



**WORK STUDY TO REVIEW THE COMMERCIAL
STAFF STRENGTH OF MDU(Excl) – SCT Section
- MDU DIVISION
NO : G.275/WSSR – 321819/2018 -19**



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SOUTHERN RAILWAY

PLANNING BRANCH

G.275 / WSSR- 321819 / 2018-19

WORK STUDY TO REVIEW THE COMMERCIAL
STAFF STRENGTH OF MDU(Excl) – SCT Section
- MDU DIVISION

STUDIED BY

WORK STUDY TEAM
OF
PLANNING BRANCH

SEP 2018

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(i)
ACKNOWLEDGEMENT

The study team is thankful to the Officers of DRM/MDU, ADRM/MDU, Sr.DCM/MDU, DCM/MDU & ACM/MDU for their valuable suggestions and assistance in conducting the study successfully.

The team also extends its gratitude to CCI/HQ/MDU and Commercial staff of MDU Division in assisting the team to complete the study in time.

(ii)
TERMS OF REFERENCE

Annual Programme of work studies for the year 2018 -19 to review the Commercial Staff strength of MDU(Excl) – SCT section – MDU Division.

(iii)
METHODOLOGY

The following methodology has been adopted while conducting the study.

1. Collection of data
2. Discussion with Officers and Supervisors.
3. Manpower requirement assessed on need basis.
4. Yardstick – wherever applicable

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(iv)

SUMMARY OF RECOMMENDATIONS

SI no	Designation	Grade pay (Rs)	No of surplus post
1	VPT/BO	Sr.CC in GP 2800 CC in GP 2000	01 01
2	VPT/PO	CCC in GP 4200 Sr.CC in GP 2800 CC in GP 2000	01 01 01
3	SVKS/PRS	CCC in GP 4200	01
4	RJPM/BO	Sr.CC in GP 2800	01
5	TSI/BO	CC in GP 2000	01
	Total		08

Total : 08 Posts


CHAPTER – I**1.0 INTRODUCTION**

1.1 The Commercial Department of Indian Railways is the only Revenue earning department from all the three resources of goods, passengers and sundry earnings. The revenue from huge sources are assessed, collected and accounted. Hence, all possible measures are taken by this department to stretch its tireless hands to embrace all resources to the organization and its growth.

- The Commercial department of Railways is responsible for sales, marketing and servicing of passenger and goods services efficiently.
- Booking Office, Parcel Office & Passenger Reservation Office/MDU(Excl) – SCT section contributes significantly towards other coaching earnings of the Division.

1.2 BOOKING OFFICE

- In Commercial Department, Booking office is one of the main revenue collecting entries of the passenger transportation for Indian Railways. The earnings from booking office are one of the major items of passenger earnings. But the passenger traffic is a highly subsidized one and there shall be every attempt to prune the expenditure on booking. This will help to reduce the gross subsidization from freight earnings.
- Now a day the booking through UTS system, SPTM, Computerization of returns etc, has made the booking process easier and speedier. Though, there have been modifications, improvement in modern technology, application and facilitation, these have to be translated in terms of manpower planning. Wherever technological advancement has been enforced the same should be implemented and result achieved. So an attempt a made to utilize the man power to optimum size in the study.

1.3 PARCEL OFFICE

- Parcel means goods entrusted to a Railway station for carriage by a passenger or parcel train and luggage means the goods of a passenger either carried by him in his charge or entrusted to a Railway Administration for carriage (103 (36) & 15 of IRCM Vol.I).

- A drastic reduction is seen in the Parcel services from the past few years. Further there is stiff competition given by the road parcel services which has an edge being faster and reaching the customer's doors directly. Due to the decreasing trend in Parcel service, a work study has become a necessity to review the staff strength in relation to the present workload.
- The Coaching, Goods and Sundry earnings form the backbone of the Railways and it decide the viability of the Railways. Parcel, Luggage and Goods earnings contribute more towards the Railway revenue.
- The purpose of this work study is intended to analyze the requirement of staff at Parcel Office of above said section.

1.4 PASSENGER RESERVATION OFFICE

There are 48 computerized reservation centers available in Madurai Division including Rail Head and Non –Rail Head and the passengers are using other methods also for advance Reservation and Cancellation such as e-ticket, i-ticket etc. The mobile booking is the latest addition in leveraging the technology to book Railway tickets. The other supporting heads like India post, IUTS (UTS cum-PRS) also provide passenger reservation to the travelling public.



CHAPTER - II

2.0 PRESENT SCENARIO

The concept of liberalization, privatization and globalization has permeated from Elite group to common mass in society. Awareness in internet booking has gained tremendous momentum. System of issue of tickets has also switched over to electronic mode duly replacing manual operation. Thus manpower requirement is considerably reduced due to technological implementation. Based on the present trend and methodology adopted in Booking Office, Parcel Office & PRS an effort is taken to review the staff requirement in MDU(Excl) – SCT section. The duties of the staff, earnings, workload and detailed traffic trend pattern are explained the following paragraph and discussed in subsequently.

2.1 The details of Commercial activities between MDU(Excl) – SCT section as given in the scope of the study along with the sanctioned strength and present deployment, working time are indicated below and the S.A.V.E. Statement is enclosed as **Annexure – I**.

2.2 Staff position between MDU(Excl) – SCT Section

a) Booking & Parcel office Ex : MDU(Excl) – SCT section

Sl no	Stations	CS in Rs.4600/-			CCC in Rs.4200/-			Sr.CC in Rs.2800/-			CC in Rs.2000/-			Total		
		S	A	V	S	A	V	S	A	V	S	A	V	S	A	V
1	TDN	-	-	-	-	-	-	2	1	1	-	-	-	2	1	1
2	TMQ	-	-	-	-	-	-	2	2	-	-	-	-	2	2	-
3	KGD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
4	VPT/B	1	1	-	4	3	1	1	-	1	3	1	2	9	5	4
5	VPT/P	-	-	-	2	1	1	1	-	1	3	1	2	6	2	4
6	VPT/G	1	1	-	-	-	-	-	-	-	-	-	-	1	1	-
7	TTL	-	-	-	2	2	-	1	1	-	-	-	-	3	3	-
8	SVKS	1	1	-	2	1	1	1	1	-	-	-	-	4	3	1
9	SVPR	-	-	-	1	3	+2	-	-	-	-	-	-	1	3	+2
10	RJPM	1	1	-	2	1	1	1	-	1	1	1	-	5	3	2
11	SNKL	-	-	-	1	-	1	-	-	-	1	2	+1	2	2	-
12	PBKS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
13	KDNL	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
14	TSI	2	2	-	3	3	-	1	2	+1	1	-	1	7	7	-
15	SCT	1	1	-	2	3	+1	2	-	2	-	-	-	5	4	1
	Total	7	7	-	19	17	2	12	7	5	9	5	4	47	36	11

The stations such as TDN, TMQ, VPT, TTL, SVKS, SVPR, RJPM, SNKL, TSI and SCT are dealt with parcel transactions but sanction of commercial clerk for manning parcel office is only available at VPT/PO, other stations is managed by the existing commercial clerk working in BO.

b) Enquiry cum Reservation clerk (ECRC) MDU(Excl) – SCT section

Sl no	Stations	CS in Rs.4600/-			CCC in Rs.4200/-			Sr.CC in Rs.2800/-			Total		
		S	A	V	S	A	V	S	A	V	S	A	V
1	TDN	-	-	-	1	1	-	-	-	-	1	1	-
2	TMQ	1	1	-	-	-	-	-	-	-	1	1	-
3	SVKS	-	-	-	2	3	+1	-	1	+1	2	4	+2
4	RJPM	-	-	-	1	1	-	1	1	-	2	2	-
5	TSI	1	1	-	-	-	-	1	2	+1	2	3	+1
6	SCT	-	-	-	1	1	-	-	-	-	1	1	-
	Total	3	2	1	7	9	+2	2	4	+2	09	12	+3

