



WORK STUDY REPORT
ON
REVIEW OF STAFF STRENGTH ECRC , RS, CRS CADRE OF PRS OF KATIHAR
DIVISION UNDER Sr.DCM/KIR

GUIDED BY:

SHRI R.K.MANGLA, SDGM.

SHRI L. R. WARY, EO.

CO-ORDINATING OFFICERS & PERSONNEL

SHRI V.M.DWIVEDI, Sr.DCM/KIR.

SHRI B.DAS, ACM/II/KIR.

SHRI A.K.SINGH, CCM/KIR

CONDUCTED BY:

SHRI A. BARUAH, WSI.

SHRI B. R. GHOSE DASTIDAR, WSI.

STUDY NO. WSNF/65/2018-19.

CASE NO. Z/375/10/65/2018-19

CENTRAL PLANNING ORGANISATION

N. F. RAILWAY/MALIGAON

GUWAHATI - 781011.

EXECUTIVE SUMMARY

**SUBJECT : WORK STUDY ON REVIEW OF STAFF STRENGTH ECRC , RS, CRS
CADRE OF PRS OF KATIHAR DIVISION UNDER Sr.DCM/KIR**

STUDY NO	:	WSNF/65/2018-19
CASE NO	:	Z/375/10/65/2018-19
AUTHORITY	:	SDGM/N.F.R.
CONCERN DIV.	:	KATIHAR.
DEPARTMENT	:	COMMERCIAL.
DATE OF COMMENCEMENT	:	19.09.2018
DATE OF COMPLETION	:	15.10.2018
DATE OF SUBMISSION	:	15.10.2018

TERMS OF REFERENCE:

Approved Annual study programme.

NOS. OF RECOMMENDATION: 1 (One).

The study team has identified total 23 nos. of vacant Posts of different categories (.R.S - 3, RS - 1, & ECRC-19) as surplus and proposed for surrender.

PROJECTED MAN POWER: **23 Posts.**

PROJECTED FINANCIAL SAVING: **Rs 123.27 lakh per annum (approx.)**

MONTH AND YEAR OF CIRCULATION: OCT/2018.

I N D E X

Chapter	Contents	Page No.
I	Introduction	4
II	Activities and work load	5-10
III	Critical analysis of staff requirements.	11-17
IV	Recommendation.	18
V	Financial implication.	
VI	Ready Reckoner	19

CHAPTER – I

1.0. INTRODUCTION:

Rail transport is a commonly used mode of long-distance. Almost all rail operations in India are handled by a state-owned organisation, Indian Railways, Ministry of Railways. The rail network traverses the length and breadth of the country, covering in 2011 a total length of 64,460 kilometres (40,050 mi). It is the 4th largest railway network in the world, transporting 7.651 billion passengers and over 921 million tonnes of freight annually, as of 2011. Its operations cover twenty eight states and three union territories and also provides limited service to Nepal, Bangladesh and Pakistan. Both passenger and freight traffic has seen steady growth, and as per the 2009 Railway budget presented by the Railway Minister, the Indian Railways carried over 7 billion passengers in 2009.

The jurisdiction of **Katihar division** starts from MLDT to BOE, BOE to NJP, KIR to KDPR, KIR-MFA-BOE, NJP to HDB, SQB to OMLF, SINGHABAD to OLD MALDA, BLGT to MLDT, BOE to RDP, NJP to SGUJ, KIR to JBN, SGUJ to AUB, KIR to TNPR, DHR section NJP-SGUJ-KGN-DJ. 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. In view of this, almost all stations is converted into Panel Interlocking System with Multi Aspect Colour Light Signaling system as per standing policy of Indian Railways to provide uni-gauge working.

2.0. ACKNOWLEDEMENT :

Work study team is grateful to Shri V.M.Dwivedi .Sr.DCM/KIR for his kind guidance and co-operation for conducting this study. The work study team is also thankful to Shri B..Das , ACM/II/KIR and Shri A.K.Singh, CCMI/KIR 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.

