



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

SOUTHERN RAILWAY

PLANNING BRANCH

G.275/WSSR - 822021 / 2020 - 21

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

STUDIED BY

WORK STUDY TEAM

OF

PLANNING BRANCH

JUNE 2021



(i)
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ACKNOWLEDGEMENT

The study team gratefully acknowledges the valuable guidance and co-operation given by DRM, ADRM/II, ACM//TPJ and other Officers/Supervisors of Claims Branch/TPJ for completion of the study in time.

(ii)

AUTHORITY

Annual programme of work studies, approved by Railway Board 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 allowed extra to
4. care contingency, such as discussion, tracing of papers/files, connection of reference letters, incidental work, environmental, monotony, mental fatigue, personal needs, and need basis etc.



(v)

SUMMARY OF REVISED RECOMMENDATIONS

12 posts in Claims Office/TPJ which are found excess to the requirement may be surrendered and credited to the Vacancy Bank .

Sl. No.	Category	Level	Grade pay (Rs.)	No. of surplus posts
1	OS	6	4200	12
TOTAL				12

(Total 12 posts)

CHAPTER – I

INTRODUCTION

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.,

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.

- 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.
- b. **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.
- c. **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.
- d. **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.

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) Apprising the merchandise about the position of consignments through the Rail net with the assistance of NR cell.

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



CHAPTER – II

PRESENT SCENARIO

The gradewise sanction, actual, vacancy and excess statement of claims office/TPJ is furnished in **Annexure-I**.

The summary of the staff sanctioned, actual, vacancy and excess for the Claims office/HQrs is given below (these staff includes the staff working at RCT/MAS and RCT/ERS).

Category	Level & GP	Sanction	Actual	Vacancy	Excess
Ch. OS	7 (4600)	5	5	0	0
OS	6 (4200)	15	5	10	0
Sr. Clerk	5 (2800)	0	0	0	0
Jr. Clerk	2 (1900)	0	0	0	0
TOTAL		20	10	10	0

General activities of the Claims Office:

One Ch. OS is over all in-charge of Claims & Refund Section in CCM/O/TPJ and One OS is dealing with Claims and Refund cases of CCM/O/TPJ. At present only two staff are working in Claims Office/TPJ and they are dealing with all claims cases like non-delivery of parcels, short delivery of parcels, damaged claims to parcels booked under PWB, LT & ST over TPJ, MDU and TVC divisions. In addition to the above, dealing with refund of freight claims and also dealing with all refund claims booked under Military Warrant, Police Warrant etc., over Southern Railway and refund claims booked under CPTs over TPJ division as per the instructions from Headquarters.

As per the instructions of PCCM/MAS and also approved by DRM/TPJ for utilization of Claims office remaining 8 staff in various commercial subjects to overcome the short fall of staff in Sr.DCM/O/TPJ. All staff of Claims office/TPJ is now under the Control of Sr.DCM/O/TPJ.

The details of Section wise deployment of Staff to Sr.DCM/O/TPJ is as under:

Sl. No.	Designation	Nature of work
1.	Ch. OS	Working as Ch. OS/General
2.	Ch. OS	Working in Inspection Section
3.	Ch. OS	Working in Establishment/DAR section
4.	Ch. OS	Working in Staff section
5.	OS	Working in DRUCC section.
6.	OS	Working in Parking/Stores section
7.	OS	Working in Freight Marketing section.
8.	OS	Working in Receipt & Despatch Section.

Out of above 8 staff working in Sr.DCM/O/TPJ, one Ch.OS is Voluntarily retired on 07.01.2021 and another one OS is due for retirement on 28.02.2021.

Brief description of the Activities:

1. Receipt and acknowledgement of all Coaching Refund and Claims letters from Hqrs. and from public.
2. Despatch letters and Pay Orders (both Claims & Coaching Refunds) to claimants, FA&CAO and other Railways by ordinary/registered post.
3. Registration of Coaching Refund files and Warrant files.
4. Making correspondence with the respective offices and claimants.
5. Preparing Monthly statements for Claims/Coaching Refund claims.
6. Issue of PASS/PTO/RC Pass/Retirement Pass to the staff of both Claims & Refund serving and Retired staff of CCM/O/TPJ.
7. Forwarding of representation received from staff.
8. Forwarding of applications received from the staff to other department such as PF application, Leave encashment etc.,
9. Dealing with all other welfare activities of the staff.

