



WORK STUDY REPORT

ON

REVIEW OF

PARCEL PORTERS

WORKING IN PARCEL OFFICES LUCKNOW AND VARANASI

2020-21

WORK STUDY TEAM

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Northern Railway
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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 Luggage/Parcel Porters staff working in Parcel Offices LKO and BSB and suggest ways and means to improve the manpower productivity and economy.

STAFF POSITION

The total sanctioned and on roll strength of Parcel Porters staff working in Parcel Offices LKO and BSB is as under:-

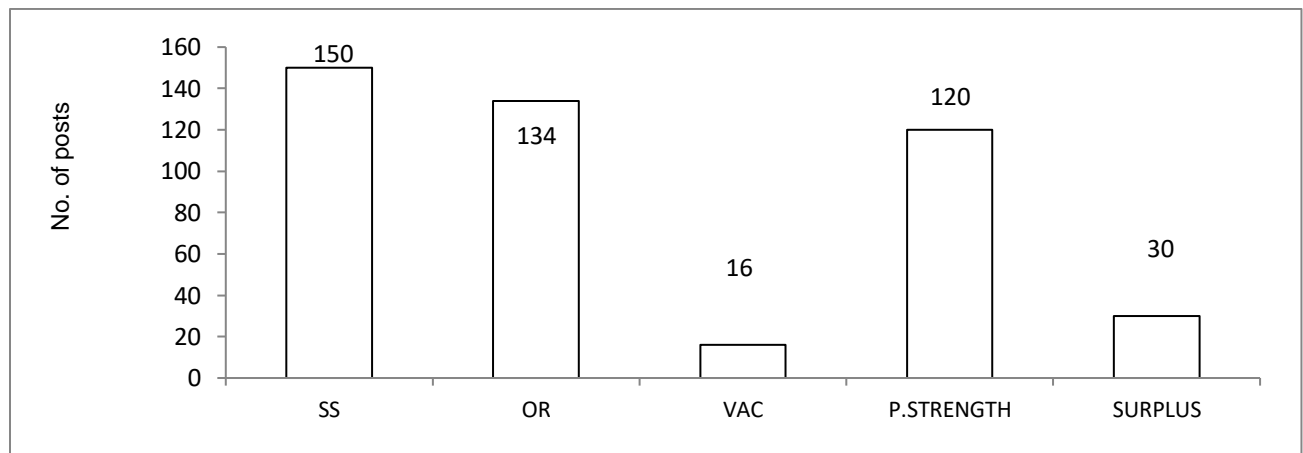
S.No.	Station	Category	S/S	O/R	Var.
1	LKO	Parcel porters	90	84	06
2	BSB		60	50	10
Total			150	134	16

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

Gr. 'C' = NIL
 Gr. 'D' = 30 posts
Total = 30 posts

FINANCIAL IMPLICATIONS

Anticipated recurring savings = ₹ 87.40 lacs per annum.
 Capital saving = Nil
 Total = ₹ 87.40 lacs per annum



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SYNOPSIS

Indian Railways is one of the fourth largest system in the world under a single management with a network spread all over the country. With humble beginning in 1853 the railways have served the nation as the principle mode of transport. Railway is the cheapest mode of transport in the country. Its two fold objectives are to transport passengers and freight traffic from one place to another place. Indian railways play a vital role not only to compete with road transport but also globally with other railways of the world.

The adoptions of technological up gradations have become inevitable that at the same time, it is very challenging due to financial constraints. The efforts of privatization can also be seen in commercial department due to which closure of piecemeal booking in goods and parcels, leasing of SLRs/VPUs in various trains, running blue parcel trains have been introduced. In view of above, there has been decline in goods (piece-meal) and parcel traffic which resulted in redundancies in the working and subsequently many activities are getting closed down.

Keeping in view of above, SDGM/NR assigned work study on "Review of parcel porters working in Parcel Offices LKO & BSB" to the Central Planning Cell, HQ Office, with a view to achieve manpower productivity and economy. The strength of luggage/parcel porter staff was critically examined vis-à-vis existing workload. The team identified 30 posts as surplus and recommended for surrender. The implementation of the recommendations contained in the report will yield a recurring saving worth ₹ 87.40 lacs per annum to the administration.

