



WORK STUDY REPORT

ON

**REVIEW OF STAFF STRENGTH ECRC , RS & C.C CADRE OF PRS ,STAFF OF UTS-
CUM-PRS , SEALMAN UNDER COMMERCIAL DEPARTMENT OF RANGIYA
DIVISION.**

GUIDED BY:

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STUDY NO. WSNF/19/2018-19.

CASE NO. Z/375/10/19/2018-19

CENTRAL PLANNING ORGANISATION

N. F. RAILWAY/MALIGAON

GUWAHATI - 781011.

EXECUTIVE SUMMARY

SUBJECT : Work study on “Review of staff strength ECRC , RS & C.C cadre of, staff of UTS-cum-PRS, Seal-man under Commercial Department of Rangiya Division.

| | | |
|-----------------------------|----------|----------------------------|
| STUDY NO | : | WSNF/19/2018-19 |
| CASE NO | : | Z/375/10/19/2018-19 |
| AUTHORITY | : | SDGM/N.F.R. |
| CONCERN DIV. | : | RANGIYA |
| DEPARTMENT | : | COMMERCIAL |
| DATE OF COMMENCEMENT | : | 18.05.2018 |
| DATE OF COMPLETION | : | 26.06.2018 |
| DATE OF SUBMISSION | : | 27.06.2018 |

TERMS OF REFERENCE:

Approved Annual study programme.

NOS. OF RECOMMENDATION: 1 (One).

The study team has identified total 9 nos. of vacant Posts of different categories (Ch. Commercial Clerk - 2, RS II - 1, RS III – 1, ECRC -3, Jr CC LR-1 & Seal Man-1) as surplus and proposed for surrender.

PROJECTED MAN POWER: **9 Posts.**

PROJECTED FINANCIAL SAVING: **Rs 128.58 lakh per annum (approx.)**

MONTH AND YEAR OF CIRCULATION: JUNE/2018.

I N D E X

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CHAPTER – I

1.0. INTRODUCTION:

Rangiya is established as a new division of N.F.Railway in the year 2003 and the jurisdiction under RNY Division Starts from NBQ to CGS in main line and from NBQ to AZA in loop line via GLPT including Branch line from RNY to MZS. The MG Gauge from RNY to MZS is converted BG in the year 2012-13. It is situated at middle part of N.F Rly. It is the corridor of ARUNACHAL PRADESH of N.E.Region, thus it has main role regarding setting up of communication in between state of N.E.Region to other parts of India and the RNY Division has been serving the demands of people of N.E.region satisfactorily even due to difficult of insurgency problems in the region.

However, GOI has taken a policy to connect all the states of NE region to the other parts of country through Railway Network providing updated technical support.

2.0. ACKNOWLEDEMENT :

Work study team is grateful to Shri Sanjib Ghosh Sr.DCM/RNY for his kind guidance and co-operation for conducting this study.

The work study team is also thankful to Shri T.K.Mandal, ACM/ RNY and Shri Tanmoy Chanda, CMI/RNY for his assistance rendered to the Work Study team for conducting the subject study.

3.0 RATIONALE FOR CONDUCTING THIS STUDY :

- Man power is the most costly and precious resource over Indian Railway and Right sizing is the need of the hour.
- Focusing attention on core activities by reducing / elimination of non-core activities.
- Improving the efficiency (out put / input) either by improving the output (numerator) or by decreasing the input (denominator).
- Up gradation / introduction of automation / Innovations.
- Outsourcing of non core activity.
- Availability of better process/ technology.
- Reducing/ removing redundancy in work.
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4.0. TERMS OF REFERENCE :

Approved Annual Work Study Programme for the year 2018-19

5.0. METHODOLOGY:

a) Discussion with Sr.DCM & the nominated Sr.Subordinate

During field work, discussion was done with Sr.DCM/RNY regarding aspect and scope of work study on “Review of staff strength ECRC & RS cadre of PRS, staff of UTS, Seaman under Commercial Department of Rangiya Division.” and accordingly, Sr.DCM/RNY had nominated Shri T.K. Mandal, ACM/ RNY as Associated Officer and Shri Tanmoy Chanda, CMI/RNY as Associated Inspector (placed at Annex-I).

b) Collection of data relating to workload

The working BOS was collected from Sr. DPO/RNY's office .

CHAPTER-II

2.0. Activities and Work load of ECRC, RS in PRS, UTS staff, Seal Man

- Job of ECRC& RS is to issue computerized reserved tickets for Railway passengers and to respond to enquiries regarding issue of the same or helping the passengers to plan their travel.
- The job is only indoor, in most of the places in air conditioned offices.
- In most of the stations ECRC works in two shifts on alternate days - from 8-14 hrs and 14-22 hrs. In some small stations where the earnings are less, only one person works in one shift, the timings adjusted suitably as per local conditions.
- Job of UTS staff is to issue computerized un-reserved tickets for Railway passengers and to respond to enquiries regarding issue of the same .
- Job of Seal Man is to seal the parcel, VPU, etc.

