



**WORK STUDY AT RECEIPT AND DESPATCH,  
STATIONARY SECTIONAL  
R & D/ GENERAL BRANCH/HQRS**

**SOUTHERN RAILWAY****PLANNING BRANCH****G.275/WSSR-022021/2020-21**

**WORK STUDY AT RECEIPT AND  
DESPATCH, STATIONARY  
SECTIONAL R & D  
GENERAL BRANCH/HQRS.**

**STUDIED BY**

**WORK STUDY TEAM  
OF  
PLANNING BRANCH**

**September 2020**

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**ACKNOWLEDGEMENT**

The study team is thankful to Secy. to GM, Dy.Secy.to GM, Ch. OS/Central Despatch Office and other staff of CDO/HQ/MAS for their valuable guidelines and co-operation extended to the study team for the successful completion of the study.

(ii)

**AUTHORITY**

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

(iii)

**TERMS OF REFERENCE**

Work Study at Receipt and Despatch, stationary Sectional /R&D /General Branch/HQrs.

(iv)

**METHODOLOGY**

The following methodology has been adopted in carrying out the study.

1. Collection of Data
2. Discussion with Coordinating Officer and Co-ordinating Supervisor & other staff in CDO/O/MAS.
3. Observation of working
4. Critical Analysis

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SUMMARY OF RECOMMENDATIONS AND SUGGESTIONS

RECOMMENDATION NO.1:

The following vacant posts at CDO/MAS may be surrendered and credited to the bank of surplus post.

a. Office Superintendent	(Pay Matrix Level -6)	-	5
b. Sr. Clerk/Clerk	(Pay Matrix Level-5)	-	3
c. Record Sorter	(Pay Matrix Level-2)	-	1
d. J. Peon/General assistant	(Pay Matrix Level-2)	-	2
TOTAL			- 11 POSTS

SUGGESTION No.1:

Wherever, Fax, 'e' Mail and 'e' Office facilities available in Railways, the same may be utilized for sending letters/tapals through 'e' -office for all the Divisional and extra Divisional offices and officers from all department of Headquarters/MAS.

SUGGESTION No.2:

The letters which are sent through guard of the nominated passenger trains, at junction stations or at nodal stations, the letters to be collected from the guard and junction station SMRs has to fix with responsibilities to distribute the letters to the concerned office/section. To steam line the system, a jurisdiction may be fixed by the administration.

SUGGESTION No.3:

The letters which are sending to Divisional/HQrs., office are being handed over to CDO/MAS for further dispatch. Instead of handing over the letters to CDO/MAS, the concerned departments may directly send the letters through 'e'- office. This could avoid the time delay as well as to reach the concerned office/department in time.

SUGGESTION No.4:

Wherever computers are available, at that location a Scanner cum Fax machine may be provided, so that, the departments may directly interlinked with these facilities. The study team has recommended 4 Fax cum Scanner Machines may be provided to CDO/MAS for sending letters to the concerned offices.

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**1.0 INTRODUCTION**

**CENTRAL DESPATCH ORGANISATION (CDO)** at Zonal Headquarters Office, Chennai was established to receive the letter from all Divisions, Private Parties letters addressed to GM and other PHODs and re-distribute to Officers/Office concerned. They also dispatch all the letters generated at Headquarters/MAS to all Divisional HQrs, all stations of Southern Railway and to private parties. Due to development of communication system, alternative systems like Telex, Fax, E-Mail, e-Office etc., is being in use. In this study an analysis has been made to review the system of working at CDO/MAS as well as to review the requirement of staff for the present work load.



**CHAPTER – II****2.0 PRESENT SCENARIO :**

2.1 The sanctioned strength of Central Despatch Office/MAS is 17 (1 Ch. OS, 7 OS, 5 Sr.Clerk/Clerk, 1 Record Sorter and 3 J/Peon/General Assistant (Total 17). At present 9 staff are working at Headquarters CDO/Office, consisting of 3 Ch. OS, 3 OS, 2 Clerks and 1 General Assistant (Total 9). The ministerial staffs are deputed from various departments (ie. Comml. – 3, PER – 4 Ministerial plus 1 General Assistant and Engg. – 1). The salaries for the staff are drawn from their respective parent bill units.