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/KIR regarding aspect and scope of work study on “Review of staff strength ECRC , RS , C.C cadre, Water Man, Waiting Room Bearer & Other Diminishing Category Staff under Commercial Department of Katihar Division”. and accordingly, V.M.Dwivedi Sr.DCM/KIR had nominated Shri B..Das, ACM/II/ KIR as Associated Officer and Shri A.K.Singh , CCMI/KIR & Shri K.J.Singh , CCMI/KNE as Associated Inspector (placed at Annex-I).

b) Collection of data relating to workload

The working BOS was collected from Sr. DPO/KIR office .

CHAPTER-II

2.0. Activities and Work load of CRS, RS & ECRC in PRS/KIR

- 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.

Present Scenario: - After 2000, the I-ticket and e-ticket booking has picked up momentum and now a-days 63 % of the reservations are through internet booking. The facility to book from any PRS Centre from any station to any station has also helped to reduce the rush in the main PRS centers in the City. General Duty list of CERS and ERS Working in PRS: To ensure punctual attendance of staff in proper uniform and supervise their work. To keep constant watch on the staff working on the counters To ensure proper handling of records, cleanliness inside the office and render assistance to the passengers. To go through the daily diaries and take necessary remedial action.

- To ensure the work is carried out in a disciplined and office efficient manner.
- To bring innovation and efficiency in working of the office

To keep the administration advised to the problems of the office and peruse the same. To maintain proper cleanliness of office.

- To plan and finalize arrangement for clearance of the summer rush.
- To make arrangement for attaching additional coach as and when necessary
- To ensure proper cleanliness of the Computer terminals and other equipments. To ensure that the terminals are working normal at the beginning of each shift. To see that the terminal operators logs in only after collecting ticket rolls and putting it on the printer. To ensure correct ticket rolls are supplied to respective terminal/counter.
- To ensure that fresh roll is supplied only when the roll supplied earlier is completely utilized and check the correctness of last three numbers of the ticket and the number printed by the computer. To make checks of the particulars of the tickets and bring to the notice of the officer concerned the discrepancies, if any. To conduct sample checks to ensure that all details are recorded on the requisition form and the railway cash is correctly accepted. To ensure that the terminals are logged out before the operators leave the

counters. To record the number of form dealt with by each operator at the end of each shift. To ensure ticket roll for three days are available at any given time.

- To see that the terminal operators do not leave the counter unless the terminals are permanently logged out and the computer is fed with the details of concessions vouchers etc. To ensure no unauthorized person enter the terminal area. To guide and assist all the terminal operators in performing their duties. To ensure that the statements furnishing the particulars of cancelled tickets and other vouchers are prepared in the prescribed format in duplicate. He will be held responsible for indulgence by ECRC in corrupt practices, such as temporary / permanent misappropriation of railway cash, issuing tickets for parties other than those in the queue by showing undue favouritism etc. He will be responsible for smooth and efficient working of all terminals in his jurisdiction. All cases of failure/ shut down will be brought out to the notice of concerned supervisors and officers with the view to get them attended and put right without any loss of time. To perform any other duties allotted by the administration from time to time and ensure compliance by the staff.

General Duty list of ECRC I AND II Working in PRS To attend the duty punctually and in proper uniforms.

- To give information to the public in a polite and courteous manner.
- To maintain register of arrival time of up trains in case of enquiry.
- To perform duties as per the orders issued by the Supervisory Staff. To collect the keys and ticket rolls from supervisor. To ensure that the proper entry of Personal Cash and impress cash to the register and the terminal. The commencing number of ticket roll should be feed correctly.
- To check PNR No., Ticket no. and fare collected from the passengers with reservation status printed on the ticket properly. To log out the terminal while going away from the counter (Either temporary or permanent) To check the correctness of final summary at the close of duty hours. To leave the counter after First shift only after being relived by the staff of Second shift. Totalling and remit the net cash, vouchers/RTCs/Cancelled and Non-issued tickets at the end of the duty hours and keep proper records, obtain acknowledgement form the cashier. To notes and act on orders/instructions issued from time to time.
- To indicate on a separate paper the counter no, date, shift no of requisition forms dealt with and the name after the duty are over. To co-operate with the passengers in getting their reservation.
- No staff shall leave his place of duties without the permission of the Supervisor on duty. To prepare the statement in duplicate for cancelled tickers, non-issue ticket/RTC/Vouchers/Warrants and at the close of duty, statement to be submitted to the cashier along with the Railway Cash and obtain acknowledgement from the cashier.

