



GOVERNMENT OF INDIA  
Ministry of Railways  
Southern Railway

V.G. BHOOMA  
SDGM/ CVO

Headquarters Office  
Planning Branch  
Chennai - 600 003

D.O. No.G.275/WSSR-172021/2020-21

Dated: 04.12.2020.

Dear Shri Dhananjayalu,

Sub: Work study to review the staff strength at Claims Office / HQ / MAS.

Ref: SDGM's D.O. letter No.G.275/ANNUAL PROG. /2020-21  
dated 21.07.2020.

\*\*\*\*\*

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,

(V.G. BHOOMA)

Shri R. DHANANJAYALU,  
PCCM / MAS

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



**WORK STUDY TO REVIEW THE**  
**STAFF STRENGTH AT CLAIMS**  
**OFFICE /HQ**

**SOUTHERN RAILWAY**

**PLANNING BRANCH**

**G.275/WSSR- 172021 /2020-21**

**WORK STUDY TO REVIEW THE  
STAFF STRENGTH AT CLAIMS  
OFFICE / HQ**

**STUDIED BY  
WORK STUDY TEAM  
OF  
PLANNING BRANCH**

**December-2020**

## **INDEX**

CHAPTER NUMBER	CONTENTS	PAGE NUMBER
(i)	ACKNOWLEDGEMENT	1
(ii)	AUTHORITY	
(iii)	TERMS OF REFERENCE	
(iv)	METHODOLOGY	
(v)	SUMMARY OF RECOMMENDATIONS	2
<b>CHAPTERS</b>		
I	INTRODUCTION	3
II	PRESENT SCENARIO	7
III	CRITICAL ANALYSIS	21
IV	PLANNING BRANCH'S REMAKS ON CO- ORDINATING OFFICER'S VIEWS	25-28
V	FINANCIAL SAVINGS	29
<b>ANNEXURES</b>		
I	S.A.V.E. STATEMENT OF CLAIMS/O/HQ	30
II	SECTION STAFF DETAILS	31
III	C.O.REMARKS	32-33

(i)

### **ACKNOWLEDGEMENT**

The study team gratefully acknowledges the valuable guidance and co-operation given by CCO, Dy.CCM/Claims, ACM/Claims/HQ, and other Officers/Supervisors of Claims Branch/HQ for completion of the study.

(ii)

### **AUTHORITY**

Annual programme of work studies, approved by SDGM for the year 2020-21.

(iii)

### **TERMS OF REFERENCE**

To review the staff strength at Claims Office/Headquarters.

(iv)

### **METHODOLOGY**

1. Collection and compilation of data.
2. Field observations and interaction with Officers and staff.
3. workload is Assessed and allowed extra to care contingency, such as discussion, tracing of papers/files, connection of reference letters, incidental work, environmental, monotony, mental fatigue, personal needs, etc.
5. For some sections, staff is provided on need base.

**(v)**  
**Summary of Recommendations**

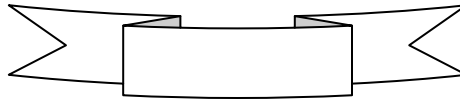
**Revised Recommendations**

Designation	G.P in Rs.& Level	Sanction	Actual	Requirement	Surplus
Ch. OS	4600-L7	16	15	15	<b>01</b>
OS	4200-L6	33	14	20	<b>13</b>
Sr. Clerk	2800-L5	07	03	05	<b>02</b>
Clerk	1900-L2	07	06	05	<b>02</b>
<b>Total</b>		<b>63</b>	<b>38</b>	<b>45</b>	<b>18</b>

**RECOMMENDATION**

1 post of Ch. OS in G.P of Rs. 4600/-, 13 posts of OS in G.P of Rs 4200/-,  
 2 posts of Sr. Clerk in G.P of Rs 2800/-, and 2 posts of Clerk in G.P.1900/- are  
 found excess to the requirement, the same may be surrendered and credited to  
 the Bank of Surplus Posts.

**(Total 18 posts)**



## **CHAPTER – I**

### **1.0 INTRODUCTION**

1.1 Goods or parcels to be transported from one place to another place through Railways are booked by Commercial Department. If any damage or deterioration occurs to the goods/parcels during transport or if the Goods not reached the destination, the party will prefer claims for compensation for the loss or inconvenience caused to them. These types of claims are dealt in Claims Branch of Commercial Department. And also ticket refunding is done by claims branch for the reasons of not confirmation of reservation, train delay, partial cancellation, A/C failures etc. This branch is functioning under the direct control of Chief Claims Officer/MAS with the over all control of Chief Commercial Manager/MAS.

### **1.2 Brief history of the Claims Office:**

The Claims unit under the Commercial Branch deals with various aspects of claim and disputes for compensation for the consignments booked as parcels, goods, wagons for loss, short delivery, partial delivery, damage, destruction, deterioration and non-delivery of animals and goods. Claims Office comprises of the following major sections to deal with the said cases.

a. **CLAIMS UNIT**:- Claim Unit deals with settlement of claims for loss, short delivery, partial delivery, damage destruction, deterioration and non-delivery of animals and goods.

b. **COURT SECTION**:- Court section deals with judicial matters and disputes arising out of Claim and Accident cases in Railway Claims Tribunal, High Court and Supreme Court, Deficiency of Services against Railways in Consumer District Redressal Forums, State Commission and National Level. Obtaining DRM's report, Payment of Ex-gratia, Filing Reply, Payment of Advocate Fees, Satisfying the Orders for payment, calling for bank details from the applicant, Disposition of Execution Petition Cases (EP), Reimbursement from Insurance Companies for Accident Cases, arranging accommodation for Presenting Officer RCT Ernakulam, Correspondence for TORTS Cases, MP, MLA reference, PQ's on Accident Cases etc.

c. **COMPUTER CELL (COMPUTER SECTION) 1993-1994**:- This was formed with the required infrastructure as per direction of Railway Board cell in 1993 for

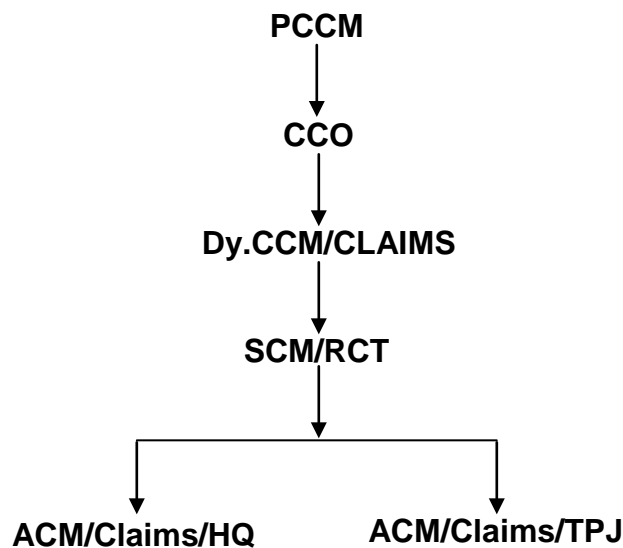
Computerization of Claims Office as IT centers over Zonal Railway was initiated by Railway Board during 1993-94. Chief Claims Office, Chennai was instrumental as the Nodal Office for the development of software's for Claim, Court and Accident cases Under Section 124, 124 A of Railway Claims Tribunal, High Court & Supreme Court Cases and Consumer District Redressal Forum, State Commission and National Commission which has been implemented over Indian Railways during 2004. The detailed work carried out as Nodal Office is appended as under:-