2.1 PRS Earning of NBQ/CG of last three years.

| MONTH | 2015 - 16 | | | 2016 - 17 | | | 2017 - 18 | | |
|-------|--------------|--------------|-----------------|--------------|--------------|-----------------|--------------|--------------|-----------------|
| | REQ | PSGN | AMT | REQ | PSGN | AMT | REQ | PSGN | AMT |
| APRIL | 3205 | 6563 | 3490425 | 4329 | 6348 | 2627635 | 2671 | 5482 | 2101107 |
| MAY | 3095 | 5814 | 2086065 | 2937 | 6010 | 2390358 | 3771 | 6186 | 2501135 |
| JUNE | 3254 | 6052 | 2413860 | 3039 | 6178 | 2317985 | 3683 | 5922 | 2303693 |
| JULY | 3431 | 6630 | 2574485 | 2627 | 4807 | 1775225 | 3784 | 6027 | 2449280 |
| AUG | 2889 | 5573 | 2212465 | 2760 | 5588 | 2200415 | 3492 | 4242 | 1360200 |
| SEP | 2970 | 5703 | 2287340 | 2498 | 5115 | 2118884 | 4313 | 5790 | 1105395 |
| OCT | 2739 | 5119 | 1978735 | 2579 | 5446 | 2154230 | 3946 | 6165 | 2324230 |
| NOV | 2754 | 4957 | 1691515 | 2600 | 5127 | 2107580 | 4002 | 5901 | 2210665 |
| DEC | 2746 | 5512 | 1639610 | 2552 | 4866 | 1520568 | 3473 | 4740 | 1644710 |
| JAN | 2684 | 5339 | 1994263 | 3274 | 5074 | 1761790 | 3746 | 5389 | 2050130 |
| FEB | 2946 | 5678 | 1670810 | 2653 | 5702 | 1912470 | 3631 | 6009 | 2317160 |
| MAR | 3001 | 6259 | 2011723 | 2861 | 5856 | 2235810 | 3818 | 6181 | 218250 |
| TOTAL | 35714 | 69199 | 26051296 | 34706 | 66137 | 25122950 | 44330 | 68034 | 24550255 |
| M/AVE | 2976 | 5767 | 2170941 | 2892 | 5511 | 2093579 | 3694 | 5669 | 2045854 |
| D/AVE | 99 | 192 | 72365 | 96 | 184 | 69786 | 123 | 189 | 68195 |

2.2 UTS Earning of NBQ/CG of last three years.

| MONTH | 2015 - 16 | | | 2016 - 17 | | | 2017 - 18 | | |
|--------------|--------------|---------------|-----------------|--------------|---------------|-----------------|--------------|---------------|----------------|
| | TTL | PSGN | AMT | TTL | PSGN | AMT | TTL | PSGN | AMT |
| APRIL | 69492 | 77949 | 10447893 | 79342 | 93002 | 13358094 | 69301 | 78481 | 7264073 |
| MAY | 67413 | 72429 | 9374993 | 69333 | 82079 | 8941114 | 69966 | 79303 | 8364975 |
| JUNE | 69351 | 72105 | 10078522 | 61501 | 69454 | 6893217 | 65554 | 72542 | 6091045 |
| JULY | 76497 | 83900 | 10178538 | 74543 | 85670 | 8719860 | 81806 | 89394 | 9095228 |
| AUG | 64169 | 68564 | 9339003 | 62682 | 72325 | 6202398 | 46862 | 53336 | 3123957 |
| SEP | 59170 | 70981 | 7120796 | 66294 | 77013 | 7551545 | 60855 | 68565 | 6118135 |
| OCT | 74757 | 84080 | 10437279 | 73203 | 82150 | 8274810 | 71255 | 75735 | 7693193 |
| NOV | 68266 | 83334 | 8821980 | 62435 | 70490 | 6203345 | 66304 | 73293 | 6587104 |
| DEC | 72301 | 83708 | 8644516 | 67982 | 77974 | 6514664 | 69929 | 78389 | 6635621 |
| JAN | 68202 | 81609 | 9915196 | 66238 | 73209 | 6944825 | 67842 | 73637 | 6670871 |
| FEB | 62318 | 73212 | 7684103 | 63661 | 75174 | 6646603 | 65619 | 67148 | 6278755 |
| MAR | 62892 | 73894 | 8031602 | 64210 | 75790 | 7358405 | 69760 | 75583 | 6798044 |
| TOTAL | 81482 | 925767 | 11007442 | 81142 | 934330 | 93608880 | 80507 | 885406 | 8072100 |
| | 5 | | 1 | 4 | | | 3 | | 1 |
| M/AVE | 67902 | 77147 | 9172868 | 67618 | 77861 | 7800740 | 67089 | 73784 | 6726750 |
| D/AVE | 2263 | 2572 | 305762 | 2254 | 2595 | 260025 | 2236 | 2460 | 224225 |

