



WORK STUDY REPORT
ON
REVIEW OF CATERING STAFF OF COMMERCIAL
DEPARTMENT
WORKING
IN CATERING UNITS IN PARLIAMENT HOUSE ESTATE
NEW DELHI
2020-21
WORK STUDY TEAM

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DATE OF COMMENCEMENT: 23.12.2020
DATE OF COMPLETION : 06.01.2021

No. 16-CP/29/WS/2020-21

Central Planning Cell
Northern Railway
Headquarters Office,
Baroda House, New Delhi

EXECUTIVE SUMMARY

This study was allotted to Central Planning Cell, HQ Office, on the directive of SDGM/NR to identify redundant/unproductive/wasteful activities of Catering staff working in Catering Units of Parliament House Estate, New Delhi and suggest ways and means to improve manpower productivity and economy.

STAFF POSITION

The total sanctioned and on roll strength of Catering staff working in Base kitchen at New Delhi is as under.

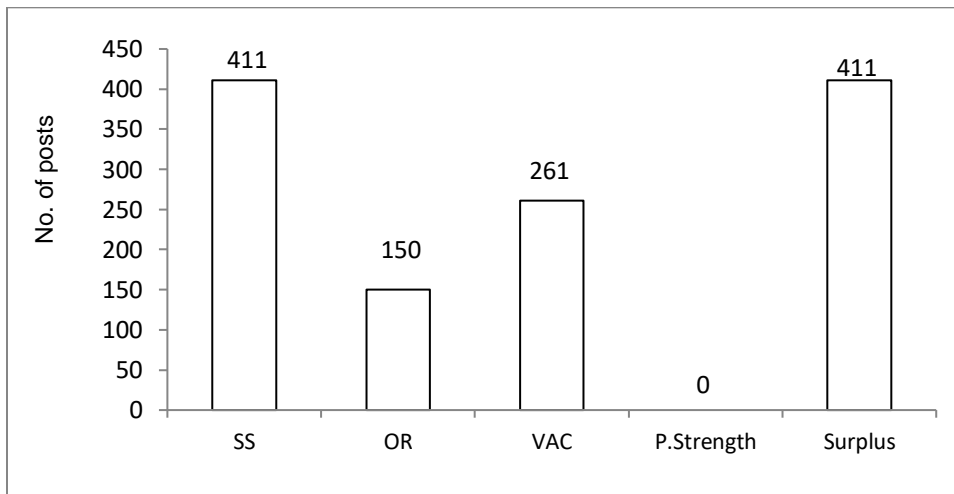
S.N.	Description	S/S	O/R	Var.(+/-)
1	Group 'C'	53	12	41
2	Group 'D'	358	138	220
Total		411	150	261

No. of posts identified as surplus and recommended for surrender: -

Gr. 'C' = 53
Gr. 'D' = 358 posts
Total = 411 posts

FINANCIAL IMPLICATIONS

Anticipated recurring savings = ₹ 1294.16 lakh per annum.
Capital saving = Nil
Total = ₹ 1294.16 lakh per annum



I N D E X

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SYNOPSIS

Indian Railways is one of the world's largest transporters of passenger traffic in the world. More than 21 million people from diverse backgrounds and socio economic conditions travel by the railways daily. In the era where the expectations of young India are high and they expect services especially on premium trains, to be of international standards, the railways has to come up with new policies and innovative measures so as to satisfy the needs and the expectations of the passengers.

The Indian Railways (IR) network connects areas across the length and breadth of the country. The passengers travelling represent the broad diversity of the country, regional diversity, cultural diversity and financial diversity. Due to the vast diversity of the country, food cuisine changes as one travels from one region to another.

The catering services in the Parliament house complex are mainly for members of Parliament, Officers/staff of the Lok Sabha and Rajya Sabha secretariats and other dignitaries. Northern Railway has been providing catering facility in the Parliament house complex since 1968 on no-profit-no-loss basis. The Parliament House has ended its more than 50-year-old association with the Northern Railways and decided to hand over the Catering Services to Government's tourism arm ITDC from November 15, 2020. ITDC is the government's body that runs the luxury five-star Ashok Group of hotels.

