



भारत सरकार / GOVERNMENT OF INDIA
रेल मंत्रालय / Ministry of Railways
दक्षिण रेलवे / Southern Railway

वी.जी. भूमा / V.G. BHOOMA

वरिष्ठ.उप महाप्रबंधक एवं मुख्य सतर्कता अधिकारी
SDGM/ CVO

प्रधान कार्यालय/ Headquarters Office
योजना शाखा / Planning Branch
चेन्नै/ Chennai - 600 003

D.O. No.G.275/WSSR-032021/2020-21

Dated: 11.11.2020

My dear **Dhananjayalu,**

Sub: Work study to review the Ministerial staff strength at
PCCM /O / HQ (Excluding Claims).

Ref: SDGM's D.O. letter No.G.275/ANNUAL PROG. /2020 - 21
dated 14.07.2020.

A work study on the above subject was conducted by Headquarters
Planning Branch and a report on the same is enclosed.

As the report is to be finalized within eight weeks, I request you to take
expeditious action and advise action taken.

A copy of the work study report may be given to organized labour.

With best Wishes,

Yours sincerely,

#ApprovedByName

Signed by V.g.bhooma
Date: 13-11-2020 16:26:31
Reason: Approved

(V.G. BHOOMA)

Shri. R. DHANANJAYALU,

PCCM / HQ

Copy to: The Director (E&R)/Rly.Bd/NDLS for information.
(e - copy of the study report)



**WORK STUDY TO REVIEW THE
MINISTERIAL STAFF STRENGTH AT
PCCM/O/HQ (EXCLUDING CLAIMS)**

SOUTHERN RAILWAY

PLANNING BRANCH

G.275 / WSSR- 032021 / 2020-21

**WORK STUDY TO REVIEW THE
MINISTERIAL STAFF STRENGTH AT
PCCM/O/HQ**

STUDIED BY

**WORKSTUDY TEAM
OF
PLANNING BRANCH**

NOVEMBER 2020



I N D E X

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❧❧❧.

(i)
ACKNOWLEDGEMENT

The work study team conveys its sincere thanks to PCCM, DY.CCM/FM&R Dy. CCM/PM, Dy. CCM/PS, SCM/PS (Coordinating Officer), Ch. OS/FM&R, Ch. OS/PM, Ch. OS/PS (Coordinating Supervisors), staff of Freight Marketing & Rates, passenger marketing, Passenger service, Ticket checking, Catering, Law branch, PRO section of PCCM/O/HQ, Personnel Branch officers and Staff for their co-operation and assistance for conducting and completing the work study.

(ii)
AUTHORITY

Annual Programme of work studies for the year 2020-21 as approved by SDGM.

(iii)
TERMS OF REFERENCE

Work study to review the Ministerial staff strength at PCCM/O/HQ. (Excluding Claims)

(iv)
METHODOLOGY

The work study team has applied the following techniques in conducting the work study.

- 1) Collection present staff strength Data
- (2) Observation of working procedure and allocation.
- (3) Analysis of present work load and staff requirement on need base.
- (4) Discussion with Coordinating officer, Coordinating Supervisors and other staff of CCM/O/HQ



SUMMARY OF RECOMMENDATIONS

REVISED RECOMMENDATIONS

The following posts are identified as excess to the requirement which may be surrendered and credited to the vacancy bank

Sl.No	Category	Level of Pay	No. of posts
1	Ch. OS	Level 7	5
2	OS	Level 6	25
3	Sr. CLERK	Level 4	8
4	Jr .CLERK	Level 2	7
5	General Assistant	Level 1	34
6	Staff Car Driver-I	Level 5	6
7	Staff Car Driver-III	Level 2	2
8	Catering Supervisor-II	Level 4	2
9	Catering Supervisor-III	Level 3	6
10	Supt/Type	Level 7	1
11	PS-II	Level 7	2
12	Steno/Gr-I	Level 6	2
13	Steno/Gr-III	Level 4	6
Total			106

1.0 INTRODUCTION

1.1 Functions of the Commercial Department.

1.2 Commercial Department is responsible for selling Railway services for creating, designing and developing traffic for securing and maintaining cordial relations with the travelling and trading public and for cultivating good public relations with them. The fixing of rates, fares and other charges and the correct collection, accountable and remittance of traffic receipts are also among its functions.

The Head of the Commercial Department is the Principal Chief Commercial Manager who is responsible for the implementation of Commercial policy and efficient working of the Commercial Department of the Railway.

1.3 Important functions of Commercial Department:

- (a) Passenger Traffic
- (b) Goods Traffic
- (c) Parcels and Luggage Traffic
- (d) Ticket checking
- (e) Commercial Publicity
- (f) Passenger Amenities
- (g) Catering facilities to passengers on board and at Stations
- (h) Collection of Railway Earnings, Accountal and remittance to Government.
- (i) Preparation of various returns, Balance sheets etc.
- (j) Repaying /Collection of excess charges from its customers.

1.5 This work study is intended to analyses the present work load and to assess the requirement of Ministerial staff strength at Commercial Branch/Hqrs excluding Claims.

- 1.6 Various Information Technology inducted in Commercial Department.
- (a) Passenger Reservation System (Across the Counter and Online Booking)
 - (b) Unreserved Ticketing System (Mobile app available)
 - (c) E- Ticketing & E-catering
 - (d) FOIS – Freight Operations Information System
 - (e) PMS – Parcels Management System
 - (f) ATVM (Automated Ticket Vending Machine)
 - (g) Point Of Sale -- POS etc.
- 1.7 Various Contracts awarded by Commercial Department
- (a) Parcel leasing contract for AGC (Assistant Guard Cabin), SLR & VPH
 - (b) Commercial publicity contracts
 - (c) Contract for Collection and remittance of station earnings
 - (d) Contract for Catering stalls, Book stalls & Pantry cars etc.
 - (e) Parcel Handling contracts
 - (f) Two-wheeler parking contracts
 - (g) Contract for Pay & Use Toilets at Stations
 - (h) Contract for Cleaning at Stations
 - (i) Contract for provision of ATMs
 - (j) Contract for AC waiting Hall at Stations

CHAPTER – II**2.0 PRESENT SCENARIO****2.1 Sections in PCCM/O/HQ**

- (a) Freight Marketing & Rates
- (b) Passenger Marketing
- (c) Passenger services
- (d) Catering section
- (e) Ticket checking section
- (f) Law branch
- (g) Public Relation Office

2.2 SAVE statement as per APO/T/HQ as on 29.07.2020.**(Rates & Freight Marketing, Passenger Marketing)**

Category	Sanction	Actual	Vacancy	Excess	Remarks
Ch.OS	20	15	5	-	* Posts temporarily transferred to Divisions vide memorandum no P(S)135/III/Transfer of Posts/R&C/Vol.V Dt.22.04.2019
OS	46+9*	30	16+9*	-	
Sr.Clerk	6+10*	3	3+10*	-	
Jr. Clerk	10+4*	12	-2+4*	-	
Total	82+23*	60	22+23*	-	

In addition ,1 OS@CN/MAS,1 Sr. Clerk @RCT/MAS&1 Jr. Clerk @RCT/ERS are working

2.3 Staff Strength as per field attendance/work allocation statements

(PM) & (FM&R) (Sanctioned Strength Taken from APO/T) as on 20.07.2020

Category	Sanction	Actual	Vacancy	Excess
Ch.OS	20	12	8	-
OS	46+9*	27	19	-
Sr.Clerk	6+10*	1	5	-
Jr. Clerk	10+4*	7	3	-
Total	82+23*	47	35	-

Sanction strength is taken from Personnel branch statement and Actual strength is taken from attendance and field study discussions for man power calculations. General Assistance staff sanction is combined with all branches of PCCM/O/HQ. Actual staff strength is taken from field study discussions and attendance for manpower calculations. Other categories are calculated on need base.

2.3.1 Staff Strength at Rates & Freight Marketing Branch

Category	Actuals
Ch.OS	9
OS	16
Clerk	3
Typist	4
Steno Grade II	1
General Asst	7
Total	40

2.4 DETAILS OF ACTUAL STAFF ONLY

Details of Sections:

Rates & Freight Marketing:

The following sections are available in this unit.

2.4.1 Staff Section:

Ch.OS - 1

- ❖ Office Management
- ❖ Maintenance of Attendance register.
- ❖ Preparation of monthly leave/absentee statement
- ❖ Procurement of stationary items from Stores and other miscellaneous work.
- ❖ RTIA Queries - Staff related
- ❖ DAR
- ❖ Bio Metric
- ❖ Hindi – Translation – Rajbasha File
- ❖ Commercial Apprentices
- ❖ Circulars/Organising functions if any.
- ❖ Swatch Bharat

- ❖ Staff Management
- ❖ Housekeeping Management

2.4.2 Reception & Despatch Section:

Two clerks

Clerk -1&2

- ❖ Dispatch of letters/files to Headquarters, Other Departments, MAS Division by hand and through CDO to other outstations.
- ❖ Maintaining separate Registers for each and every Section.
- ❖ Inspection report of all Officers, CCM & GM`s conference.
- ❖ Distribution of received Letters to the concerned Section.
- ❖ Separate Register is maintained for Railway Board Letters, RTIA, Audit Para, Speed Post, Registered Post and RPAD.
- ❖ Letters are received by hand in the absence of Ch.OS in-charge.
- ❖ Attending the queries made by the public coming in person, in a polite manner.

Registers maintained by this section:

- a) MMC Registers for dispatching letter to offices in MMC.
- b) CDO/Local tapals register.
- c) Register for RPAD.
- d) Siding register – Inwards
- e) Parcel register
- f) FOIS/RO/POS (including commercial inspection letters).
- g) Rates Miscellaneous/Rates Quotation Letters.
- h) Rates Special
- i) Rate Tariff, Rates Branch section.
- j) Service Tax & GST
- k) Right to Information Act (RTI/A)
- l) Railway Board letters
- m) CA iii/MP/Court case and other reference register.
- n) Headquarters and Division letters register.

2.4.3 Rates General:

Ch. OS -1 & OS - 4

Ch. OS:

- ❖ All Railway Rates Tribunal cases pertaining to Railway.
- ❖ Classification of Goods
- ❖ Transportation Products
- ❖ Dynamic Pricing Policy and Terminal charges
- ❖ Wagons leasing schemes
- ❖ Audit paras

OS:1

- ❖ E-demand, E-Registration Policies, Goods shed working hours.
- ❖ Stations open for Train load traffic Policy
- ❖ Demurrage and Wharfage & waiver policy.
- ❖ Demurrage and Wharfage for department wagons.
- ❖ Permission orders for waiver of Demurrage.
- ❖ Charges on undelivered consignment
- ❖ Goods Haulage charges
- ❖ Charges for Special trains.
- ❖ Dummy wagon charges.
- ❖ Cane handling and haulage charges
- ❖ Charges for Ballast trains, Stacking of Goods at Railway Premised policy and charges.

OS:2

- ❖ Co-ordination of Commercial Committee meeting.
- ❖ Rates for Railway Material and Stores
- ❖ Chennai Harbour agreement and its Audit para cases
- ❖ E-payment for Freight Policy and its implementation, Execution of agreement
- ❖ Renewal of LC/BG for E-payment customers periodically.
- ❖ Assisting FOIS inspector.