2.3 STATIONWISE STAFF POSITION OF PRS/ NBQ AND COMMERCIAL AT NBQ UNDER RNY DIVISION

| SN | CATEGORY | PAY | G.PAY | BOS | ON ROLL | VACANCY |
|----|--------------|-------------|--------------|-----------|-----------|-----------|
| 1 | ECRC | 5200-20,200 | 2800 | Nil | Nil | Nil |
| 2 | ARS | 5200-20,200 | 2800 | Nil | Nil | Nil |
| 3 | CRS | 9300 -34800 | 4600 | Nil | Nil | Nil |
| 4 | COMM.SUP | 9300-34,800 | 4600 | 2 | 2 | 0 |
| 5 | CH.COM.CLERK | 9300-34,800 | 4200 | 10 | 06 | +4 |
| 6 | CCC(RG) | 5200-20,200 | 2800 | 1 | NIL | +1 |
| 7 | Sr CC(RG) | 5200-20,200 | 2800 | 1 | 06 | -5 |
| 8 | Jr CC(LR) | 5200-20,200 | 2000 | 1 | Nil | +1 |
| 9 | Seal Man | 5200-20,200 | 1800 | 2 | 1 | +1 |
| | TOTAL | | TOTAL | 17 | 15 | +2 |

At NBQ station, UTS-cum-PRS is operated through 2(Two) counters of PRS and 1(one) counter of UTS-cum-PRS at the same location. The UTS-cum-PRS at NBQ is manned by commercial clerks as per Railway Board's letter no-2005/C&IS/UTS-cum-PRS/Policy. At the time of conducting the work study at Commercial Office and UTS-cum-PRS at NBQ station, it is observed that 2(two) posts of Seal Man is operated and nos. of On Roll staff in this category is 1(one) and will be vacant after retirement in this year. The work load of Seal Man is reduced to many fold and this category is included in the list of obsolete category vide, GM(P)/MLG's letter no- E/59/III 4 (C) Pt V-B, DT- 16/10/2000 (placed as Annex-II). The work load of Seal Man is reduced due to employment of out agencies for loading/un-loading and the Booking party concerned also utilize their own labour to assist the Goods/Comm. Clerk for sealing of parcel van/VPU.

2.4 Activities of PRS/RNY for the last three years.

| YEAR | NO OF REQUISITION | NO OF TICKET/ANNUUM | NO OF PASSENGER | NET AMOUNT |
|-------------|-------------------|---------------------|-----------------|------------|
| 2015- 2016 | 97018 | 128195 | 173922 | 152128504 |
| 2016 - 2017 | 87327 | 118746 | 164581 | 145131483 |
| 2017 - 2018 | 96867 | 92784 | 131011 | 103624490 |

Details of activities of PRS/ RNY for the Financial year April ‘ 2017 upto March 2018.

| MONTH | Total no of PRS counter operated | No of PNR ticket | No of passenger booked | Amount in rupees |
|----------|----------------------------------|------------------|------------------------|------------------|
| APRIL/17 | 2 | 7995 | 11579 | 9900660 |
| MAY/17 | | 8662 | 13243 | 11215135 |
| JUNE/17 | | 7427 | 12052 | 9435040 |
| JULY/17 | | 8404 | 13599 | 10693980 |
| AUG/17 | | 8749 | 11815 | 9666205 |
| SEPT/17 | | 9096 | 10645 | 8300612 |
| OCT/17 | | 7553 | 10810 | 8337415 |
| NOV/17 | | 7093 | 8960 | 6468190 |
| DEC/17 | | 6850 | 9063 | 7112160 |
| JAN/18 | | 6911 | 9387 | 7392610 |
| FEB/18 | | 6802 | 9433 | 7452575 |
| MARCH/18 | | 7242 | 10425 | 7649908 |

Staff position of PRS/RNY

| SN | CATEGORY | PAY | G.PAY | BOS | ON ROLL |
|----|------------|-------------|-------|-----|---------|
| 1 | C.R.S.(IC) | 9300 -34800 | 4600 | 1 | 1 |
| 2 | C.R.S.(DC) | 9300 -34800 | 4600 | 1 | 1 |
| 3 | RS-II | 9300 -34800 | 4200 | 3 | 4 |
| 4 | RS-II(RG) | 9300 -34800 | 4200 | 1 | 1 |
| 5 | ECRC | 5200-20,200 | 2800 | 4 | 1 |

2.5.Activities of UTS/RNY for the last three years.

| YEAR | NO OF PASSENGER | NET AMOUNT |
|-------------|-----------------|------------|
| 2015- 2016 | 1510885 | 104023176 |
| 2016 - 2017 | 1649797 | 121045930 |
| 2017 - 2018 | 1743435 | 122316772 |

Details of activities of UTS/RNY tickets for the year April ' 2017 upto March 2018.

| MONTH | Total no of UTS counter operated p.a | No of PNR ticket issued per annum | No of passenger booked | Amount in rupees |
|---------|---|--------------------------------------|---------------------------|------------------|
| APR/17 | 4 | | 153223 | 10867147 |
| MAY/17 | | | 156592 | 12137761 |
| JUNE/17 | | | 134825 | 10551319 |
| JULY/17 | | | 152805 | 11442984 |
| AUG/17 | | | 124614 | 6023509 |
| SEPT/17 | | | 133709 | 8698023 |
| OCT/17 | | | 146440 | 11387472 |
| NOV/17 | | | 129893 | 9234936 |
| DEC/17 | | | 147621 | 8547752 |
| JAN/18 | | | 156335 | 10366875 |
| FEB/18 | | | 143945 | 10906170 |
| MAR/18 | | | 163433 | 12152824 |
| | | TOTAL | 1743435 | 122316772 |