**2.2 BIFURCATION OF CDO OFFICE:**

CDO is bifurcated into two wings, one for Receipt and another for despatch activities.

**2.3 RECEIPTS:-****TYPE OF LETTER RECEIVED:**

- a. Through registered Post
- b. Through Registered post with Ack. due
- c. Ordinary letters
- d. Tapals received through couriers from all divisional/extra divisional units.
- e. Tapals received from Apex Courts and legal notice addressed to General Manager
- f. Special Tapals received from Contractors addressed to General Manager regarding Arbitration cases.
- g. Judgments and orders received from various courts for Commercial Claims, death cases etc.,

**MODE OF LETTERS RECEIVED AND DESPATCHED:**

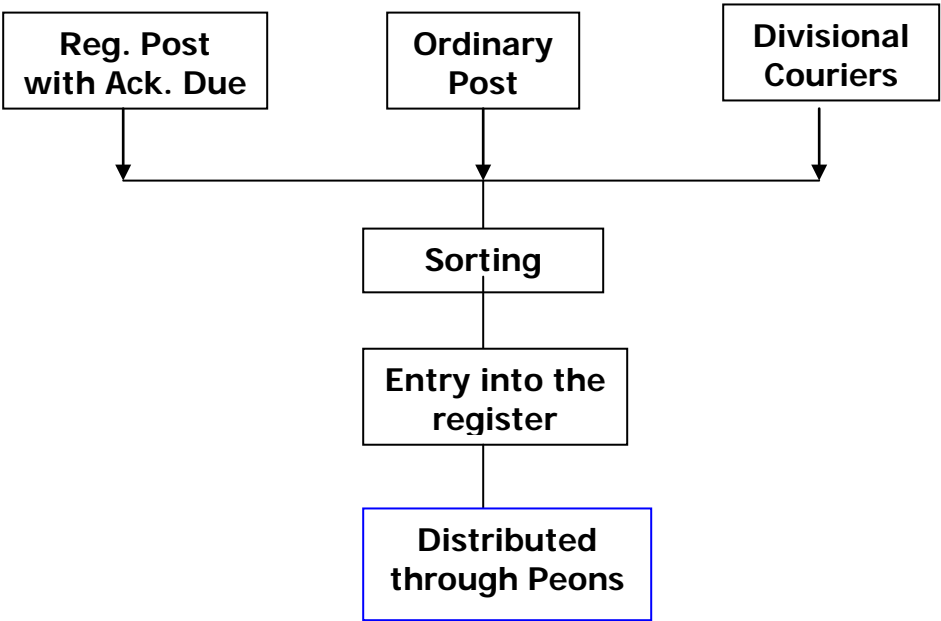
- Through departmental Couriers
- Through Guard of the nominated passenger trains
- Govt. Postal Department
- Through Office peon
- Through Fax
- Through 'e'-Mail/'e'-Office
- Through Departmental Free Service (FS)

The received letters are sorted out at CDO and arrangements are made to send those letters to officers/office concerned. The process from receipt to dispatch of these letters is shown in Flow Chart – I. The letters at Receipt Section are received through post, Couriers, Registered post with Acknowledgement due and Ordinary post. Postal letters are collected from Anna Salai Post Office where separate post box is allotted to GM Office. Two Ministerial staff are dealing this incoming tapals separately, one for postal letters and one for the letters received through Divisional Couriers and Railway FS.

All the covers received are opened and verified to decide the actual recipient of the letter. Necessary entries are made in the local dispatch registers and send them through peons. After opening the covers, the covers are also sent to the concerned officials/department along with the letter to avoid the dispute of late delivery. The tapals pertaining to MAS area (ie. HQ office, NGO annexe and MMC) are being sent through General Assistant. The letters pertaining to Joint Office, Carriage Works, ICF etc., are being handedover to the concerned couriers who are visiting HQ regularly/often. If the Peons/Couriers are not visiting, CDO staff will inform the concerned offices, so that the concerned office will depute their peons to collect the letters. All the letters are being delivered either through CDO peons or through couriers duly getting acknowledgement.