2.3 Activities in Booking Office

a) Activities performed by Booking Clerks for issue/cancellation of tickets and any miscellaneous activity and duration for each activity. Whenever a ticket comes for cancellation, the Booking clerk has to check the genuinity of the ticket first. Then he selects the format for cancellation and he has to feed the UTS number, Fare and number of tickets to be cancelled. Then the system will generate the cancelled ticket. The balance amount is to be handed over to the Passenger. Then the Booking Clerk should cross the ticket presented for cancellation and the preserves the both.

b) When a Passenger approaches for a journey ticket, the booking clerk should ensure the Station to which the Passenger wants a ticket, and he verifies in the System for the particular station such as class, number of Adults, Number of Child , Senior Citizen if any and the fare for the same will be informed to the Passenger. After getting the fare, he /she enters the Station Code, Number of tickets, Class etc and route also and Press Enter key, for Printing 'Y' has to be pressed to get the Ticket. After printing the ticket, he has to hand over the ticket and also the balance amount if any to the Passenger.

c) When a TTE approaches the Booking Counter, for remittance, the Booking Clerk duly getting the CRM with Cash and verifies it. Then he goes to Main menu and selects the appropriate option for remittance. At present, the New Proforma contains more than 19 Column to be filled up. After printing the ticket, the Booking Clerk has to enter the amount, date and ticket number in the CRM (Miscellaneous ticket).

d) Activities performed by Supervisors daily, period ending and monthly:

The Chief Booking Supervisor on arrival has to sign in the Muster Roll and make remarks for other Staff. After that he has to verify the availability of tickets Rolls for the day. Then he has to ensure the remittance of Cash in the Bank with Cashier and the days' Reports are taken for Closing of Accounts. After that he has to check the functioning of ATVMs (ATVMs are available) and the working of facilitations, the ticket Stock for UTS and ATVM is maintained by him only. Miscellaneous activities such as Public Enquiry, enquiry from Office of the Divisional Commercial Manager, Amenities of the Staff should be monitored by him.

On arrival of the Bank Chelan, CBSR has to prepare the Cash remittance Note and sealing of Cash Bag dispatch the same to cash Office.

During Month end Preparation of Balance sheet, Preparation of Returns, to be dispatched promptly to TPJ Traffic accounts should also be monitored by him.

Finally, all the ICV items for daily use have to be received and supplied to the Staff then and there also one of his prime duties done by him.

He has to prepare Balance Sheet and Returns every month. If the system Reports not generated in time, he has to work beyond his working hours. Now there is no Group 'D' Staff between MDU(Excl) – SCT section Booking Office.

2.4 Mode of Remittance of Station Earnings

All the Counter Cash in Shifts were handed over to the Cashier with DTC, Concessions, vouchers and TTE CRMS. The same were consolidated and entries were made in the HOC Register.

On the following day Statement will be taken for cash Remittance and tallied with Cash book and the amount to be remitted into the Bank will be entered in the Bank Chelan Book in triplicate.

The Cash will be remitted in the bank and duly signed receipt of the Challan will be given by the Bank. After verifying the records, the Chalan, Vouchers and Cheque were entered in the Voucher Remittance Note and will be kept in a Cash Bag and sealed. Then the sealed cash bag will be handed over to cash office staff on duty with entry in the Cash remittance Book.

After receipt of the CR Note dully attested, the same was pasted in the CR Note after verification.

2.5 Present Staff Deployment position of Booking office over MDU(Excl) – SCT section

1. TDN/BO

Sl. No.	Activity	Actual staff
	Average tickets per day - 536	
	No of ATVM's – Nil	
	Point of sale machine – 1	
	No of Parcels dealt per day - 2	

1	Issue of tickets in Booking counters (Two shifts (6-14 & 14 -22))	01
2	RG & LR	00
	Total	01

Two years Earnings statistics

Mon	2016 – 17						2017 – 18					
	ST	JT	PF	ATVM	NI/CL	Earnings Rs.	ST	JT	PF	ATVM	NI/CL	Earnings Rs.
Apr	39	14506	72	-	105	635850	36	16309	50	-	30	604560
May	36	19236	65	-	45	840265	33	20965	55	-	18	813645
Jun	43	17886	41	-	23	660430	41	17716	56	-	22	644200
Jul	34	17430	40	-	32	661760	38	16049	40	-	30	598005
Aug	37	17003	32	-	23	616830	34	16641	40	-	12	593270
Sep	32	15754	38	-	23	572825	28	15711	49	-	10	583270
Oct	33	13776	47	-	33	485620	29	17029	55	-	18	565895
Nov	28	15413	38	-	20	547660	27	13132	42	-	12	447230
Dec	37	16217	36	-	21	585990	27	14903	37	-	6	501600
Jan	35	13364	41	-	19	468660	26	18979	50	-	14	647590
Feb	40	13705	30	-	15	490805	32	17069	37	-	26	629725
Mar	41	14356	34	-	31	504595	24	15699	26	-	35	614395
Total	435	188646	514	-	390	7071340	375	200202	537		233	7242880

TDN/PRS

Sl. No	Activity	Actual staff
Average number of forms per day – 67 Point of sale machine – 01		
1	Issue of tickets in PRS counter (One split shift (7.30 – 12.30 & 14.00 – 17.00))	01
2	RG & LR	00
	Total	01

Two years Earnings statistics

Months	2016 – 2017			2017 – 2018		
	Forms	Tickets	Passengers	Forms	Tickets	Passengers
Apr	1951	2031	3340	1898	1334	3401
May	1994	1902	3278	1777	1862	3085
Jun	2469	1772	4398	1975	2066	3453
July	2461	1845	4624	1924	2007	3427
Aug	2145	1611	3539	1783	1839	2899
Sep	2178	2279	3741	1716	1788	2806
Oct	2038	2120	3246	1934	2006	3352
Nov	2347	2420	4142	2016	2062	3655
Dec	1996	2086	3149	1767	1819	3126

Jan	1942	2024	3133	2028	2120	3632
Feb	1763	1826	3165	2065	2134	3616
Mar	2111	2197	3914	2105	2162	3801
Total	25395	24113	43669	22988	23199	40253

2. **TMQ/BO**

Sl. No	Activity	Actual staff
Average number of tickets per day – 321 No of ATVMs – Nil Point of sale machine – 01 No of Parcels dealt per day - 2		
1	Issue of tickets in Booking counter (Two shifts (6-14 & 14-22))	01
2	RG & LR	00
	Total	01

Two years Earnings statistics

Months	2016 – 17						2017 – 18					
	ST	JT	PF	ATVM	NI/CL	Earnings Rs.	ST	JT	PF	ATVM	NI/CL	Earnings Rs.
Apr	104	10018	116	-	47	703305	90	8960	147	-	40	662990
May	103	12657	198	-	69	969835	80	11475	187	-	55	849895
Jun	122	10313	148	-	49	721440	86	9415	134	-	44	669860
Jul	113	10043	150	-	34	670465	83	9352	143	-	26	619515
Aug	130	10011	137	-	33	689510	76	8697	160	-	30	610910
Sep	108	8843	133	-	55	635310	78	8819	121	-	39	597280
Oct	114	8356	183	-	45	561890	86	8666	158	-	35	571520
Nov	112	8486	133	-	46	589450	62	6919	74	-	26	474485
Dec	122	9245	141	-	44	617175	77	7030	145	-	35	472385
Jan	92	7247	113	-	40	496585	95	11762	172	-	54	746210
Feb	85	7903	134	-	41	565330	77	12850	138	-	47	773425
Mar	95	7866	120	-	28	530070	101	12199	123	-	54	713070
Total	1300	110988	1706	-	531	7750365	991	116414	1702		485	7761995

TMQ/PRS

Sl. No	Activity	Actual staff
Average number of forms per day – 73 Point of sale machine – 01		
1	Issue of tickets in PRS counter (One split shift (7.30 – 12.30 & 14.00 – 17.00))	01
2	RG & LR	00
	Total	01