The operations of the catering units in Parliament House Estate including the Parliament House, Parliament House Annexe, the Parliament library building and pantries has been taken over by the India Tourism Development Corporation Limited (ITDC) from November 15, 2020. The staff deployed by the Northern Railways has been spared from the Parliament to their department.

Northern Railway has been providing catering facility in the Parliament house complex since 1968 on 'no-profit-no-loss' basis and the loss incurred by the Railway as a result thereof is subsidized to Northern Railway by the Lok Sabha and Rajya Sabha secretariats in the ratio of 2:1.

Keeping all aspects into consideration, the team has made recommendation in the report identifying 411 posts of catering staff as surplus under commercial (catering) Department of Northern Railway HQ and recommended for surrender. If all the recommendations made in the report will be implemented in toto, a net recurring saving to the tune of ₹ 1294.16 lakh per annum will be achieved.

SUMMARY OF RECOMMENDATIONS

S. N	Recommendations	Refer para No.	Accepting/ implementing Authority.																																								
	<p>It is proposed that 411 posts of catering staff working in Parliament House Estate catering units in different categories and grades identified as surplus under the administrative control of CCM/Catering/NRHQ Office, Baroda House, NDLS and recommended for surrender as follow.</p> <table border="1"> <thead> <tr> <th>S. No</th><th>Category</th><th>Pay scale + Grade Pay in ₹</th><th>Surplus</th></tr> </thead> <tbody> <tr> <td>1</td><td>CIC (Chief Insp. of Catering.)</td><td>9300-34800+4600</td><td>05</td></tr> <tr> <td>2</td><td>CI (Catering Insp.)</td><td>9300-34800+4200</td><td>11</td></tr> <tr> <td>3</td><td>CS-I (Catering Supervisor)</td><td>5200-20200+2400</td><td>05</td></tr> <tr> <td>4</td><td>CS-II (Catering Supervisor)</td><td>5200-20200+2000</td><td>12</td></tr> <tr> <td>5</td><td>Master cook</td><td>9300-34800+4200</td><td>05</td></tr> <tr> <td>6</td><td>Hd. Cook</td><td>5200-20200+2800</td><td>08</td></tr> <tr> <td>7</td><td>Cook</td><td>5200-20200+1900</td><td>07</td></tr> <tr> <td>8</td><td>MTS</td><td>5200-20200+1800</td><td>358</td></tr> <tr> <td colspan="3">Total</td><td>411</td></tr> </tbody> </table>	S. No	Category	Pay scale + Grade Pay in ₹	Surplus	1	CIC (Chief Insp. of Catering.)	9300-34800+4600	05	2	CI (Catering Insp.)	9300-34800+4200	11	3	CS-I (Catering Supervisor)	5200-20200+2400	05	4	CS-II (Catering Supervisor)	5200-20200+2000	12	5	Master cook	9300-34800+4200	05	6	Hd. Cook	5200-20200+2800	08	7	Cook	5200-20200+1900	07	8	MTS	5200-20200+1800	358	Total			411	2.4.1	CCM/Catering HQ, BH NDLS Dy.CCM/ Catering/PHE Dy. CPO/T&C and Welfare HQ, BH NDLS
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ACKNOWLEDGEMENT

The work study team is highly grateful to Sh. Mukul Kumar, CCM/catering/Hq, Sh. Devi Singh Dy. CCM/catering/Parliament Catering, and Sh. Sanjiv Kumar Dy. CPO/T&C and Welfare/HQ, BH NDLS for giving their valuable guidance in conducting the study. The team is also thankful to all other functionaries for extending their cooperation and providing necessary data/information during the course of study.

1.0.0 INTRODUCTION

Indian Railway is the largest Government Organization which transports passenger and freight traffic from one place to another at an optimum level of safety, security, reliability and punctuality. The modernization and system developments in railway have resulted into closure of unproductive/ redundant/ wasteful activities thus enhancing productivity

To keep pace with growth of transport sector, it has become imperative to adopt advanced technological system for survival in today's competitive environment. The adoption of technological upgradations have become inevitable and challenging due to financial constraints. Consequently, railway administration reviews existing resources from time to time to identify redundant/wasteful/unproductive activities to improve manpower productivity and economy.