SUMMARY OF RECOMMENDATIONS

S. N.	Recommendations	Refer para No.	Accepting/ implementing authority.
1	It is proposed that 30 posts of luggage/Parcel porter are identified as surplus and recommended for surrender from Parcel Offices LKO & BSB. Luggage/parcel porters Gr. ₹ 5200-20200-1800 =30 posts.	2.4.2	ADRM/Admin./LKO Sr.DCM/LKO Sr.DPO/LKO

ACKNOWLEDGEMENT

The Work Study team is highly grateful to Smt. Veena Verma, ADRM/Admin./LKO, Sh. Jagtosh Shukla, Sr.DCM/LKO and Sh. M.B.Singh, Sr.DPO/LKO for giving their valuable guidance for conducting the study. The team is also thankful to all other functionaries for extending their cooperation in providing necessary data/information during the course of study.

1.0.0 INTRODUCTION

1.1.0 The Commercial Department on Indian Railways plays a very important role in revenue earning. Its main source of earning is passenger traffic and goods traffic. The commercial department provides adequate passenger amenities for travelling passenger at stations.

1.2.0 The Luggage/Parcel porter are posted in Parcel Offices at different locations. The Railway Board's policy to run leased SLRs of mail/express trains and Blue line parcel services on some specified sections, has reduced the workload of parcel offices. Also due to adoption of modern technological and up gradation in system of working certain activities have become redundant/unproductive/wasteful.

1.3.0 Keeping in view of above, SDGM/NR has assigned a work study on "Review of parcel porter staff working in Parcel Offices of LKO & BSB of LKO division", with a view to optimize utilization of luggage/parcel porters staff and identify the surplus for surrender to improve the economy

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 and its analysis to assess the factual status 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 The Lucknow division is one of the important divisions of Northern Railway which is spread over an area of 1458.94 route kms. It is situated on main line and connected to MB, DLI, NCR and NER.

2.1.2 Modernization and system developments introduced in almost every sphere of Railway working have made some activities as redundant/wasteful/unproductive. Computerization in reservation/ booking tickets, point to point full rake loading in goods, leasing out of SLRs in parcel, parcel vans/trains etc. have proved efficient and economical.

2.1.3 Consequently, the workload of parcel porter staff has reduced considerably. Keeping in view above, SDGM/NR has desired to conduct "Review of parcel Porters working in Parcel Offices LKO and BSB of LKO division" with a view to achieve manpower productivity and economical.

2.2.0 STAFF POSITION

The staff position and workload as per telephonically discussion in scenario of covid -19 with CMI/MPP, CPS/LKO and BSB collected from 'P' Branch and commercial branch is tabulated below:-

S.No.	Station	Category	S/S	O/R	Var.
1	LKO	Parcel porters	90	79	11
2	BSB		60	50	10
Total			150	129	21

The above table reveals that the sanctioned strength of parcel porters of LKO and BSB stations is 150, the on roll strength is 129 and 21 posts are lying vacant.

2.3.0 CRITICAL ANALYSIS

- (i) The Railway Board's policy for leasing of SLR/VPUs and running of blue parcel services has reduced the workload of parcel offices.
- (ii) The work study team therefore applied the analytical estimation of method study and yardstick. The weight per parcel package is considered as 40 kg as per yard stick. The total weight handled is based upon total packages and worked out by comparing with the actual weight handled. The team has considered the higher value

of the two weights handled while assessing the requirement of parcel porters.

- (iii) Since manpower is the biggest component of the expenditure of Indian Railways, rightsizing of manpower to reduce unit costs is an effective way to increase efficiency of Indian Railway
- (iv) The Parcel porter category has been declared as diminishing cadre by the Railway Board. So no intake is being conducted in this category.
- (v) The Parcel Porter staff falls in the non safety category and has also been declared redundant by the Railway Board and as per directives issued by GM/NR Letter no. 807-E/surrender of posts/, MPP*2017 dt/ 08/02/2017.