2.4. FLOW CHART:-

PROCESSING OF RECEIVED LETTERS:-





## 2.5 DESPATCH :-

All the letters generated at HQ/MAS intended for all stations in Southern Railway, Divisional Headquarters, Private parties, Foreign Railways and to all other Railway establishments like RRB, MTP, MRTS etc., are being sent through CDO. Though, the centralized dispatch is available at MAS, the letters pertaining to Audit and FA&CAO are being sent through their own dispatch section. The entire incoming mechanical department tapals are being received through CDO but, the outgoing tapals, postal letters are being sent through its own despatch section whereas, the FS tapals are being dealt through CDO only.

Generally, all the letters pertain to HQ are dispatched through the departmental peons, as all the Departmental Headquarter offices (except Stores Department) are situated in HQ building, Annexe and MMC complex. For the other places, the CDO staff will inform to the concerned offices to take delivery of the same as the CDO peon could not able to deliver the tapals to all the offices in time.

All the letters, to be dispatched to other places and stations from HQ are being received at CDO under two categories ie., Registered post and Ordinary tapals. The process of dispatch of letters from HQ is exhibited in Flow Chart – II. It is observed, that the receiving letters are being sent on the same day. After receiving the tapals from HQ offices, the same are being sorted out by the staff post at CDO/MAS.

## 2.6 The letters are sorted out in three major groups, they are

### 1. Courier letters :-

- a) Divisional courier
- b) Local courier

### 2. Postal letters :-

- a) Registered Post
- b) Registered Post with Acknowledgement Due
- c) Ordinary Post

### 3. Free Service (FS) letters

To all stations over S. Rly.

## 2.7 STAFF STRENGTH:

Designation	Grade Pay (Rs.)	Sanction	Actual	Vacancy	Excess
Ch. OS	4600	1	3	-	2
OS	4200	7	3	4	-
Sr. Clerk/Clerk	2800	5	2	3	-
Record Sorter	1900	1	-	1	-
J/Peon /GA	1900	3	1	2	-
<b>Total</b>		<b>17</b>	<b>9</b>	<b>10</b>	<b>2</b>

### 2.7.1 POSTAL LETTERS :-

According to the size and quantum of the letters to be sent, the postal letters are kept in four different size Railway covers (PL.No.83054145 (30 x 45 cms), 83054133 (15 x 45 cms), 83056828 (15 x 30 cms) and 83054110 (10 x 25 cms). The details of the letters such as sender's details, consignee details etc., are entered into the register and the consignee addresses are written on the cover. In case of registered post with ack. due, acknowledgement cards are also pinned / tied with tag into the covers. For the RPAD and Speed post letters, two copies of the daily dispatch slip for bulk mail is to be prepared and handed over to the post office to enter the weight and postal charges in this slip. One slip is being retained at the post office and another one is to be handed over to the Railways for records.

### 2.7.2 COURIER LETTERS :-

All letters to be sent to the Divisional Headquarters are sorted out separately for Divisions and other locations. SBC and MYS tapals are also dealt combined with other Divisions. Every day before sorting the letters at resorting tables, invoices in-triplicate are prepared for letters sorted in Pigeon holes. After that the letters are sorted to avoid time delay in the evening. After 16.30 hours all the sorted letters are entered in the Invoice and the letters are put into different size covers as per the requirement according to the size and quantum of the letters. Letters are kept in the cover with two copies of invoice (one for ack. and another for retention at other end). All the covers pertaining to Divisions are kept in concerned Divisional tapal bag and sealed before handing over to the Courier to avoid tampering of the tapal bags.

The acknowledgement invoice will be returned through the courier next day or on the subsequent working days. Couriers may be classified as regular, frequent and

occasional according to their visit to CDO. For some destinations, couriers are called through phone whenever letters are to be delivered for that particular destination.