1.1.0 Prior to 15 November, 2020, Northern Railway was running four catering units in Parliament house complex viz. Parliament House, Parliament House Annexe, Parliament Library Building and Parliament House Reception Office. Overall functioning of these catering units was being looked after by the Lok Sabha secretariat. At that time, the canteen was serving on an average of 4,500 people daily at Parliament. Every year, Northern Railway has to submit their subsidy claim showing the sales made and expenditure incurred in providing catering services in Parliament house complex. As a mandatory practice, the claim amount submitted by the Northern Railways was vetted by the finance ministry. The provision of subsidy amount in the budget allocation of Lok Sabha secretariat was made on a year to year basis by taking into account the amount incurred/released in the previous year.

1.2.0 Consequently, SDGM/NR directed the Central Planning Cell, HQ Office, to conduct a work study on "Review of catering staff working in Catering Units of Parliament House Complex, New Delhi of Commercial Department" after taken over by the India Tourism Development Corporation Limited (ITDC) from 15th November, 2020.

1.4.0 TERMS OF REFERENCE:

The following terms of references were adopted for conduct of the study:-

1. To review staff strength vis-à-vis existing workload.
2. To identify redundant/unproductive activities with a view to eliminate wasteful expenditure
3. To suggest ways and means to improve the efficiency and productivity of the system

1.5.0 METHODOLOGY ADOPTED

The following techniques of work study were adopted to conduct the study:-

1. Data collection of existing workload.
2. Work sampling, physical observation, spot checks, analytical estimation, prevailing yardstick in vogue if any, to assess the actual requirement.
3. Held discussions at various levels.

2.0.0 BRIEF DESCRIPTION, STAFF POSITION, CRITICAL ANALYSIS REQUIREMENT OF STAFF AND RECOMMENDATIONS.

2.1.0 BRIEF DESCRIPTION

2.1.1 Northern Railway has been providing catering facility in the Parliament house complex since 1968 on no-profit-no-loss basis. The Parliament House has ended its more than 50-year-old association with the Northern Railways and decided to hand over the Catering Services to Government's tourism arm ITDC from November 15, 2020. ITDC is the government's body that runs the luxury five-star Ashok Group of hotels.

2.1.2 Due to introduction of modernization, system development and change in policies in almost every sphere of Railway working, most of the activities have become redundant/ unproductive/ wasteful.

2.1.3 Consequently, the workload of catering staff working in Catering Units of Parliament House Complex has been taken over by the ITDC from November 15th, 2021. Keeping in view, SDGM/NR has desired to conduct "Review of catering staff working in Base Kitchen, New Delhi of Commercial Department." with a view to improve manpower productivity and economy.

2.2.0 STAFF POSITION

2.2.1 During the course of study, the team collected the sanctioned strength and on roll strength of Catering staff of Parliament House Estate from 'P' Branch of Hq office Baroda House. The detailed position of Catering staff is placed as Annexure No. II in the report and the summarized position of the same is tabulated below:-

S. No	Category	S/S	O/R	Vacancy
1	CIC (Chief Insp. of Catering)/Catering Superintendent	05	03	02
2	CI (Catering Insp.)	11	06	05
3	CS-I (Catering Supervisor)	05	01	04
4	CS-II (Catering Supervisor)	12	-	12
5	Master cook	05	-	05
6	Hd. Cook	08	01	07
7	Cook	07	01	06
8	MTS	358	138	220
Total		411	150	261

The above table reveals that the on roll strength is 150 posts against the sanctioned strength of 411 posts and 261 posts are lying vacant.

2.2.2 The operations of the 04 catering units in Parliament House Estate including the Parliament House, Parliament House Annexe, the Parliament library building and pantries has been taken over by the India Tourism Development Corporation Limited (ITDC) from November 15. The staff deployed by the Northern Railways has been spared from the Parliament to their department. This matter was discussed at various levels and the work study team was apprised that the Catering staff which has become surplus as the Catering work of Parliament House Estate has been taken over by the ITDC, is being utilized at various locations.