Periodical statements:

Monthly statement of Registration, Disposal and pending Claims/Coaching Refund/Warrant cases are sent to Hqrs/MAS enabling to appraise the position to Railway Board.

List of Registers, Files, Standard Forms handled and maintained:

- 1) Pass and PTO (with Family composition) register for serving employees.
- 2) Pass register for retired employees.
- 3) RC pass register.
- 4) Staff files.
- 5) Hqrs/DPO files.
- 6) Leave encashment files.
- 7) Quarters file.
- 8) Accounts file.
- 9) Audit files.
- 10) Tracing Memo.
- 11) Conditional settlement forms.

Approved Roster/Duty timings : 09.15 hrs to 17.45 hrs

Particular of Statements prepared in the format

Sl. No.	Daily	Monthly	Yearly
1	Attendance	Leave Statement	Budget Estimate
2	Staff Leave	TA Bills	Audit Para
3	Pay Orders	PF Applications	Accounts Inspection
4	Despatch	Leave Encashment	CSBF Scholarship
5	Receipt	Bill payment Hiring of vehicle	Duty Pass
6	Coaching Refund Registration/Disposal Statement	Imprest Cash	Preparation of Salient Features
7	Coaching Refunds Section/Office-wise Statement	Sanction & Actuals of staff	Preparation of GM's Narrative Report
8	Coaching Refunds Dealer-wise Statement	CUG bills	Reply for Parliament Questions
9	-	Officers Telephone Bills	Annual Maintenance Contract for HWs
10	-	PCDO to Rly.Bd	Furnishing details for the efficiency shield for the calendar year

CHAPTER - III

CRITICAL ANALYSIS

CLAIMS OFFICE/TPJ

Since the claims have been reduced from year to year and the staffs working at the claims office were over staffed, due to which, it was decided at Head quarters level transferring of the Coaching Refund section to Claims Unit/ TPJ.

Consequent on transfer of coaching refund cases from Head quarters to ACM/C/TPJ, staff from rates had been deputed to claims unit to work under the control of ACM/C/TPJ.

As per the instructions of PCCM/MAS and also approved by DRM/TPJ for utilization of Claims office remaining 8 staff in various commercial subjects to overcome the short fall of staff in Sr.DCM/O/TPJ. All staff of Claims office/TPJ is now under the Control of Sr.DCM/O/TPJ.

CLAIMS & REFUND SECTION

Since the claims cases are reduced drastically only two staff (1 Ch. OS & OS) are looking after the e-ticket refunds together and remaining 8 employees are utilized in CCM/O/TPJ.

No. of claims registered, amount claimed, amount of claim settled for the last 2 years is given below:

Sl. No.	Month	Year	No. of Claims Registered		Claimed Amount	Amount Settled
			Computer Printed Ticket	Warrant		
1	April	2018	41	537	940970	15425
2	May	2018	25	469	847000	4120
3	June	2018	12	558	109420	1805
4	July	2018	13	177	16500	475
5	August	2018	54	181	120000	14715
6	September	2018	43	163	10500	1785
7	October	2018	15	217	145000	940
8	November	2018	28	184	116450	5675
9	December	2018	13	115	83200	1525

10	January	2019	26	131	94200	10420
11	February	2019	15	114	83850	1410
12	March	2019	19	181	99750	0
13	April	2019	7	210	115500	0
14	May	2019	20	518	284900	1695
15	June	2019	10	134	79200	0
16	July	2019	12	318	165000	1960
17	August	2019	51	189	144000	43395
18	September	2019	24	120	72000	4175
19	October	2019	12	128	77000	7060
20	November	2019	18	124	85200	7950
21	December	2019	52	134	102300	28165
22	January	2020	19	142	88550	7780
23	February	2020	10	167	97350	0
24	March	2020	12	83	49500	0
TOTAL			551	5,294	40,27,340	1,60,475

It is seen from the above table claims have been reduced drastically from year to year.