- i. **1993 -1994:-** Southern Railway was the Nodal Office for the development of a software namely CLIPS developed by CRIS/NDLS and hardware's installed by M/s.CMC for registration, dealing, disposal and payment of claim cases booked as parcels, goods, wagons for loss, short delivery, partial delivery, damage, destruction, deterioration and non-delivery of animals and goods.
- ii. **1997 – 1998:-** Southern Railway was the Nodal Office for the development of Court Module namely VCLAIMS developed by M/s.CMC for registration, dealing, disposal and payment of Court Claim cases being filed in Railway Claims Tribunals.
- iii. **2003 - 2004:-** Subsequently, a project for further up gradation of the existing Claims Software package to WEB ENABLING was sanctioned by Railway Board at a cost of Rs.2.40 crores in September, 2003 and Chief Claims Office, Chennai was the Nodal Office wherein software for Court and Accident Module for Court and Accident cases Under Section 124, 124 A of Railway Claims Tribunal, High Court & Supreme Court Cases and Consumer District Redressal Forum, State Commission and National Commission was developed in co-ordination with this office by CRIS/NDLS and implemented over Indian Railways during 2004. Chief Claims Office was instrumental in testing the modules and certified the same for implementation. The entire data related to Claim, Court, Accident, High Court, Supreme Court and Consumer Forum cases were ported to the WEB ENABLED CLAIMS software and computerized work commenced from 2004.
- d. **NOT RECEIVED CELL (NR Cell) 1994:-** NR Cell was introduced as per Railway Board Letter No.94/TCIII/105/1/NR Cell dated 20.05.1994 in order to achieve the objective of giving better after sale service to the customers, the duty of this cell involve tracing and connecting consignments which do not reach the desired

destination within reasonable transit-time. An aggrieved customer can directly contact the NR Cell on phone or by email.

- e. **RIGHT TO INFORMATION SECTION (RTIA) 2005**:- RTIA Section was formed as per the direction of Railway Board in 2005 for dealing with information under RTIA Act, 2005 in respect to Commercial Branch. Chief Claims Officer is the Nodal Officer for Commercial Department.
- f. **WEB ENABLED COACHING REFUNDS SYSTEM (WECRS) 2015**:- Coaching Refund Cases software for registration, dealing, disposal, processing for payment, calling for reports with regard to cancellation of train, verification of charts of passengers travel, complaints for ticket refund from Public, CCM Cell, PG Cell, PG Portal, IR Portal, CD (SMS) complaints, DDPG, Twitter and MR Cell for e tickets was developed by CRIS/NDLS and implemented on 03.08.2015 and computerized work commenced from 03.08.2015.

1.3 The Organisation chart of Claims Office/HQ is as under:



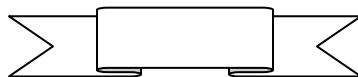
1.4 The major activities of Claims branch are furnished below:-

- i) Parties, both private and government prefer their claims to Claims Office for non-receipt of their consignments, ticket refund cases of all types like CPT, E&I & warrants ticket and also for other claims. Claims Office settles these claim cases within a time frame fixed by the Railway Board.
- ii) The Claims Inspectors are sent on line for verification/tracing of Goods claimed. They scrutinize the Railway documents like Railway Receipt,

Parcel Way Bill, Luggage Receipt, Forwarding note, Delivery Register, Vehicle Register, Placement/Removal Memos, Vehicle Guidance, TU Release Register, M&DG Register, Assessment Register, passenger Reservation chart etc., for settlement of claim cases.

- iii) Settling claims arising out of accidents including passengers/goods and parcels.
- iv) Maintaining correspondence with the parties & IRCTC.
- v) Maintaining correspondence with FA & CAO for payment of final settlement of claims.
- vi) Maintaining and feed necessary statistical figures to GM, Railway Board, etc., as and when required.
- vii) Preserving the case papers pertaining to claims for reference.
- viii) Appraising the merchandise about the position of consignments through the Rail net with the assistance of NR cell.

1.5 In this study an analysis has been made to review the requirement of staff for Claims Office/HQ.



**CHAPTER – II****2.0 PRESENT SCENARIO****CLAIMS OFFICE/HQ/MAS.**

The grade wise sanction, actual, vacancy and excess statement of claims office/HQ is furnished below.

The summary of the staff sanctioned, actual, vacancy and excess for the Claims office/HQ is given below as on 21.08.2020 (these staff includes the staff working RCT/ERS).

Category	Sanction	Actual	Vacancy	Excess
Ch. OS	16	14+1* ( ERS)	01	Nil
OS	35	12+2*(ERS)	21	Nil
Sr. Clerk	08	03	05	Nil
Clerk	05	05+1*(ERS)	-1	Nil
<b>TOTAL</b>	<b>64</b>	<b>34+4*</b>	<b>26</b>	<b>Nil</b>
Staff working in general sanction at PCCM/O				
Chief Law Assistant	-	04		Nil
CCI	-	4+2*(NDLS,ERS)	--	
Typist	--	02	--	
Steno	--	02	--	
RS	--	02	--	
Peon	--	01		--

**Section-wise staff deployment along with the activities.****I. General Section : Freight General . II :**

General Section is manned by 1 Chief Office Supdt., for overall supervision of the Chief Claims Office with the assistance of 1 Office Superintendent in General Section and 1 clerk.

**Activities:–**

1. Staff matters.
2. Letter correspondence to Personnel Branch,
3. Monthly statement of sanction, actual and vacancies in all categories,
4. Issue of Duty Card Passes to the Commercial Inspectors,
5. Internal transfer of staff,
6. Initiating action for DAR,
7. Maintenance of FAX, Claims Officers Telephone Bills (Residence & Office), CCO's Vehicle,

8. Stores procurements and other miscellaneous matters (weeding of records, IOW etc.,)
9. Maintenance of Imprest Cash.
10. CUG Phone,
11. Hindi Correspondence,
12. Maintaining of Attendance Registers,
13. Leave statement to Personnel Branch, maintaining of leave like CCL, LAP, LHAP, SCL, Sick, OD etc.
14. Tender/Arranging payment to contract vehicle every month,
15. Duty allotment for Officers & Staff at the time of Parliamentary sessions,
16. Audit Paras, Work Study, & FA & CAO's Note.
17. Cash award to the staff.
18. Budget.
19. Bio-Metric Attendance.
20. Weeding out records.
21. Periodical Transfer.
22. Replies to RTIA queries.
23. Maintaining Seniority and Retirement list.
24. Office Furniture procurement, replacement & repairs.
25. Maintenance and duty allocation of Commercial & Traffic apprentice.
26. Duty allocation of staff during parliamentary session.
27. Maintenance of imprest cash (General and Refreshment).
28. Stationary Purchase.
29. Signing of Pass & PTO's of employees in M.M.C written by pass section staff deputed in this office by PB.
30. Allotment of duties to erstwhile group.
31. Work related to Swatch Bharat Abhiyaan.
32. Maintenance of Office Notice Board.