2.5.0 YARDSTICK

The work study team applied the yardstick for calculating the requirement of parcel porters in the following way. As per norms one luggage porter is required to handle 40 Qtls or 4 MT of parcel packages per day.

ACTIVITIES/DUTIES OF LUGGAGE PORTERS

The daily duties of luggage porters for effective and smooth functioning of parcel traffic is as under:-

- i) Loading and unloading of parcel packages in trains.
- ii) Shifting and transferring of packages from one point to another.
- iii) Sorting of packages after unloading.
- iv) Stacking/storing of packages in parcel inward/outward sheds.
- v) Removal of packages for delivery to owner.
- vi) Handling of packages for weighment alongwith other misc. work i.e., stamping PWB, cleaning of record etc.

2.6.0 REQUIREMENT OF PARCEL PORTERS FOR PARCEL OFFICES LKO AND BSB STATIONS

2.6.1(i) Lucknow station

The sanctioned strength of parcel porters working at LKO station is 110 whereas 104 are on roll with 06 vacant posts.

WORKLOAD

he number of packages and weight handled by luggage porters at LKO station is given below:-

S.No	Year	Total packages	Total of actual weight (In Qtls)
1	2018-19	351311	106049
2	2019-20	246524	82355
Total		597835	188404
Avg/Day		597835/730=819	188404/730=258.08 Qtls.
Wt handled/day		819x40=32760 Kg or 32.76 MT as per yardstick.	25.80 MT as actually handled.

As per above table the calculation for staff has been done on the higher side of workload. The average weight handled per day is 32.76 MT (actual handled). As per norms one luggage porter is required to handle 40 Qtls or 4 MT of parcel packages per day.

S.No.	Point wise distribution of staff	No. of staff required.
1	The requirement of luggage porter at LKO Station comes to $32.76/4=8$	08.00
2	For PF 1, 8 & 9 (in three shifts on both ends)	09.00
3	For PF 2 & 3 (in three shifts on both ends)	06.00
4	For PF 4 & 5 (in three shifts on both ends)	06.00
5	For PF 6 & 7 (in three shifts on both ends)	06.00
6	For clock room in three shifts i.e 02 in each shift	06.00
7	To work as seal man in three shifts i.e 02 in each shift	06.00
8	To work in luggage office in three shifts i.e. 02 in each shift	06.00
9	For CPS office and Misc. activities	02.00
	Sub Total	55
	Add RG @ 16.5% on 55	9.07
	Sub total	64.07
	Add LR @ 12.5% on 64.07	8.00
	G. Total	72.07 or say 72

The sanctioned strength of parcel porters working at LKO station is 90 and the actual requirement comes to 72 staff. So 18 posts of parcel porter staff are identified as surplus and recommended for surrender.

2.6.1 (ii)VARANASI STATION

The sanctioned strength of parcel porters working at Varanasi station is 95 and 80 are on roll with 15 vacant posts.

WORKLOAD

The no. of packages and weight handled by parcel porters at Varanasi station is given below:-

S.N	Year	Total packages	Total actual weight handled (in Qtls.)
1	2018-19	261236	134817
2	2019-20	243741	128871
Total		504977	263688
Avg/day		$504977/730=691$	$263688/730=361.21$ Qtls
Weight handled/day		$691 \times 40 = 27640$ kg or 27.64 MT as per yard stick.	361.21 Qtls or 36.12 MT as actual

As per above table the calculation for staff has been done on the higher side of workload. The average weight taken as handled per day is 36.12 MT. The requirement of parcel porters at BSB (Varanasi) station comes as follows-

S.No.	Point wise distribution of staff	No. of staff required.
1	The requirement of luggage porter at BSB Station comes to $36.12/4=09$	09
2	For outward parcel shed in three shifts i.e. 02 in each shift.	06.00
3	For inward parcel shed in three shifts i.e. 02 in each shift.	06.00
4	For PF 4 & 5 in three shifts i.e. 01 in each shift.	03.00
5	For PF 6 & 9 in three shifts i.e. 01 in each shift.	03.00
6	For clock room in three shifts i.e 01 in each shift	03.00
7	For City Booking office in three shifts	03.00
8	For CPS,CBS and CRS office	03.00

9	For Chief Area Manager's office	01.00
10	Sub Total	37.00
11	Add RG @ 16.5% on 37	6.10
12	Sub total	43.10
13	Add LR @ 12.5% on 43.10	5.38
Grant Total		48.48 or say 48 staff

The sanctioned strength of parcel porters working at LKO station is 60 and the actual requirement comes to 48 staff. So 12 posts of parcel porter staff are identified as surplus and recommended for surrender.