OS:3

- ❖ Calibration of Tank wagons, Concession for exhibits, Fodder and relief materials.
- ❖ Rates for Military Traffic, Revision of Red Tariff rules
- ❖ Charging of Postal and Non-Postal vehicles
- ❖ Civil restriction on booking of commodities.

- ❖ Furnishing of information to public
- ❖ Monthly weighment system for Newspapers/Magazines
- ❖ Concession for Magazines and Newspapers

OS:4

- ❖ Licensing of Railway land for stacking of consignments – policy
- ❖ Setting up of warehousing facilities at Rail Terminals
- ❖ Re-booking and Diversion Policy
- ❖ Private Container Operations Policy
- ❖ SFTO, Auto mobile Hub
- ❖ Haulage charges for Container traffic.
- ❖ Wagon leasing scheme (WLS)
- ❖ Punitive charges for overloading/ Mis-declaration
- ❖ Operation of Road Railer at MLPM Concor wagons

2.4.4 Siding section:

- ❖ **Ch. OS -1 (dual charge of Goods Refunds and Siding Section),**
- ❖ **OS - 3**
- ❖ **OS -1 (assisting Ch. OS in Gds. Refunds and also a dealer in Siding.)**

Goods Refunds (Ch. OS)

Submission the latest position of Goods Refund cases for meeting purpose

- ❖ Preparing Monthly Statement
- ❖ RTIA, Court cases and Miscellaneous works
- ❖ Demurrage and Wharfage cases
- ❖ Registration and Disposal of Goods refunds cases
- ❖ Registration and indexing of claims pertaining to Freight Refund claim and DC/WC and WDRF Claims, Court cases, Miscellaneous cases

Registers maintained:

- ❖ Demurrage and Wharfage register
- ❖ Goods refunds (Freight refunds)

❖ Siding Section Ch. OS:

- ❖ Incharge of the section.
- ❖ Sidings of PGT and TPJ divisions including related matters such as trip trails and execution of agreement.
- ❖ Tele conference.

- ❖ Liberalization of Siding rule and weighbridge.
- ❖ Audit para

OS :1

- ❖ Sidings of MAS, MDU divisions including related matters such as trip trails and execution of agreement.
- ❖ Policy on EOL (Engine On load).
- ❖ Disputed debits CRIS matters.
- ❖ Agreement.
- ❖ Policy on through distance private freight terminals.

OS:2&3

- ❖ Sidings of SA, TVC divisions including related matters such as trip trails and execution of agreement.
- ❖ General Policy on Sidings, GM`s narrative report.
- ❖ Premier customers POL policy.
- ❖ Electrification of Siding.
- ❖ Additional free time.
- ❖ Staff of siding.

Files Handling in the section:

- ❖ Policy files – 30 (Each file has minimum 20 Volume)

Siding Files:

- ❖ TVC : 22
- ❖ TPJ : 11
- ❖ SA : 16
- ❖ MAS : 25
- ❖ MDU : 5
- ❖ PGT : 13
- ❖ Each file minimum 10 volumes

Steps involved in Siding Work:

- ❖ Notification
- ❖ Intimation to Siding Owners
- ❖ Charges worked out for individual siding
- ❖ Sent for Accounts vetting
- ❖ Notify to all Siding owners after vetting occurred
- ❖ SMS to Division / Consolidated Notification

- ❖ Advise each Division with charges
- ❖ Ensuring implementation of charges
- ❖ Acknowledgement

The said steps are carried out once in a year.

Railway Board:

Various Policy Particulars to be conveyed to Railway Board whenever required by Railway Board (Monthly, Tri-monthly, Half yearly and Yearly)

- ❖ New Policies introduced
- ❖ EOL (Engine On load)
- ❖ PFT (Private Freight Terminal)
- ❖ Peripheral Yard or Through distance scheme
- ❖ IBKPT (Independent Booking Point)

Maintenance of Registers:

- ❖ Inward letters along with Files
- ❖ Dispatching of Files to Officers/Department
- ❖ Executing of Agreement
- ❖ Revision of Siding Charges 1) Letter to Party Intimation
2) Final Siding charges
- ❖ Audit letters

2.4.5 Rates Miscellaneous & Rates Quotations (RM & RQ):

- ❖ **Ch. OS – 1, OS – 2.**
- ❖ **Ch. OS – 1:**
- ❖ In charge of RM & RQ section.

OS:1

- ❖ Quotation of current Rates for coaching and Goods traffic and charges for consignments infringing maximum moving dimension (ODC) consignment and charges for ODC consignment.
- ❖ Deals with miscellaneous rates references from other than quotation from the public and from Accounts Branch and the matters regarding classification rates, freight charges under dispute.

OS:2

- ❖ Receiving applications from public as well as Official for seeking information of quotation of Freight rates purpose. e.g. Various commodities like Cement, Iron, Household articles etc.

- ❖ Reply will be given to Officials on free of cost (quotation rate) and for Public, on collection of quotation fee a sum of Rs.885/- per quotation.
- ❖ Miscellaneous works such as linking of correction slips of different types of tariff, ODC charges.

Registers maintained at RM & RQ:

1. RM & RQ register
 - (a) Quotation payment register for public.
 - (b) Quotation payment register for officials.

2.4.6 GST Cell and CUG Bills

Staff strength: OS – 1

- ❖ Dealing with GST, Service Tax, Computers repairs and maintenance, Rail net connection and Hiring of Xerox machine.
- ❖ CUG Bills

2.4.7 Rates Special:

- ❖ **Ch. OS -1, OS -2**
- ❖ **Ch. OS – In charge**
OS:1
 - ❖ Incentive schemes.
 - ❖ Station to Station rates schemes
 - ❖ Electronic in-motion weighbridge,
 - ❖ Permissible Carrying Capacity.
 - ❖ Running of Freight trains on excepted CC+6
 - ❖ Universalized CC + 6 and CC + 8 routes.
 - ❖ Weighment of consignment at Originating/ Enroute stations
 - ❖ Policy guidelines on weighment.
 - ❖ Adjustment on freight rates.
 - ❖ Punitive charges from FCI.
 - ❖ Round Trip Traffic
 - ❖ Traditional Empty Flow Direction Traffic
 - ❖ Masters Circulars on the above subjects.
 - ❖ Audit para.

OS:2

- ❖ Monitoring of Overloading of goods.
- ❖ Preparation of statement to CTE/MAS
- ❖ Performance of weigh bridges.
- ❖ Compilation of statements to Railway Board.
- ❖ EWB statement to CRSE/Freight.
- ❖ Quarterly statement on CC + 8 routes to CTE/MAS. (about performance – loading/over loading)
- ❖ Quarterly review of failure of weigh bridges
- ❖ Assistance towards issue of Master Circulars and reply to Audit para.
- ❖ Assistance towards Round Trip Traffic
- ❖ Assistance towards Traditional Empty Flow Direction Traffic.

2.4.8 Rates Tariff:**Ch.OS-1, OS-1****Ch. OS**

- ❖ Revision of A list.
- ❖ Uploading of all S. Rly distance in RBS consolidating in ARN in year wise for book format for printing
- ❖ Furnishing of all distance for new station, Train Halt, Siding station etc.
- ❖ Haulage charges and Re-notification of Circular to all concerned.
- ❖ Revision of Local Distance Table and Junction Distance Table
- ❖ Issue of General Order
- ❖ Placing Indent of IRCA Publication and Manual etc.
- ❖ Preparation of Budget with regard to IRCA Publication and Clearing of Debit Note raised IRCA publication.
- ❖ All correspondence with Division with regard to Station Opening /closing for Goods Traffic over Southern Railway
- ❖ Preparation of GM Narrative Report
- ❖ Correspondence with IRCA
- ❖ Issue of notification with regard to opening and closing of stations.
- ❖ Half rake, full rake, T/L W/I with correspondences all Divisions and CFTM, CTPM and notification of DN.
- ❖ Collection of IRCA publications from NDLS and other Railway Distance Tables

OS:1

- ❖ Distance siding conversion and correspondence with All Zonal Railways
- ❖ Circulars received from Konkan Railways, Haulage charges, Port Trust to notify all concerned.
- ❖ Consolidated in ARN year-wise for printing.
- ❖ Correspondence with Railways non receipt of circulars, Printed Circulars,
- ❖ Local & Junction distance Table etc.
- ❖ Checking of other Railway collection of IRCA Publications from NDLS and other Railway Distance tables.
- ❖ Issue of notification with regard after GC Opening/closing of new section and distance issuing new distance received from CE/MS to notify all concerned.
- ❖ Sale of all publication to public and including preparation of monthly statement and accounts correspondence.
- ❖ Supply of all Tariff/ Circulars received from IRCA/Press to all division, Accounts and other departments.
- ❖ Liaison with Press/RPM connected with printing (ARN) matter.
- ❖ Re-notification of circulars received from Southern Zonal Railway with regard for opening / closing of Stations.
- ❖ In charge of Record Room (all IRCA Tariff/Other Railways LDT JDTARN IRCA correction Slip.

2.4.9 Traffic Outstanding section**Ch.OS-1, OS -1**

- ❖ Submission of monthly position of Station Out standings for MCDO to Secretary to GM and CCM/PS and also to Railway Board whenever required
- ❖ Submission of Wharfage and Demurrage PCDO to COM and CCM/PS
- ❖ All correspondence with regard to Goods Out standings received from the Divisions and follow-up action wherever necessary.
- ❖ Assessing the Performance of Divisions with regard to Clearance of Goods Out standings and submission of Returns for the Annual Efficiency Shield awarded to Divisions.
- ❖ Replies to Audit Inspection Notes and RTI queries with regard to Goods Out standings
- ❖ Co-ordinating between the Divisions, various sections in the Rates branch

and the Traffic Accounts Office on the issues that require assistance from HQ

- ❖ Adjustment of Goods out standings based on Division's advice from the refunds payable to the parties
- ❖ Processing files for Write-off of Goods out standings that are forwarded to HQ by the Divisions.

2.4.10 Freight Marketing- Parcel section

Ch.OS-1, OS -1, Clerk -1

Ch. OS

In-charge of Parcel Section

OS + Clerk

- ❖ MP, CAIII, Parliament question, RTIA & Audit PNM references.
- ❖ Implementation / references on GST in Parcel booking
- ❖ Notification of Board's circular through ARNs.
- ❖ Opening and closing of Parcel offices.
- ❖ Enhancement of stoppage time at for parcel loading.
- ❖ Perishable / refrigerated parcel van and cattle loading.
- ❖ Calling of NOC from Zonal Rlys.
- ❖ Attachment of train service VPUs.
- ❖ Permitting parcel haling at intermediate stations within the stoppage time
- ❖ Reduction of Reserve price for SLRs and VPs. Monthly performance report to Railway Board.
- ❖ Monthly overloading.
- ❖ Passing of Advertisement bills
- ❖ Materials to PCDO & MCDO
- ❖ Refund of registration of fee
- ❖ Parcel Earning
- ❖ Classification of trains for charging of Parcels & Luggage
- ❖ Parcel Handling Contract
- ❖ Booking of Luggage Policy
- ❖ Over carriage of Parcels
- ❖ Parcel Management System

2.4.11 Freight Marketing – Business Development

Ch. OS -1, OS-1

Ch. OS and OS

- ❖ Audit reference
- ❖ RTI related to FM cases
- ❖ Replying Parliament questions
- ❖ Originating target for Goods and other Coaching
- ❖ Budget – Originating Goods Traffic/ earning target
- ❖ Maintaining Statistics of goods Traffic
- ❖ Revised Estimate/ Final Modification
- ❖ Commercial matters for GM's Narrative Report,
- ❖ PCDO for goods traffic & Parcel Tariff
- ❖ Other Goods related subject
- ❖ Automobile traffic
- ❖ Marketing meeting with Customers viz., Automobile Hub, NMG, Fertilizers Companies
- ❖ Rail, Co-efficient of Cement and Fertilizers companies and Market Survey
- ❖ RTIA CASES/PARLIAMENT Question/Audit Para regarding the above
- ❖ NMG Policy
- ❖ Material for teleconference
- ❖ Material for PCOM - MCDO monthly
- ❖ Material for GM - MCDO monthly
- ❖ Material for PCCM - MCDO monthly
- ❖ Other Coaching earnings
- ❖ Inspection Reports of follow up

In this section two Computer systems are provided.