**II. FMG, C.D.O., & Computer Section :** Freight Miscellaneous, CDO Section and Computer cell is manned by 1 Ch. OS & 1 clerk.

**Activities :-**

1. Claims policy matters.
2. Preparing MCDO statement and sent to DGM/G.
3. Preparing MCAR report and sent to PCCM

4. Follow-up action for Inspection report of PCCM, CCO, Dy.CCM/C
5. Preparing material for PCCM's, CCO's, Sr. DCM's meetings and other Misc. work in the claims subject.
6. Preparing monthly statement of CCO's inspection (HOD's Inspection), other Claims Officers, Inspectors and sent to CCM.
7. Preparing Division wise statement for award of marks to Best Division (Department wise) and reply sent to PCCM once in a year for award of efficiency Shields.
8. Preparing material for visit of Board Members over Southern Railway and sent to CCM.
9. Preparing handing over notes of CCO, PCCM & GM.
10. Special Check of ZRUCC Members, issue of Pass, Advise Divisions by FAX and Other arrangements.
11. Receiving Railway Board letters & PG letters and put up to Officer and handed over to concerned section by keeping a record.
12. Preparing monthly statement on Railway Board pending cases and PQ pending cases and sent to PCCM.
13. Receiving the Un-claimed Gold and Silver articles found in the Railway premises and disposing them by handing over to India Govt. Mint, Mumbai.
14. Advising the Board letter regarding 'Notified concerned sections.
15. Entry of all letters received for claim and registering it in Web Enabled Claims Module duly generating acknowledgement for receipt of claim and dispatching the acknowledgement to the applicant. Generating of tracing memos for CCI's to collect reports from the respective destinations and handing over of the said cases to the respective sections for further dealing.
16. Receiving of registered, ordinary letters by post or courier, CDO/Hqrs and other departments putting up to respective officers and handing over the same to the respective sections under entry for further process.
17. Before opening the claim the relevant registers are checked to confirm that no case has been registered previously under the same booking particulars. If any claim is registered earlier, the claim number is written and sent to the respective claim dealing section. Once the claim is registered in the WEB Claim, the claim number is written in the register and sent along with the computer generated acknowledgment and CCI Memo to the section after making entries of the complete details of the claim case in the Index Register and FS Register.

18. Dispatch of Ordinary and RPAD letters to CDO/Hqrs. For further disposal.

### **COMPUTER CELL**

#### **ACTIVITIES:-**

1. It related works pertaining to computerization of Chief Claims Office.
2. Site Preparation and Location for installation of computer hardware's and peripherals with electrical power connections and LAN cabling, Networking and Connectivity.
3. Maintenance of computer hardware's and peripherals, structured LAN cabling, Networking and Connectivity viz., RAILNET, FOIS, PRS and Internet.
4. Coordinating with electrical departments in the event of failure of electrical faults for computer hardware's and peripherals installed at various locations in Chief Claims Office and air condition plant failures in computer cell.
5. Monitoring, maintenance and coordinating with CRIS/NDLS in the events of necessary modification/correction in software's in Web Enabled Claims Module and Web Enabled Coaching Refunds System and also during failures of LAN cabling, Networking and Connectivity.
6. Procurement of computer hardware's and peripherals on OLWR & replacement account.
7. Procurement of 5 KVA UPS on replacement account.
8. Procurement of computer stationary and printer cartridges.
9. Procurement of laptop for Chief Claims Officer and Dy.CCM/Claims.
10. Procurement of Fax Machine.
11. Procurement of Computer Furniture.
12. AMC for computer hardware's and peripherals and 5 KVA UPS.
13. Payment of AMC Bills.
14. Condemnation of computer hardware's and peripherals.
15. Power Point Presentation preparation for CP Meetings etc.,
16. Budget for compute section, August Review, Revised Estimate & Budget Grant, Final Modification.
17. Computer Section Audit Reply for Quarterly Purchase Orders, Contracts entered into/completed during the quarter.
18. Development of software for Receipt and Dispatch Section in Chief Claims Office.
19. GM's Narrative Report Handing Over Notes.

**III. CLAIMS , NR,FS,FU, CPD & Index UNIT:** is manned by 1 Chief Office Supdt. , 3 Office Supdt., and 1 clerk.

**Activities:-**

1. 16 Railway-wise cases are registered for this Unit i.e., N.Rly, N.W.Rly, N.C.Rly, C.Rly, S.W.Rly, S.Rly, W.Rly, W.C.Rly, E.RLY, S.E.RLY, S.E.C.RLY, E.C. RLY, N.E.C.RLY., N.E.RLY, N.F.RLY and S.C.Rly, also Iron & Steel, Oil, Coal and FCI Cases. After receiving files from Index Section, the same are distributed to 3 dealers. Dealers maintain separate registers for registering the cases. After registering the cases, memos are given to CCI concerned Railway for tracing and CCI Destination station for receipt and delivery details or M & DG report and the acknowledgment is sent to party duly asking copy of documents. Each and every case is fed in web Inspector Module, Handing over & Return Module immediately in Web-Claims.
2. After getting R & D report from CCI the case is closed in the Computer as well as in the FS Section. If the consignment is not traceable, the Claimant is asked to send the original documents for processing for settlement. FUC Section is also referred whether the consignment or similar consignment is lying unconnected or undelivered any where over Southern railway. If the original document is not received, the claim is closed for want of documents. After receiving the original documents from the claimant, the case is re-opened and processed for settlement. The claim is verified and the payment is arranged through ECS or Station Pay Order.
3. For Department Claims, the liability is accepted and the Acceptance Memo is called for and the same is returned after acceptance.
4. In wagon load cases most of the claimed wagons were sick at en route due to technical reasons. Efforts are taken to all concerned to move the wagons from en route to destination station. Reconciliation of Coal Wagons are being done regularly.
5. Registration of all payment cases to fix the Inter Railway liability to other Railways within the time limit framed as per IRCA Conference Rules 314.
6. All payment cases works out on KM Basis or entire amount and debited to other Railways in the Current Month statement.
7. To make the enforced debits statement and two advanced copies are sent to FA & CAO with TCS and advises send to each Zonal Railways.