### 2.7.3 FS (FREE SERVICE) LETTERS :-

All the letters to be sent to way side stations or other than Divisional Headquarters are sent through Railway FS. These letters are sorted out first alphabetically and then station-wise. These sorted letters are kept in different size covers according to the size and quantum of letter to be sent. All FS covers are kept at one place in CDO without any entry and accountability. A courier from FS / MAS will come and collect these covers without any acknowledgement.

### 2.7.4 TOTAL NUMBER OF LETTERS RECEIVED/DESPATCHED:

Letters received from Dept. of Posts from Apr 2019 to Mar 2020	18,500
Letters Despatched from Dept. of Posts from Apr 2019 to Mar 2020	38,027
Special tapals received and dispatched through Hammals (i.e Arbitration, Court orders, Claim cases, Sealed Confidential covers etc.	1758

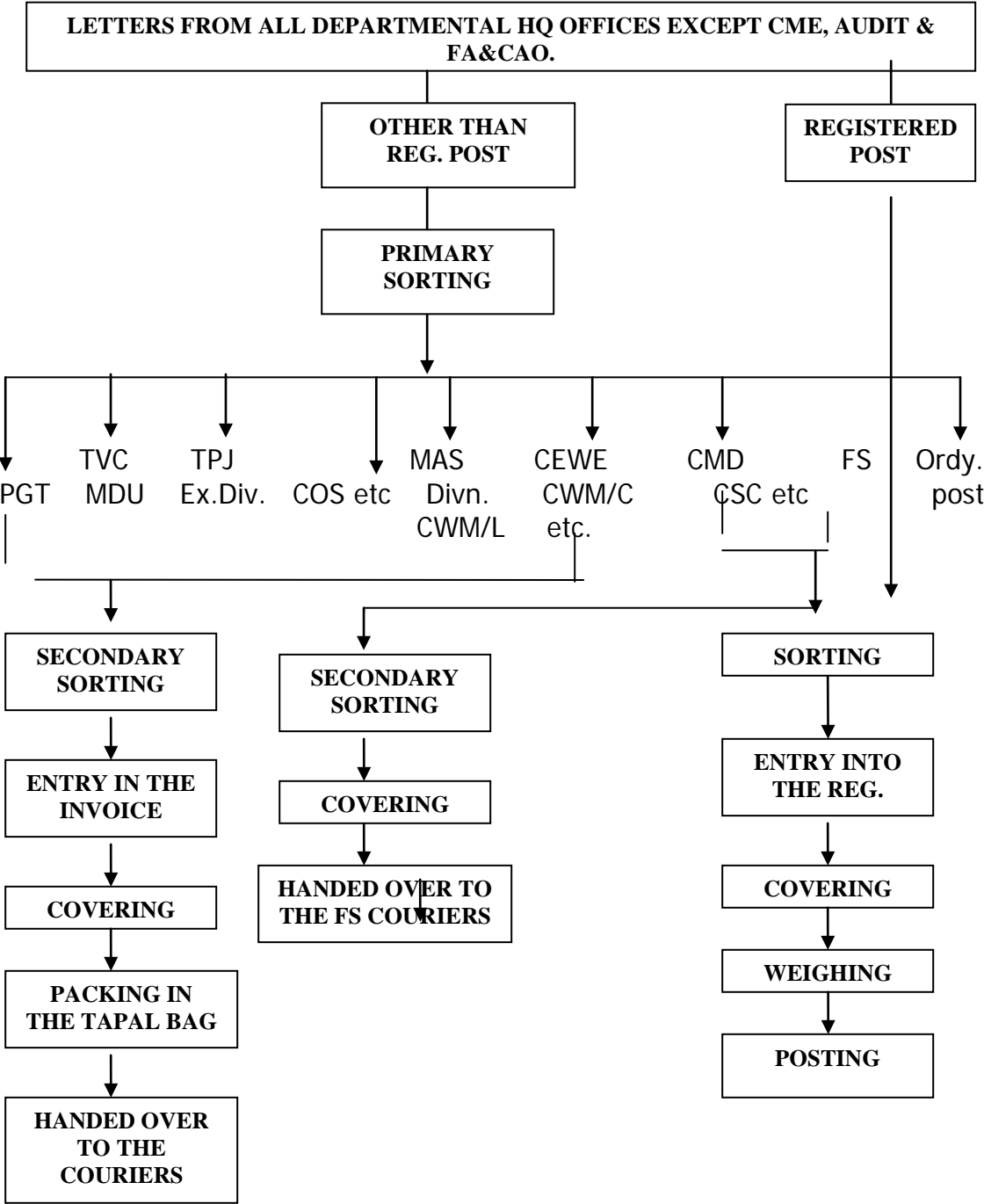
#### Note:

Due to spread of Corona (**Covid 19**), the Receipt & Despatch particulars from the month of March 2020 are very meager/Nil. The previous year 2019-2020 particulars have been taken for this study purpose.

### 2.7.5 TYPE OF STATIONARY USED AND AVG. QUANTITY:

- Ruled Register - 200 Nos.
- Duplicating sheets - 15,000 Nos.

2.8 FLOW CHART-II :-



2.9 SOUTHERN RAILWAY COVERS INDENTED FOR THE YEAR 2020:

Type of cover	PL. No.	Quantity (Nos)
Long Size	83054145	14,000
Half Long Size	83054145	2,500
Long Size	83054133	14,500
Medium Size	83056828	25,000
Small Size	83054110	25,000
D.O. covers	83054080	15,000

**OTHER STATIONARIES USED:**

❖ Pencil Carbons	-	150 Bundles
❖ Stapler pins Small/big size	-	200 Packets
❖ Office Files	-	75 Nos.
❖ Xerox papers ( A-4 Sheets)	-	15 Bundles

**2.10 EXPENDITURE INCURRED FOR DESPATCHING REGISTERED LETTERS, RPAD, SPEED POST AND ORDINARY LETTERS:**

MONTH	NO.OF LETTERS	AMOUNT INCLUDING SERVICE CHARGE- (In Rs.)
April 2019	2378	42,089
May 2019	2497	45,051
June 2019	2114	43,817
July 2019	2613	54,204
Aug 2019	2396	51,704
Sep 2019	2204	43,004
Oct 2019	2934	67,685
Nov 2019	3255	77,989
Dec 2019	2524	63,766
Jan 2020	2871	57,280
Feb 2020	2697	54,892
Mar 2020	2020	3,447
<b>Total</b>		<b>6,04,298</b>

**Note:** The daily tapals are being sent through postal challans every day to post office. At the end of the month, the postal authorities claiming the bills to Railways for the letters sent with service charges. The above total amount of Rs.6,04,298/- for the year 2019-2020 has been sent to FA & CAO/XC/MAS and the same has been passed through RBI Cheque (IPAS)

**2.11 DETAILS OF STAFF WORKING AT CDO/MAS AND THEIR PORTFOLIOS:**

**1. Shri. S.RAJA, Ch.OS :**

- Over-all Supervision of CDO section in sending/receiving letters/tapals
- Procurement of stationeries
- Preparing bills for postal expenditure
- Maintaining liaison with postal authorities and with other staff/departments.
- Dealing with staff matters
- Maintaining Tools & Plant items for CDO/MAS
- Timely renewal of postal box for GM/S.Rly.

**2. Shri.R.KUMAR, Ch.OS:**

Sending postal tapals like RP, RPAD, Speed/Ordinary Post and keeping particulars of sending tapals through post.

**3. Shri. JAWAHAR ALI, Ch.OS:**

Sending departmental tapals to other Railways like, IRT, IRMT RDSO and other Zonal Railways with clear acknowledgement.

Preparing all the extra divisional tapals, sent with proper acknowledgement.

**4. Shri. BHUVANESWARI, OS :**

Sending all HODs tapals to SA division

Sending of Ordinary post

**5. Smt. LAKSHMIRANIBABU, OS:**

Sending of received tapals RPAD, Speed Post/Ordinary post to all PHODs with acknowledgement

Dealing FS tapals

**6. Shri. WAHEEDA, OS :**

Sending of TPJ tapals and opening of tapal bag (Covers) and distribution

**7. Shri.B.SURIYA, CLERK:**

Sending tapals to CMD, CN/MS, FA & CAO/MAS and other officers of extra divisional units and PGT Division.