2.4.12 Typing section

Staff Strength: Typists: 4

Typist 1 & 2 :

Attending to typing works of Section in Rates Sec. viz RM&RQ, R.GNL, R.SDG, Admin, Rate Tariff and other Railway notifications.

All-important D.O /Noting/Railway Board correspondence & Misc. letters typing and mailing to all Divisions/railway board/parties.

- Uploading of Coaching circular, Goods circular, General circular and other Railway circular, including GST circular. Master circulars issued by Railway Board and

updating fare tables, segregating circulars year wise and subject wise including corrections in the Commercial Rates/website in Rail net under Commercial head.

- o Doing Typing/compiling various data's received from Divisions and submitting consolidated information to the concern officers & Railway Board.

Typists 3 & 4

Letters, Notes draft, Minutes, MCDO, PCDO, Budget, PQ,

Meeting works, High light and CCM/FM inspection Notes

- ❖ RTIA, BDS, GM Narrative Report
- ❖ Audit Paras
- ❖ Parliament questions

2.4.13 Stenographer grade -II

Attached to Dy.CCM /R&FM

Group D - General Assistants

Staff Strength :7

Dispatching letter to MMC, MAS Division and substituting opening duty.
Assisting R. Genl. and R. Siding Section in making file, sorting and arranging.

Closing Duty, Letters to MMC. Attached to RT Section and Goods Refunds.

Morning opening duty, dispatching letters to MMC. HQrs and Division
Attached to CCM/FM , Dy. CCM/R&FM, ACM/FM,
dispatching letter to CDO and Accounts.

Substituting closing duty, Attached to Ch. OS Sections

Dispatching Tapals and attending all section works

Staff Strength at Rates & Freight Marketing Branch

Sl. No	Category	Actual
1	Ch. OS	9
2	OS	16
3	Jr. Clerk	3
Total		28

Staff Strength of Typist/Steno/General Asst.in R&FM

Sl. No	Category	Actual
1	Typist	4
2	Stenographer	1
3	General Asst.	7

2.5. Passenger Marketing:

(1) Ch. OS :

- ❖ General Administration
- ❖ Punctuality of attendance
- ❖ DAR Cases
- ❖ Parliament questions(PQ)
- ❖ Co-ordination
- ❖ Passing all files of the section

(2) Ch. OS :

- ❖ Experimental stoppage,
- ❖ Road imprest and office imprest Bills,
- ❖ Petrol and Diesel Vehicle Bills.

(3) Ch. OS :

- ❖ Meetings
- ❖ CAIII and MP & MLA reference
- ❖ Tourism
- ❖ Rail and Road transportation checks
- ❖ Finding Malpractices ECRC if any
- ❖ Work study co-ordination
- ❖ Season ticket policy
- ❖ Allocation of berths to value added package
- ❖ Audit paras, Draft paras, POS machines.

(4) OS

- ❖ All Policy matters related to Concessions, Halts.

(5) OS :

- All PRS Policy matters, Rail head PRS
- PRS/IUTS related matters, YTSK & IP Pass
- ❖ All UTS related matters only. ATVM, COTVM, UTS, UTS on Mobile, STBA (Station Ticket Booking Agents)& JTBS (Jan Sadharan Ticket Booking Seva)

(6) OS:

- ❖ Audit references including Draft para
- ❖ Provisional Para
- ❖ Audit Special letters
- ❖ Audit Test Inspection Notes
- ❖ Accounts Inspection Notes all PRS Matters
- ❖ RTI references received from different quarters on all subjects being dealt in this Office
- ❖ All activities involving e-finance, Passing of bills etc..

(7) & (8) Budget section Staff Strength: OS -2

All matters pertaining to Earnings Budget (Coaching MCDO, PCDO, Passenger Traffic, Analysis and Statistics)

(9) OS-1

Temporary stoppage of trains, inspection notes,

Season ticket/FTR (Full Tariff Rate)

Uneconomic branch line.

Fares and NMR.

Policy matter on the issue of tickets against credit card, installation of cctv at stations, parliamentary questions for all the above subjects

(10) OS – 1

- 1.Reservation Policy w.r.to Bulk booking, current reservation charts, upgradation etc.
2. Reservation quota policy w.r.to tatkal, defence , Emergency quota, MP, MLA etc.
3. Accommodation for staff w.r.t. TTE/RPF/OBHS/IRCTC Manager
4. Proposal for new train.
5. All representation w.r.to changes in reservation quota.
6. De-reservation policy & representation w.r.to de -reservation.
7. parliament question w.r.to reservation & reservation quota.
- 8.passenger profile management, Analysis of trains
- 9.All train files
10. correspondences to CPTM, RB on issues related to train profiles

(11) Stores :-**OS – 1**

- ❖ Stores and annual maintenance contract data
- ❖ UTS/PRS peripherals invention
- ❖ PRS/UTS/YTSK (Yatri Ticket Suvidha Kendra)/Thermal tickets correspondence
- ❖ Other works pertaining to stores

Tickets :-

- ❖ Preparing AAC for stocked items, PRS/UTS/YTSK/Thermal tickets correspondence
- ❖ Maintaining / monitoring of ticket stocks at Stacking Agent (Sr.MPS /RPM) and with division.
- ❖ Approval of artwork of all tickets based on the purchase order, approval of sample test (Run ability test) as per approved work and purchase order to be sent to stacking agent.
- ❖ Co-ordinating with stores branch for tendering, receipt, maintenance and distribution of tickets.

Peripherals and Field level activities:

- ❖ Preparing proposals for procurement of peripherals under Plan Head 17.
- ❖ Initiation, receipt, testing & installation and dispersal of peripheral based on the office orders.
- ❖ Maintenance of registers: DBR & T&P for commercial items
- ❖ Issue of challans
- ❖ Stock inventory; attending stock verification and ISA Prompt co-ordination with the suppliers of equipment to rectify failures
- ❖ Correspondence related with peripherals and related issues with divisions.

Annual Maintenance Contract related works: -

- ❖ Preparing division-wise peripheral list to be given to tender section for further processing
- ❖ Preparing cost sheet for AMC
- ❖ Co-ordination with AMC engineers to ensure proper maintenance of equipment at locations over southern railway.

General: -

- ❖ Printing of reservation forms
- ❖ Procurement of office automation equipment and furniture
- ❖ Maintenance of office equipment, purchase of contingent items for office use
- ❖ Reimbursement of charges for office activities viz., labour charges, contingency expenses etc
- ❖ Collection and distribution of smart cards for use in ATVM: binding of smart card serial Nos. with UTS console.
- ❖ Attending failures of office equipment in coordination with AMC service engineers
- ❖ Any other works entrusted by the officers then and there.

(12) OS-1

All staff matters and DAR, SRMU, DREU, PREM, PNM Meetings and all correspondence related to representation from Railway Users (ZRUCC, DRUCC Railway Board R UCC etc.

(13) OS-1

All PRS and UTS Tenders, AMC, NTES etc All PRS works Programme. Budgetary works relating to CCM/PM office (PH 17 Computerisation) E- office implementation/training and correspondence related to office implementation/training and all correspondence related to e office. Budget estimate, works programme.

(14) Complaint Section:

OS-1

- ❖ All Complaints received in CCM/PM office and registered in DDPG www.coms.indianrailways.gov.in complaints forwarded by PG cell, from Railway Board/MPs/MLAs & General public etc. Policy related to RTSA, RTA,RTC to MLAs
- ❖ issue of photo ID cards to accredited press correspondents, Military warrants. Police warrants and high requisition.

(15) Sr. Clerk -1

Tour package by IRCTC,
Quoting the rates & refunds of IRCTC VAT packages
Printed Card tickets
Audit para,
PQ for all the above subjects
Refund policy etc.

(16) Jr.Clerk-1

All correspondence and compilation of Census report, LTC

(17) Receipt and Dispatch Section:

Jr. Clerk-1

- ❖ Receipt and dispatch of letters, files etc pertaining to PM office

(18) Jr. Clerk -1

Complaints (under Training)

(19) Jr. Clerk-1

- ❖ RTI (Under Training)

(20) Supt/Type-1

Typing work all matters to PM office,
Checking mail & monitoring.

(21) Group-D staff – General assistant

- ❖ Two General Assistants are attached to CCM/PM

Ministerial Staff Actual strength at PM section

Sl. No	Designation	Actual
1	Ch. OS	3
2	OS	11
3	Sr. Clerk	1
4	Jr. Clerk	4
Total		19

Actual Staff strength of Typist/Steno/General assistants at PM section

Sl. No	Designation	Actual
1	Typist	1
2	Stenographer	1
3	General Assistant	2

II. (A). Actual Staff Strength at Rates & Freight marketing & Passenger Marketing (R&FM, PM)

Sl. No	Designation	Sanction	Actual	Vacancy
1	Ch. OS	20	12	8
2	OS	46+9	27	19
3	Sr. Clerk	6+10	1	5
4	Jr. Clerk	10+4	7	3
Total		82+23	47	35

II.(B) Actual Strength of Typist/Steno/General Asst. in R&FM, PM Sections.

Designation	Actual
Typist	5
Stenographers	2
General Asst.	9

2.6. Passenger Services

The following Staff available in this section

1) Ch. OS/Publicity-1

In charge of the section.

2) OS-1

Publicity, NFR and Sundry earnings related issues, Commercial Presentations

3) OS-1

Establishment matters, Training - Commercial apprentices, Customer care training, Refresher course, RRB Nomination, Creation of posts, work study, Manpower planning, Uniform, posting of cash witnesses, Movement of travelling cash chest, Misappropriation of Railway cash.

4) OS-1

GMs PCDO to CRB, Monthly appreciation report from PCCM to ED, DRMs PCDO, Commercial newsletter. All divisions, Commercial highlights & Performance uploading in rail net websites. Press meet. Annual performance review -Zonal Railways, CRB/GM/PCCMs on reference/video conferences,

GMs meeting with PHODs and DRMs, PCCM-CRB Meeting, Full board meeting, MR, MOSR meeting, PCCM meeting with Sr. DCMs, Budget, Digital transactions in smart cities, Dash board items, All kinds of awards.

5) Sr. Clerk-1

Schedule Of Power(SOP)

Transformation Initiatives-Policy and other issues

Contracts e-tendering, Minimum Wages etc.

