLP, 2. Policy handling for PCET., 3. Policy handling for Container traffic., 4. Policy handling of RMS., 5. Opening/Closing of station(s) for traffic, 6. Opening of station(s) for handling of goods traffic, 7. Opening of station(s) for handling of parcel traffic, 8. Opening of station for handling of Live Stock, 9. Correspondence of Container traffic, 10. Correspondence for allotment of Alpha/Numerical Code of station, 11. Issue of NOC for leasing of parcel spaces, (12) Implementation of **Kisan Rail**, (13) Correspondence with Railway Board/Divisions/Civil Authority on , 14. Miscellaneous matters, (15) Circulation of Railway Board's policy, (16) Parliament Question / RTI / Railway Mail Service etc., (17) Correspondence for change in the name of Railway Station, (18) GST for Parcel traffic., (19) BTPN Tank Wagon under OYWS, (20) Preparation of MCDO & other statements, (21) Correspondence for Rationalization of Parcel & Luggage traffic, (22) Correspondence of RMT., (23) Correspondence of Over loading, (24) Remarks related to Audits query & parcel related litigation etc..

SN	CATEGORY	SCALE	G/PAY	BOS	ON ROLL
1	Suresh Kumar OS	Rs.9300/-- 34800	Rs.46,00/- (L-7) (MACP)		1
2	OS	Rs.9300/-- 34800	Rs.42,00/- (L-6)		1
		Total			2

3. A. Rates Goods (RG) Section & B. Rates Planning Section Subject matter dealt in Rates Planning section.

- A. Policy matter of Goods Shed, 2. Policy matter of Warehouse, 3. Policy matter of Weighbridge, 4. Commercial notification of weighbridge, 5. JPO of Weighbridge, 6. Audit related case for planning section, 7. **E-dristi-94**, 8. RTI, 9. RVNL, 10. Traffic facility, 11. Parliament Question, audit, litigation etc, 12. Meeting and Remark of Inspection Note, 13. Policy of Land Licensing of Commercial Plot, 14. Godown, 15. Payment of Bill to Railway Advocate, 16. Policy of Punitive Charge, 17. Circulated all policy regarding all of above to all Divisions, 18. Various types of correspondence regarding all of above with Divisions, Railway Board and traders etc.

SN	CATEGORY	SCALE	G/PAY	BOS	ON ROLL
1	P.C.SarmaCh.OS	Rs 47,600/-	4600/- (L- 7)		1

B. Rates Goods (RG) Section

Subject matter dealt in RG section :

1. Policy on Demurrage/ Wharfage charge, 2. Policy on station to station Rates , 3. Registration of wagons, 4. Policy on Carrying Capacity of wagons, 5. Freight Adjustment, 6. Policy on Stacking of Goods, 7. Correspondence for Booking of Timber traffic, 8. Policy/Correspondence of Over loading for Goods traffic, 9. Congested goods sheds, 10. Policy on Bangladesh Traffic, 11. Policy on Engine Higher Charges, 12. Policy on AFTO/SFTO/WIS, 13. Policy/Correspondence for booking of Mini Rake, 14. Policy /Correspondence for Two Point Combination, 15. Policy on Alternate Goods Shed, 16. Policy on RO-RO Scheme, 17. Policy on Round Trip Traffic, 18. Policy/Correspondence for Long Term Traffic Contract, 19. ODC Consignment, 20. Classification of Goods sheds, 21. Categorization of Premier Customer, 22. Correspondence/ Notification for Round the Clock working, 23. Correspondence with Railway Board/Divisions/Civil Authority on Miscellaneous matters, 24. Circulation of Railway Board's Policy, 25. Parliament Question/RTI/Railway Mail Service etc.