2.6.2 EXISTING, PROPOSED AND SURPLUS STRENGTH OF PARCEL PORTERS AT LKO AND BSB PARCEL OFFICES.

SN	Station	S/S	O/R	Proposed strength	Identified surplus
1	LKO	90	79	72	18
2	BSB	60	50	48	12
Total		105	129	120	30

RECOMMENDATION NO.1

It is proposed that 30 posts of parcel porters in Gr.RS. 5200-20200-1800 are identified as surplus and recommended for surrender from Parcel Offices, LKO and BSB.

Luggage/Parcel Porter Gr. Rs. 5200-20200-1800 = 30 posts.

3.0.0 FINANCIAL IMPLICATIONS

3.1.0 The annual expenditure as per 7th CPC on Luggage/Parcel porter staff working at Parcel Offices LKO and BSB of LKO division is as under:-

S.No.	Category	Grade Rs.	Monthly value per post	S/S	Annual expenditure
1	Parcel Porter	5200-20200-1800	24278	150	43700400.00
Total				150	43700400.00

The above table reveals that the annual expenditure being incurred on 150 sanctioned posts of Parcel porters working at Parcel Offices LKO and BSB is Rs. 43700400.00

3.2.0 Proposed strength: The annual expenditure on the proposed strength of Parcel porters for Parcel Offices LKO and BSB is as under:-

S.No.	Category	Grade Rs.	Monthly value per post	S/S	Annual expenditure
1	Parcel Porter	5200-20200-1800	24278	120	34960320.00
Total				120	34960320.00

The above table reveals that the total expenditure on 120 proposed strength of Parcel porters for Parcel Offices LKO and BSB will be reduced to ₹ 34960320.00 instead of ₹ 43700400.00 and net saving will be ₹ 8740080 per annum.

3.3.0 ANTICIPATED RECURRING SAVING

S.No.	Category	Pay scale + Grade pay ₹	No. of posts	Rec. No	Monthly value per post ₹ .	Total annual recurring saving ₹ .
1	Luggage/Parcel porter	5200-20200-1800	30	1	24278	8740080.00
Total			30			8740080.00

No. of posts identified as surplus: -

Group 'C' = NIL

Group 'D' = 30 posts

Total = 30 posts

Anticipated recurring saving = ₹ 87.40 lacs per annum

Capital saving = Nil

Total saving = ₹ 87.40 lacs per annum

WORK STUDY REPORT DETAILED CHART

Department : - Commercial

Name of study : - Review of Parcel Porter working in Parcel Offices LKO and BSB.

Activity centre: - Parcel Offices LKO and BSB.

SN	Sub activity	Brief description of workload	Actual staff deployed	Work Study recommendations	Representative workload
1	Parcel Offices LKO and BSB.	Loading and unloading of luggage/parcel packages, marking and shifting.	SS = 150 OR = 129 Vac=21	Staff proposed =120 posts Staff identified surplus=30 posts	Leasing of SLR/VPUs and Blue Parcel services have reduced the workload of Parcel Offices LKO and BSB.

LIST OF ANNEXURES

S.N.	Description	Annex. No.
1	Staff position of Parcel porters working in Parcel Offices LKO and BSB.	I
2	Letter No. 16-CP/14/WS/20-21 dt. 07.08.2020 to conduct the study	III

ANNEXURE NO.I

Statement showing staff position of Luggage/Parcel Porters working in Parcel Offices LKO and BSB.

S.No	Category	Pay scale + Grade Pay	Sanctioned Strength	On roll	Variation
1	Luggage/parcel Porter	5200-20200-1800	150	129	21