All parliament committees, GM'S narrative report, GMs & CPO/IRs PNM Meeting with recognized unions, FNM meeting, AGM, PCCM, Union activities, Informal consultative committee meeting, salient features, Efficiency shield, Consumer protection forums Issues, Issues pending with state Governments. All state level co-ordination Committee Meetings.

6) OS-1

All matters pertaining to retiring room & cloak room, STD/PCO Booths, ATMs at stations, TM-Earnings, Touts, Vigilance Awareness, Contract Quarterly statement to Vigilance Branch, Procurement of Furniture's – Divisions, Computer – HQrs, GM sanction -Divisions Proposal, Special Drive in Malpractices in Mass Contact Areas, Nomination of officers and Inspectors for check, Air Travel, Children Assistance Centre, Remittance of statin earnings. Post Box Permit, All security

arrangements Matters, Manuals, Codes, Commercial Policies and Procedures, Suggestions, Innovations, protocol procedure to VIPs, Strike scheme, untoward incident, Accident/Disaster Management, First Aid Box on Trains and stations. Statement of Losses

7) Sr. clerk

Officers Training, all issues pertaining to Disabled Passengers, all matters pertaining to Coolie Porters, Wheel Chairs, Parliament Questions and replies, RSBY, May I help booths, public Address System, Drinking Water, E-mail & Internet Booth policy, Declaration of private cash, Modern Trolleys, Leave account maintenance (PS section) & Forwarding Leave statement, TA journals to Personnel Branch. Nomination of Erstwhile Gr. 'D' staff for turn duty, Naming of Railway Stations (Fixing and Changing).

8) OS-1

All matters relating to Parking, Pay and Use Toilets at stations. Audit/Accounts Inspections, Provisional para, Draft para, Special letters, CAG Report, Theme Audits etc., station Building plans, Station Re-Development Joint development of stations in association with Ministry of Tourism & Eco Tourism, Integration of MRTS with CMRL, Ac paid waiting Hall.

9) OS-1

All matters pertaining to cleanliness, Sanitation Policy, SIG Inspection Reports, Cleanliness Shield, Rag Picking. Works programme, passenger Amenities in General, World class station, Model stations, Modern stations, Budget and expenditure pertaining to PA, OLIC, Display Board, Heritage. Passenger Amenities thro CSR, passenger Amenities Efficiency Shield, Booking counters.

10) OS-1

All representation regarding Passenger Amenities from Railway Board, MPs, MLAs and other VIPs, CA-iii references pertaining to S. Rly. Passenger Amenity Committee, Passenger Services Committee, ZRUCC, DRUCC, SCC meetings, MPs meet, Monitoring of CA-iii, MP, Board and other important references. GM's endorsement on press clippings, Rail

net, Wi-Fi, maintenance of Computers, Multifunctional Complexes, MPLADS.

11) Jr. Clerk-1

All matters pertaining to inspections. Executive lounge, Self operator lockers, Door step banking, Fake currency notes.

Passing of Bills Telephone landline both office & Residence, CUG Bills. Quality circle, Energy conservation, Corporate plan. Activity based unit working in commercial branch, Appreciation letters.

12) Sr.Clerk-1 and 13) Jr.Clerk-5

File movement, Letters from Railway board, CDO, Register and speed post tapals put up to officers concerned and then distributed to sections concerned. Sending all Board reply to Genl. Branch. Receiving courier tapals, from various branches of HQRS office/Divisions.

14) Complaint Cell Ch. OS-1

15) PCCM Secretariat Sr. Clerk-1

16)EQ section OS-2, Sr. Clerk-1

Note: Ch. OS Co-ordination –GST post vacant
Ch. OS Passenger Amenities-Post vacant

PS section Staff strength(sanction) is revised and separated as per the following letter

Ref. No. P(S)524/III/CRC/Claims/Comml.dated.09.05.2014

III (A). Ministerial Staff strength in PS Section

Sl. No	Designation	Sanction	Actual	Vacancy
1	Ch. OS	7	2	5
2	OS	23	9	14
3	Sr. Clerk	8	4	4
4	Jr. Clerk	6	6	-
Total		44	21	23

III.(B). Typist/Steno/General Asst.in PS section

Sl. No	Designation	Actual
1	Typist	-
2	Stenographer	2
3	General Assistant	5

2.7 Catering Section

1) Ch. OS-1

In charge of catering dealers and passing files of catering section.

Audit, RTIA, PQ replies,

Furnishing statistics to GM, PCCM and other officers whenever required.

Co-ordinating with Catering Inspectors.

2) Ch. OS-1

Staff matters, Maintenance of attendance, Related PQ, RTIA and Audit/Vigilance reference & Coordinating with Catering Inspectors.

3) OS-1

Dealing with short listing of Proprietary Article Depot /Portable Drinking Water, Railneer, Water Vending Machine related matters, MPs Related PQ, RTIA and Audit/ Vigilance reference &Coordinate with Catering Inspectors.

4) OS -1

Inspection, Special drive, Nomination of schedule of inspection, AVM, Related PQ, RTIA and Audit / Vigilance reference & Coordinating with Catering Inspectors.

5) OS -1

Catering Policy, Book stall & Coordinating with Catering Inspectors.

6) OS-1

Catering court cases, Train side Vending, Philanthropic book stalls, third party audit Related PQ, RTIA and Audit/Vigilance reference & Coordinating with Catering Inspectors.

7) OS-1

Issue of travel authority for pantry car staff, Liaisoning with IRCTC regarding Railway shares. All matters related to IRCTC, list of catering Menu & Tariff, Mobile Units, Food plaza, Fast food units, E-Catering Related PQ, RTIA and Audit/Vigilance reference & Coordinating with Catering Inspectors.

8) OS-1

Maintenance of Pantry car and organizing special check for pantry car equipment, MCDO, DAR cases, Train side Vending pass, Complaints, Related PQ, RTIA and Audit/Vigilance reference & Coordinating with Catering Inspectors. Staff matters in the absence of Ch. OS.

9) OS-1

Bills of all premium trains and work related to these trains. Budget Related PQ, RTIA and Audit/Vigilance reference & Coordinating with Catering Inspectors.

Catering section Staff strength(sanction) is revised and separated as per the following letter

Ref. No. P(S)524/III/CRC/Claims/Comml.dated.09.05.2014

2.7.1 Ministerial Staff strength in Catering Section

Sl. No	Designation	Sanction	Actual	Vacancy
1	Ch. OS	3	2	1
2	OS	15	7	8
3	Sr. Clerk	1	0	1
4	Jr. Clerk	6	0	6
Total		25	9	16

2.7.2 Typist/Steno/General Asst.in Catering section

Sl. No	Designation	Actual
1	Typist	-
2	Stenographer	-
3	General Assistant	1

2.8. Ticket Checking Section

1) Ch. OS/TC

- 1.Unauthorised entry of passengers into reserved compartments.
- 2.Issue of power of Authority to prosecuting ticket checking staff.
- 3.Matters pertaining to 'Right to Information Act'
- 4.Monitoring of ticket checking staff by officers.
- 5.Matters relating to Railway Magistrate/Special Judicial Magistrates
- 6.Inspection Notes
- 7.loss of cash value books
- 8.Prompt accountal of EFTs and remittance of cash.
- 9.Monitoring squad performance
- 10.Accounts and audit references and inspection reports of Accounts
- 11.Miscellaneous Matters.
- 12.Error debits against ticket checking staff
- 13.Indenting of EFT/CTR Books and other Stationery items and its supply to ticket checking staff
- 14.Weekly report on compliance of instructions by TTEs
- 15.Rest Rooms of TTEs.
- 16.Ticket checking performance of HQrs Flying Squad
- 17.Monitoring of daily ticket checking earnings
- 18.Matters regarding ZRUCC.
- 19.PNM Meetings.
- 20.10 days' ticket checking performance
- 21.Electronic Data Reports- Ticket Checking aspects.
- 22.Special reports

2)OS/TC

- 1.Sharing of trains within the zone and with other zones.
- 2.Intensive Check Post Scheme.
- 3.Disposal of collected tickets
- 4.Monthly report to Board (Additional information- touts, hawkers, beggars etc.,)
- 5.Assault on ticket checking staff

6. Hand Held Terminals/phones for Ticket Checking staff.
7. All Special checks including Board's Action Plan and reports thereof, along with statistics.
8. Meetings at GMs/POMs/HODs/Sr. DCMs level
9. Single EFT award
10. Malpractices- in reservation Offices/ by ticket checking staff
11. Performance of Ticket Checking staff on 'Active'/ 'Non- Active' sports account.
12. Utilisation of GRP/RPF and related matters, including meetings.
13. Person of the month Award for the highest earners
14. Roster links of TTEs.
15. TTEs lobbies
16. Appreciation of ticket checking staff
17. Uniforms to ticket checking staff
18. work study reports
19. Hand held Terminals
20. PGPRS POS machines

3)OS

1. Monthly Report on ticket checking of performance to Railway Board
2. GM's Meeting with Board-Material for Monthly News Letter/PCDO, MCDO Narrative Report, visit of CRB, MT and others
3. Targets for Ticket Checking performance.
4. Maintenance of Earnings Registers
5. Window Earnings
6. Weekly report on Ticket Checking Performance to Board
7. Monthly booklet on Ticket checking
8. Inter-divisional checks
9. Monthly statement of ticketless travel to Board
10. Transfer of tickets
11. Award of Efficiency Shield/Grant of Govind Vallabh Pant Award to the Divisions.
12. Parliameent Questions
13. Fortnightly section-wise Ticket checking performance

14.Monthly performance of Squad, Sleeper and stations separately.

4) Sr. Clerk

- 1.Losses of all kinds of passes/PTOs/MP's ID cards.
- 2.Preparation of leave statements
- 3.Maintenance of Leave/CR register
- 4.Hindi implementation Scheme
- 5.Issue of Identity-cum-Ticket checking authority to Officers/Inspectors.
- 6.Individual excess fare earnings award
- 7.Making entries of outgoing tapals
- 8.In addition, he will assist all the other staff in the Section in various kinds of work, as and when needed.

2.8.1 Ministerial Staff strength in Ticket Checking Section

Sl. No	Designation	Sanction	Actual	Vacancy
1	Ch. OS	1	1	0
2	OS	4	2	2
3	Sr. Clerk	0	1	-1
4	Jr. Clerk	2	-	2
Total		7	4	3

2.8.2. Typist/Steno/General Asst. in Ticket Checking section

Sl. No	Designation	Actual
1	Typist	-
2	Stenographer	-
3	General Assistant	1

2.9 Law branch

1)Ch. OS-1

Supervising, General Ministerial Matters, preparing Annual Indent Items (Computer, Ups, Printer, Scanner), RPM/Press (Folders), Indent items Hqrs in every month- Stationary items, preparing staff

attendance absentees statement, officers BSNL Telephone Bills and Imprest Bills submitted to PFA/HQ/MAS through IPAS and office Maintenance work etc.,

2)Ch. OS-2

Rendering clerical assistance to Chief Law Assistant for MAS Division & PGT Division

3)OS

Rendering clerical assistance to Chief Law Assistant for Madurai Division and Salem Division.

4)OS

Maintaining Master Register, LIMBS (Legal information Management Briefing System) and statistical work.