SN	CATEGORY	SCALE	G/PAY	BOS	ON ROLL
1	SabitaHaloiOS	Rs.44,900 -1,42,400	Rs.4600/- (L- 7)		1

4. FPM /Terminal Management Section :

Subject matter dealt in RG section :

- 1) Functioning of Terminal Management System , (2) Data feeding in EPACS module for enabling e-payment system , (3) e-Payment agreement for online freight/other charges, (4) Monitoring of eT-RR & e-RD module of TMS, monitoring of online goods balance sheet , (5) Integration of EIMWB with FOIS , (6) Users security module for issuance of user id and password to field staff of Goods shed/Sidings ,(7) Data feeding pertaining to newly launched **e-Mart** application for details of service providers at various freight terminals, (8) proxy feeding of TMS in case of system failure occurred at any device location over NFR, (9) Identification of new location for implementation of TMS & Parcel management system , (10) Incorporation of Trains name and details of Parcel space & scale etc. in Zonal PMS application etc.

SN	CATEGORY	SCALE	G/PAY	BOS	ON ROLL
1	Harajit DasOS	9300-34800/-	Rs.4,200/- MACP		1

5. .RBS & RTI Cell

(A) Works related to Rates Branch System(RBS) , distance vetting, entry/modification of new route in RBS, entry of new station with vetted distance in the system so that online booking is possible without loss of railway revenue.

(B) Work related to RTI.

(C) Works related to HRMS/ issuing online pass etc.

SN	Category	Scale	G/Pay	BOS	On roll
					Nil

Note: Due to shortage of ministerial staff, works are being dealt by Commercial Inspectors.

6. .Receipt & Despatch Section

(A) Receiving and despatch of letters and files.

SN	Category	Scale	G/Pay	BOS	On roll
1	U.BarmanOS	9300-34800	4600/- (MACP)		2

7. .Siding Section

(1) Works related to all policy issues of Siding. (2) This section is responsible for commercial notification of siding after execution of siding agreement. (3) Regular Monitoring of siding activities, (4) Recovery of siding outstanding etc.(4) All policy issues of Private Freight Terminal, 5) Notification of PFT after execution of PFT agreement etc. (6) RTI , audit query & PQ works related toSiding section., 7) e-pass work etc.

SN	Category	Scale	G/Pay	BOS	On roll
1	Ms. Gita MajumdarOS	9300-34800	4600/- (MACP)		1

8. Audit and Court Cases Section

A.(1) Monitoring of court cases over NF Railway related to Freight Marketing issues (policy issues , parcel leasing cases etc) , (2) Preparation para- wise comments, draft for affidavit etc, (3) constant liasoning with Advocate at Supreme Court, High Court and Other courts for cases related to Freight Marketing issues, (4) Processing of bill/ advances submitted by Railway Advocates, (5) Feeding of court case data into LIMBS etc. (B) (1) Preparation of reply to Audit from time to time, (2) Monitoring of audit reply over NF Railway regarding Freight Marketing issues.

SN	Category	Scale	G/Pay	BOS	On roll
1					Nil

N.B.Due to shortage of ministerial staff, works are being dealt by Commercial Inspectors

9..Store& RCS Section:

Subject matter dealt in Store &RCS section :

1. Printing of Freight Marketing , Rates Circular and their distribution to all division, 2.Collection & maintenance of office store item, 3.procurement of all non-stock item for use in office, 4.Dealing with procurement of IT equipment/ peripherals, 5.Dealing with maintenance of all office IT equipment / peripherals, 6. Record keeping of all handed over, old, non-functioning PCs, Printers, UPS etc and its safe custody etc.

SN	Category	Scale	G/Pay	BOS	On roll
1	BiplabChakrabortyOS	9300-34800	Rs.4600/- MACP		1

10.Rates Quotation Section (RQS) :

Subject matter dealt in RQS :

1. Providing Rates Quotations to public, 2. Providing information related to rates to other Railway departments, 3.Process for vetting of distance before opening anew station/siding and incorporating into FOIS, 4. Maintenance ofOffice Imprest cash of Rates office , 5. RTI related to Rates etc.