Staff position of UTS/RNY

| SN | CATEGORY | PAY | G.PAY | BOS | ON ROLL |
|----|----------|---------------|-------|-----|---------|
| 1 | C.S. | 9300 -34800 | 4600 | 2 | 1 |
| 2 | C.C.C | 9300 -34800 | 4600 | 8 | 7 |
| 3 | Sr C.C | 5200 – 20,200 | 2800 | 4 | 4 |
| 4 | Jr C.C | 5200 – 20,200 | 2000 | 3 | 3 |

2.6. Activities of PRS/NLV for the last three years.

| YEAR | NO OF REQUISITION | NO OF TICKET | NO OF PASSENGER | NET AMOUNT |
|-------------|----------------------|-----------------|-----------------|--------------|
| 2015- 2016 | 28426 | 36244 | 61801 | 3,54,86,169. |
| 2016 - 2017 | 28875 | 33069 | 58365 | 3,33,99,111 |
| 2017 - 2018 | 27830 | 31046 | 56975 | 2,89,19,946 |

Details of activities of PRS/ NLV for the Financial year April ‘ 2017 upto March 2018.

| MONTH | Total no of PRS counter operated per Month | No of PNR ticket issued | No of passenger booked | Amount in rupees |
|--------------|---|--------------------------------|-------------------------------|-------------------------|
| APRIL/17 | 55 | 2389 | 4157 | 2445569 |
| MAY/17 | 58 | 2701 | 4721 | 3026090 |
| JUNE/17 | 56 | 2583 | 4950 | 2861675 |
| JULY/17 | 55 | 3321 | 6859 | 3313992 |
| AUG/17 | 57 | 2694 | 4719 | 1955925 |
| SEPT/17 | 54 | 2916 | 4806 | 1711170 |
| OCT/17 | 53 | 2890 | 5594 | 2693365 |
| NOV/17 | 56 | 2509 | 4646 | 2217580 |
| DEC/17 | 57 | 2205 | 4141 | 1904055 |
| JAN/18 | 57 | 2113 | 3807 | 2115160 |
| FEB/18 | 52 | 2276 | 4088 | 2144375 |
| MARCH/18 | 58 | 2449 | 4487 | 2530990 |

Staff position of PRS/NLV

| SN | CATEGORY | PAY | G.PAY | BOS | ON ROLL |
|-----------|-----------------|-------------|--------------|------------|----------------|
| 1 | R.S. | 9300 -34800 | 4200 | 2 | 2 |

2.7. Activities of PRS/BNGN for the last three years.

| YEAR | NOS. OF REQUISITION | NO OF TICKET/ANNUM | NO OF PASSENGER | NET AMOUNT |
|-------------|----------------------------|---------------------------|------------------------|-------------------|
| 2015- 2016 | 62648 | 79387 | 119292 | 66136008 |
| 2016 - 2017 | 53416 | 69691 | 109977 | 59227920 |
| 2017 - 2018 | 46973 | 61586 | 96303 | 50801293 |

Details of activities of PRS/BNGN tickets for the year April ' 2017 upto March 2018.

| MONTH | Total no of PRS counter operated | No of PNR ticket issued per Month | No of passenger booked per Month | Amount in rupees per Month |
|--------------|---|--|---|-----------------------------------|
| APRIL/17 | 2 | 3957 | 8375 | 4489185 |
| MAY/17 | | 4389 | 9609 | 5513724 |
| JUNE/17 | | 4166 | 8828 | 5186944 |
| JULY/17 | | 4450 | 9236 | 5128831 |
| AUG/17 | | 4131 | 7556 | 3432560 |
| SEPT/17 | | 3880 | 6820 | 2152104 |
| OCT/17 | | 4359 | 8918 | 4690370 |
| NOV/17 | | 3664 | 7565 | 4400625 |
| DEC/17 | | 3404 | 6930 | 3628030 |
| JAN/18 | | 3556 | 7458 | 4177525 |
| FEB/18 | | 3331 | 7032 | 3769450 |
| MARCH/18 | | 3686 | 7976 | 4231945 |
| G Total | | 46973 | 96303 | 50801293 |
| Monthly Avg | | 3914 | 8025 | 4233441.1 |
| Daily Avg | | 130 | 268 | 141115 |

Staff position of PRS/BNGN.

| SN | CATEGORY | PAY | G.PAY | BOS | ON ROLL |
|-----------|-----------------|-------------|--------------|------------|----------------|
| 1 | C.R.S. | 9300 -34800 | 4600 | 1 | 3 |
| 2 | RS-II | 9300 -34800 | 4200 | 5 | 4 |
| 3 | ECRC | 5200-20,200 | 2800 | 1 | Nil |
| 4 | RS-III | 9300 -34800 | 4200 | 2 | Nil |

2.8.Activities of UTS/BNGN for the last three years.

| YEAR | NO OF TICKET/ANNUM | NO OF PASSENGER | NET AMOUNT |
|-------------|---------------------------|------------------------|-------------------|
| 2015- 2016 | 504457 | 524520 | 16689683 |
| 2016 - 2017 | 505080 | 505174 | 11908270 |
| 2017 - 2018 | 520200 | 520274 | 12126720 |