5)OS-Sports Quota

Rendering clerical Assistance for TVC Division.

6)OS

Processing Advocate fees and send it through IPAS to Accounts and related statistical work.

7)OS

Registering opinion of Bank Guarantee, Power of Attorney and Indemnity Bond. Putting up to Law Officer/Senior Law Officer and ensuring their dispatched.

8)Jr. Clerk-Sports Quota

Rendering clerical assistance to Chief Law Assistant for Headquarters, TPJ Division and public Interest Litigation.

9)Jr. Clerk

Maintaining records in addition to receipt and dispatch

10)Supt/Type

Looking after all typing work in Law branch average around 20 files.
In the absence of steno Attending Officers.

11) General Assistant-1

Attending officers, Dispatching all tapals.

2.9.1 Ministerial Staff strength in LAW branch

Sl. No	Designation	Sanction	Actual	Vacancy
1	Ch. OS	2	2	-
2	OS	5	5	-
3	Sr. Clerk	4	-	4
4	Jr .Clerk	1	2	-1
Total		12	9	3

2.9.2 Typist/Steno/General Asst. in LAW branch

Sl. No	Designation	Actual
1	Typist	1
2	Stenographer	1
3	General Assistant	1

2.10. Public Relation Office**1)Ch. OS-1**

In charge of section

2)OS-1

Looking after stores, exhibition, vehicles

3)OS-1

Collection of all tapals, & Dispatch (inward and outward)

4)OS-1

Staff matters, line program, Photographer, Telephone bills, Imprest & Hospitality, Printing Awards, Catering, Passing of bills.

5) Jr. Clerk-2

Tender, Film shooting

6)Steno-1

Attached with CPRO

7)General Assistant-2

Handling files from officers to section and vice versa, tapals to other sections carrying out general works given time to time.

2.10.1 Ministerial Staff strength in Public Relation Office

Sl. No	Designation	Sanction	Actual	Vacancy
1	Ch. OS	1	1	-
2	OS	2	3	-1
3	Sr. Clerk	3	-	3
4	Jr. Clerk	0	2	-2
Total		6	6	-

2.10.2 Typist/Steno/General Asst. in Public Relation Office

Sl. No	Designation	Actual
1	Typist	-
2	Stenographer	1
3	General Assistant	2

2.11. General Assistants Sanction=74, Actual=34, Vacancy=40

Sl. No	Section	Actual
1	CCM's	2
2	PS section	5
3	Catering	1
4	Ticket Checking	1
5	EQ section	1
6	R&FM	7
7	PM	2
8	PRO	2
9	LAW	1
10	Claims	4
11	Claims/TPJ	4
12	RCT ERS&MAS	4
TOTAL		34

2.12 Typist and Stenographer

Typist and Stenographer sanction is combined in CCM/O/HQ.

Sl. No	Designation	Sanction	Actual	Vacancy
1	Supt/Type	4	3	1
2	Chief/Type	6	6	0
3	Sr. Steno	10	8	2
4	Sr. Steno	7	1	6

2.13 Other Categories Staff Car Drivers & Catering Supervisors) in PCCM/O/HQ

Sl. No	Designation	Sanction	Actual	Vacancy	Excess
1	Staff car driver I (SCD I)	6	0	6	-
2	Staff car driver III (SCD III)	2	0	2	-
3	Catering Supervisor II (CS II)	10	8	2	-
4	CS III	10	4	6	-

CHAPTER-III

3.0 CRITICAL ANALYSIS :

- 3.1 The very purpose of conducting Work study is not only to optimize the existing staff strength but also to reduce the **“Man Power Cost”** to improve the system, simplifying the procedure and also recommending for adoption of modern technology.
- 3.2 Commercial Department is one of the very important Departments in Indian Railways, since an entire potential of Railway earnings is derived by this Department in order to improve the efficiency of this Department.
- 3.3 The most important factor in Indian Railways is **“Operating Ratio”** which has to be kept under control and to achieve this, one of the method is to check the Manpower cost to the minimum.
- 3.4 **Assessment of Requirement of Staff:**
 - 3.4.1 **Freight Marketing and Rates:**

There are 12 sections functioning in this Branch. The details of allocation of subjects to individual staff have been described in Chapter II. Though the quantum of work and allocation of subjects have been discussed in detail while conducting field study, the same could not be put on record by the staff of this Branch.

As far as Clerical work load concerned (other than Personnel related work) there are no instructions regarding Yardstick or Benchmarking from Competent Authority. In this scenario, the work study team has to adopt a method which is not affecting the day to day work and also not to cause undue burden of Man Power Cost on the exchequer. Hence, it is decided to arrive at the requirement of staff on Need basis.

1. Staff section

There is one Ch. OS is available. Ch. OS is attending Officers as and when called and managing the Office affairs. He is looking after all the tapals, files and arrangement for meetings etc. and looking after the Personnel matters for around 45 Group C staff and Group D staff of Freight Marketing and Rates Branch. In addition to the above duties, Housekeeping, MCDO, GM`s narrative report and supply of stationary to staff.

The quantum of work load of these staff is justified for the requirement.

Category	Actual	Requirement	Excess
Ch. OS	1	1	-

2. Reception & Dispatch Section:

Staff strength -Two clerks

Clerk -1&2

There are two clerks working in this section.

Making entries in various registers listed in Chapter II
Dispatching letters to the respective offices. Letters received from various offices are registered and put up to the Officers through Ch. OS of Staff section.

Tapal entries are made in the Computer. Distribution of letters received from R & D section to concerned sections. Updating of data in Rail net. The quantum of work is being divided and done by these two staff.

Based on the work load of this section, the staff requirement for this section, two staff is justified.

Category	Actual	Requirement	Excess
Jr. Clerk	2	2	-

3. Rates General:

Ch. OS -1 & OS – 4

The following are the actual staff position:

Ch. OS	-	1
OS	-	4
Total	-	5

Each staff has been allocated individual subject. The subjects which are dealing by them are vast in nature and have to provide enough time in dealing with these subjects. All these Commercial subjects are very important as the Railway earnings are involved. The available work load is adequately managed by the present strength of staff of this section.

Requirement of staff:

S No.	Category	Actual	Requirement	Excess
1	C h. OS	1	1	-
2	OS	4	4	-
Total		5	5	-

4. Siding section & Goods Refund section

- ❖ Ch. OS -1 (dual charge of Goods Refunds and Siding Section),
- ❖ OS - 3
- ❖ Out of 3 OS, 1 OS is assisting Ch. OS in Gds. Refunds and also a dealer in Siding.)

Goods Refunds (Ch. OS)

Ch. OS: Overall in charge of these two (Siding & Goods) sections. Siding section assisted by two OS.

Though the existing work load is adequately managed by the existing staff, in view of Railways going towards setting of Sidings in large scale in future, the quantum of additional work load can also be managed by the present strength and hence the present strength for this section is retained.

Goods Refund section

Consequent to the introduction of FOIS in Railways, Claims and Goods refunds cases are drastically come down. Demurrage and Wharfage cases are dealt by Divisions according the Powers vested with them. Only those cases coming under the purview of CCM` s Power are dealt by Hqrs. These cases are very meager. In view of the above and also considering the quantum of work load, already Goods Refund section is managed by Siding section Ch. OS.

One OS is assisted to Ch. OS for Goods Refund and the staff available in these sections are justified and existing staff strength is retained as such.

Sl.NO	Category	Actual	Requirement	Excess
1	C h. OS	1	1	-
2	OS	3	3	-
Total		4	4	-

5 Rates Miscellaneous & Rates quotation section:

In this section there are Three staff viz. one CH. OS and two OS available.
Ch. OS: In charge of RM & RQ section.

OS:1&2. The details work being carried out has been given in Chapter II. Railways have introduced FOIS (Freight Operations Information System) long back. This freight rate, distance and all the details connected to Goods Traffic can be taken from this system. Further, Commercial Branch is printing and making available for sale the Rates Book for public. Furnishing of information to the public through website.

As far as this section is concerned, existing staff can handle the entire work of this section and the staff available at present is retained as such.

S No.	Category	Actual	Requirement	Excess
1	C h. OS	1	1	-
2	OS	2	2	-
Total		3	3	-

6 GST Cell and CUG Bills

Staff strength: OS – 1

One OS is working in this section. Dealing with GST, Service Tax, Computers repairs and maintenance, Rail net connection and Hiring of Xerox machine & CUG Bills.

The quantum of work load deserves one staff for this section. Computer system is provided to this section and hence the work load is handled with ease.

S No.	Category	Actual	Requirement	Excess
1	. OS	1	1	-

7 Rates Special:

Ch. OS -1, OS -2

The details of various activities being carried out by this section is given in Chapter II.

The subjects they are dealing with are very crucial on the part of Goods earnings to the Railways. Mainly they are dealing with Policy matters received from Railway Board related to Goods traffic which are vital to the Organization. These Policy circulars are to be connected with the earlier one if available and also to be carefully read, understood and put up to Officers for further circulation to the Divisions/Field units.

As the quantum of work load for the staff are adequately justified, the existing strength is retained as such.

S No.	Category	Actual	Requirement	Excess
1	C h. OS	1	1	-
2	OS	2	2	-
Total		3	3	-

8 Rates Tariff:

Ch. OS-1, OS-1

The work being carried out by individual staff has been given in Chapter II. The nature of work being done by this section is periodical and also of not very sensitive and urgent nature. Though the work is very important and the quantum of work as seen from the description given against individual staff can be dealt comfortably by two staff. The existing Staff strength is allowed to continue.

S No.	Category	Actual	Requirement	Excess
1	C h. OS	1	1	
2	OS	1	1	-
Total		2	2	-

9 Traffic Outstanding:

Ch. OS-1, OS -1

One Ch. OS and one OS are available in this section. Detailed Performances of the staff has been given in Chapter –II. Goods Outstanding clearance being an important activity in Commercial Department. In order to keep the Goods outstanding at minimum level efforts have to be taken to organize meetings in all divisions and also to communicate the major goods loading customers such as HOM, IOC, TNEB etc. In view of the above the existing strength of one Ch. OS and one OS are retained as such.

S No.	Category	Actual	Requirement	Excess
1	Ch. OS	1	1	-
2	OS	1	1	-
Total		2	2	-

10 Freight Marketing- Parcel Section

Staff position: Ch. OS – 1, OS –1, Clerk-1 Total – 3

The subjects dealing in this section is a major role in Parcel earnings to the Railways. Mainly they are dealing with opening & Closing of parcel offices, Perishable/refrigerated parcel van and cattle loading, Pre tender processing, calling of NOC from other Zones, Necessary work related to Tenders and awarding of contracts for VPU's ,Reduction of reserve price for SLRs, VPs Submission of monthly performance report to Railway board, Handling of overloading of Goods cases ,Registration of lease holders, Refund of SD, Refund of EMD preparation of PCDO, MCDO, Refund of registration fee and other matters related to Parcel traffic which are vital to the Organization.

In view of the above, the existing staff strength of one Ch. OS, one OS and one Clerk are retained as such.

S No.	Category	Actual	Requirement	Excess
1	Ch. OS	1	1	-
2	OS	1	1	
3	Clerk	1	1	
Total		3	3	-

11 Freight Marketing – Business Development:

Ch. OS -1, OS-1

The details of work being carried out by the individual staff of this section have been given in Chapter II.