2.3.0 CRITICAL ANALYSIS

2.3.1 During the conduct of study, the work study team observed that the Catering Staff which was engaged in the Catering Services of Parliament House Estate has been spared to Commercial Department of Northern Railway by the Parliament Secretariat vide DS/Lok Sabha letter no. 50/14/2020/GW dt. 19.10.2020 as the Catering Services has been taken over by the ITDC from November 15, 2020. As per the CCM/Catering/NR letter no. 86-PH/C/Staff-IV/15 Part-1(Loose) dt. 21.10.2020, the operations of the Catering Units in Parliament House Estate (PH, PHA & PLB) pantries inside and outside PHE providing services to dignitaries has been taken over by ITDC w.e.f. 15.11.2020. During the course of study, it was observed that there is no Railway Catering Staff working in the Parliament Canteen. At present the on roll catering staff is being utilized in other activities at different locations other than the Parliament Catering under Commercial Department. Therefore, due to handing over of the catering services of Parliament House Estate to ITDC, the work of Parliament House Estate catering became off loaded, consequently the 411 posts of Catering staff also becomes surplus which required to be surrendered.

2.4.0 PROPOSED REQUIREMENT OF STAFF

2.4.1 As the catering services of Parliament House Estate have been handed over to ITDC by the Parliament Secretariat, the work of Railway catering become off loaded, consequently the Railway Catering staff also becomes surplus which should be surrendered.

From the above it is revealed that the proposed requirement of catering staff comes to **Nil** and **411** posts are identified as surplus in different categories and grade under the administrative control of CCM/Catering HQ and recommended for surrender.

RECOMMENDATION NO.1

It is proposed that 411 (Gr. "C" 53 and Gr. "D" 358) posts of catering staff in different categories and grades identified as surplus under the administrative control of CCM/Catering HQ and recommended for surrender as follow:-

S. No	Category	Pay scale + Grade Pay in ₹	Surplus
1	CIC (Chief Insp. of Catering.)	9300-34800+4600	05
2	CI (Catering Insp.)	9300-34800+4200	11
3	CS-I (Catering Supervisor)	5200-20200+2400	05
4	CS-II (Catering Supervisor)	5200-20200+2000	12
5	Master cook	9300-34800+4200	05
6	Hd. Cook	5200-20200+2800	08
7	Cook	5200-20200+1900	07
8	Multi Task Service(MTS)	5200-20200+1800	358
Total			411

3.0.0 FINANCIAL IMPLICATIONS

3.1.0 The total annual expenditure on establishment of catering staff working at Parliament House Estate, New Delhi.

S. No	Category	Pay scale + Grade Pay in ₹	Surplus	Monthly value per posts ₹	Total annual recurring saving ₹
1	CIC (Chief Insp. of Catering.)	9300-34800+4600	05	60548/-	3632880/-
2	CI (Catering Insp.)	9300-34800+4200	11	47736/-	6301152/-
3	CS-I (Catering Supervisor)	5200-20200+2400	05	34398/-	2063880/-
4	CS-II (Catering Supervisor)	5200-20200+2000	12	29309/-	4220496/-
5	Master cook	9300-34800+4200	05	47736/-	2864160/-
6	Hd. Cook	5200-20200+2800	08	39371/-	3779616/-
7	Cook	5200-20200+1900	07	26852/-	2255568/-
8	MTS	5200-20200+1800	358	24278/-	104298288/-
Total			411		129416040/-

The above table reveals that the Northern Railway incurs ₹ 129416040/- per annum on the sanctioned strength of 108 posts of catering staff. After the implementation of the work study report, the annual expenditure on the proposed staff will be Zero and anticipated recurring saving will be ₹ 129416040/- per annum.