Staff position of UTS/BNGN.

| SN | CATEGORY | PAY | G.PAY | BOS | ON ROLL |
|-----------|-----------------|-------------|--------------|------------|----------------|
| 1 | C.S/CG. | 9300 -34800 | 4600 | 2 | 3 |
| 2 | CCC | 9300 -34800 | 4200 | 4 | 4 |
| 3 | SR - CC | 5200-20,200 | 2800 | 1 | 1 |

2.4. Railway Board's Circular No- 2008/C&IS/New PRS Policy/15 dt-04/10/2013

**Government of India
Ministry of Railways
(Railway Board)**

No.2008/C&IS/New PRS Policy/15

October 04, 2013

The General Managers
All Indian Railways

The Managing Director
Konkan Railway Corporation Ltd.,
Navi Mumbai.

Sub.: Revised Policy for provision of PRS facility at a location(2013).
Ref.: Board's letter No.2001/C&IS/Pass.Resv./Policy dated 02.03.2006

The revision of extant policy guidelines for provision of PRS facility at a location has been under consideration in this Ministry. In supercession of earlier instructions, Ministry of Railways has now decided to revise the guidelines for providing PRS facility at both Railhead and Non-Railhead locations, as under:

Based on proper/adequate justification by the concerned Zonal Railway, Passenger Reservation System (PRS) facility may be considered at following locations/stations:

- (i) All stations having reservation related workload of 75 transactions per day, may qualify for provision of PRS facility.
- (ii) Such locations where there is no PRS facility within a vicinity of 15 kms.
- (iii) The railways can recommend additional PRS centres in metros and other big cities, where increasing population is leading to congestion at the existing PRS centres. Separate PRS may be considered if the population of the town/catchment area is more than 50000.
- (iv) At least one PRS, railhead/non-railhead, in every district, irrespective of whether the location is in Distt. HQ or otherwise, needs to be considered.
- (v) If, nearby PRS has annual average workload of more than 100 transactions/counter/shift, a separate PRS location may be considered.
- (vi) This facility may be considered to be extended in Government/ Panchayat/ Municipal offices/ Government Universities & Institutes of eminence, Government Hospitals & Airports etc. manned by their own staff on mutually agreed terms to be ratified by Railway Board.
- (vii) No new conventional PRS center be generally and exclusively provided at privately owned educational institutes/ Universities /Hospitals /Airports etc. They may be advised to tie up with IRCTC on the pattern of corporate houses or they may opt for internet kiosks to have internet booking in their premises.

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- (viii) Important tourist or hill stations and pilgrimage centres etc., not covered under (i) to (vii) above, may also qualify for PRS facilities.
- (ix) PRS facility may be opened in Post Offices and will be manned by postal staff on mutually agreed terms and conditions, to be ratified by Railway Board.
- (x) In NRH (Non-Railhead) location, PRS center may be commissioned in the accommodation provided free of cost by State Governments/District authorities and other such institutions mentioned in item(vi) to be preferably operated by their staff, who would be given adequate training by railways before commissioning of PRS. The cost towards electrical connections, civil works and air-conditioning, if any at such PRS centre would be borne by State Government/District authorities and other such institutions as mentioned in item(vi). Other costs towards, channel hiring and hardware equipment (both initial as well as replacement and recurring) etc., is to be borne entirely by the railways along with their maintenance costs.

PRS centres for armed forces (Ministry of Defence) may be provided as per extant policy dated 30.9.2005, 5.12.2006 & 4.2.2009.
- (xi) NRH PRS locations having an annual average workload of less than 25 transactions per day may be recommended for closure ascertaining that there is less/negligible demand. However, all railhead PRS locations having an annual average workload less than 25 transactions may be recommended for conversion to PRS-cum-UTS terminal, if technically feasible.
- (xii) All PRS centres, irrespective of whether free of cost accommodation is provided by a particular organisation, will remain open to general public also.

Zonal Railways are advised to identify the locations over their railways and send proposal to Board, in bulk, for sanction.

(Shobhit Bhatnagar)
Director (C&IS)

2.5. . Railway Board's Circular No-.2005/C&IS/UTS-cum-PRS/Policy dt- 8.03.2007

Government Of India

Ministry of Railways

(Railway Board) .

No.2005/C&IS/UTS-cum-PRS/Policy.

New Delhi, DT.-28.03.2007

The General Managers,
All Indian Railways.

Sub: Installation and commissioning of combined UTS-cum-PRS terminals.

The system of combined UTS-cum-PRS terminals has been introduced on some of the zonal railways. The concept has to be considered for wider adoption on those locations, where the average PRS workload is less than 100 transaction/day and does not justify provision of an exclusive Reservation office. Combined UTS-cum-PRS terminals must not be confused with unified and strengthened network of both the systems. It also does not necessarily denote opening combined Un-reserved and PRS offices in the same compound/complex considering the availability of space and windows. The following guidelines may be adopted while proposing combined UTS-cum-PRS terminals at more locations:-

- (i) All those stations, where 'manual reservation quota' is available and UTS has been introduced or is sanctioned, may be converted to the combined UTS-cum-PRS (irrespective of class of station).
- (ii) The existing PRS Centres at railheads and non-railheads locations and having transactions less than 100 (annual average) per day, (based on daily averages for the last financial year), may be converted into combined UTS-cum-PRS terminals.
- (iii) The UTS-cum-PRS terminal should be manned by Commercial Clerk/ASM/ECRC, who can be trained in the Division for operating the combined terminal.
- (iv) Combined UTS-cum-PRS terminal(s) may be introduced in the existing booking office with suitable modification in the window setting for better management of intending passengers and queues.