The work of this section is of less importance when compared to the sections which affect the Railway Earnings. The type of work is statistical and correspondence related work. Considering the nature of work and quantum of work load, existing two staff can manage the current work load of this section. Hence, Existing staff strength is adequate to the requirement and retained as such.

S No.	Category	Actual	Requirement	Excess
1	Ch. OS	1	1	-
2	OS	1	1	
Total		2	2	

12 Typing section

Staff Strength: Typists: 4

Typists :

The staff of Freight Marketing/CCM/O is utilizing Computers for their allotted work. Only few staff are depending on Typing section. Even though, one Typist is managing duty in the absence of Stenographer. One typist is looking after Rail net work regarding commercial branch /HQ.

Category	Actual	Requirement	Excess
Ch. Typist	4	4	-

13 Group D/General Assistants

Sanction for General Assistant is available for entire CCM office. Total sanction is 74 and actual 34. There are 40 Group D /General Assistants posts are vacant. There is no separate sanction for Freight Marketing section.

The actual Group D /General assistant strength at Freight Marketing & Rates section is 7.

3.5 SUMMARY OF REQUIREMENT OF STAFF FOR FREIGHT MARKETING & RATES:

SI No.	Section	Category	Actual	Requirement	Excess
1	Staff	Ch. OS	1	1	-
2	Receipt & Despatch	Jr. Clerk	2	2	-
3	Rates General	Ch. OS	1	1	-
		OS	4	4	-
4	Sidings & Goods Refund	Ch. OS	1	1	-
		OS	3	3	-
5	RM & RQ	Ch. OS	1	1	-
		OS	2	2	-
6	GST Cell & CUG Bills	OS	1	1	-
7	Rates Special	Ch.OS	1	1	-
		OS	2	2	-
8	Rate Tariff	Ch. OS	1	1	-
		OS	1	1	-
9	Traffic Outstanding	Ch. OS	1	1	
		OS	1	1	-
10	Freight Marketing (Parcels)	Ch. OS	1	1	-
		OS	1	1	-
		Clerk	1	1	-
11	FM Business Development	Ch. OS	1	1	-
		OS	1	1	-
Sub Total		Ch. OS	9	9	-
		OS	16	16	
		Sr. Clerk	0	0	-
		Jr. Clerk	3	3	-
Grand Total			28	28	-
12	Typing Section	Supt/Typist	1	1	-
		Ch. Typist	3	3	-
13	FM&R office	Stenographer	1	1	-

Requirement of General Assistant in R&FM section

Category	Actual	Requirement
General Assistant	7	7

3.6 PASSENGER MARKETING:

The details of work being performed by individual staff of Passenger Marketing Office are enlisted in Chapter II.

3.7 Assessment of staff requirement on need basis.

At present 19 Ministerial staff ,1 Supt/Type,1 Steno and 2 General Assistants are available.

General views on the work load of CCM/PM/O:

1. Due to increasing trend in E-ticketing, the activities related to opening of PRS Centres Rail-Head or Non-Rail Head has drastically come down.

2. The number of counters operated at Rail Head PRS Centres has also come down. It can be seen from PRS/MMC, once there were about 45-50 counters operated and now it has come down to 4 counters. The entire counters in Second floor MMC has already been closed. Similarly, many PRS counters in all Divisions are being reduced by conducting workstudy on the staff strength of ECRCs.

3.Hence, it is necessarily to reduce the back office strength of CCM/PM office proportionately which may influence the Operating Ratio of the organisation.

In view of the above, it is concluded that the Existing staff strength is sufficient to manage the activities at CCM/PM/O/MAS.

However, study team Consider the present man power/age of staff and future workload conditions in PM section allowed the existing staff as such.

Regarding General Asst. staff, the actual staff on rolls may be retained as such.

3.8 SUMMARY OF REQUIRMENT OF STAFF FOR PASSENGER MARKETING:

Ministerial Staff

Sl. No.	Category	Actual	Requirement
1	Ch. OS	3	3
2	OS	11	11
3	Sr. Clerk	1	1
4	Jr. Clerk	4	4
Total		19	19

Requirement of Typist/Steno/General Asst.in PM section

Sl. No.	Category	Actual	Requirement
1	Supt/Type	1	1
2	Steno/Gr-III	1	1
3	General Assistant	2	2

3.9. Sanction Vs Requirement of Ministerial Staff of Rates, Freight Marketing & Passenger Marketing

Sl.No	Category	Sanction	Actual	Requirement	Surplus
1	Ch. OS	20	12	12	8
2	OS	46+9*	27	27	19
3	Sr. Clerk	6+10*	01	01	5
4	Jr. Clerk	10+4*	07	07	03
Total		82+23*	47	47	35

*Posts temporarily transferred to Divisions vide memorandum no

P(S)135/III/Transfer of Posts/R&C/Vol.V Dt.22.04.2019

AS per the above letter, 23 posts already transferred is not considered for this work study.

3.10.1 Ministerial staff Sanction Vs Requirement FM & R, PM section

Sanction	Requirement	Surplus
82	47	35

3.10.2 Requirement Of Typist/Steno/General Asst. For CCM/FM & R, PM Sections

Sl. No.	Category	Actual	Requirement
1	Typist	5	5
2	Steno	2	2
3	General Assistant	9	9

3.11 Passenger Service

Following Staff are available in Passenger services to manage day today works and allocated works. Allocation of works for actual staff available in PS section are described in Chapter-II.

Ch.OS-2(Publicity 1and Complaint cell 1)

Ch.OS-1 (Division)

Ch.OS-1 (Stores)

OS- 9(PS)

OS-2 (EQ section)

OS-3 (Stores)

Sr .Clerk -1(R&D)

Sr. Clerk -1(PCCM Secretariat)

Sr. Clerk -1(EQ section)

Jr. Clerk- 3 (PS)

Jr. Clerk- 3 (Stores)

General Assist-5

Ch. OS/Co-ordination, Ch. OS/Passenger Amenities are now Vacant.

These 2 posts are to be filled as requirement exists.

3.11.1 Ministerial staff Requirement in PS section

Sl. No	Designation	Sanction	Actual	Requirement	Surplus
1	Ch. OS	7	4	6	1
2	OS	23	14	14	9
3	Sr. Clerk	8	3	3	5
4	Jr. Clerk	6	6	6	-
Total		44	27	29	15

3.11.2 Ministerial staff Sanction Vs Requirement in PS section

Sanction	Requirement	Excess
44	29	15

3.11.3 Requirement of Typist/Steno/General Asst. in PS section

Sl. No.	Category	Actual	Requirement
1	Typist	0	0
2	Steno/Gr-I	2	2
3	General Assistant	5	7

3.12. Catering Section

Following Staff are available in **Catering Section** to manage day today works and allocated works. Allocation of works for actual staff available in Catering section are described in Chapter-II.-- Ch. OS-2, OS-7

On need base, the Study team analyzed thoroughly about the present situation of the section and came to conclusion the staff strength requirement is increased to 12 from 9.

3.12.1 Ministerial Staff Strength Requirement in Catering Section

Sl. No	Designation	Sanction	Actual	Requirement	Surplus
1	Ch. OS	3	2	2	1
2	OS	15	7	7	8
3	Sr. Clerk	1	0	1	0
4	Jr. Clerk	6	0	2	4
Total		25	9	12	13

3.12.2 Ministerial staff Sanction Vs Requirement in Catering Section

Sanction	Requirement	Excess
25	12	13

3.12.3 Requirement of Typist/Steno/General Asst.in Catering section

Sl. No	Designation	Actual	Requirement
1	Typist	-	-
2	Stenographer	-	-
3	General Assistant	1	1

3.13 Ticket Checking section

Following Staff are available in **Ticket Checking Section** to manage allocated works day to day works assigned by officers. Allocation of works for actual staff available Ticket Checking Section are described in Chapter-II.

Ch. OS-1, OS-2, Sr. Clerk-1

Work study team has studied the Ticket Checking Section carefully and analysed the data given by the Co-Ordinating Supervisor and discussed Based on that, the available staff strength is adequate to the requirement. On need base, Existing staff strength available in Ticket Checking Section is retained as such.

3.13.1 Ministerial Staff strength Requirement in Ticket Checking section

Sl. No	Designation	Sanction	Actual	Requirement	Surplus
1	Ch. OS	1	1	1	0
2	OS	4	2	2	2
3	Sr. Clerk	0	1	0	-
4	Jr .Clerk	2	1	2	-
Total		7	5	5	2

3.13.2 Ministerial staff Sanction Vs Requirement in Ticket Checking section

Sanction	Requirement	Excess
7	5	2

3.13.3 Requirement of Typist/Steno/General Asst. in Ticket Checking section

S I No	Designation	Actual	Requirement
1	Typist	-	-
2	Stenographer	-	-
3	General Assistant	1	1

3.14 Law branch

Following commercial Staff of ministerial cadre, Typist, Stenographer and General assistants are working in **Law branch** to manage allocated works to them and day to day works assigned by officers. Allocation of works for actual staff available in LAW branch are described in Chapter-II.

Work study team analysed the commercial staff strength at LAW branch and discussion with officers, the existing staff strength is adequate to the requirement. But, LAW branch needs working category of ministerial staff like, Jr. Clerks, Sr. Clerks instead of more OS, Ch. OS etc. This may be considered by HQ.

3.14.1 Ministerial Staff Strength Requirement in LAW branch

Sl.No	Designation	Sanction	Actual	Requirement	Vacancy
1	Ch. OS	2	2	2	-
2	OS	5	5	5	-
3	Sr. Clerk	4	-	1	3
4	Jr. Clerk	1	2	1	-
Total		12	9	9	3

3.14.2 Ministerial staff Sanction Vs Requirement in LAW branch

Sanction	Requirement	Excess
12	9	3

3.14.3 Requirement of Typist/Steno/General Asst. in LAW branch

Sl.No	Designation	Actual	Requirement
1	Typist	1	1
2	Stenographer PS-II	1	1
3	General Assistant	1	2

3.15.Public Relation Office

Following commercial Staff of ministerial cadre, Stenographer and General assistants are working in **Public Relation Office** to perform allocated works to them and day to day works assigned by officers. Allocation of works for actual staff available in are described in Chapter-II.

Work study team analysed the commercial staff strength at **Public Relation Office** and in discussion with officer, the existing staff strength is adequate to the requirement.