Two years Earnings statistics

Months	2016 – 2017			2017 – 2018		
	Forms	Tickets	Passengers	Forms	Tickets	Passengers
Apr	2355	2436	3804	2115	2198	3481
May	2190	2275	3032	2097	2177	3413
Jun	2572	1449	3914	2574	2638	4029
July	2119	1267	3333	2182	2253	3674
Aug	2136	1376	3445	1757	1833	2571
Sep	2204	2286	3426	2089	2161	3394
Oct	2299	2360	3583	2154	2208	4025
Nov	2841	2898	5217	2208	2272	4455
Dec	2515	2620	3556	2277	2379	4135
Jan	2554	2640	3942	2061	2163	3270
Feb	1985	2053	2779	2057	2163	3033
Mar	2063	2138	3215	1871	1948	3486
Total	27833	25798	43246	25442	26393	42966

3. VPT/BO

Sl. No.	Activity	Desig	No. of staff
Average number of tickets per day – 1960 No of ATVMs – 2 & COVM – 1, Average ATVM tickets per day is 550 issued by two facilitators Point of sale machine – 01			
1	Over all supervising and to look after accounts, Balance sheet, Statistical earnings data (Send to Railway board for every 10 days) (9-17 hrs)) Cashier Duties:- Collect cash from all counters, counting, tallying & remittance to Bank preparing all statements, Issuing ROPD Tickets, Supply of tickets to all counters, Responsible for supervisory function, Sales of smartcard for ATVM, Top up of smart card Recharge of ATVM (9 - 17 hrs))	CS	01
2	Issue of tickets in Booking counters (Round the clock – 2)	CCC & Sr.CC	03
4	RG & LR	Sr.CC	01
	TOTAL		05

Two years Earnings statistics

Mon	2016 – 17						2017 – 18					
	ST	JT	PF	ATVM	NI/CL	Earnings Rs.	ST	JT	PF	ATVM	NI/CL	Earnings Rs.
Apr	653	54939	7566	6699	152	3793715	623	52455	6941	13065	150	3801600
May	618	61151	6866	15733	386	4502155	607	61266	6705	17426	210	4690980
Jun	762	54571	5872	13566	182	3806470	661	53335	5927	15231	140	3811265
Jul	773	55253	6052	14350	184	3682190	705	52376	5050	17236	123	3614060

Aug	764	55185	6161	13309	186	3803800	636	51415	5194	17168	139	3568280
Sep	734	52173	6329	11310	199	3769940	605	50572	5231	15376	171	3699405
Oct	709	49914	5935	13463	173	3372310	655	50210	5826	17313	230	3411350
Nov	675	48791	5862	12187	197	3440230	587	44868	5124	12459	119	3205180
Dec	703	53353	6300	13814	167	3658575	604	45966	5422	15680	102	3288795
Jan	677	44400	5815	11422	210	3249515	738	61156	5331	26737	229	4311670
Feb	636	46523	5330	11480	102	3307300	678	61390	4795	29515	130	4173515
Mar	702	47198	5390	9733	123	3333925	778	60969	4650	29271	130	3932025
Total	8406	623451	73478	147066	2261	43720125	7877	645978	66196	226477	1873	45508125

VPT/PO

Sl. No	Activity	Actual staff
Average number of PWB's per day – 40 Point of sale machine – 01		
1	Parcel booking in Two shifts (6-14 & 14-22)	01
2	RG & LR	00
	Total	01

Two years Earnings statistics

Months	2016 – 17					2017 – 18				
	O/W Pkgs	Wt in Qtls	Earnings Rs.	I/W Pkgs	Wt in Qtls	O/W Pkgs	Wt in Qtls	Earnings Rs.	I/W Pkgs	Wt in Qtls
Apr	734	325	127946	830	541	702	313.56	131475	741	431.30
May	614	296	122966	942	495	753	299.64	124023	506	286.26
Jun	746	353	142705	721	444	751	316.41	135517	329	177.90
Jul	808	337	146323	697	411	647	255.76	130477	519	275.13
Aug	876	387	161677	644	344	472	190.26	101241	486	280.55
Sep	1031	426	152410	694	435	444	169.09	82865	329	176.96
Oct	753	331	140468	935	582	479	193.86	97928	374	212.12
Nov	636	295	129024	740	406	380	164.48	68945	344	166.18
Dec	641	266	95311	738	1016	251	129.42	70852	457	273.02
Jan	422	198	85451	694	435	287	142	49194	560	362
Feb	489	222	88879	1064	620	364	138	66112	538	296
Mar	422	198	85451	694	435	250	141	62419	616	350
Total	8172	3634	1478611	9363	6164	5780	2453.48	1121048	5799	3287.42

4. TTL/BO(IUTS Counter, CNC Station)

Sl. No.	Activity	Actual staff
Average number of tickets per day – 754 No of ATVMs – Nil Point of sale machine – 01 No of Parcel way bills per day - 3		

1	Issue of tickets thru IUTS counter both UTS & PRS (Three shifts(Round the clock))	03
2	RG & LR	00
	Total	03

Two years Earnings statistics

Mon	2016 – 17						2017 – 18					
	ST	JT	PF	ATVM	NI/ CL	Earnings Rs.	ST	JT	PF	AT VM	NI/ CL	Earnings Rs.
Apr	56	21592	126	-	36	731750	50	22452	112	-	18	802545
May	52	24249	115	-	45	866915	54	25761	110	-	34	959960
Jun	59	22336	150	-	26	779520	64	22401	110	-	23	801985
Jul	66	23427	141	-	31	819470	55	22588	73	-	18	827280
Aug	64	23380	137	-	46	837545	50	22523	87	-	8	789945
Sep	66	22829	153	-	13	807185	51	22037	112	-	13	780590
Oct	66	22168	107	-	16	744000	51	23498	139	-	43	841565
Nov	65	22500	122	-	36	762155	54	21580	99	-	19	758445
Dec	69	22780	114	-	25	777145	62	20409	105	-	21	721300
Jan	60	19863	84	-	19	689220	68	24207	96	-	31	844565
Feb	56	20481	88	-	17	705345	67	24441	129	-	16	823990
Mar	80	21925	120	-	16	748435	69	25212	130	-	10	816810
Total	759	267890	1457	-	326	9268685	695	277109	1297	-	254	9768980

TTL/PRS

Months	2016 – 2017			2017 – 2018		
	Forms	Tickets	Passengers	Forms	Tickets	Passengers
Apr	399	459	690	391	441	694
May	456	515	844	441	487	859
Jun	463	376	824	486	541	857
July	493	389	807	396	452	776
Aug	484	545	853	448	502	816
Sep	526	587	927	561	605	1323
Oct	431	487	662	470	528	774
Nov	484	544	805	466	528	799
Dec	414	489	690	480	542	941
Jan	463	519	730	597	654	1303
Feb	495	554	852	532	592	983
Mar	554	608	969	551	597	996
Total	5662	6072	9653	5819	6469	11121

6. SVKS/BO

Sl. No .	Activity	Actual staff
	Average number of tickets per day – 633 No of ATVMs – 01 Point of sale machine – 01 No of Parcel way bills per day - 5	

1	Issue of tickets in Booking counter & Parcel booking (Two shifts (5.30 – 13.30 & 13.30 – 21.30))	02
2	RG & LR	00
	Total	02

Two years Earnings statistics

Mon	2016 – 17						2017 – 18					
	ST	JT	PF	ATVM	NI/CL	Earnings Rs.	ST	JT	PF	ATVM	NI/CL	Earnings Rs.
Apr	157	16940	1289	25	18	720765	171	17623	1635	-	18	781140
May	143	19741	1414	63	38	871325	156	20209	1755	-	36	916205
Jun	186	17319	1163	6	19	769520	182	18099	1569	-	16	821685
Jul	184	18477	1150	14	13	818600	200	18753	1401	-	13	835270
Aug	160	17687	1079	-	14	789325	166	17529	1423	7	17	785350
Sep	173	17496	1148	-	19	767440	160	17696	1568	3	20	785410
Oct	175	16791	1309	-	25	741475	167	17143	1670	2	32	781805
Nov	174	16923	1562	-	21	744560	149	16338	1542	4	18	725545
Dec	179	17761	1567	-	15	765110	170	15714	1662	-	7	709660
Jan	182	15228	1289	-	28	725125	209	19193	1631	2	33	845080
Feb	166	15398	1222	-	14	658290	178	18873	1488	3	26	766535
Mar	187	16274	1572	-	15	687680	184	19603	1733	6	25	795870
Total	2066	206035	15764	108	239	9059215	2092	216773	19077	27	261	9549555