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- (v) Creation of UTS-cum -PRS facility should **not normally** cost any additional expenditure, **excepting provision** of additional **printers or printer switches etc.**
- (vi) Division/Zonal Railways may decide to nominate one or more terminals as PRS-cum-UTS terminals, to have common queues or separate queues for the two seams for disbursal of respective tickets and need of timings being staggered to suit the convenience of both the streams depending upon local need.
2. Zonal Railways may send their proposals along with information furnished in the attached proforma. Before furnishing the proposals, the railways may ensure that the station/location has been technically enabled for operation of UTS-cum-PRS terminals.

DA: As above

Copy to: CCMs/ All Indian Railways


(Chhatrasal Singh)
Director (C&IS)

CHAPTER-III

3.0. CRITICAL ANALYSIS OF EXISTING WORKLOAD AND STAFF REQUIREMENTS:

The calculation of manpower as per work load, i.e. issue of ticket is conducted as per R.B'S CIRCULAR NO- 2008/C&IS/New PRS Policy/15. Dt - 04.10.2013 and R.B'S CIRCULAR NO- 2005/C&IS/UTS-cum-PRS/Policy. Dt- 28.03.2007, which are reproduced in above paras-2.4 & 2.5 in Chapter- II, respectively. As mentioned in para-V of R.B'S CIRCULAR NO- 2008/C&IS/New PRS Policy/15. dt- 04.10.2013 , keeping in view the present working hours of the Reservation Centers, the Railways can take action to open additional counters, where daily average number of transactions per shift per counter are 75. **transaction means per transaction related to Requisition for reservation / PNR Ticket.**

- 3.1. The per day average requisition place at UTS-cum-PRS/NBQ, year-wise for **three consecutive** Financial Years is appended below-

| SN | Nos. of PRS counters | | Daily Average nos. of Transaction per Day | | |
|-------|-----------------------------|----------------|---|---------|---------|
| | | Financial Year | 2015-16 | 2016-17 | 2017-18 |
| 1 | 2(Two) nos. of PRS counters | | 99 | 96 | 123 |
| 2 | 1(One) no. UTS counter | | Not applicable as per said circular | | |
| TOTAL | 3 | | | | |

It is observed from above data, the Daily Average nos. of Transaction per day has increased from 99 to 123, and justified for opening of 2-counters. Out of which One counter should be operated exclusively for PRS operation and other counter should be operated as UTS-cum-PRS, as it is just qualified, increased by 23 from 100 transactions . Already One counter is operated as UTS-cum-PRS, which may be operated exclusively for UTS working if required.

It is observed that, the counters are manned by commercial clerks of different capacities, in conformity with the R.B'S CIRCULAR NO- 2008/C&IS/New PRS Policy/15 dt- 04.10.2013 and the serving point is named as UTS-cum-PRS/NBQ.

Thus, requirement of man power is calculated on existing strength of commercial clerks of different capacities posted at NBQ and identification of surplus posts is tabulated below-

Existing strength of commercial clerks of different capacities posted at NBQ is 15

Present utilization in UTS-cum-PRS/NBQ

Manning of 3-counters - 6 staff for 2 shift + 1RG+ 1LR= Total 8
Proposed man power as per work-load UTS-cum-PRS/NBQ
Manning of 2-counters - 4 staff for 2 shift + 1RG+1 LR= Total 6
Present utilization for other for commercial works for 2-Shift = 2Staff +1 RG=3
Thus, total requirement is (6+3=9) as proposed and on the basis of present utilization the total requirement is (8+3=11) out of 15 nos.

3.2.Identification of surplus Posts of PRS/ NBQ

| S N | CATEGORY | PAY | G.PAY | BOS | ON ROLL | VAC | SUPLUS POSTS |
|--------|-------------------|-------------|-------|-----------|-----------|-----------|-----------------|
| 1 | ECRC | 5200-20,200 | 2800 | Nil | Nil | Nil | Nil |
| 2 | ARS | 5200-20,200 | 2800 | Nil | Nil | Nil | Nil |
| 3 | CRS | 9300-34,800 | 4600 | Nil | Nil | Nil | Nil |
| 4 | CS(COMM.SUP) | 9300-34,800 | 4600 | 2 | 2 | 0 | |
| 5 | CCC(Ch com.clerk) | 9300-34,800 | 4200 | 10 | 06 | +4 | 2 |
| 6 | CCC(RG) | 5200-20,200 | 2800 | 1 | NIL | +1 | |
| 7 | Sr CC(RG) | 5200-20,200 | 2800 | 1 | 06 | -5 | |
| 8 | Jr CC(LR) | 5200-20,200 | 2000 | 1 | Nil | +1 | 1 |
| 9 | Seal Man | 5200-20,200 | 1800 | 2 | 1 | +1 | 1 |
| | TOTAL | | | 17 | 15 | +2 | 4 |