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.


(contd . . . 2

-)

- (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)

NO OF TICKETS & REQUISITION DEALT AT PRS LOCATIONS DURING LAST THREE YEARS ARE AS FOLLOWS

Name of PRS location	2015-16		2016-17		2017-18	
	No of Tickets	No of Requisition	No of Tickets	No of Requisition	No of Tickets	No of Requisition
KIR	337935	335836	323513	322157	305979	305188
KNE	265280	275046	257764	285692	222591	249658
BOE	73803	74587	69791	68631	77458	76403
SGUJ	143072	110448	139036	85843	87683	68940
NJP	254192	196890	221942	173901	186520	144166

1. STAFF POSITION OF PRS/ KIR DIVISION UNDER Sr.DCM/KIR.

STATION	CATAGORY											
	CRS (9300-34800) 4600				RS (9300-34800) 4200				ECRC (5200-20200) 2800			
	BOS	OR	VAC	REMARKS	BO S	OR	VAC	REMARKS	BOS	OR	VAC	REMARKS
KIR	6	6	0		12	8	4		3	1	2	
PRNA	2	1	1	1 POST	5	2	3		0	0	0	
ARQ	0	0	0		1	2	-1		1	0	1	
FBG	0	0	0	0	2	1	1		2	1	1	
JBN	1	1	0		2	1	1		1	1	0	
BOE	1	1	0		1	1	0		1	1	0	
KNE	2	2	0		7	9	-2		2	0	2	
TKG	0	0	0		1	1	0		1	0	1	
AUB	1	1	0		2	5	-3		1	1	0	
SGUJ	2	2	0		6	4	2		3	1	2	
NJP	4	4	0		7	9	-2		2	0	2	
SCRB	3	3	0		8	5	3		2	0	2	
JPG	1	1	0		3	5	-2		2	0	2	
DJ	1	1	0		2	4	-2		1	1	0	
RGJ	1	1	0		3	4	-1		2	1	1	
KAJ	1	0	1		0	2	-2		2	0	2	
HCR	0	0	0		1	0	1		1	0	1	
BGOA	1	1	0		1	1	0		1	1	0	
CNOA	0	0	0		2	1	1		0	0	0	
SM	0	0	0		1	1	0		0	0	0	
DLK	0	0	0		1	1	0		0	0	0	
IT CELL/ OFFICE	0	2	-2	2 POSTS OPERAT RED IN EXCESS	0	1	-1	1 POSTS OPERATR ED IN EXCESS	0	0	0	
	27	27	0	3	68	68	0	1	28	9	19	

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- 2005/C&IS/UTS-cum-PRS/Policy. Dt- 28.03.2007, above paras-2.5 in Chapter- II, . 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 100. **transaction means per transaction related to Requisition for reservation / PNR Ticket.**

- 3.1. The per day average requisition place at PRS/KIR , at different location of Katihar division year-wise for **three consecutive** Financial Years is appended below-

NO OF TICKETS & REQUISITION DEALT AT PRS LOCATIONS DURING LAST THREE YEARS ARE AS FOLLOWS

TABLE-I

Name of PRS location	2015-16		2016-17		2017-18	
	No of Tickets	No of Requisition	No of Tickets	No of Requisition	No of Tickets	No of Requisition
KIR	337935	335836	323513	322157	305979	305188
KNE	265280	275046	257764	285692	222591	249658
BOE	73803	74587	69791	68631	77458	76403
SGUJ	143072	110448	139036	85843	87683	68940
NJP	254192	196890	221942	173901	186520	144166