8. In addition staff liability cases are dealt pertaining to lapses of Division staff and action taken collected from Divisions and the same were forwarded to concerned dealers and also the division wise pending monthly statements, SL cases send to claim Prevention Meeting and concerned Officer for further action.
9. All claim cases are registered manually in section register. Acknowledgement letters to party, Inspectors Memos, letter to SMR/ forwarding & destination stations are sent to concerned Officers for signature. Signed letters are dispatched through respective register. After receipt of report from CCI self contain Note is put up to Officers. After getting the orders, all the cases are disposed based on merits and closed in web claims.
10. Claims are received from FCI towards shortage of full bags, damage by wet, partial weight or transit loss and non-receipt/missing wagons of Rice and Wheat consignments. Regards to missing wagon claim tracing memos are given to CCI's of both Forwarding and Destination stations. Details of missing wagons is also entered in the N.R. Cell on obtaining the delivery details, the case is disposed off duly advising FCI. These cases are put up to the concerned officers for orders and disposed off by way of repudiation on the basis of said to contain RR, consignment taken delivery in seals intact conditions, senders weight accepted etc.

#### **NON-RECEIVED CELL (NR CELL)**

##### **Activities:-**

1. Receives information from each division and interact with concerned Zonal Railways and exchange information regarding "Not Received" wagon loads, packages and connect them by matching the information.
2. The NR Cell makes use of computers intensively for connecting wagons and consignments.
3. The basic information is made available by the Zonal Railway NR Cells which is matched by the Board NR Cell to expedite the process of connecting, tracing wagons and consignments.
4. Tracing of public complaints in NR cell on all Divisions, Zonal Railways or in the Railway Board for the consignments or loads which have not been received by them within 60 days from the date of booking and have been given "Not Received" endorsement at the destination.

5. Collecting information among the Railways and between Zones and Railway Board on Non Receipt cases, Foreign Railway bound wagon detached en-route, wagon involved in accident, rakes of FCI, POL, Coal delivered by Railways.
6. Collecting details of wagon detached en-route for repairs and contents transshipped for efficient delivery of the consignment to the parties.

#### **IV. RIGHT TO INFORMATION ACT SECTION (RTIA SECTION):**

manned by 2 Ch. Office Supdt. And 1 O.S.

##### **Activities:-**

1. Applications for information under RTIA 2005 pertaining to Commercial Branch are being registered and remarks are obtained from the concerned commercial departments viz., Chief Commercial Manager, Passenger Marketing, Catering & Passenger Service, Freight Marketing and Chief Claims Office.
2. Cases pertaining to other Departments and Divisions are transferred to the respective PIO's.
3. Follow-up with the concerned departments in person, through telephone enquiry and reminders in written.
4. On receipt of remarks or replies from the concerned departments obtaining orders from the competent authority for further processing for disposal within the time limit and also in the event of additional collection fee for further information as required from the applicant.
5. Complying the orders of the competent authority and advising the applicant to remit the requisite fee or to send the required enclosures, annexure.
6. On receipt of fee the final reply is sent to the applicant on obtaining orders from PIO who is the competent authority and the cases closed.
7. Registration of First appeal and remarks called for from the concerned departments.
8. Obtaining opinion from AA & AGM for orders.
9. Reply to parties as per the orders obtained from AGM.
10. Second appeal cases are being dealt in this section and cases put up to CCO & PIO with regard to hearing through video conferencing at NIC Centre, District Collectorate, Chennai.
11. Decision of CIC communicated to the applicant.
12. The decisions of CIC are being viewed periodically from the CIC website. Preparation of quarterly and annual statements for DGM/G & PIO/S. Railway.

13. All RTIA cases are disposed within the target period of thirty calendar days i.e. 20-22 working days, First appeal cases within 30 days from the date of receipt as per AGM/S.Rly's orders and the decision of the Information Commissioner is complied with as per the period prescribed in the order.
14. From April 2018 to March 2019 - 319 new cases received with opening balance of 22 and 329 cases were disposed.
15. From April 2019 to March 2020 - 290 new cases received with opening balance of 12 and 292 cases were disposed.

**V. COACHING REFUNDS SECTION:** is manned by 9 staff comprising of 4 Chief Office Supdt., 3 Office Supdt., and 2 Sr. Clerks.

Coaching Refunds Section functioning in the Claims Wing of Commercial Branch deals with e-ticket refund claims pertaining to entire Southern Railway and PRS Counter Ticket refund claims pertaining to Chennai Division. E-ticket refund claims are processed through Web Enabled Coaching Refund System (WECRS). The nature of the work involved is as follows:

- a) E-ticket refund cases assigned to Southern Railway in WECRS is monitored daily and distributed to respective Dealers equally.
- b) Checking of travel details through EDR/NTES in the system. In case the information is unavailable in EDR/NTES, the cases referred to Commercial Inspectors for manual verification.
- c) Preparation of overcharge sheet.
- d) Cases sent to Ch.OS for certification and passed on to concerned Officers (ACM/SCM/Dy.CCM) for approval.
- e) Allotment of pay orders, preparation of Pay Orders (manually), generation of IPASS and sent to Accounts Branch for payment.

Details of contact activities for maintenance of system

The contract activities for maintenance of system are done by the Stores Section of Claims Office. The WECRS software was developed by CRIS and in case of any communication problem or otherwise, the same is being rectified through the officials at CRIS/MMC.

Details timing for each activity in a section i.e. noting, drafting, preparation of cheque, filed check etc, based on the case/section. (As per Annexure enclosed):

The average time taken to deal with one case by a Dealer through WECRS is 25 to 30 minutes as detailed below:-

Case Loading	- 2 to 3 minutes
Viewing assigned case for processing	- 2 minutes
Viewing EDR Data (Power Term)	- 2 minutes
Viewing NTES	- 2minutes
Top Sheet (Working Sheet) generation	- 5 minutes
CCI assigning/Taking print out	- 5minutes
Allocation of Pay Orders/Taking print out	- 5 minutes
Pay Order writing manually	- 10 minutes
IPASS generation	- 10 minutes

#### Details of technological improvements

As per the Railway Board's directives, the system of making payments to the third parties through ECS/NEFT has been introduced over Southern Railway as well and accordingly the payment of refunds for coaching refund claims are arranged to parties by ECS/NEFT through the Traffic Accounts Office. Hence, after introduction of above system, the Dealers have been assigned with additional workload of manual entering of Pay Order and other details in I-Pass and preparation of Pay Master. Apart from this, manual correspondences such as handing over of Pay Orders along with the case details to the Traffic Accounts Office and again the refund cases received back from Accounts Office are entered in a separate Register by the respective Dealers by themselves since no exclusive Class-IV staff has been posted to Coaching Refunds Section. These works are handled by the individual dealers in addition to the routine normal work entrusted to them.

#### Details of reports preparing/sending

Sl.No	Daily	Weekly	Monthly
1	Registration/Disposal statement	Dealer wise performance report	To Railway Board, Consolidated statement in prescribed format showing disposal of coaching refund cases over S. Rly every month
2.	Dealer wise disposal statement		

Details of proposed work load - Nil.

Details of present and proposed out sourcing activities - Nil.