SVKS/PRS

Sl. No	Activity	Actual staff
Average number of forms per day – 84		
Point of sale machine – 01		
1	Issue of tickets in PRS counter (Two shift (8 -14 & 14 -20))	02
2	RG & LR	00
	Total	02

Two years Earnings statistics

Months	2016 – 2017			2017 – 2018		
	Forms	Tickets	Passengers	Forms	Tickets	Passengers
Apr	4914	5137	7356	5257	5518	8235
May	4799	4982	7577	4647	4864	7265
Jun	6079	6228	9974	5256	5403	8867
July	5744	5897	9316	5435	5582	9493
Aug	5813	6000	9001	5321	5486	8540
Sep	6349	6520	11412	5629	5872	10285
Oct	5249	5450	8812	5484	5679	10062
Nov	6299	6514	10366	5249	5433	8354
Dec	5403	5644	7823	4507	4640	7425
Jan	6431	6597	10452	5215	5358	9026
Feb	5214	5357	8729	4923	5086	8632
Mar	5731	5867	9231	5367	5500	9474
Total	68025	70193	110049	62290	64421	105658

7. SVPR/BO(IUTS Counter, CNC Station)

Sl. No	Activity	Actual staff
Average number of tickets per day & No of forms per day – 196+35 No of ATVMs – Nil Point of sale machine – 01 No of Parcel way bills per day - 1		
1	Issue of tickets thru IUTS counter both UTS & PRS (One counter split shift(7 - 11.00 & 17 – 20.00))	01
2	RG & LR	00
	Total	01

Two years Earnings statistics

Mon	2016 – 17						2017 – 18					
	ST	JT	PF	ATVM	NI/CL	Earnings Rs.	ST	JT	PF	ATVM	NI/CL	Earnings Rs.
Apr	57	4922	368	-	19	286825	49	5208	369	-	11	309215
May	54	5857	362	-	38	357670	49	6487	364	-	42	409330
Jun	65	5393	378	-	7	306925	49	5534	345	-	22	346570
Jul	65	5621	280	-	10	316570	51	6212	289	-	23	377690
Aug	71	6273	300	-	11	382990	50	4722	251	-	19	282100
Sep	61	5291	347	-	14	303890	53	5077	308	-	22	301765
Oct	63	5433	341	-	4	297220	53	5285	383	-	24	304070
Nov	65	4732	343	-	10	273995	50	4519	327	-	10	259710
Dec	63	5615	329	-	10	328720	42	4890	321	-	17	298016
Jan	62	4805	260	-	35	279160	74	6854	337	-	50	388635
Feb	50	4939	281	-	6	262825	64	6822	271	-	13	375955
Mar	66	5337	385	-	12	288440	66	6912	293	-	16	385645
Total	742	64218	3974	-	176	3685230	650	68522	3858	-	269	4038701

SVPR/PRS

Months	2016 – 2017			2017 – 2018		
	Forms	Tickets	Passengers	Forms	Tickets	Passengers
Apr	986	1066	1652	986	1066	1652
May	1161	1253	1867	1161	1253	1867
Jun	1101	1172	1930	1101	1172	1930
July	1118	1193	1842	1118	1193	1842
Aug	1046	1130	1814	1046	1130	1814
Sep	1051	1139	1758	1051	1139	1758
Oct	906	978	1441	906	978	1441
Nov	1094	1180	1715	1094	1180	1715
Dec	1064	1149	1689	1064	1149	1689
Jan	1133	1221	1817	1133	1221	1817
Feb	868	941	1330	868	941	1330
Mar	889	977	1667	889	977	1667
Total	12417	13399	20522	12417	13399	20522

8. RJPM/BO

Sl. No	Activity	Actual staff
Average number of tickets per day – 1122 No of ATVMs – 02 machines available daily average per day tickets is 500 issued by 3 facilitators Point of sale machine – 01 No of Parcel way bills per day - 10		
1	Issue of tickets in Booking counter & Parcel booking (Two shifts (6 – 14.00 & 14 – 20.30))	03
2	RG & LR	01
	Total	04

Two years Earnings statistics

Mon	2016 – 17						2017 – 18					
	ST	JT	PF	ATVM	NI/CL	Earnings Rs.	ST	JT	PF	ATVM	NI/CL	Earnings Rs.
Apr	201	30121	1102	14955	77	1513800	194	33543	1025	19542	40	1680090
May	214	34982	1168	18952	152	1818520	216	38975	1292	21201	102	2059685
Jun	223	31471	1130	15466	64	1557215	220	34660	1142	20526	69	1738570
Jul	236	32671	1042	15875	72	1587835	213	33869	785	20716	45	1563520
Aug	220	32240	1077	16888	65	1525685	198	32243	833	20093	53	1509510
Sep	222	31345	1068	16597	42	1474205	195	31816	828	19913	40	1531370
Oct	232	30738	1026	18013	38	1420285	203	33104	973	21743	63	1570365
Nov	238	31327	1123	16982	36	1506005	183	31318	911	20194	27	1476830
Dec	239	32321	1052	17610	50	1561100	231	29915	820	20727	17	1412220
Jan	234	27586	904	16046	38	1327825	243	36797	891	23723	85	1752605
Feb	196	29231	871	16799	15	1395255	215	37841	742	22468	32	1781510
Mar	224	31047	973	18732	23	1479350	221	39412	882	24613	21	1840225
Total	2679	375080	12536	202915	672	18167080	2532	413493	11124	255459	594	19916600

RJPM/PRS

Sl. No	Activity	Actual staff
Average number of forms per day –167 Point of sale machine – 01		
1	Issue of tickets in PRS counter (Two shift (8 -14 & 14 -20))	02
2	RG & LR	00
	Total	02

Two years Earnings statistics

Months	2016 – 2017			2017 – 2018		
	Forms	Tickets	Passengers	Forms	Tickets	Passengers
Apr	4605	4802	7106	4811	5085	7211
May	5086	5337	7713	4871	5073	7766
Jun	5485	5650	9226	5237	5382	8804
July	5130	3511	8319	5161	5332	8630
Aug	4943	5119	7956	4615	4793	7411
Sep	5308	5551	8445	4888	5062	8491
Oct	4750	4924	7825	5470	3930	9070
Nov	5543	5721	9328	5343	5533	9335
Dec	4916	5084	7343	4883	5100	8052
Jan	5335	5522	8446	5044	5231	8501
Feb	4417	4556	7421	4936	5149	8774
Mar	5494	5666	9222	5398	5571	9166
Total	61012	61443	98350	60657	61241	101211

9. SNKL/BO(IUTS) COUNTER

Sl. No	Activity	Actual staff
Average number of tickets per day – 740 + 60 Forms No of ATVMs – 01 machines available daily average per day tickets is 200 issued by one facilitators Point of sale machine – 01 No of Parcel way bills per day - 3		
1	Issue of tickets thru IUTS counter both UTS & PRS (One counter split shift(6 - 14.00 & 14 – 22.00))	02
2	RG & LR	00
	Total	02

Two years Earnings statistics

Mon	2016 – 17						2017 – 18					
	ST	JT	PF	ATVM	NI/CL	Earnings Rs.	ST	JT	PF	ATVM	NI/CL	Earnings Rs.
Apr	81	19625	748	21	26	1111795	107	22095	829	-	31	1274350
May	75	23805	812	9	99	1369730	82	25429	875	-	65	1496290
Jun	114	21219	613	2758	37	1172985	104	22460	711	-	51	1258690
Jul	89	21532	356	7458	42	1105475	114	22459	629	1	53	1183495
Aug	98	23525	415	6743	35	1266790	93	23714	640	2632	34	1295655
Sep	94	21135	539	4003	22	1162680	92	21555	727	4303	19	1171240
Oct	84	19272	692	-	30	995930	115	21184	715	4601	76	1147085
Nov	99	20206	693	-	27	1109000	96	20176	711	1506	23	1132880
Dec	105	21165	619	-	31	1131005	98	19528	746	4513	13	1073850
Jan	84	18310	616	-	57	973810	118	22905	745	7105	96	1249465
Feb	79	19078	631		16	1023070	99	23103	579	5773	20	1222420
Mar	96	20057	771	-	22	1086635	95	24136	666	5485	14	1264455
Total	1098	248929	7505	20992	444	13508905	1213	268744	8573	35919	495	14768875