TABLE-II

Name of PRS location	2015-16		2016-17		2017-18	
	No of Tickets	No of Requisition	No of Tickets	No of Requisition	No of Tickets	No of Requisition
KIR	337935	335836	323513	322157	305979	305188

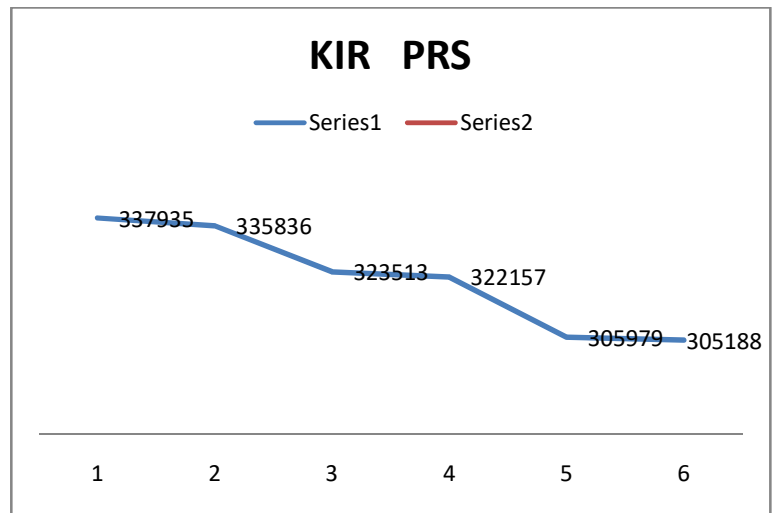
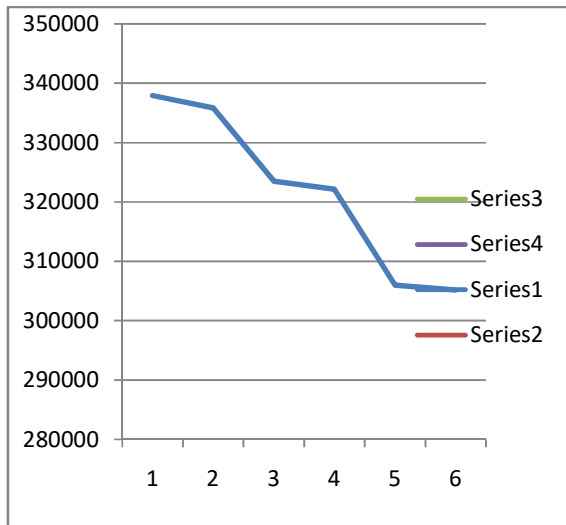


FIG-I

TABLE-III

Name of PRS location	2015-16		2016-17		2017-18	
	No of Tickets	No of Requisition	No of Tickets	No of Requisition	No of Tickets	No of Requisition
KNE	265280	275046	257764	285692	222591	249658

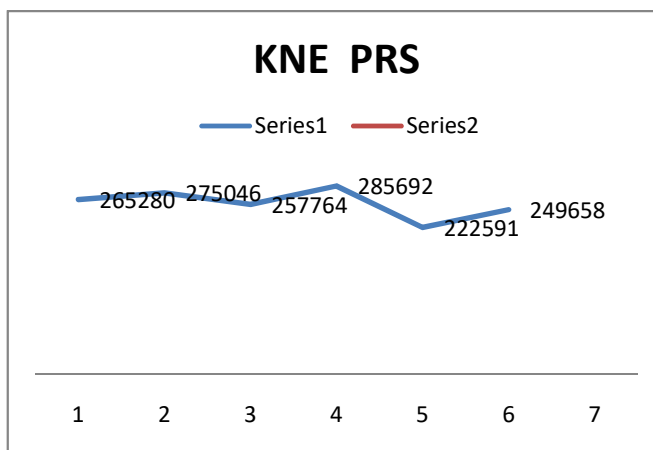
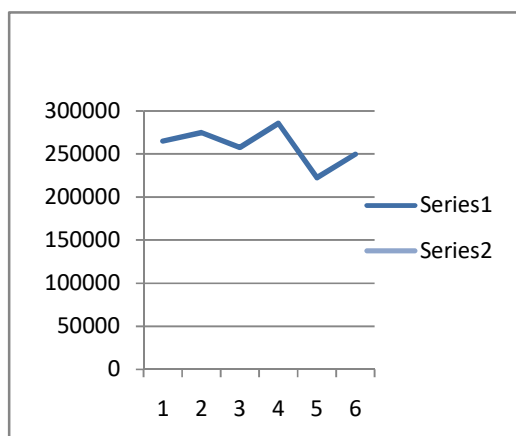