Long pending lost/claim cases for last 2 years i.e. April 2018 to March 2020.-Nil

List of Registers maintained.

- a) Register for System PRS System Tickets.
- b) Register showing daily performance.
- c) Despatch Register for letters/Pay orders.
- d) Register for IPASS/Accounts Branch.

Standard Forms handled/Maintained.

After introduction of Web Enabled Coaching Refund System, the various standard forms used for processing e-ticket refund cases have been dispensed with. However, an acknowledgement slips being used in the Receipt Section for issuing the same to the parties who submit the refund claims on PRS counter tickets in person.

Particulars of Miscellaneous activities:

Public dealing is done for System Counter Tickets where applications are directly received from the party and entered in a separate Register and the cases are processed in the system. In addition, the public who approach Claims Office for refund as well as to ascertain the refund status of their claims are attended and necessary assistance is rendered by the staff manning the Reception Counter.

Register is maintained for Pay Orders sent to the Traffic Accounts Office on day-to-day basis and files returned from Accounts for clarification is also accounted.

Addressing Complaints from the public through Web Portal, IR portal, PG Portal, Rail Madad, e-mail complaints:

The complaints filed through various Complaints Portal such as Centralized Public Grievance Redress And Monitoring System (CPGRAMS), PG Portal, Rail madad App, Web-mail and manual letters are monitored daily and same is addressed immediately to the fullest satisfaction of the customers.

Work allocation of Individual staff with Designation and Description of duties of Coaching Refunds Section is enclosed vide Annexure-IV.

**VI. COURT SECTION:** is manned by 5 Chief Office Supdt., 4 Office Supdt., 1 Sr. Clerk, 2 clerks and 4 Chief Law Assistants for dealing with Railway Claims Tribunal, High Court, Supreme Court cases pertaining to disputes in claim cases, accident cases under section 124 & 124A and District Consumer Redressal Forum, State Commission, National Commission cases.

**Activities:-**

1. Audit, General Budget
2. Accident and Claims Pay Orders and Advocate fees.

3. Statistics.
  4. Insurance.
  5. Torts.
  6. Railway Board references, Accounts, parliament Questions.
  7. Accident Policy matters.
  8. RCT matters, monthly statements.
  9. Stores procurements.
  10. Receipt and dispatch of files/letters to/from other sections.
  11. Registration of cases of RCT/High Courts, Consumer Forums in computer, generation of reports and statements.
  12. Receipt and Dispatch of periodical letters of Sec.124-A to Divisions and other sections, Monitoring of Sec.124-A cases, receipt of message from Commercial controllers, connecting of reports to original cases.
- a. Railway Claims Tribunal, Chennai Unit – I
  - b. Railway Claims Tribunal, Chennai - Unit – II :
  - c. Railway Claims Tribunal, Chennai - Unit – III :
  - d. Railway Claims Tribunal, Ernakulam and Consumer Forum

**Activities:-**

The activities of Railway Claims Tribunal, Chennai – Unit I, Unit II and Unit III, Ernakulam, Consumer Forum and Other Railway Claims Tribunal of K UNIT dealers perform the following activities pertaining to their sections individually.

1. Registration of summons with original application on receipt from RCT in Web Enabled Claims Module and entry in the registers maintained by the unit.
2. Writing letters to collect the claim files from the respective Claims Office over Southern Railway and other Zonal Railway and putting up to Chief Law Assistant for preparation of reply statement and to call for documents such as Original RR, PWB, F-Note if not available in file.
3. Assisting Chief Law Assistants in sending files to type, attaching letters to the files and putting it for further necessary action duly under entry of file in movement register.
4. Whenever cases are disposed by RCT, putting up the order copy in file for obtaining orders for payment and putting it up to pay order section for payment.
5. Arranging fees and other expenses to Railway Advocates.
6. Maintenance of Registers for Court & Accident cases of RCT.

7. Updating cases in Web Enabled Claims Module in dealing and closing after judgment pronounced by Tribunal duly as per orders obtained by Chief Law Assistant for the court cases.
8. Calling for DRM's report for Untoward Incident and follow-up every 15 days by sending reminder till receipt of the same and putting it up in file for further processing.
9. Handing over of files to CCI's for enquiry and follow-up.
10. Taking three set of Xerox of DRM's Report received from Divisions.
11. Calling for Bank details from the applicant for processing of payment in decreed cases.
12. Writing letters to Bank Manager's for making Fixed Deposit as per RCT's direction.
13. Sending Files to Pay Order Section for arranging payment.
14. On receipt of Appeal Notice, taking Xerox of Original File for further reference as duplicate file before submission to Advocate after nomination Railway Advocate.
15. Writing letters to concerned departments for arranging Respondent Evidence.
16. Maintenance of Statistics for the following works:-
  - i. Reply Statement Filed & Pending.
  - ii. DRM's Report called for & Pending.
  - iii. Decreed Cases.
  - iv. Dismissed Cases.
  - v. Pending Cases.
  - vi. Appeal Cases.
  - vii. Paid cases.

### **X Type Section:**

At present 2 typists and 2 stenos are working in this section and their sanction is maintained at PCCM/O

The major work of this section is related to typing of correspondence in regard to Coaching Refunds, Claims Cases, Court Cases affidavits, replies in legal format, DO letters, Board references, PQs etc., being sent to Railway Board, Other Zonal Railways, Divisions etc.,

Stenos: They are assigned with the work of correspondence of officer's movement, line program, inspection, meetings, arbitration cases, etc.

Approved Roster/Duty timings : 09.15 hrs to 17.45 hrs

### CLAIMS INSPECTORS

Their prime duty is to trace the claim cases by going on line all over the Indian Railways and tracing/chasing the particulars/parcels and wagon loads and submit reports to the Officers through concerned section. They also attend the weekly/regular meetings conducted by Railway Officers with the parties who raise claims for early settlement.

### OTHER STAFF

Apart from the above Ministerial and Claims Inspectors the following staffs are also working in Claims Office/HQrs to assist the Ministerial staff for section works and to attend the officers call duty. This staffs are not in the sanction of Claims office. Their sanction is maintained in PCCM/O/HQ

Sl. No.	Category	Grade pay (Rs.)	No. of posts
1	Record Sorter'A' & 'B'	1800	2
2	J. Peon	1800	1
<b>TOTAL</b>			<b>3</b>

### RAILWAY CLAIMS TRIBUNAL/ERS (RCT)

At RCT/ERS 1 CCI, 1 Ch. office supdt, 2 office supdt, and 1 Clerk (total 4) are working to look after the RCT claims filed by the parties at RCT/ERS. The above staff are included in the sanction and actual staff strength of Claims Office/HQ.