SNKL/PRS

Months	2016 – 2017			2017 – 2018		
	Forms	Tickets	Passengers	Forms	Tickets	Passengers
Apr	1031	1121	1580	1232	1304	2459
May	1186	1266	1732	1156	1247	1958
Jun	1276	1350	1924	1225	1303	2087
July	1045	815	1802	1192	1267	1944
Aug	1092	831	1576	1079	1176	1617
Sep	1170	1258	1708	1046	1115	1791
Oct	1095	1173	1665	1137	1215	1871
Nov	1084	1151	1622	1054	1131	1603
Dec	1032	1115	1466	1021	1108	1451
Jan	1061	1122	1510	1281	1355	2020
Feb	1102	1170	1821	1076	1135	1723
Mar	1310	1391	2091	1164	1228	1959
Total	13484	13763	20497	13663	14584	22483

10. TSI/BO

Sl. No.	Activity	Desig	No. of staff
Average number of tickets per day – 1711 No of ATVMs – 02 machines available daily average per day tickets is 500 issued by 2 facilitators Point of sale machine – 01 No of Parcel way bills per day - 5			
1	Over all supervising and to look after accounts, Balance sheet, Statistical earnings data (Send to Railway board for every 10 days) (9-17 hrs)) Cashier Duties:- Collect cash from all counters, counting, tallying & remittance to Bank preparing all statements, Issuing ROPD Tickets, Supply of tickets to all counters, Responsible for supervisory function, Sales of smartcard for ATVM, Top up of smart card Recharge of ATVM (9 - 17 hrs))	CS	01
2	Issue of tickets in Booking counters & Parcel transaction in three shifts (6 -14, 14-22 & 22-6)	CCC & Sr.CC	03
4	RG & LR	--	--
	TOTAL		04

Two years Earnings statistics

Mon	2016 – 17						2017 – 18					
	ST	JT	PF	ATVM	NI/ CL	Earnings Rs.	ST	JT	PF	ATVM	NI/ CL	Earnings Rs.
Apr	116	42657	3454	19717	54	2010660	114	47452	3543	12878	66	2229445
May	122	53898	4060	28177	110	2727655	124	56034	4400	15380	86	2891380
Jun	144	50899	2987	23808	80	2542225	137	52488	3138	15378	88	2700205
Jul	152	53776	3182	18333	125	2852690	157	55537	3104	18943	132	2884925
Aug	148	53115	3218	21105	112	2684640	173	50804	3444	18849	76	2601420

Sep	125	47380	3395	21195	60	2280295	132	48041	3424	19841	63	2422835
Oct	118	44328	3252	16907	40	2053760	140	47818	3767	18114	106	2336455
Nov	132	44400	3016	17372	54	2098370	146	42070	3063	15465	46	2072675
Dec	109	46502	3090	17671	54	2151810	163	43996	3346	19502	58	2166255
Jan	123	41801	2979	18001	50	1934145	172	52292	3841	21517	62	2457475
Feb	136	41571	2211	21619	34	1966660	154	51193	3010	19330	43	2322310
Mar	132	42310	2611	18950	55	1955975	183	53840	3520	18240	92	2455770
Total	1557	562637	37455	242855	828	27258885	1795	601565	41600	213437	918	29541150

TSI/PRS

Sl. No.	Activity	Actual staff				
Average number of forms per day –150						
Point of sale machine – 01						
1	Issue of tickets in PRS counter (Two shift (8 -14 & 14 -20))	02				
2	RG & LR	--				
	Total	02				
Months	2016 – 2017			2017 – 2018		
	Forms	Tickets	Passengers	Forms	Tickets	Passengers
Apr	4201	4427	6314	4298	4499	7248
May	4224	4445	6142	4290	4500	6786
Jun	4895	5027	7952	4357	4534	7132
July	4987	5207	7399	4863	5111	7842
Aug	4689	4876	7204	4351	4572	7396
Sep	5015	5251	8056	4839	5059	8266
Oct	4424	4572	7464	4986	3985	9908
Nov	5266	5480	9425	4488	4683	7623
Dec	4636	4914	6943	4014	4423	6446
Jan	4869	5040	7229	4512	4740	7570
Feb	3894	4069	6207	4309	4476	7530
Mar	4369	4535	1068	4499	4669	7605
Total	55469	57843	81403	53896	55251	91352

11. SCT/BO

Sl. No.	Activity	Desig	No. of staff
Average number of tickets per day – 816			
No of ATVMs – 02 machines available daily average per day tickets is 500 issued by 2 facilitators			
Point of sale machine – 01			
No of Parcel way bills per day - 15			
1	Overall supervising and to look after accounts, Balance sheet, Statistical earnings data (Send to Railway board for every 10 days) (9-17 hrs)) Cashier Duties:- Collect cash from all counters, counting, tallying & remittance to Bank preparing all statements, Issuing ROPD Tickets, Supply of tickets to all counters, Responsible for supervisory function, Sales of smartcard for ATVM, Top up of smart card Recharge of ATVM (9 - 17 hrs))	CS	01

2	Issue of tickets in Booking counters & Parcel transaction in three shifts (6 -14, 14-22 & 22-6hrs)	CCC & Sr.CC	03
3	RG & LR		00
	TOTAL		04

Two years Earnings statistics

Mon	2016 – 17						2017 – 18					
	ST	JT	PF	ATVM	NI/CL	Earnings Rs.	ST	JT	PF	ATVM	NI/CL	Earnings Rs.
Apr	43	18457	955	3765	69	2061440	40	21908	934	7886	43	2377785
May	41	26230	1383	835	114	3349390	41	28429	1209	9504	76	3582430
Jun	37	24349	964	4070	61	2793625	43	26902	1033	10913	88	3108305
Jul	46	31405	896	6416	125	3411965	45	30688	1088	10913	132	3327612
Aug	45	30195	949	9871	112	3314860	41	27059	1098	10031	76	2943888
Sep	37	22989	1041	6928	60	2541515	41	23962	1087	9360	63	2704175
Oct	38	20063	866	6798	40	2007630	44	23202	1253	9396	71	2564500
Nov	33	19960	868	6967	26	2104550	39	19193	909	7726	38	1970185
Dec	41	22105	881	6828	68	2328145	51	20422	948	8974	32	2128500
Jan	40	20720	942	7105	122	2242700	54	26026	1333	10505	77	2882133
Feb	39	19014	850	6803	35	2092470	45	23109	1018	9683	30	2208800
Mar	47	19167	723	6977	29	1932840	54	22601	954	8486	42	2132650
Total	487	274654	11318	73375	861	30181130	538	293501	12864	113377	768	31930963

SCT/PRS

Sl. No	Activity	Actual staff
Average number of forms per day – 61		
Point of sale machine – 01		
1	Issue of tickets in PRS counter (One shift (8 -12 & 16 -18))	01
2	RG & LR	00
	Total	01

Months	2016 – 2017			2017 – 2018		
	Forms	Tickets	Passengers	Forms	Tickets	Passengers
Apr	1548	1516	2509	1630	1552	2728
May	1615	1169	2489	1691	1637	2735
Jun	1720	1671	3048	1752	1666	2913
July	1686	1661	2641	1800	1729	2768
Aug	1594	1558	2358	1737	1635	2752
Sep	1718	1681	3360	1848	1773	3664
Oct	1794	1749	3666	2320	2252	5734
Nov	2594	2408	6204	1955	1896	3589
Dec	1863	1653	2561	1806	1572	2433
Jan	2108	2109	3106	2460	2377	4526
Feb	1703	1727	2708	1761	1712	3066
Mar	1833	1785	2455	1544	1468	2445
Total	21776	20687	37105	22304	21269	39353