**8. Shri.CHITTIBABU, CLERK :**

Sending HQrs. and departmental tapals to MDU, TVC and MAS divisions with clear acknowledgement and sorting of tapals.

9. **Shri.K.P. CHANDRASEKHARAN, GENERAL ASSISTANT::**

Sending all tapal registers to respective R & D section of all departments and opening of GM post box at post office.

**2.12 DESPATCH/RECEIPT OF TAPALS BY INDIVIDUAL CLERKS FROM APR 2019 TO MAR 2020**

NAME OF THE STAFF	RECEIPT	DESPATCH
Shri. R.Kumar, Ch.OS	-	RPAD – 10,952 Speed Post – 1,300
Smt. Lakshmi Rani Babu, OS	RPAD - 1,372 Ordinary Post – 2,176	FS letters - 1,000 Gazette – 1,856 Gazette Bundles - 150
Shri. Jawahar Ali & Smt. R.Bhuvaneswari, OS	Ordinary Post – 16,573 (Private letters) Courier letters – 9,202 (SA Division)	-
Shri. M.Chittibabu, Clerk	25,432 (Both Receipt & Despatch to TVC,MDU,MAS,CCO,EDPM,TCO,GSD & MSD)	-
Shri. I. Waheeda, OS	8,936 (From all Divisions) 10,379 (From CCM/R&FM, PCSO,PDA,PG Cell & FA & CAO/MAS	-
Shri. B.Suriya, Clerk	6919 (Receipt/Despatch letters to CSTE/CN/MS, CPM/RE/MS, SAO/MMC, CSE/RPF/MAS,CMS/MS, CEE/CN/MS etc.,	-

**2.13 Staff Distribution :-**

**Group "C" staff :-**

Supervisor - Ch.OS = 1 (overall in-charge of CDO for maintenance of day to day work, distribution of staff procurement of stationery, attendance, discipline etc.)

Clerical Staff = 7 (For receipt of letters, sorting, recording of details of letters etc.)

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TOTAL = 8 staff  
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a) **RECEIPT SECTION :-**

Receipt of Postal letters = 1

b) **DESPATCH SECTION:-**

Sorting and processing of outgoing letters = 6

i) PGT Division, CAO/C/MS,RPF,CMD/MMC etc	=	1
ii) TVC, MDU & MAS Divisions	=	1
iii) SA Division ordinary post and Register maintenance	=	1
iv) Writing address on envelop, Sorting of letters	=	1
v) Regd. Post	=	1
vi) FS	=	1
		-----
Total	=	7
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### **3.0 CRITICAL ANALYSIS**

**3.1** There is no fixed norm in respect of number of staff from each department to be posted and period etc. It is observed that the staffs are attached from Commercial, Personnel and Engineering departments.

**3.2** There is no representation from some of the Departments. The attendance particulars are sent from CDO to the concerned departments for claiming their salary. Salary for the employees is claimed and disbursed at their parent departments.

### **3.3 Receipt Section :-**

Two clerical staff are working for receipt (incoming) section, one for postal letters and another for courier tapals. Time taken for sorting the letter is observed during working hours. The time taken for sorting of postal letters and courier letters will vary. Many of the postal letters are coming from the Public/Suppliers addressed to GM and as they may not know to whom the letter should be addressed. Therefore, sorting of postal letters will take more time than other letters. Postal covers are to be opened and the letters read thoroughly to decide to which branch/office it belongs.

**3.3.1** Due to implementation of 'e' Office, 'e' Mail, Fax and other improvements in the Information Technology, the letters/tapals received and dispatched from/to Divisions and other major offices, HQrs., are drastically reduced. While analyzing the statistics submitted by the CDO/MAS section, the work load of the individual staff is also reduced.

**3.3.2** After introduction of 'e' Office, the work load in the RPAD/RP section is also reduced and dispatching of tapals/letters to the divisions is also reduced. The courier service and sending of FS letters through mail bag is also in the diminishing trend.