SN	Category	Scale	G/Pay	BOS	On roll
1	P PatowaryOS	9300-34800	Rs.4600/- MACP		1

Consolidated position of Ministerial Staff under Dy.CCM/FM/HQ/Maligaon with vacancy details (2020-21):

Sl. No	Category	Pay Band	Grade pay	Sanction	On Roll	Vacancy
1	Ch.OS	9300-34800	4600/-	8	2	6
2	O.S	5200-20200	4200/-	21	9	12
3	Chief Typist/Rates	9300-34800	4200/-	1	0	1
4	OS/Type/Rates	5200-20200	4600/-	1	0	1
5	Sr.Clerk	5200-20200	2800/-	6	0	6
6	Jr.Clerk	5200-20200	1900/-	1	0	1
7	Zdr. Peon	5200-20200	1800/-	2	2	0
8	Peon	5200-20200	1800/-	1	1	0
9	Steno/I	9300-34800	4200/-	2	1	1
10	Steno/III	5200-20200	2400/-	1	1	0
11	Emergency Peon	5200-20200	1800/-	1	1	0
				45	17	28

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 08. The on roll strength 02. **As being Ch. OS is promotional category, surrender proposal for vacant posts 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 21 Nos of OS/G posts, presently this office is running with 09 Nos. of OS/G and keeping 12 Nos. of post vacant.

The present incumbency of this office is Sr Clerk-Nil & Jr Clerk-Nil. Therefore, at present scenario there is no incumbent to be promoted to OS/G, on this basis a total 02 posts of OS/G category is left out for any future requirement. Hence, 10 Nos. vacant post of OS/G category is surplus and same may be recommended for surrender.

➤ **WORK LOAD OF CHIEF TYPIST & OS Typist/Rates:**

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 & OS/Typist/Rates is 01 each and both posts are lying vacant. **Hence, both the vacant post of Chief Typist & OS/Typist can be easily surrender & deleted from BOS.**

➤ **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 06 Nos of Senior clerk posts, presently this office is running without any Sr. 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.**

The present incumbency of Jr. Clerk category is nil hence, at present no one can be promoted to Sr Clerk but taking into consideration of future requirements a total 02 Posts of Sr. Clerk may be left out and balance 04 Posts of Sr Clerk category 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 01 No of Junior clerk posts, presently this office is running without any Junior clerk. **As being this category is feeding one hence, 01 post is left out for any CGA /future requirement.**

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	SAN CTI ON	ON ROL L	VACAN CY	PROPOS ED BOS	PROPOSE D SURRENDER
1.	OS	L-6 GP 4600 & 4200	21	09	12	11	10
2.	Sr. Clerk	L-5 GP 2800	06	0	06	02	04
3.	Chief Typist	L-6 GP 4200	01	0	01	0	01
4.	OS/Typist	L-6 GP 4200	01	0	01	0	01
		Total	29	09	20	13	16

Total Proposed surrender of Ministerial category under Dy. CCM/FM/HQ/MLG office is identified as 16 Nos.

CHAPTER-V

5.0 RECOMMENDATION:

After critical examination of the workload and activities for the ministerial category under **Dy. CCM/FM/HQ/MLG** office a total **16 Nos posts** (Viz.10 Nos of OS, 04 Nos. Sr Clerk, 01 No. Chief Typist & 01 No. OS/Typist) 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	10X12X86463/- = 103,75,560/-
2	Sr. Clerk	L-5 GP 2800	60750	10327	71077/-	04	04X12X 1077/- =34,11,696/-
3	Chief Typist/ Rates	L-6 GP 4200	73900	12563/-	86463/-	01	01 X 12 X 86463/- = 1037556/-
4	OS/Typist/ Rates	L-6 GP 4600	93650	15920/-	109570/-	01	01 X 12 X 93650/- = 1314840/-
Total						16	161,39,692/-

Total surplus = 16 posts

Projected Recurring saving / annum =Rs.161.39 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/-