#### Distribution of ministerial staff – section wise

Sl.No	Section	Ch.OS	OS	Sr.C	Clerk	Total
1.	FG-II	1	1	--	1	3
2.	FMG,CDO & Computer	1	0	--	1	2
3.	CLAIMS, NR & Index	1	3	--	1	5
4.	RTIA	2	1	--	--	3
5.	Coaching Refunds	4	3	2	--	9
6.	Court Section	5	4	1	2	12
7.	RCT/ERS	1	2	--	1	4
<b>TOTAL</b>		<b>15</b>	<b>14</b>	<b>3</b>	<b>6</b>	<b>38</b>

Apart from this, other staffs are working

CLA	4
CCI	4+2 (NDLS,ERS)
Steno	2
Typist	2

Record sorter	2
Peon	1
<b>Total</b>	<b>17</b>

Besides these to meet out the daily work load staff from other areas are deputed to this office for work

CRS	1	REFUNDS SECTION
RS II	3	
Steno	1+2 (CCI)	COURT SECTION
Exe. Asst (contract)	1	--
<b>Total</b>	<b>8</b>	

## **CHAPTER - III**

### **3.0 CRITICAL ANALYSIS**

3.1 Each and every one of the section is analysed individually for manpower assessment based on individual own activities. Previously the Misc. units were a combined Unit and operated in MMC. But, at present Misc. Unit II is separated and operated at HQ. Hence, the Misc Unit –I only considered in MMC Complex in this study and the man power is arrived.

#### **A. CLAIMS OFFICE/MAS**

##### **3.1.1 FRIEGHT GENERAL – II**

At present 1 Ch. OS, 1 OS and 1 Clerk is working in this section. In general most of the work is repetitive in nature and system oriented. By looking the previous work load and its timing for each activity the present staff strength of 3 staff would be sufficient.

But, during Covid -19 lock down so many cases are pending and in future after the lock down, more no. of of cases would be flooded and couldn't settle the cases in time.

Duly considering the future work load **additional 2 staff is allowed.**

**The requirement of man power in FG II section is 5 staff**

##### **3.1.2 FREIGHT MISCELLANEOUS GENERAL, CDO, & Computer Section**

At present 1 Ch. OS and 1 Clerk is working in this section. In general most of the work is repetitive in nature and system oriented. By looking the previous work load and its timing for each activity the present staff strength of 2 staff would be sufficient.

But, during covid -19 lock down so many cases are pending and in future after the lock down, more no. of of cases would be flooded and couldn't settle the cases in time.

Duly considering the future work load **additional 2 staff is allowed.**

**The requirement of man power is 4 staff**

##### **3.1.3 Claims, NR ,FS, CPD, FUC and Index Section.**

At present 5 staff comprising of 1 Ch. OS, 3 OS, and 1 Clerk is working in this section.

**FS, CPD, FUC, Index, Claims Unit**

Sl. No	Details	2018-2019	2019- 2020
1	Opening Balance	60	30
2	Registration	313	284
3	Re-opened	28	21
4	Total	401	335
5	No. of claims paid	26	20
6	No. of claims ( R&D,CR,MD)	345	266
7	Total Disposal	371	286
8	Closing Balance	30	49
9	Amount Paid in Rs.	3.07 lakhs	1.94 lakhs

**NR cell**

Details	2018-19		2019-20	
	Wagon	Parcel	Wagon	Parcel
Opening Balance	23	10	17	7
Registration	147	432	141	540
Total	170	442	158	547
Disposal	153	435	143	533
Closing balance	17	7	15	14
Amount saved (in lakhs)	1880	49.27	1710	64.5

The work load in this section is not measurable at a particular time and in average constant work load is available to the staff daily.

Duly considering the forth coming work load **further 2 staff is allowed.**

**The requirement of manpower for this section is 7 staff**

### 3.1.4 **RIGHT TO INFORMATION ACT CELL**

This section has assumed significance ever since the formation of the section advent of the act in the year 2005. The importance attached to this section is amply clear from the fact that all the cases should be dealt with the time bound of 30 days.

This section deals cases including appeals

Details	2018-19	2019-20
Opening Balance	22	12
Registration	319	290
Total	341	302
Disposal	329	292
Closing balance	12	10

Since there has been a effective disposal in the cases dealt under RTI, the **present strength of 3 ministerial staff is allowed to continue.**

### 3.1.5 COACHING REFUNDS

This section is manned by 9 staff comprising of 4 Chief Office Supdt., 3 Office Supdt., and 2 Sr. Clerks.

. Hence, considering the future work load present staff is allowed.

**The requirement of man power in coaching refunds section is 9 staff**

### 3.1.6 COURT CELL

This section is manned by 16 staff comprising of 5 Chief Office Supdt., 4 Office Supdt., 1 Sr. Clerk, 2 Clerks and 4 Chief Law Assistants for dealing with Railway Claims Tribunal, High Court, Supreme Court cases pertaining to disputes in claim cases, accident cases under section 124 & 124A and District Consumer Redressal Forum, State Commission, National Commission cases.

**Hence, considering the no. of cases is in increasing in nature, the present strength of 16 staff (12 ministerial + 4 CLA) is allowed to continue.**

### 3.1.7 RAILWAY CLAIMS TRIBUNAL/ERS

The staff posted at RCT/ERS is looking after the duties of the claim cases filed at RCT/ERS. At present 4 +1 CCI staff (1 COS, 2 OS, 1 Clerk, 1 CCI) are posted from Claims Office/HQrs strength. To deal the previous as well as the present cases the staff posted is sufficient, moreover, the staff are working under the direct control of PO/RCT/ERS with an over all control of CCO/MAS and their duties are being monitored by the above officers.

**Hence the staff posted at RCT/ERS is allowed and the present system may be allowed to continue.**

### REQUIREMENT OF MINISTERIAL STAFF FOR CLAIMS OFFICE/ HQ.

Sl. No.	Section	Actual staff working	Additional Staff Req.	Total Requirement of staff
1.	FG II	03	02	05
2.	Freight Misc. General, Central Dispatch Office	02	02	04
3.	Claims Unit, NR & Index	05	02	07
4	Right to Information Act	03	--	03
5	Coaching refunds	09	--	09
6	Court Cell	12	--	12

7	RCT/ERS	04	--	04
Total		<b>38</b>	<b>06</b>	<b>44</b>
LR @ 12.5% of 44				5.5say 6
Total staff required				<b>50</b>

### **Summary of Recommendations**

#### **Claims /O/ HQ**

Designation	G.P in Rs.& Level	Sanction	Actual	Requirement	Surplus
Ch. OS	4600-L7	16	15	15	<b>01</b>
OS	4200-L6	35	14	25	<b>10</b>
Sr. Clerk	2800-L5	08	03	05	<b>03</b>
Clerk	1900-L2	05	06	05	-
<b>Total</b>		<b>64</b>	<b>38</b>	<b>50</b>	<b>14</b>

#### **RECOMMENDATION**

1 post of Ch. OS in L-7 G.P of Rs. 4600/-,  
 10 posts of OS in L-6 G.P of Rs 4200/-,and  
 3 posts of Sr. Clerk in L-5 G.P of Rs 2800/-,  
 are found excess to the requirement, the same may be surrendered and credited to the vacancy Bank.