FIG- II

TABLE-IV

Name of PRS location	2015-16		2016-17		2017-18	
	No of Tickets	No of Requisition	No of Tickets	No of Requisition	No of Tickets	No of Requisition
SGUJ	143072	110448	139036	85843	87683	68940

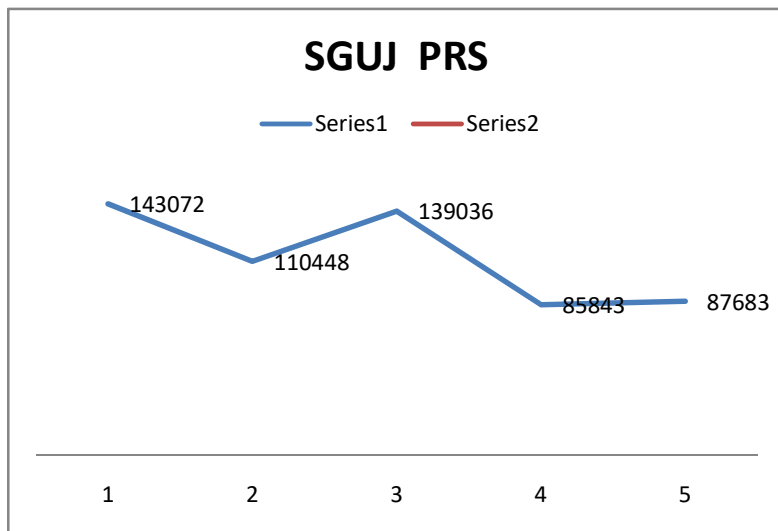
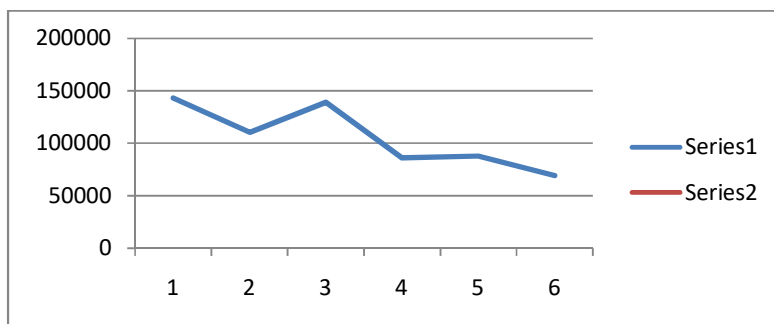


FIG-III

TABLE-V

Name of PRS location	2015-16		2016-17		2017-18	
	No of Tickets	No of Requisition	No of Tickets	No of Requisition	No of Tickets	No of Requisition
NJP	254192	196890	221942	173901	186520	144166