At present 1 Ch.OS & 1 OS is working in this section.

The total cases handled per month average is $551/24 = 23$ and per day will be 0.76 say 1 case only.

Total warrant case handled per month average is $5294/24 = 221$ approx. and per day 7.36 say 8 cases.

No. of Parcel Claim cases, amount claimed, amount of claim settled for the last 2 years are given below:

Sl. No.	Month	Year	No. of claims Registered	Claimed Amount	Amount Settled
1	April	2018	1	8350	0
2	May	2018	2	760000	0
3	June	2018	0	0	0
4	July	2018	2	116543	6800
5	August	2018	2	6000	0
6	September	2018	2	39014	350

7	October	2018	2	16600	0
8	November	2018	1	877	0
9	December	2018	0	0	0
10	January	2019	0	0	0
11	February	2019	0	0	0
12	March	2019	2	5099	0
13	April	2019	0	0	0
14	May	2019	0	0	0
15	June	2019	0	0	0
16	July	2019	0	0	0
17	August	2019	0	0	0
18	September	2019	0	0	0
19	October	2019	0	0	0
20	November	2019	0	0	0
21	December	2019	0	0	0
22	January	2020	0	0	0
23	February	2020	3	442120	0
24	March	2020	0	0	0
TOTAL			17	13,94,603	7,150

Hence, considering the no. of cases is getting reduced in nature, the present 2 staff is allowed to continue. The remaining 18 posts are identified as Surplus and surrender to vacancy bank.

Summary of the staff required for CLAIMS OFFICE/ TPJ

Category	Level in Pay Band	G.P	Sanction	Actual	Requirement	Surplus
Ch. OS	7	4600	05	05	01	04
OS	6	4200	15	05	01	14
Sr.Clerk	5	2800	0	0	0	0
Jr.Clerk	2	1900	0	0	0	0
TOTAL			20	10	2	18

SUMMARY OF RECOMMENDATIONS

18 posts in Claims Office/TPJ which are found excess to the requirement may be surrendered and credited to the Vacancy Bank .

Sl. No.	Category	Level	Grade pay (Rs.)	No. of surplus posts
1	Ch. OS	7	4600	4
2	OS	6	4200	14
TOTAL				18

(Total 18 posts)

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CHAPTER – IV**PLANNING BRANCH'S REMARKS ON CO-ORDINATING OFFICER'S VIEWS****Coordinating Officers Views:**

It is advised vide the draft work study report to surrender 04 posts of Ch. OS & 14 posts of OS in claims office/TPJ and 01 Ch. OS and 01 OS are enough to work in Claims/TPJ.

In this connection please be seen the Sanction and Actual staff strength in CCM/Claims/TPJ as on 01.04.2021.

Category	Level & GP	Sanction	Actual	Vacancy	Excess
Ch. OS	7 (4600)	5	5	0	0
OS	6 (4200)	15	3	12	0
Sr. Clerk	5 (2800)	0	0	0	0
Jr. Clerk	2 (1900)	0	0	0	0
TOTAL		20	08	12	0

In this situation it is to be stated that 08 Staff (05 Ch. OS & 03 OS) from Claims/TPJ are working in the vital portfolios in Sr.DCM/O/TPJ and their seniority i.e., their lien are still under claims seniority and not absorbed to Sr.DCM/O/TPJ. Hence, the surrendering of 04 working post of Ch. OS and 03 posts of OS are not acceptable and it is agreed to surrender 12 vacant posts of OS in connection with the above work study.

Planning Branch Remarks:

It is seen from the Coordinating Officers views that One Ch. OS and One OS are allowed to work in Claims Office/TPJ. Further as requested 4 Ch. OS and 2 OS are temporarily working from Claims Office to Sr.DCM/O/TPJ is also allowed to continue till the vacation of incumbent or on Superannuation.