**(Total 14 posts)**

#### 4.0 PLANNING BRANCH'S REMARKS ON CO-ORDINATING OFFICER'S VIEWS

##### C.O. REMARKS

As per the draft Work Study Report, the requirement of ministerial staff at claims office/HQ/MAS has been projected as under:-

Sl. No.	Section	Actual staff working	Additional Staff Req.	Total Requirement of staff
1.	FG II	03	02	05
2.	Freight Misc. General, Central Dispatch Office	02	02	04
3.	Claims Unit, NR & Index	05	02	07
4.	Right to Information Act	03	--	03
5.	Coaching refunds	09	--	09
6.	Court Cell	12	--	12
7.	RCT/ERS	04	--	04
<b>Total</b>		<b>38</b>	<b>06</b>	<b>44</b>
LR @ 12.5% of 44				5.5 say 6
<b>Total staff required</b>				<b>50</b>

Sanction and actual of claims office/HQ is furnished below

Designation	G.P in Rs.& Level	Sanction	Actual	Vacancy
Ch. OS	4600-L7	16	14+1(ERS)	01
OS	4200-L6	33	12+2 (ERS)	19
Sr. Clerk	2800-L5	07	03	04
Clerk	1900-L2	07	05+1(ERS)	01
<b>Total</b>		<b>63</b>	<b>38</b>	<b>25</b>

##### Planning Branch's Remarks.

##### Agreed to.

As per the data provided by PCCM office at the commencement of Work study , the revised sanction of above categories is as follows

Ch. OS	16
OS	35
Sr. Clerk	08
Jr. Clerk	05
<b>Total</b>	<b>64</b>

The copy is placed in Annexure –I of Work study report. This data is taken for the purpose of work study.

At present with the LR @12.5% 38 staff is working in this Unit. Now it is recalculated with one more staff in coaching refunds section and the man power is arrived to 45 posts with LR @ 12.5%.

However, the data provided by C.O is taken for arriving the revised surplus posts.

**C.O.Remarks**

Sl. No.	Section	Actual staff working	Additional Staff Req.	Total Requirement of staff
1.	FG II	03	02	05
2.	Freight Misc. General, Central Dispatch Office	02	02	04
3.	Claims Unit, NR & Index	05	02	07
4	Right to Information Act	03	--	03
5	Coaching refunds	09	01	10
6	Court Cell	12	--	12
7	RCT/ERS	04	--	04
Total		<b>38</b>	<b>07</b>	<b>45</b>
Total staff required				<b>Say 45</b>

**(I)Recommendation for surrender as per work study report:-**

Sl. No.	Category	G.P in Rs	No. of Posts
1.	Chief OS	4600	01
2.	OS	4200	10
3.	Sr. Clerk	2800	03
Total			<b>14</b>

**(II)Posts not actually available /already surrendered but not taken in to Account in the work study.**

1. As per Book of Sanction, the sanction post of OS in G.P Rs.4200/- is only 33, but as per Work Study Report it is shown as 35. Hence the projected surplus, itself is further reduced to 8 in G.P Rs.4200/-.
2. Similarly as per Book of Sanction, the sanction post of Sr. Clerk is 7, but as per Work Study Report it is shown as 8. Hence the projected surplus, itself is further reduced to 2 in G.P Rs.2800/-.

**Planning Branch Remarks**

As per the SAVE statement provided by the cadre section in PCCM Office the sanctioned strength is considered as 64 and as per the C.O. Remarks the total is 63 . The C.O. Remarks is accepted and the net difference is 1 only. Also the surplus posts identified is suitably revised as per the existing sanction of posts projected by the C.O.

**C.O. Remarks**

3. The following posts have already been identified from the sanctioned posts of Hqrs./Commercial/Claims Seniority Unit and surrendered in the last year.

Sl. No	No. of	Reason	Authority
--------	--------	--------	-----------

	posts taken from Claims Unit		
1	10	Formation of IT Cell for Commercial Branch	PCCMLr.No.C.425/VI/12/Posts/IT Cell dt.09.10.2018
2	06	Formation of Legal Cell for Commercial Branch	PCCMLr.No.C.425/VI/Legal Cell dt.20.01.2020
3	05	Formation of Freight Marketing Research Commercial Branch	PCCMLr.No.C.425/VI/FMR&DT/HQ dt.20.05.2020
<b>Total -21</b>			

**Thus a total of 21 posts are already taken from Claims Unit and surrendered.**

### **Planning Branch Remarks**

The work study is based on the present sanction of posts and to the requirement of staff strength to meet the present work load and to assess the surplus posts that can be surrendered.

The 21 posts mentioned above is already taken from claims Unit before commencement of the Work study.

Surrender of posts and formation of new sections is a routine process based on the need of the section/Unit and doesn't affect the present work load and the sanction is revised accordingly.

### **C.O Remarks**

4. Apart from this 8 posts of Jr. Clerk in level -2, Claims Unit have been surrendered vide Personnel Branch Memorandum No. P(S).135/III/Surrender dated 10.08.2020. None of the above has been taken in to account in the Work Study.

### **Planning Branch Remarks**

The surrender of 8 Jr. Clerk Posts will be taken in to consideration and will be reduced from the total surplus posts identified.

### **C.O. Remarks**

5. From the above, the actual staff strength of claims Unit is reduced much below the minimum requirement identified by the work study itself. The Work study has not taken any of the above in to account and therefore the projections in the Work Study are not objective or holistic.

(III) There are 4 ECRCs working in the coaching Refunds Section. These 4 posts of ECRCs are operated for several years on account of the specialised nature of refunds work. The work Study does mention this in passing but the requirement of staff in the section has been projected without taking this at all in to account.

In view of the foregoing, it is advised that the projections and proposals in the Work Study for surrender of posts neither feasible in application nor practicable. It is requested that the study may be closed.

**Planning Branch's Remarks.**

The work study allowed additional manpower of 07 posts i.e 45 posts than the actual manpower of 38 posts working at present duly considering all the facts i.e. 4 ECRC working from several years and the forthcoming workloads.