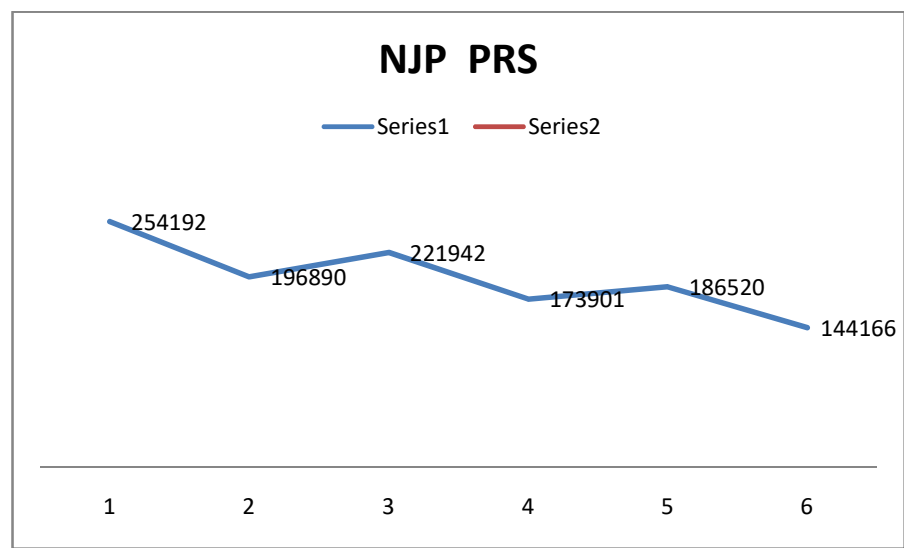
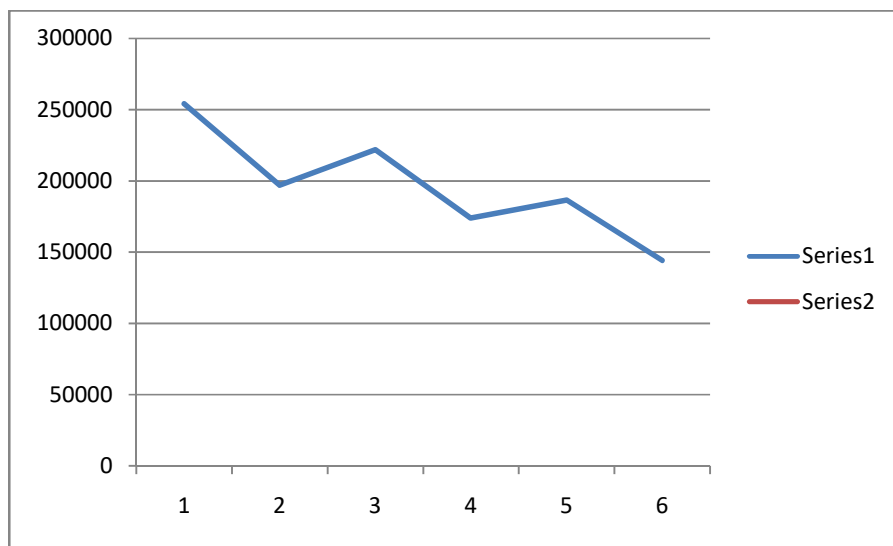


FIG-IV

AT KIR PRS

It is observed from above data, the Daily Average nos. of Transaction per day is decreasing from 933 to 848 as in the table above. , and justified for having 2- counters for PRS as per R.B'S CIRCULAR NO- 2005/C&IS/UTS-cum-PRS/Policy. Dt- 28.03.2007 paras - 2.5 in Chapter- II

AT KNE PRS

It is observed from above data, the Daily Average nos. of Transaction per day is decreasing from 764 to 693 as in the table above. , and justified for having 1- counters for PRS as per R.B'S CIRCULAR NO- 2005/C&IS/UTS-cum-PRS/Policy. Dt- 28.03.2007 paras - 2.5 in Chapter- II

AT BOE PRS

It is observed from above data, the Daily Average nos. of Transaction per day is decreasing from 207 to 212 as in the table above. , and justified for having 1- counters for PRS as per R.B'S CIRCULAR NO- 2005/C&IS/UTS-cum-PRS/Policy. Dt- 28.03.2007 paras - 2.5 in Chapter- II