3.15.1 Ministerial Staff strength in Requirement Public Relation Office

Sl.No	Designation	Sanction	Actual	Requirement	Vacancy
1	Ch. OS	1	1	1	-
2	OS	2	3	2	-
3	Sr. Clerk	3	-	3	-
4	Jr. Clerk	0	2	0	-
Total		6	6	6	-

3.15.2 Ministerial staff Sanction Vs Requirement in Public Relation

Sanction	Requirement	Excess
6	6	-

3.15.3 Requirement of Typist/Steno/General Asst. in Public Relation Office

Sl. No	Designation	Actual	Requirement
1	Typist	-	-
2	Stenographer Gr-I	1	1
3	General Assistant	2	2

3.16. Summary of Ministerial staff strength Sanction Vs Requirement at PCCM/O/HQ (excluding Claims).

Sl. No	Section	Designation	Sanction	requirement	Surplus
1	PM, FM & Rates	Ch. OS	20	12	8
2		OS	46	27	19
3		Sr. Clerk	6	01	5
4		Jr. Clerk	10	7	3
Sub Total-1			82	47	35
1	Passenger services	Ch. OS	7	6	1
2		OS	23	14	9
3		Sr. Clerk	8	3	5
4		Jr. Clerk	6	6	0
Sub Total-2			44	29	15
1	Catering	Ch. OS	3	2	1
2		OS	15	7	8
3		Sr. Clerk	1	1	0
4		Jr. Clerk	6	2	4
Sub Total-3			25	12	13
1	Ticket Checking	Ch. OS	1	1	0
2		OS	4	2	2
3		Sr. Clerk	0	0	0
4		Jr. Clerk	2	2	0
Sub Total-4			7	5	2
1	LAW branch	Ch. OS	2	2	-
2		OS	5	5	-
3		Sr. Clerk	4	1	3
4		Jr. Clerk	1	1	-
Sub Total -5			12	9	3

1	Public Relation Office	Ch. OS	1	1	0
2		OS	2	2	0
3		Sr. Clerk	3	3	0
4		Jr. Clerk	0	0	0
Sub Total-6			6	6	0
Grand Total			176	108	68

3.16.1 Sanction Vs Requirement of Ministerial staff of

FM&R, PM, PS, Catering, Ticket Checking, LAW, PRO Sections

Although the required manpower is 108 posts, Work study team considered 12 staff of PCCM/O/HQ are working in various areas in HQ. (108+12=120) is the required manpower and justified the same. (Ch.OS-3, OS-6, Sr.Clerk-3 Total=12 staff)

Sl. No	Designation	Sanction	Requirement	Surplus
1	Ch. OS	34	24+3	07
2	OS	95	57+6	32
3	Sr. Clerk	22	9+3	10
4	Jr. Clerk	25	18	07
Total		176	120	56

3.17 Typist and Stenographer

Typist and Stenographer sanction is combined in PCCM/O/HQ.

Sl. No	Designation	Sanction	Actual	Requirement	Surplus
1	Supt/Type	04	03	03	01
2	Chief/Type	06	06	06	00
3	Steno/Gr.I	10	08	08	02
4	Steno/Gr.III	07	01	01	06
5	PS-II	05	02	03	02
Total		32	20	21	11

3.17.1 Typist & Stenographer

Sanction	Requirement	Surplus
32	21	11

3.18 General Assistants

General assistants are attached with officers/sections to perform their duties. It is shown in Chapter-II.

Sanctioned strength of General Assistants is 74 (including Claims, TPJ, RCT/ERS&MAS). There are 12 actual posts. **(74-12=62)**

This work study is for PCCM/O/HQ (Excluding claims).

Hence, sanctioned strength is taken as **62** for PCCM/O/HQ

3.18.1 Sanction Vs Requirement PCCM/O/HQ

Sl. No	Section	Sanction	Actual	Requirement	Excess
1	PCCM's Secretariat	62 (74)	2	2	36
2	PS section		5	7	
3	Catering section		1	1	
4	Ticket Checking section		1	1	
5	EQ section		1	2	
6	R&FM section		7	7	
7	PM section		2	2	
8	PRO section		2	2	
9	LAW branch		1	2	
Total			22	26	

3.18.2 SANCTION Vs REQUIREMENT OF GENERAL ASSISTANTS

Sanction	Requirement	Surplus
62	26	36

3.19 Other Categories in PCCM/O/HQ

1. Staff Car Drivers

Most of the cars are outsourced. Staff Car Driver-I & Staff car Driver-III posts are vacant in long period in PCCM/O/HQ. Hence, Vacant posts (6+2=8) are to be surrendered.

2. Catering Supervisors

Most of the Stations and on boarding trains, Catering is outsourced. Hence, workload of the Catering Supervisors are drastically reduced. Catering Supervisor-II & Catering Supervisor-III are lying vacant in CCM/O/HQ. Catering Supervisor-II & Catering Supervisor-III (2+6=8) vacant posts may be surrendered and credited in to the vacancy bank.

3.19.1 Sanction Vs Requirement Of Other Category (Staff Car Driver & Catering Supervisor) staff in PCCM/O/HQ.

Sl. No	Designation	Sanction	Actual	Requirement	Surplus
1	Staff card river (SCD I)	06	0	0	06
2	Staff car driver (SCD III)	02	0	0	02
3	Catering Supervisor II (CS II)	10	08	08	02
4	Catering Supervisor III (CS III)	10	04	04	06
Total		28	12	12	16

3.19.2 Sanction Vs Requirement of Other Categories (Staff Car Drivers & Catering Supervisors) in PCCM/O/HQ.

Sanction	Requirement	Surplus
28	12	16

3.20 Sanction Vs Requirement of PCCM/O/HQ (excluding Claims).

Category	Sanction	Requirement	Surplus
Ministerial Staff	176	120	56
Typist & Stenographer	32	21	11
General Assistants.	62	26	36
Staff car drivers & Catering Supervisor	28	12	16
Total	298	179	119

CHAPTER - IV**4.0 PLANNING BRANCH'S REMARKS ON CO-ORDINATING OFFICER'S VIEWS:**

PCCM (Passenger Services & Catering) letter No.C.378/VI/I/WS/HQ/2018 dated 19.10.2020 received as Co-ordinating Officer's views on the Work study. The Planning Branch's Remarks for the Co-ordinating Officer's views as below:

Co-ordinating Officer's views:

The Preliminary work study report has been gone through in detail and the surrender of 68 posts (Sl.No.4 to 13) as against 119 posts identified as excess in reference to the present actual incumbent, as shown in the summary of Recommendation is agreed to and the same tabulated below:

Sl.No.	Category	No. of posts	Level of Pay	Remarks
1	Ch.OS	7	Level-7	Not feasible
2	OS	32	Level-6	Not feasible
3	Sr.Clerk	10	Level-4	Not feasible
4	Jr.Clerk	7	Level-2	Agreed
5	General Asst.	36	Level-1	Only 34 Posts agreed for surrender
6	Staff Car Driver-I	6	Level-5	Agreed
7	Staff Car Driver-III	2	Level-2	Agreed
8	Catering Supervisor-II	2	Level-4	Agreed
9	Catering Supervisor-III	6	Level-3	Agreed
10	Supdt/Type	1	Level-7	Agreed
11	PS-II	2	Level-7	Agreed
12	Steno/Gr.I	2	Level-6	Agreed
13	Steno/Gr.III	6	Level-6	Agreed

However, the Serial No.1 to 3 of the Work study Recommendation may not be feasible to be complied with in Toto on account of the following considerations:

- Some of the posts identified as excess is not account of vacancy having arisen out of want of suitable incumbent for the posts and respective work loads are distributed among the existing staff.

- IT cell had been created exclusively under the Control of CCM/PM with 10 Posts earmarked from the excess and the successful launching of various APPs can be attributed to the IT cell.
- Proposal has been sent to PCPO for creation of a Separate Legal cell with 6 Ministerial staff as there have been a huge number of Court cases pertaining to Commercial Branch which needs to be co-ordinated with CLA and Advocates. Similarly, a proposal for Creation of Freight Marketing Research Team / HQ with 5 Ministerial staff to implement various new Freight Innovative schemes has also been forwarded to PCPO. For creation of both the Legal Cell and Market Research Team, 11 posts have been earmarked from the surplus (copy Enclosed).
- Subjects such as Arbitration cases, Consumer Co-ordination Meetings, Facilities to Divyangjan passengers and matter related to stores etc. have not been included in the Study as the subjects need exclusive dealer.
- Besides, with implementation of Doorstep Banking, exclusive monitoring of revenues collected from stations by SBI and also Vouchers collection by India Posts needs to be done. Apart from the above, scrutiny of Bills for the services rendered by the SBI & India Posts requires additional man power for Co-ordinating between divisions and the Service providers as three separate MOUs have been signed by this Railway with India Posts Kerala & Karnataka combined, Tamil Nadu and Andhra Pradesh and it is imperative that a Separate Section equipped with man power is to be created and the same can be accomplished only with the available staff strength.

Planning branch remarks

The requirement of Ministerial category worked out by Planning Branch is as follows:

Sl.No	Category	Sanction	Actual	Requirement	Surplu s
1	Ch. OS	34	22	$24+03^*=27$	07
2	OS	95	58	$57+06^*=63$	32
3	Sr. Clerk	22	05	$09+03^*=12$	10
4	Jr. Clerk	25	18	18	07
Total		176	103	120	56

* working in other areas.

1. Ch.OS requirement to the branch is 24 , actual is 22. Work study team already allowed additionally 3 Ch.OS for the requirement. Hence, total requirement is 27
2. OS requirement is 57 and the actual is 58. Work study team already allowed additionally 6 OS for the requirement. Hence, total requirement is 63
3. Sr.Clerk actual strength is 5 and the requirement is 9. Work study team already allowed additionally 3 Sr.Clerk for the requirement. Hence, total requirement is 12

The above said additionally allowed Ch. Os, OS, Sr. Clerks(Total 12 posts) are in para 3.16.1 in the Preliminary work study report. Because, they are working in other areas. If they return to the Commercial branch, to accommodate them, it is allowed.

The same will also be utilized while creating the new cells and team in PCCM/O/HQ.

In addition to that, considering Co-ordinating officer's views, the following additional eleven (11) posts** are allowed to create IT cell, Legal cell, Marketing Research team/HQ, Arbitration case, Consumer Co-ordination meetings, Facilities to Divyangjan passengers, and stores matters, Door step banking, bills, India posts works etc..

Revised Summary para 3.16.1 of Preliminary work study report.

Sl.No	Category	Sanction	Actual	Previous Requirement arrived in Draft work study report	Revised Requirement	Surplus
1	Ch. OS	34	22	27	$27+2^{**}=29$	05
2	OS	95	58	63	$63+7^{**}=70$	25
3	Sr. Clerk	22	05	12	$12+2^{**}=14$	08
4	Jr. Clerk	25	18	18	18	07
Total		176	103	120	131	45

** Additionally allowed posts (11Posts)

Co-ordinating Officer's views:

There are only two General Assistants deployed to co-ordinate in official Chores of CCM/PM, Dy.CCM/PM, Dy.CSTE/PRS, Dy. CEE/PRS&SCM/PRS and it is necessary that two more General Assistants required to be posted in PRS as a result only 34 General Assistants can only be surrendered.

Planning branch remarks

Agreed to

Co-ordinating Officer's views:

With delegation of more powers to Division, decentralization of Commercial activities came into being and during that time MAS Division was in dire need of Ministerial staff and temporary transfer of HQ posts was made.

However, it is observed that to comply with the Railway Board's recommendation of 50% reduction in Ministerial staff strength, 5 posts have been surrendered by MAS division which would otherwise have been under the list of HQ's account.

Planning branch remarks

The possibility of accounting of 5 posts surrendered by MAS division will be analysed.

Co-ordinating Officer's views:

Further, as per GM's Communication No. P(Co-ord)135/AP/2020 dated 07.07.2020, 72 posts identified as excess have already been surrendered by the Commercial department, major chunk of which forms part of the present work study. However, Memorandum for surrender of (58-8(Claims)=50) posts excluding claims unit has been issued vide PCPO's Communication No. P(S)135/III/Surrender dated 10.08.2020(copy enclosed).