3.2. The per day average requisition place at PRS/RNY, year-wise for **three consecutive** Financial Years is appended below-

| SN | Nos. of PRS counters | | Daily Average nos. of Transaction/ Average requisition per day | | |
|----|--------------------------------------|-------------------|---|----------------|----------------|
| | | Financial Year | 2015-16 | 2016-17 | 2017-18 |
| 1 | 2(Two) nos. of PRS counters | | 269 | 243 | 269 |

It is observed from above data, the Daily Average nos. of Transaction per day is same i.e. 269 as in the table of para.3.2. , and justified for having 2-counters for PRS as per R.B'S CIRCULAR NO- 2008/C&IS/New PRS Policy/15 dt- 04.10.2013

Thus, requirement of man power is calculated on existing strength of Reservation clerks of different capacities posted at PRS/RNY and identification of surplus posts is tabulated below-

Existing strength of Reservation Clerk of different capacities posted is 8 posts at PRS/RNY .

Proposed man power utilization in PRS/RNY is detailed below-

Manning of 2-counters

4 staff for 2 shift + 1RG+ 1LR= Total 6

Thus, total requirement is 6 as proposed and on the basis of present utilization the total requirement is 6 out of 8 nos.

3.2.Identification of surplus Posts of PRS/ RNY

| S N | CATEGORY | PAY | G.PAY | BOS | ON ROLL | VAC | NOS. OF SUPLUS POSTS |
|--------|------------|-------------|-------|-----|---------|-----|----------------------------|
| 1 | C.R.S.(IC) | 9300 -34800 | 4600 | 1 | 1 | 0 | |
| 2 | C.R.S.(DC) | 9300 -34800 | 4600 | 1 | 1 | 0 | |
| 3 | RS-II | 9300 -34800 | 4200 | 3 | 4 | -1 | |
| 4 | RS-II(RG) | 9300 -34800 | 4200 | 1 | 1 | 0 | |
| 5 | ECRC | 5200-20,200 | 2800 | 4 | 1 | +3 | +2 |
| | | | TOTAL | 10 | 8 | +2 | 2 |

3.3. The per day average requisition place at PRS/NLV, year-wise for **three consecutive** Financial Years is appended below-

| SN | Nos. of PRS counters | | Daily Average nos. of Transaction/ Average requisition per day | | |
|-------|-----------------------------------|-------------------|---|---------|---------|
| | | Financial Year | 2015-16 | 2016-17 | 2017-18 |
| 1 | 1(One) nos. of PRS counters | | 79 | 80 | 77 |
| 2 | 1(One) no. UTS counter | | Not applicable as per said circular | | |
| TOTAL | 1 | | | | |

It is observed from above data, the Daily Average nos. of Transaction per day is decreasing from 79 to 77 as in the table of para.3.3. , and justified for having 1-counters for PRS as per R.B'S CIRCULAR NO- 2008/C&IS/New PRS Policy/15 dt- 04.10.2013

Present utilization in PRS/NLV.

Manning of 1-counter - 2 staff for 1 Shift = Total 2

Thus, total requirement is 2 as proposed and on the basis of present utilization the total requirement is 2 out of 2 nos.

3.3. Identification of surplus Posts of PRS/ NLV.

| S N | CATEGORY | PAY | G.PAY | BOS | ON ROLL | VAC | NOS. OF SUPLUS POSTS |
|--------|----------|-------------|-------|-----|---------|-----|----------------------------|
| 1 | R.S. | 9300 -34800 | 4200 | 2 | 2 | 0 | |
| | | | TOTAL | 2 | 2 | 0 | Nil |

3.4. The per day average requisition place at PRS/BNGN, year-wise for **three consecutive** Financial Years is appended below-

| SN | Nos. of PRS counters | Financial Year | Daily Average nos. of Transaction per Day | | |
|--------------|---|----------------|---|---------|---------|
| | | | 2015-16 | 2016-17 | 2017-18 |
| 1 | 2(Two) nos. of PRS counters and 1no. Of UTS-cum-PRS counter | | 220 | 193 | 171 |
| TOTAL | 2+1 | | | | |

It is observed from above data, the Daily Average nos. of Transaction per day had decreased from 220 to 171 , **continuously** for the three consecutive years and justified for working of **2(Two) nos. of PRS counters and 1no. Of UTS-cum-PRS counter** vide R.B'S CIRCULAR NO- 2008/C&IS/New PRS Policy/15 dt- 04.10.2013.

3.5. Identification of surplus Posts of PRS/ BNGN

| S N | CATEGORY | PAY | G.PAY | BOS | ON ROLL | VAC | NOS. OF SUPLUS POSTS |
|-----|----------|-------------|--------------|----------|----------|-----------|----------------------|
| 1 | C.R.S. | 9300 -34800 | 4600 | 1 | 3 | -2 | |
| 2 | RS-II | 9300 -34800 | 4200 | 5 | 4 | +1 | 1 |
| 3 | ECRC | 5200-20,200 | 2800 | 1 | Nil | +1 | 1 |
| 4 | RS-III | 9300 -34800 | 4200 | 2 | Nil | +2 | 1 |
| | | | TOTAL | 9 | 7 | +2 | 3 |

Thus, requirement of man power is calculated on existing strength of Reservation clerks of different capacities posted at PRS/RNY and identification of surplus posts is tabulated below-

Existing strength of Reservation Clerk of different capacities posted is 7 out of 9 posts at PRS/RNY .