**3.3.3** Due to reduction of RPAD/RP letters, the stationary and postal charges being paid to the postal department by railways will also be reduced.

3.3.4 By considering the present work load, the study team of the opinion to allow the staff as per the details given below:

a. For overall supervision	- 1
b. For sorting/dealing FS letters	- 2
c. For Receipt & Despatch of letters(Private)	- 2
d. General Assistant	- 1
<b>Total Requirement of staff for CDO/MAS</b>	<b>- 6</b>

#### **SANCTION Vs REQUIRMENT**

<b>Designation</b>	<b>Sanction</b>	<b>Actual</b>	<b>Requirement</b>	<b>Excess</b>
Ch. OS	1	3	1	-
OS	7	3	2	5
Sr. Clerk/Clerk	5	2	2	3
Record Sorter	1	-	-	1
J. Peon/GA	3	1	1	2
<b>Total</b>	<b>17</b>	<b>9</b>	<b>6</b>	<b>11</b>

#### **RECOMMENDATION NO.1:**

The following vacant posts at CDO/MAS may be surrendered and credited to the bank of surplus post.

a. Office Superintendent	(Pay Matrix Level -6)	- 5
b. Sr. Clerk/Clerk	(Pay Matrix Level-5)	- 3
c. Record Sorter	(Pay Matrix Level-2)	- 1
d. J. Peon/General assistant	(Pay Matrix Level-2)	- 2
<b>TOTAL</b>		<b>- 11 POSTS</b>

#### **SUGGESTION No.1:**

Wherever, Fax, 'e' Mail and 'e' Office facilities available in Railways, the same may be utilized for sending letters/tapals through 'e' -office for all the Divisional and extra Divisional offices and officers from all department of Headquarters/MAS.

**SUGGESTION No.2:**

The letters which are sent through guard of the nominated passenger trains, at junction stations or at nodal stations, the letters to be collected from the guard and junction station SMRs has to fix with responsibilities to distribute the letters to the concerned office/section. To steam line the system, a jurisdiction may be fixed by the administration.

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The letters which are sending to Divisional/HQrs., office are being handed over to CDO/MAS for further dispatch. Instead of handing over the letters to CDO/MAS, the concerned departments may directly send the letters through 'e'- office. This could avoid the time delay as well as to reach the concerned office/department in time.

**SUGGESTION No.4:**

Wherever computers are available, at that location a Scanner cum Fax machine may be provided, so that, the departments may directly interlinked with these facilities. The study team has recommended 4 Fax cum Scanner Machines may be provided to CDO/MAS for sending letters to the concerned offices.

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**4.0 PLANNING BRANCH'S REMARKS ON CO-COORDINATING OFFICER'S VIEWS.**

4.1 The Remarks of Coordinating Officer (Dy.Secy to GM) and the remarks of the Planning Branch is given below:

**CO'S VIEW :**

As e-office has come into play in every office file movement suggestion given by work study of planning branch is accepted.

**PLANNING BRANCH REMARKS:**

No. remarks.

## 5.0 FINANCIAL IMPLICATION

If the recommendations of the study report are implemented, the following financial savings will be achieved.

Sl. No.	Category	Grade Pay (Rs.)	No. of posts	Money Value (Rs.)	Annual Financial savings (Rs.)
1.	Office Superintendent	4,200	5	86,463	51,87,780
2.	Sr. Clerk/Clerk	2,800	3	71,078	25,58,808
3.	Record Sorter	1,900	1	48,614	5,83,368
4.	J. Peon/General Assistant	1,900	2	48,614	11,66,736
<b>Total</b>			<b>11</b>		<b>94,96,692</b>

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## ANNEXURE – I

## STAFF POSITION

Sl. No.	Category	Grade pay (Rs.)	Actual
1	Ch. Office Supdt.	4600	3
2	Office Supdt.	4200	3
3	Sr. Clerk/Clerk	2800	2
4	J. Peon/GA	1900	1
	<b>TOTAL</b>		<b>9</b>