In view of the above, surrender of 68 posts (Sl.No. 4 to 13) as against 119 posts identified as excess in reference to existing man power may be treated as complied with and as such the above Work study may please be closed.

Planning branch remarks

Based on Co-Ordinating officer's views, Planning branch considered all the commercial activities and advancement if any with new version, additional posts are allowed for the future improvement of the branch and finally total 106 posts are found excess to the requirement.

Sanction Vs Revised Requirement

(Refer from Sanction Vs Requirement in Preliminary work study report para 3.20)

Description of post	Sanction	Actual	Previous Requirement (arrived in Draft work study report)	Revised Requirement based on CO remarks.	Net Surplus
Ministerial Staff	176	103	120	131	45
Typist & Stenographer	32	20	21	21	11
General Assistants.	62	22	26	28	34
Staff car drivers & Catering Supervisor	28	12	12	12	16
Total	298	169	179	192	106

*Working in other areas.

SUMMARY OF RECOMMENDATIONS

REVISED RECOMMENDATIONS

The following posts are identified as excess to the requirement which may be surrendered and credited to the vacancy bank

SI.No	Category	Level of Pay	No. of posts
1	Ch. OS	Level 7	5
2	OS	Level 6	25
3	Sr. CLERK	Level 4	8
4	Jr .CLERK	Level 2	7
5	General Assistant	Level 1	34
6	Staff Car Driver-I	Level 5	6
7	Staff Car Driver-III	Level 2	2
8	Catering Supervisor-II	Level 4	2
9	Catering Supervisor-III	Level 3	6
10	Supt/Type	Level 7	1
11	PS-II	Level 7	2
12	Steno/Gr-I	Level 6	2
13	Steno/Gr-III	Level 4	6
Total			106

CHAPTER - V

5.0 FINANCIAL SAVINGS:

Sl.No	Category	No. of posts	Level of Pay	Money Value (Rs.)	Annual savings (Rs.)
1	Ch. OS	5	Level 7	109571	6574260
2	OS	25	Level 6	86463	25938900
3	Sr. CLERK	8	Level 4	62361	5986656
4	Jr .CLERK	7	Level 2	48614	4083576
5	General Assistant	34	Level 1	43817	17877336
6	Staff Car Driver-I	6	Level 5	71078	5117616
7	Staff Car Driver-III	2	Level 2	48614	1166736
8	Catering Supervisor-II	2	Level 4	62361	1496664
9	Catering Supervisor-III	6	Level 3	53118	3824496
10	Supt/Type	1	Level 7	109571	1314852
11	PS-II	2	Level 7	109571	2629704
12	Steno/Gr-I	2	Level 6	86463	2075112
13	Steno/Gr-III	6	Level 4	62361	4489992
Total		106	-	-	82575900

Annexure-

Southern Railway

P(S)135/III/Transfer/R&C

SDGM

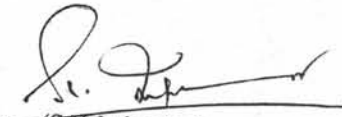
Headquarters Office
Personnel Branch
Chennai- 600 003
Dated: 29.07.2020**NOTE****Sub:** Workstudy to review the Ministerial Staff strength at CCM/O/HQ(Excluding Claims)**Ref:** Your letter No: G 275/WSSR-032021/2020-21, dt 16.07.2020

As desired the vacancy position "SAVE" pertaining to Ministerial Staff CCM/O/HQ (excluding claims) is furnished below:

RATES UNIT

SL.NO	CATEGORY	SANCTION	ACTUAL	VACANCY	Remarks
1	Ch.OS	20	15	5	*posts temporarily transferred to Divisions vide memorandum no P(S)135/III/Transfer of Posts/R&C/Vol.V dt. 22.04.2019
2	OS PQ	35+9	23	12	
	LDCE	11	7	4	
3	Sr. Clerk PQ	4+7	2	2	
	LDCE	2	1	1	
	DRQ	0+3	-	-	
4	Jr. Clerk PQ	5	9	+4	
	MQ	2	3	+1	
	DRQ	3+4	-	3	
Total		82+23*	60	22	

In addition, 1 OS @CN/MAS, 1 Sr.Clerk @RCT/MAS & 1 Jr.Clerk @RCT/ERS



(S.K.Indusekar)

APO/T

for Principal Chief Personnel Officer

Southern Railway.

29.7.20

As per Commercial Dept in G.O's
as on date the Sanction / Actual and
Vacancy position as under.
(29.7.2020). (General test).

Sanction	MAS	TPJ
	(TH)	12

Actual 36

Vacancy. 38

S. Karan.
29/7/20

Annexure III

S.Rly.

No P(S) 135/III | sumudu.

Htg.
PB
ch. 04/8/20.NOTE.

The S A V E of staff strength
in ccm 10/Htg are given below:-

	S	A	V	E
1) Supt / type.	4	3	1	-
2) Chief / type.	6	6	0	-
3) Sr. steno	10	8	2	-
4) Jr. steno	7	1	6	-
5) H C M	3	3	-	-
6) SCD I	6	0	6	-
7) SCD II	2	0	2	-
8) CS II	10	8	2	-
9) CS III	10	4	6	-

J. Belamir
CS/calt
04/8

**BILLINT WISE DISTRIBUTION OF POSTS- MINISTERIAL CADRE, COMMERCIAL BRANCH-
HEADQUARTERS(Cadre Restructuring)CLAIMS /MAS
AS ON 01.11.2013.(CCMO/Claims/MAS)**

Category PB/JP RS	CFO BU188	Ticket Checking BU 190		Claims/Passenger Service/Catering										Law Branch BU 192	Consol/ MMC BU 195	HQ/ Total
				Claims(CCO)			Passenger Service			Catering						
ES	RS	ES	RS	ES	RS	ES	RS	ES	RS	ES	RS	ES	RS	ES	RS	
ChOS 9300- 34800/4600	1	1	1	1	18	16	0	7	0	3	3	2	0	0	23	30
OS 9300- 34800/4200	0	2	2	4	75	35	0	23	0	15	10	5	1	0	88	84
Sr Clerk 5200- 20200/2800	5	3	2	0	30	8	0	8	0	1	4	4	0	0	41	24
Jr Clerk 5200- 20200/1800	0	0	0	2	5	5	0	6	0	6	1	1	0	0	06	20
TOTAL	6	8	5	7	128	64	0	44	0	25	18	12	1	0	158	158

Existing Sanction (ES)-31.10.2013 Revised Sanction (RS)-01.11.2013

Category/ GP Rs	Revised Sanction 01.11.2013
Chief Office Supdt./4600	30
Office Supdt./200	84
Banker Clerk/2800	24

No. C.378/VI/I/WS/HQ/2018

SOUTHERN RAILWAY

Headquarters Office,
Commercial Branch,
Chennai – 600 003.
Date: 19 10.2020

SDGM

Sub: Work study to review the Ministerial staff strength at PCCM/O/MAS(excluding Claims) - reg.
Ref: Preliminary work study Report of SDGM No. G.275/WSSR-03202/2020-21 dt.08-09-2020

The Preliminary work study report has been gone through in detail and the surrender of 68 posts (Sl.No.4 to 13) as against 119 posts identified as excess in reference to the present actual incumbent, as shown in the Summary of Recommendation is agreed to and the same tabulated below:-

S.No.	Category	No. of Posts	Level of Pay	Remarks
1.	Ch.OS	7	Level-7	Not feasible
2.	OS	32	Level-6	Not feasible
3.	Sr.Clerk	10	Level-4	Not feasible
4.	Jr. Clerk	7	Level-2	Agreed ✓
5.	General Asst.	36	Level-1	Only 34 Posts agreed for surrender ✓
6.	Staff car Driver-I	6	Level-5	Agreed ✓
7.	Staff car Driver-III	2	Level-2	Agreed ✓
8.	Catering Supervisor-II	2	Level-4	Agreed ✓
9.	Catering Supervisor-III	6	Level-3	Agreed ✓
10.	Supt/Type	1	Level-7	Agreed ✓
11.	PS-II	2	Level-7	Agreed ✓
12.	Steno/Gr.I	2	Level-6	Agreed ✓
13.	Steno/gr.III	6	Level-6	Agreed ✓

However, the Serial.No.1 to 3 of the Work study Recommendation may not be feasible to be complied with in Toto on account of the following considerations:

- Some of the posts identified as excess is on account of vacancy having arisen out of want of suitable incumbent for the posts and respective workloads are distributed among the existing staff.

- IT cell had been created exclusively under the Control of CCM/PM with 10 Posts earmarked from the excess and the successful launching of various APPs can be attributed to the IT Cell. 10 Post
- Proposal has been sent to PCPO for creation of a Separate Legal cell with 6 Ministerial staff as there have been a huge number of Court Cases pertaining to Commercial Branch which needs to be co-ordinated with CLA and Advocates. Similarly, a proposal for Creation of Freight Marketing Research Team/HQ with 5 Ministerial staff to implement various new Freight Innovative schemes has also been forwarded to PCPO. For creation of both the Legal cell and Market Research Team, 11 posts have been earmarked from the surplus. (Copy Enclosed). 6 mini
- Subjects such as Arbitration cases , Consumer Co-ordination Meetings, Facilities to Divyangjan passengers and matter related to stores etc have not been included in the Study as the subjects need exclusive dealer. 1
- Besides, with implementation of Doorstep Banking, exclusive monitoring of revenues collected from stations by SBI and also Vouchers collection by India Posts needs to be done. Apart from the above, scrutiny of Bills for the services rendered by the SBI & India Posts requires additional man power for Coordinating between divisions and the Service providers as three separate MOUs have been signed by this Railway with India Posts Kerala & Karnataka combined, Tamil Nadu and Andhra Pradesh and it is imperative that a Separate Section equipped with man power is to be created and the same can be accomplished only with the available staff strength. 2
19 Staff
- There are only two General Assistants deployed to co-ordinate in Official Chores of CCM/PM, Dy.CCM/PM, Dy.CSTE/PRS, Dy.CEE/PRS & SCM/PRS and it is necessary that two more General Assistants required to be posted in PRS as a result only 34 General Assistants can only be surrendered. Agreed.
- With delegation of more powers to Division, decentralisation of Commercial activities came into being and during that time

MAS division was in dire need of Ministerial staff and temporary transfer of HQ posts was made.

However, it is observed that to comply with the Railway Board's recommendation of 50% reduction in Ministerial Staff strength, 5 posts have been surrendered by MAS division which would otherwise have been under the list of HQ's account.

- Further, as per GM's Communication No.P(Co-ord)135/AP/2020 dated 07-07-2020, 72 posts identified as excess have already been surrendered by the Commercial department, the major chunk of which forms part of the present work Study. However, Memorandum for surrender of (58-8 (Claims) = 50) posts excluding claims unit has been issued vide PCPO 's Communication No.P(S)135/III/Surrender dated 10-08-2020 (Copy enclosed)

In view of the above, surrender of 68 posts (Sl.No.4 to 13) as against 119 posts identified as excess in reference to existing manpower may be treated as complied with and as such the above Work Study may please be closed.

Encl: As above.


(R. SENTHIL KUMARI)
Chief Commercial Manager
(Passenger Services & Catering)