AT SGUJ PRS

It is observed from above data, the Daily Average nos. of Transaction per day is decreasing from 307 to 191 as in the table above. , and justified for having 1- counters for PRS as per R.B'S CIRCULAR NO- 2005/C&IS/UTS-cum-PRS/Policy. Dt- 28.03.2007 paras - 2.5 in Chapter- II

AT NJP PRS

It is observed from above data, the Daily Average nos. of Transaction per day is decreasing from 547 to 400 as in the table above. , and justified for having 2- counters for PRS as per R.B'S CIRCULAR NO- 2005/C&IS/UTS-cum-PRS/Policy. Dt- 28.03.2007 paras - 2.5 in Chapter- II

Critical Analysis: It can be seen from the above tables and Graph as discussed in Table-I,II,III,IV &V, Graph-I,II,III &IV for the 4(Four) Major Commercial stations in KIR Division, viz, KIR, KNE,SGUJ & NJP that average number of Requisitions' and average number of passengers booked per annum is reduced regularly , this is due to more and more passengers opting for e-ticket facilities. It is also noted by the work study team that the pattern of passenger opting the E-ticket will be increased in near future.

Therefore, work study team is of the opinion of that strength of PRS staff should be reduced proportionately to the reduction of work load and the study team has identified the following vacant posts as surplus as tabulated below-

3.2.Identification of surplus Posts

1. STAFF POSITION OF PRS/ KIR DIVISION UNDER Sr.DCM/KIR.

STATION	CATAGORY											
	CRS (9300-34800) 4600				RS (9300-34800) 4200				ECRC (5200-20200) 2800			
	BOS	OR	VAC	REMARKS	BOS	OR	VAC	REMARKS	BOS	OR	VAC	REMARKS
KIR	6	6	0		12	8	4		3	1	2	
PRNA	2	1	1	1 POST	5	2	3		0	0	0	
ARQ	0	0	0		1	2	-1		1	0	1	
FBG	0	0	0	0	2	1	1		2	1	1	
JBN	1	1	0		2	1	1		1	1	0	
BOE	1	1	0		1	1	0		1	1	0	
KNE	2	2	0		7	9	-2		2	0	2	
TKG	0	0	0		1	1	0		1	0	1	
AUB	1	1	0		2	5	-3		1	1	0	
SGUJ	2	2	0		6	4	2		3	1	2	
NJP	4	4	0		7	9	-2		2	0	2	
SCRB	3	3	0		8	5	3		2	0	2	
JPG	1	1	0		3	5	-2		2	0	2	
DJ	1	1	0		2	4	-2		1	1	0	
RGJ	1	1	0		3	4	-1		2	1	1	
KAJ	1	0	1		0	2	-2		2	0	2	
HCR	0	0	0		1	0	1		1	0	1	
BGOA	1	1	0		1	1	0		1	1	0	
CNOA	0	0	0		2	1	1		0	0	0	
SM	0	0	0		1	1	0		0	0	0	
DLK	0	0	0		1	1	0		0	0	0	
IT CELL/ OFFICE	0	2	-2	2 POSTS OPERATRE D IN EXCESS	0	1	-1	1 POSTS OPERATRE D IN EXCESS	0	0	0	
TOTAL	27	27	0	3	68	68	0	1	28	9	19	

CHAPTER-IV

RECOMMENDATION

The study team has identified total 23 nos. of vacant Posts of different categories (C.R.S - 3, RS - 1, & ECRC-19) 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-

SN	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	CRS	9300-34,800	4600	26,650	68,490.5	8,21,886	3	2465658
2	RS	9300 -34800	4200	26,250	67,462.5	809550	1	809550
3	ECRC	5200-20200	2800	15,500	39,835	4,78,020	19	9082380
						TOTAL	23	1,23,57,588

1.0. PROJECTED SAVINGS PER ANNUM :

The related savings against proposed surplus posts is at the tune of Rs 123.57 Lakhs (say) as calculated in above table.

CHAPTER - VI

6.0. READY RECKONER

Pay Band	GP	Mean pay	Basic Pay in Rs	M.F. of 7 th & revised Pay	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