2.6 Details of various Statements Generated in UTS System

1. TTE Money Receipts
2. Sundries and other Earnings
3. Concession (Passengers)
4. Military vouches
5. RTC Concessions
6. M-17 Continuity
7. M-9 Classification
8. SPL Cancellation (Season tickets)
9. Izzat Concession
10. Service Tax
11. Cancelled Tickets
12. SPL cancelled Tickets
13. Non-Issued Tickets
14. TC –Money Receipts
15. Police Vouchers
16. CST
17. Blank Paper Tickets
18. Summary of Transaction
19. Ticket Information
20. Concession Passenger(Season)
21. Pay VR Report
22. ATVM Reports
23. JTBS Reports
24. Balance Sheets
25. SN2

2.7 Details of various Registers maintained in Booking Office

1. Handing over Book(HOB)
2. Daily Trains Cash Book(DTCB)
3. Proof Book
4. HOC/TOC Register
5. Non-Issued Register
6. Special cancellation Register
7. Coaching Cash Summary Book
8. Sundry Statement Register
9. SN-2 Register
10. JTBS Register
11. EA Received Register
12. Outstanding Register
13. SMG Register
14. Missing Tickets Register
15. BPT Register
16. Bank Challan Book
17. Cash Bag Deposit Register
18. C.R. Note Book
19. Ticket Stock Register
20. SMC Register (Smart Cards)

21. Missing Tickets Register
22. PCDR Register
23. ATVM Facilitator Register
24. Roster Book
25. SOB
26. Special Events Register
27. System Failure Register
28. Tools and Plants Register
29. Uniform Register
30. Time Table Register
31. TIA Inspection Register
32. Auditor Inspection Register
33. Officer Inspection Register
34. LEO Register
35. Safe Custody Register
36. Money Receipt Register
37. Staff Grievances Register(GEN)
38. User ID Register
39. DCI Inspection Register
40. Pass/PTO Register
41. Staff Grievances Register (SC&ST)
42. Staff Grievances Register(OBC)
43. UTS CMS Log Book
44. Printer Failure Register

2.8 Registers / Records kept at the Parcel office/ VPT Outwards

1. Outward parcel cash book - Local
2. Outward parcel cash book - Foreign
3. Luggage cash book - Local
4. Luggage cash book - Foreign
5. Main cash book
6. Parcel on hand book.
7. Unloading Register.
8. Loading Register- Train wise and Destination wise
9. UTM (M&DG Report)
10. Over carried Register.
11. TP Register.
12. Cash Acknowledgement Register.

Inwards

1. Parcel delivery book - Local
2. Parcel delivery book - Foreign
3. Perishable delivery book.
4. Weighment system delivery book.
5. Lease delivery book.
6. Lease Loading Register.
7. Vehicle Removal Memo (VRM).
8. Wharfage cash book.

9. Shortage cash book.
10. Parcel on hand register – Local
11. Parcel on hand register – Foreign
12. Reweighment Register.

CPS

- 13** Messages book.
- 14 NR Register.
- 15 Auction register.
- 16 Inventory register.
- 17 OD register.
- 18 Parcel coaching cash book.
- 19 Outsourcing register.
- 20 Officers' Inspection Register.
- 21 CCI Inspection Register.
- 22 Undelivered parcel Register.
- 23 Unconnected parcel Register.
- 24 Sundry stock.
- 25 Daily earnings Register.
- 26 Indemnity Bond Register.
- 27 EA accountable Register.
- 28 Statistics register.
- 29 Private cash Declaration register.
- 30 ICV stock register.
- 31 WDRF register.
- 32 Sales tax / Seizure register.
- 33 Stamp register.
- 34 Un remarked lease parcel register.
- 35 Lease remittance register.
- 36 Lease contract staff on duty register.
- 37 Commodity wise register – Outward.
- 38 Commodity wise register – Inward.
- 39 TIA Inspection Register.
- 40 T&P register.

- 2.9** The main commodity of parcels in this section is Two wheelers, Wall posters, Toys, House hold articles and Electrical goods etc.



3.0 CRITICAL ANALYSIS

- 3.1 Commercial Department plays a major role in Railway's earnings since the system is directly connected with passengers. The commercial trend of passenger earnings is being maintained on day to day basis. Railways continue to heed for augmentation of special trains and coaches. The technological development from manual operation to computerized system in the railways is a boon for booking office, as well as for passengers and the introduction of internet and the e-ticketing has since made inroads and tedious procedures like approaching counters, standing in queue, carrying cash, waiting for transaction have all shrunk to a major extent.
- 3.2 As a major employer, the main crunch in the building is the expenditure on establishment for Zonal Railways. This needs pruning at stages possible and mostly in non-safety categories. Though, there have been modifications, improvement in technology, application and facilitation, these have to be translated in terms of manpower planning. Wherever technological advancement has been enforced, the same should be implemented and result achieved.
- 3.3 Since the workload at booking office and parcel office counter is not uniform in nature i.e., during peak hours, the issue of ticket is continuous and during non-peak hours, the counters are idle, the staff requirement is arrived on need base wherever necessary.

It is seen from Railway Board letter no. 2013/TG IV/10/PA/Policy dated 23.09.2013 (enclosed as **Annexure - III**) that the yardstick for booking office has been enhanced to 1000 tickets per shift per counter in peak hour from the earlier yardstick of 800. Even though the sample survey shows i.e it is feasible to issue 1100 to 1200 per shift per counter during peak hours.

3.4 Booking Office - Group "C"

1000 tickets in a shift for 8 hours has been taken as yard stick for manpower calculations.

Parcel Office - Group "C"

50 Way Bills booked in a shift of 8 hours
100 deliveries made in a shift of 8 hours

3.5 **Requirement of Staff between MDU(Excl) – SCT section**

The earnings details in terms of number of tickets & forms issued at Booking Office & PRS is collected for two years (2016 – 2017 & 2017 – 2018) and staff requirement has been calculated based on yardstick & need basis.

Operation of Booking office Ex : MDU – SCT section was between 06hrs to 21.00hrs, but now a new train (06027, TBM – QLN SPL) introduced tri-weekly on Monday, Wednesday & Friday and it passes MDU – SCT section between 02am – 06am, presently as per DCM/MDU oral instructions the station between VPT – SCT section booking counter is functioning during night hours on Monday, Wednesday & Friday and the same managing with the existing commercial staffs.

a) TDN/BOOKING OFFICE

Description	Average / day
Ticket earnings (Rs)	19881
Per day average number of tickets (Including Journey, Platform, Season, Cancelled/NI tickets)	536
Yardstick %age per shift (1000) =	$536 \div 1000$ 0.53 say 1 staff

Presently 01 commercial clerk managing the booking counter against sanction of 02, while analyzing the number of tickets as per yard stick, only 01 commercial clerk is required, but TDN station dealt with 8 pairs of passengers trains towards VPT & MDU directions, presently the counter is functioning two shifts (06 – 14 & 14 – 22) and night hours (22 – 06 hrs) SM is managing the booking counter. Hence the existing sanction of 02 commercial clerk is allowed on need basis as it is.

TDN/PRS

Description	Average forms/ day
Per day average number of forms	67
Yardstick 140 forms per shift =	$67 \div 140$ 0.47 say 1 staff

Existing sanction of 01 ECRC is allowed as it is.

b) DATA SHEET OF BOOKING OFFICE & PRS/TMQ

Description	Average / day
Ticket earnings (Rs)	21250
Per day average number of tickets (Including Journey, Platform, Season, Cancelled/NI tickets)	321
Yardstick %age per shift (1000) =	$321 \div 1000$ 0.32 say 1 staff

Presently 02 commercial clerk managing the booking counter against sanction of 02, while analyzing the number of tickets as per yard stick, only 01 commercial clerk is required, but TMQ station dealt with 8 pairs of passengers trains towards VPT & MDU directions, presently the counter is functioning two shifts (06 – 14 & 14 – 22) and night hours (22 – 06 hrs) SM is managing the booking counter. Hence the existing sanction of 02 commercial clerk is allowed on need basis as it is.