4.0.0 ANTICIPITAD RECURRING SAVING:-

S. No	Category	Pay scale + Grade Pay in ₹	Surplus	Rec. No	Monthly value per posts ₹	Total annual recurring saving ₹
1	CIC (Chief Insp. of Catering.)	9300-34800+4600	05	01	60548/-	3632880/-
2	CI (Catering Insp.)	9300-34800+4200	11		47736/-	6301152/-
3	CS-I (Catering Supervisor)	5200-20200+2400	05		34398/-	2063880/-
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6	Hd. Cook	5200-20200+2800	08		39371/-	3779616/-
7	Cook	5200-20200+1900	07		26852/-	2255568/-
8	MTS	5200-20200+1800	358		24278/-	3775008/-
Total			411			129416040/-

No. of posts identified as surplus: -

Gr. 'C' = 53 posts

Gr. 'D' = 358 posts

Total = 411 posts

FINANCIAL IMPLICATIONS

Anticipated recurring savings = ₹ 1294.16 lakh per annum.

Capital saving = Nil

Total = ₹ 1294.16 lakh per annum

WORK STUDY REPORT DETAILED CHART

Department : - Commercial

Name of study : - Review of catering staff of Commercial Department working in Parliament House Estate, New Delhi.

Activity centre : - Parliament House Estate, New Delhi

S N	Station	Brief description of workload	Staff deployed	Work Study recommendations
1	Parliament House Estate, New Delhi.	Prior to 15 November, 2020, (handing over catering services to ITDC), Northern Railway was running four catering units in Parliament house complex viz. Parliament House, Parliament House Annexe, Parliament Library Building and Parliament House Reception Office.	SS= 411 posts OR= 150 posts Vac=261 posts	After handing over the Catering services of PHE to ITDC from Northern Railway, the Catering staff has become surplus. Staff proposed =Nil Staff identified surplus=411posts (Gr 'C'=53, Gr "D"=358)

LIST OF ANNEXURES

S.N.	Description	Annex. No.
1	Sanctioned and on roll position of catering staff at Base kitchen.	I
2	Authority letter No. 16-CP/29/WS/20-21 dt. as authority to conduct the study	II

ANNEXURE NO.II

SANCTIONED AND ON ROLL POSITION OF CATERING STAFF OF Parliament House Estate, NEW DELHI.

S. No	Category	Pay scale + Grade Pay in ₹	S/S	O/Roll	Vacancy
1	CIC (Chief Insp. of Catering)	9300-34800+4600	05	03	02
2	CI (Catering Insp.)	9300-34800+4200	11	06	05
3	CS-I (Catering Supervisor)	5200-20200+2400	05	01	04
4	CS-II (Catering Supervisor)	5200-20200+2000	12	-	12
5	Master cook	9300-34800+4200	05	-	05
6	Hd. Cook	5200-20200+2800	08	01	07
7	Cook	5200-20200+1900	07	01	06
8	MTS	5200-20200+1800	358	138	220
Total			411	150	261

Salient features of the work study

Name of the Work study: Review of Catering staff of Commercial Deptt working in Catering Units of Parliament House Estate.

No. 16-CP/29/WS/20-21

- (i) The study is confined to review the working of Catering Staff who was deployed in 04 catering units of Parliament House Estate. The operation of these catering Units Of PHE and pantries inside and outside PHE providing services to the dignitaries has been taken over by the ITDC w.e.f. 15.11.2020, vide CCM/Catering letter No 86-PH/C/Staff-IV/15 Part-1 (Loose) dated 21.10.2020.
- (ii) Northern Railway has been providing catering facility in the Parliament house complex since 1968 on 'no-profit-no-loss' basis and the loss incurred by the Railway as a result thereof is subsidized to Northern Railway by the Lok Sabha and Rajya Sabha secretariats in the ratio of 2:1.
- (iii) Therefore due to taken over the catering services of Parliament House Estate by the ITDC, the work of Northern Railway catering staff become off loaded, consequently the 411 posts of Catering staff becomes surplus and recommended for surrender.

Staff proposed and identified surplus:-

Total sanctioned strength	411
On roll strength	150
Vacancy	261
Proposed strength	Nil
No. of post identified as surplus	411
Net recurring saving	₹ 1294.16 lakh per annum