According to the C.O. remarks the sanction is 63 posts (1 less to the Work Study Report sanction of 64 posts) and the requirement is 45 posts and **the net surplus will be 18 posts.**

**Hence now, the requirement of manpower is revised as 45 posts and the excess 18 posts may be surrendered.**

**Revised recommendations**

Designation	G.P in Rs.& Level	Sanction	Actual	Requirement	Surplus
Ch. OS	4600-L7	16	15	15	<b>01</b>
OS	4200-L6	33	14	20	<b>13</b>
Sr. Clerk	2800-L5	07	03	05	<b>02</b>
Clerk	1900-L2	07	06	05	<b>02</b>
<b>Total</b>		<b>63</b>	<b>38</b>	<b>45</b>	<b>18</b>

**CHAPTER – V****5.0 FINANCIAL SAVINGS:**

5.1 If the recommendations of the report are implemented the annual recurring financial savings will be as follows:

Sl. No.	Category	Level	G.P in Rs	No. of Posts	Money value Rs	Annual Savings Rs
1.	Chief OS	L7	4600	01	109571	1314852
2.	OS	L6	4200	13	86463	13488228
3.	Sr. Clerk	L5	2800	02	71078	1705872
4.	Clerk	L2	1900	02	48614	1166736
<b>Total</b>				<b>18</b>		<b>17675688</b>

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

Category PB/GP RS	CFRO BU 188		Ticket Checking BU 190		Claims/Passenger Service/Catering BU 191						Law Branch BU 192		Consob/ MMC BU 195		HQR/ 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
<b>TOTAL</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>7</b>	<b>128</b>	<b>64</b>	<b>0</b>	<b>44</b>	<b>0</b>	<b>25</b>	<b>18</b>	<b>12</b>	<b>1</b>	<b>0</b>	<b>158</b>	<b>158</b>

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

Category/ GP Rs	Revised Sanction 01.11.2013
Chief Office Supdt./4500	30
Office Supdt./4200	84
Senior Clerk/2800	24
Clerk Cum Typist/1800	20
<b>TOTAL</b>	<b>158</b>

**Section wise distribution of staff/Position in CCO's Office AS ON 05.08.2020**

SLNo.	Section	Ch.OS	OS	Sr.Clerk	Clerk	Total
1	FGII	1	1	-	1	3
2	FMG, CDO & Comp.	1	-	-	1	2
3	Claims & NR, indm	1	3	-	1	5
4	RTIA	2	1	-	-	3
5	Coaching Refund	4	3	2	-	9
6	Court	5	4	1	2	12
7	<b>TOTAL</b>	<b>14</b>	<b>12</b>	<b>3</b>	<b>5</b>	<b>34</b>

1	Ministeria	34
2	CLA	4
3	CCI	4+2 (NDLS, ERS)
4	Stenos	2
5	Typist	2
6	Record Srt	2
7	Peons	1
	<b>TOTAL</b>	<b>49 + 2</b>

Ministerial Staff			
Category	Sanctioned	Actual	Vacancy
Ch.OS	16	14 +1* (ERS)	-1
OS	33	12* +2 (ERS)	-19
Sr Clerk	7	3	-4
Clerk	7	5+1 (ERS)	-1
<b>TOTAL</b>	<b>63</b>	<b>34 +4</b>	<b>-25</b>

\* 2 OS from Rates Seniority

Others	
CRS	1
RSII	3
ECRC	1 +2 (CCI)
Exe.Asst	1
<b>TOTAL</b>	<b>8</b>

*Refunds  
1 count  
- REC contribute*

CCI		
Category	Sanctioned	Actual
CCI (MAS)	7	4 +2* +2 ECRC as CCI
<b>TOTAL</b>	<b>7</b>	<b>8 + 1 Excess</b>

1. Shri. M.Mohan, CCI
2. Shri. R. Shenbagarama
3. Shri M. Murugan, CCI
4. Shri. Ranjit Kumar, CCI
5. Shri .RamPrasad Meen (NDLS), CCI
6. Shri. K. J. Baby (ERS), CCI
7. Shri. K .Anantha Sayana, ECRC (CCI)\*
8. Shri .P V Rajeev Kumar ECRC (CCI) .

1  
34  
17  
8  
59

*Ch. OS / Admin*

**C.O. REMARKS**

As per the draft Work Study Report, the requirement of ministerial staff at claims office/HQ/MAS has been projected as under:-

Sanction and actual of claims office/HQ is furnished below

Sl. No.	Section	Actual staff working	Additional Staff Req.	Total Requirement of staff
1.	FG II	03	02	05
2.	Freight Misc. General, Central Dispatch Office	02	02	04
3.	Claims Unit, NR & Index	05	02	07
4.	Right to Information Act	03	--	03
5.	Coaching refunds	09	--	09
6.	Court Cell	12	--	12
7.	RCT/ERS	04	--	04
Total		<b>38</b>	<b>06</b>	<b>44</b>
LR @ 12.5% of 44				5.5 say 6
<b>Total staff required</b>				<b>50</b>

Designation	G.P in Rs.& Level	Sanction	Actual	Vacancy
Ch. OS	4600-L7	16	14+1(ERS)	01
OS	4200-L6	33	12+2 (ERS)	19
Sr. Clerk	2800-L5	07	03	04
Clerk	1900-L2	07	05+1(ERS)	01
<b>Total</b>		<b>63</b>	<b>38</b>	<b>25</b>

**(I) Recommendation for surrender as per work study report:-**

Sl. No.	Category	G.P in Rs	No. of Posts
1.	<b><u>Chief OS</u></b>	4600	01
2.	<b><u>OS</u></b>	4200	10
3.	<b><u>Sr. Clerk</u></b>	2800	03
<b>Total</b>			<b>14</b>

**(II) Posts not actually available /already surrendered but not taken in to Account in the work study.**

1. As per Book of Sanction, the sanction post of OS in G.P Rs.4200/- is only 33, but as per Work Study Report it is shown as 35. Hence the projected surplus, itself is further reduced to 8 in G.P Rs.4200/-.
2. Similarly as per Book of Sanction, the sanction post of Sr. Clerk is 7, but as per Work Study Report it is shown as 8. Hence the projected surplus, itself is further reduced to 2 in G.P Rs.2800/-.

3. The following posts have already been identified from the sanctioned posts of Hqrs./Commercial/Claims Seniority Unit and surrendered in the last year.

Sl. No	No. of posts taken from Claims Unit	Reason	Authority
1	10	Formation of IT Cell for Commercial Branch	PCCMLr.No.C.425/VI/12/Posts/IT Cell dt.09.10.2018
2	06	Formation of Legal Cell for Commercial Branch	PCCMLr.No.C.425/VI/Legal Cell dt.20.01.2020
3	05	Formation of Freight Marketing Research Commercial Branch	PCCMLr.No.C.425/VI/FMR&DT/HQ dt.20.05.2020
<b>Total -21</b>			

**Thus a total of 21 posts are already taken from Claims Unit and surrendered.**

4. Apart from this 8 posts of Jr. Clerk in level -2, Claims Unit have been surrendered vide Personnel Branch Memorandum No. P(S).135/III/Surrender dated 10.08.2020. None of the above has been taken in to account in the Work Study.

5. From the above, the actual staff strength of claims Unit is reduced much below the minimum requirement identified by the work study itself. The Work study has not taken any of the above in to account and therefore the projections in the Work Study are not objective or holistic.

(III) There are 4 ECRCs working in the coaching Refunds Section. These 4 posts of ECRCs are operated for several years on account of the specialised nature of refunds work. The work Study does mention this in passing but the requirement of staff in the section has been projected without taking this at all in to account.

In view of the foregoing, it is advised that the projections and proposals in the Work Study for surrender of posts neither feasible in application nor practicable. It is requested that the study may be closed.