TMQ/PRS

Description	Average forms/ day
Per day average number of forms	73
Yardstick 140 forms per shift =	$73 \div 140$ 0.52 say 1 staff

Existing sanction of 01 ECRC is allowed as it is.

c) DATA SHEET OF BOOKING OFFICE & PARCEL OFFICE/VPT

Description	Average / day
Ticket earnings (Rs)	122231
Per day average number of tickets (Including Journey, Platform, Season, Cancelled/NI tickets)	1960
Yardstick %age per shift (1000) =	$1960 \div 1000$ 1.96 say 2 staff

Presently 04 commercial clerk managing the booking counter and supervisor duties against sanction of 09, while analyzing the number of tickets as per yard stick, only 02 commercial clerk is required, but VPT is important junction station dealt with 20 pairs of express/passenger trains towards TEN, SCT & MDU directions, at present the counter is functioning in three shifts (06 – 14 , 14 – 22 & 22 - 06), the same can be continued,

in addition to that one split hour counter is recommended to operate during peak period to meet out the passenger traffic, for that the detailed requirement of staffs is here under

Commercial Supervisor (General shift)	01
Round the clock booking counter	03
Peak hour counter	01
LR/RG	02 (01 for VPT/BO & another 01 for TDN & TMQ/BO)
Total requirement	07

Hence the total requirement of commercial clerk for manning VPT/BO is 07 against the sanction of 09 and the remaining 02 vacant post of commercial clerk found surplus.

PARCEL OFFICE/VPT

Description	Average / day
Parcel earnings (Rs)	5000
Per day average PWBs(both I/W & O/W)	40
Wt in QTLS	21
Yardstick %age per shift (1000) =	$40 \div 50$ 0.80 say 1 staff

Presently 02 commercial clerk managing the Parcel office in Morning/Evening shift against sanction of 06, while analyzing the number of PWBs as per yard stick, only 01 commercial clerk is required, but VPT is major and important junction dealt with parcel transaction for more than 10 pairs of express/passenger trains towards TEN, SCT & MDU directions. The existing 02 commercial clerk plus 01 LR/RG (for both Parcel & Goods office) is allowed on need basis, hence the total requirement of PO/VPT is 03 commercial clerks and the remaining 03 vacant post of commercial clerk found surplus.

d) DATA SHEET OF BOOKING OFFICE /TTL

Description	Average / day
Ticket earnings (Rs)	26079
Per day average number of tickets (Including Journey, Platform, Season, Cancelled/NI tickets)	755
Yardstick %age per shift (1000) =	$755 \div 1000$ 0.75 say 1 staff

Presently 01 commercial clerk managing the booking counter against sanction of 03, while analyzing the number of tickets as per yard stick, only 01 commercial clerk is required, but TTL station dealt with 5 pairs of passengers/express trains towards SCT & MDU directions, at present the counter is functioning in three shifts on Monday, Wednesday & Friday and the remaining days in two shifts (06 – 14 & 14 – 22). Hence the total requirement of commercial clerk for manning TTL/BO in two/three shift is 03 against the sanction of 03 and one LR/RG can be utilized from SVKS/BO for three days.

e) DATA SHEET OF BOOKING OFFICE /SVKS

Description	Average / day
Ticket earnings (Rs)	25492
Per day average number of tickets (Including Journey, Platform, Season, Cancelled/NI tickets)	633
Yardstick %age per shift (1000) =	$633 \div 1000$ 0.63 say 1 staff

Presently 03 commercial clerk managing the booking counter against sanction of 04, while analyzing the number of tickets as per yard stick, only 01 commercial clerk is required, but SVKS station dealt with 5 pairs of passengers trains towards VPT & MDU directions, at present the counter is functioning in three shifts (Round the clock) on Monday, Wednesday & Friday and the remaining days only in two shifts (06 – 14 & 14 – 22hrs). An additional 01 commercial clerk is allowed for LR/RG to both SVKS & TTL/BO on need basis to operate two/three shift counter. Hence the total requirement of commercial clerk for manning SVKS/BO is 04 against the sanction of 04.

SVKS/PRS

Description	Average forms/ day
Per day average number of forms	84
Yardstick 140 forms per shift =	$84 \div 140$ 0.60 say 1 staff

As per yard stick only 01 ECRCs is required against sanction of 02, hence the existing PRS counter to be operated in split timings by utilizing the available ECRC staffs and for LR/RG, one ECRC can be utilized from PRS/MDU or VPT. The remaining 01 vacant post of ECRC found surplus.

f) DATA SHEET OF BOOKING OFFICE /SVPR

Description	Average / day
Ticket earnings (Rs)	10581
Per day average number of tickets (Including Journey, Platform, Season, Cancelled/NI tickets)	196
Yardstick %age per shift (1000) =	$196 \div 1000$ 0.19 say 1 staff

Presently 01 commercial clerk managing the booking counter against sanction of 01 during split hours (07 -11 & 17 – 20hrs), while analyzing the number of tickets as per yard stick, only 01 commercial clerk is required, the same can be continued and 01 commercial clerk is utilized for LR/RG from RPJM/BO.

g) DATA SHEET OF BOOKING OFFICE /RJPM

Description	Average / day
Ticket earnings (Rs)	52170
Per day average number of tickets (Including Journey, Platform, Season, Cancelled/NI tickets)	1122
Yardstick %age per shift (1000) =	$1122 \div 1000$ 1.12 say 2 staff

Presently 04 commercial clerk managing the booking counter against sanction of 05, while analyzing the number of tickets as per yard stick, only 02 commercial clerk is required, but RJPM major station dealt with 5 pairs of passengers/express trains towards SCT & MDU directions, at present the counter is functioning in three shifts(Round the clock) on Monday, Wednesday & Friday and the remaining days only in two shifts (06 – 14 & 14 – 22hrs). An additional 01 commercial clerk is allowed for LR/RG to both RJPM & SVPR/BO on need basis to operate two/three shift counter. Hence the total requirement of commercial clerk for manning RJPM/BO is 04 against the sanction of 05 and the remaining 01 vacant post of commercial clerks found surplus.

RJPM/PRS

Description	Average forms/ day
Per day average number of forms	167

Yardstick 140 forms per shift	=	$167 \div 140$ 1.19 say 2 staff
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As per yard stick 02 ECRCs is required against sanction of 02, the same can be continued.

h) DATA SHEET OF BOOKING OFFICE /SNKL

Description	Average / day
Ticket earnings (Rs)	38737
Per day average number of tickets (Including Journey, Platform, Season, Cancelled/NI tickets)	736
Yardstick %age per shift (1000)	= $736 \div 1000$ 0.73 say 1 staff

Presently 02 commercial clerk managing the booking counter against sanction of 02, while analyzing the number of tickets as per yard stick, only 01 commercial clerk is required, but SNKL dealt with 5 pairs of passengers/express trains towards SCT & MDU directions and IUTS counter, at present the counter is functioning in three shifts(Round the clock) on Monday, Wednesday & Friday and the remaining days only in two shifts (06 – 14 & 14 – 22hrs). Hence existing sanction 02 commercial clerk is allowed as it is, for LR/RG 01 commercial clerk to be utilized from TSI/BO.

i) DATA SHEET OF BOOKING OFFICE /TSI

Description	Average / day
Ticket earnings (Rs)	77809
Per day average number of tickets (Including Journey, Platform, Season, Cancelled/NI tickets)	1711
Yardstick %age per shift (1000)	= $1711 \div 1000$ 1.71 say 2 staff

Presently 04 commercial clerk managing the booking counter and supervisor duties against sanction of 07, while analyzing the number of tickets as per yard stick, only 02 commercial clerk is required, but TSI is important junction station dealt with 8 pairs of express/passenger trains towards TEN, SCT & MDU directions, at present the counter is functioning in three shifts (06 – 14 , 14 – 22 & 22 - 06), the same can be continued, in addition to that one peak hour counter to be operated to meet out passenger traffic during peak timings, for that the detailed requirement of staffs is here under

Commercial Supervisor (General shift) –	01
Round the clock booking counter –	03
Peak hour counter –	01
LR/RG for TSI & Two days for SNKL/BO –	01
Total requirement	06

Hence the total requirement of commercial clerk for manning TSI/BO is 06 against the sanction of 07 and the remaining 01 vacant post of commercial clerk found surplus.