Proposed man power utilization in PRS/RNY is detailed below-

Manning of 2-counters

4 staff for 2 shift + 1RG+1 LR = Total 6

Thus, total requirement is 6 as proposed and on the basis of present utilization the total requirement is 6 out of 7 nos. of Posts.

Total nos of surplus posts identified at different stations

| STATON | SANC. STRENGTH | ON ROLL STRENGTH | Nos. on roll staff excess on BOS | VAC | PROPOSED STRENGTH | IDENTIFIED SURPLUS |
|------------------------------|----------------|------------------|----------------------------------|-----------|-------------------|--------------------|
| UTS-cum-PRS/NBQ & Comm staff | 17 | 15 | -5 | +2 | 13 | 4 |
| PRS/RNY | 10 | 8 | -1 | +2 | 8 | 2 |
| PRS/BNGN | 9 | 7 | -2 | +2 | 6 | 3 |
| TOTAL | 36 | 30 | -8 | +6 | 27 | 9 |

CHAPTER-IV

RECOMMENDATION

The study team has identified total 9 nos. of vacant Posts of different categories (Ch. Commercial Clerk - 2, RS II - 1, RS III – 1, ECRC-3, Jr CC LR-1 & Seal Man-1) as surplus and proposed for surrender.

CHAPTER-V **FINANCIAL IMPLICATION**

EXPENDITURE / SAVINGS PER ANNUM

5.0. The calculation of total expenditure Grade-wise is furnished below-

| S N | Category | Pay Band | G/Pay | Basic Pay in Rs | Revised Pay as per 7 th CPC | Salary per annum in INR | posts proposed for surrender | Total amount in Rs |
|--------|----------------|-------------|-------|--------------------|--|----------------------------------|---------------------------------------|---|
| 1 | Ch. Comm.Clerk | 9300-34,800 | 4200 | 26,250 | 67,462.5 | 809550 | 2 | 1619100 |
| 2 | RS-II | 9300 -34800 | 4200 | 26,250 | 67,462.5 | 809550 | 1 | 809550 |
| 3 | RS-III | 9300 -34800 | 4200 | 26,250 | 67,462.5 | 809550 | 1 | 809550 |
| 4 | ECRC | 5200-20,200 | 2800 | 15,500 | 39,835 | 478020 | 3 | 1434060 |
| 5 | Jr CC(LR) | 5200-20,200 | 2000 | 14,700 | 37779 | 453348 | 1 | 453348 |
| 6 | Seal Man | 5200-20,200 | 1800 | 14,500 | 37265 | 447180 | 1 | 447180 |
| | | | | | | TOTAL | 9 | 1,28,58,788 128.58 Lakh(Say) |

1.0. PROJECTED SAVINGS PER ANNUM :

The related savings against proposed surplus posts is at the tune of Rs 128.58 Lakh (say) as calculated in above table.

CHAPTER - VI

6.0. READY RECKONER

| Pay Band | GP | Mean pay | Basic Pay in Rs | M.F. of CPC(2.57) revised Pay | 7 th & Salary per annum in INR |
|------------|------|----------|-----------------|-------------------------------------|--|
| 9300-34800 | 4600 | 22050 | 26,650 | 68,490.5 | 8,21,886 |
| 9300-34800 | 4200 | 22050 | 26,250 | 67,462.5 | 8,09,550 |
| 5200-20200 | 2800 | 12700 | 15,500 | 39,835 | 4,78,020 |
| 5200-20200 | 2400 | 12700 | 15,100 | 38,807 | 4,65,684 |
| 5200-20200 | 2000 | 12700 | 14,700 | 37,779 | 4,53,348 |
| 5200-20200 | 1900 | 12700 | 14,600 | 37,522 | 4,50,264 |
| 5200-20200 | 1800 | 12700 | 14,500 | 37,265 | 4,47,180 |
| 5200-20200 | 2800 | 12700 | 15,500 | 39,835 | 4,78,020 |

SN/SIDE

PP/SIDE

PP/1

Sub- REVIEW OF STAFF STRENGTH ECRC , RS & C.C CADRE OF PRS ,STAFF OF UTS-
CUM-PRS , SEALMAN UNDER COMMERCIAL DEPARTMENT OF RANGIYA
DIVISION.

The Work study on above subject is conducted and draft study report is placed at SN/Side
for your kind perusal please.

In this study , total 9 nos. of vacant Posts of different categories (Ch. Commercial Clerk
- 2, RS II - 1, RS III – 1, ECRC -3, Jr CC LR-1 & Seal Man-1) are identified as surplus
and proposed for surrender, if agreed so.

The related savings against surrender is at the tune of Rs **128.58 lakh** per annum (approx.)

Submitted please.

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WSI/MLG

(B.R. GHOSE DASTIDAR)
WSI/MLG

E.O.