The work study team is considered the Coordinating officers views and the study is released based on the following conditions:

- 1) All the 12 OS vacant posts are to be surrendered with immediate effect.
- 2) The present Incumbents of 4 Ch. OS and 2 OS may be charged against the Special Supernumerary post duly creating the same till such time vacation of the following incumbents:
 - a) Ch. OS - 4 (now working under Sr.DCM/O/TPJ)
 - b) OS - 2 (now working under Sr.DCM/O/TPJ)

As and when the employees working under the said post vacates/Superannuated, the Special Supernumerary post charged against the said employees will automatically surrendered.

Hence, the work study team is now revised the recommendation of surplus post from 18 to 12 as detailed below:

Summary of the staff required for CLAIMS OFFICE/ TPJ

Category	Level in Pay Band	G.P	Sanction	Actual	Requirement	Surplus
Ch. OS	7	4600	05	05	05	0
OS	6	4200	15	03	03	12
Sr.Clerk	5	2800	0	0	0	0
Jr.Clerk	2	1900	0	0	0	0
TOTAL			20	8	8	12

SUMMARY OF REVISED RECOMMENDATIONS

12 posts in Claims Office/TPJ which are found excess to the requirement may be surrendered and credited to the Vacancy Bank .

Sl. No.	Category	Level	Grade pay (Rs.)	No. of surplus posts
1	OS	6	4200	12
TOTAL				12

(Total 12 posts)

CHAPTER – V**FINANCIAL SAVINGS:**

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

Claims Office/TPJ

Sl. No.	Category	Level in Pay Band	Grade Pay	No. of Posts	Money Value (Rs.)	Annual Financial Savings (Rs.)
2	OS	6	4200	12	86,463	1,24,50,672
	TOTAL			12		1,24,50,672

Total Annual Financial Savings Rs.1,24,50,672/-.

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ANNEXURE - I**SANCTION, ACTUAL & VACANCY POSITION FURNISHED BY Sr.DPO/TPJ**

Category	Level & GP	Sanction	Actual	Vacancy
Ch. OS	7 (4600)	5	5	0
OS	6 (4200)	15	5	10
Sr. Clerk	5 (2800)	0	0	0
Jr. Clerk	2 (1900)	0	0	0
TOTAL		20	10	10

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SOUTHERN RAILWAY

No.T/C.415/WS/G.275/WSSR-822021/2020

Divisional Office,
Commercial Branch,
Tiruchchirappalli,
Dated:28.04.2021.

Dy.Chief Plannig Officer
Headquarters/MAS

Sub:- Work study to review the staff strength at Claims Office /TPJ – Reg
Ref:- The letter No.G275/WSSR-822021/2020-21 dated 01.03.2021 & 22.03.2021

In connection with the draft work study report forwarded vide the letter dated 01.03.2021, the remarks on the same are furnished below for kind consideration please.

It is advised vide the draft work study report to surrender 04 posts of Ch.OS & 14 posts of OS in claims office/TPJ and 01 Ch.OS and 01 OS are enough to work in claims/TPJ.

In this connection please be seen the Sanction and Actual staff strength in CCM/Claims/TPJ as on 01.04.2021.

Sl No.	Designation	Sanction	Actual	Vacancy	Excess
01	Ch.OS	05	05	0	0
02	OS	15	03	12	0
03	Sr.Clerk	0	0	0	0
04	Clerk-cum-typist	0	0	0	0
	Total	20	08	12	0

In this situation it is to be stated that 08 Staff (05 Ch.OS & 03 OS) from Claims/TPJ are working in the vital portfolios in Sr.DCM/O/TPJ and their seniority ie, their lien are still under claims seniority and not absorbed to Sr.DCM/O/TPJ. Hence the surrendering of 04 working post of Ch.OS and 03 posts of OS are not acceptable and it is agreed to surrender 12 vacant posts of OS in connection with the above work study.

This has the approval of the Competent Authority viz, Sr.DCM/TPJ.

(S.Rajasundaram)
Signed by S. Rajasundaram
Asst. Commercial Manager/II/TPJ
Date: 28-04-2021 13:40:15
/Sr.Divisional Commercial Manager
Reason: Approved
Tiruchchirappalli