TSI/PRS

Description	Average forms/ day
Per day average number of forms	150
Yardstick 140 forms per shift =	$150 \div 140$ 1.07 say 2 staff

As per yard stick 02 ECRCs is required against sanction of 02, the same can be continued.

i) DATA SHEET OF BOOKING OFFICE /SCT

Description	Average / day
Ticket earnings (Rs)	85085
Per day average number of tickets (Including Journey, Platform, Season, Cancelled/NI tickets)	816
Yardstick %age per shift (1000) =	$816 \div 1000$ 0.81 say 1 staff

Presently 04 commercial clerk managing the booking counter and supervisor duties against sanction of 05, while analyzing the number of tickets as per yard stick, only 01 commercial clerk is required, but SCT is important & originating junction station dealt with 8 pairs of express/passenger trains towards TEN, QLN & MDU directions, at present the counter is functioning in three shifts (06 – 14 , 14 – 22 & 22 - 06), the same can be continued, the detailed requirement of staffs is here under

Commercial Supervisor (General shift) –	01
Round the clock booking counter –	03
LR/RG –	01
Total requirement	05

Hence the total requirement of commercial clerk for manning SCT/BO is 05 against the sanction of 05 is allowed as it is.

SCT / PRS

Description	Average forms/ day
Per day average number of forms	61
Yardstick 140 forms per shift =	$61 \div 140$ 0.43 say 1 staff

As per yard stick 01 ECRCs is required against sanction of 01, the same to be operated in split hours.

3.6 Total requirement of commercial staff over MDU(Excl) – SCT section is summarized as under:-

SI no	Unit Name	Sanction	Actual	Requirement	Surplus
1	TDN/BO	02	01	02	-
2	TDN/PRS	01	01	01	-
3	TMQ/BO	02	01	02	-
4	VPT/BO	09	04	07	02
5	VPT/PO	06	03	03	03
6	TTL/BO	03	01	03	--
7	SVKS/BO	04	03	04	--
8	SVKS/PRS	02	01	01	01
9	SVPR/BO	01	01	01	--
10	RJPM/BO	05	04	04	01
11	SNKL/BO	02	02	02	--
12	TSI/BO	07	04	06	01
13	TSI/PRS	02	02	02	--
14	SCT/BO	05	04	05	--
15	SCT/PRS	01	01	01	--
16	TMQ/PRS	01	01	01	--
17	RJPM/PRS	02	02	02	--
	TOTAL	55	36	47	08

3.7 **Recommendations**

Sl no	Designation	Grade pay (Rs)	No of surplus post
1	VPT/BO	Sr.CC in GP2800 CC in GP 2000	01 01
2	VPT/PO	CCC in GP 4200 Sr.CC in GP 2800 CC in GP 2000	01 01 01
3	SVKS/PRS	CCC in GP 4200	01
4	RJPM/BO	Sr.CC in GP 2800	01
5	TSI/BO	CC in GP 2000	01
Total			08

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CHAPTER – IV**4.0 PLANNING BRANCH'S REMARKS ON CO-ORDINATING OFFICER'S VIEWS:-****a) Co-ordinating officer views**

1. At TDN BO, 2 Commercial clerks and at TDN PRS, one ECRC. No RG and LR is provided for these staff.
2. At TMQ BO, 2 Commercial clerks and at TMQ PRS, one ECRC. No RG and LR is provided for these staff.
3. VPT PO, requires 2 staff to man. At VPT, only one RG/LR is shown. There are eight staff – 3 at BO, 1 Supervisor, 2 PO staff, 2 PRS staff – Total 8. In addition, RG (6 duties at TDN & TMQ) has to be provided. One RG can be utilized for 6 duties only except self rest. Thus, 3 RG post is required. Next to it, LR provision has to be made for all the (14+3) staff.
4. At TTL, 3 staff are available round the clock. RG/LR has to be provided there, for which provision has not been made.
5. At SVKS, only 2 staff have been sanctioned for BO. Presently, upon reopening of the section between SCT and QLN, night trains stop at this station requiring night duty. The services are expected to be increased progressively. PRS has two shifts with one staff for each shift. – Total 5 staff. RG/LR has to be provided there, for which provision has not been made. One PRS staff at this location works as a RG for CVP PRS one day. One PRS staff at SVKS, is presently working at Commercial Branch/MDU.
6. At SVPR, RG/LR provision has not been made.
7. At RJPM, in addition to working post, one supervisor is required for Parcel office/Good shed activities in addition to the Daily Bank remittance>Returns/Correspondence activities. This is not provided for. LR provision has to be made.
8. At SNKL, 3 shifts round the clock is required. Presently, upon reopening of the section between SCT and QLN, night trains stop at this station requiring night duty. The services are expected to be increased progressively. No RG/LR provision made for 3 persons.
9. At TSI, 3 staff round the clock at Booking office and Two staff PRS – 2 shifts, One overall supervisor. Total 6. No provision made for RG/LR.

10. At SCT, 3 staff round the clock at Booking office and One staff PRS – 1 split shift, One overall supervisor. Total 5. No provision made for RG/LR.

The CC/ECRC cadre is merged now and they can be utilized interchangeably at BO/PO/GS/PRS etc. So a common provision of RG/LR will meet the requirements. The above aspects may please be taken in to consideration.

b) Planning branch remarks

Point no 1 & 2

Presently at TDN 01 commercial clerk available against sanction of 02 and for TMQ also 01 commercial clerk against of sanction of 02 looking after Morning & Evening shifts and night shifts is managed by SM. In this work study recommendations, 01 commercial clerk for LR/RG from VPT/BO is allowed to TDN & TMQ/BO.

Point no 3

Presently 04 commercial clerk managing the booking counter and supervisor duties at VPT/BO against sanction of 09, while analyzing the number of tickets as per yard stick, only 02 commercial clerk is required, but based on station importance and work load, the detailed requirement of staffs is here under on need basis

Commercial Supervisor (General shift)	01
Round the clock booking counter	03
Peak hour counter	01
LR/RG	02 (01 for VPT/BO & another 01 for TDN & TMQ/BO)
Total requirement	07

Hence the total requirement of commercial clerk for manning VPT/BO is 07(including LR/RG) against the sanction of 09 and the remaining 02 vacant post recommended for surplus is stands good.

Presently 02 commercial clerk managing the Parcel office/VPT in Morning/Evening shift against sanction of 06, while analyzing the number of PWBs as per yard stick, only 01 commercial clerk is required, but VPT is major and important junction dealt with parcel transaction for more than 10 pairs of express/passenger trains towards TEN, SCT & MDU directions. The existing 02 commercial clerk plus 01 LR/RG (for both Parcel & Goods office) is allowed on need basis, hence the total requirement of PO/VPT is 03 commercial clerks and the remaining 03 vacant post recommended for surplus is stands good.

VPT/PRS is a separate work study and hence not included in this Report.

Point no 4

Presently at TTL 03 commercial clerk available against sanction of 03 and looking after Morning & Evening shifts and for three days in night shifts. In this work study recommendations, 01 commercial clerks from SVKS/BO is allowed as LR/RG to TTL/BO.

Point no 5

Presently 03 commercial clerk managing the booking counter against sanction of 04, the same is allowed. An additional 01 commercial clerk is allowed for LR/RG to both SVKS & TTL/BO on need basis to operate two/three shift counter. Hence the total requirement of commercial clerk for manning SVKS/BO is 04 against the sanction of 04.

At SVKS/PRS as per yard stick only 01 ECRCs is required against sanction of 02, hence the work study team recommends the existing PRS counter to be operated in split timings by utilizing the available ECRC staffs and for LR/RG, one ECRC can be utilized from PRS/MDU or VPT. The remaining 01 vacant post of ECRC recommended as surplus is stands good.

Point no 6

Presently 01 commercial clerk managing the booking counter against sanction of 01 during split hours (07 -11 & 17 – 20hrs), the work study team recommends to send commercial clerk for LR/RG from RPJM/BO.

Point no 7

Presently 04 commercial clerk managing the booking counter against sanction of 05, while analyzing the number of tickets as per yard stick, only 02 commercial clerk is required, by considering the work load in booking office, parcel office & goods office based on the Co-ordinating officer remarks, 01 Sr. Commercial clerk is allowed and another 01 commercial clerk for LR/RG to both RJPM & SVPR/BO on need basis to operate two/three shift counter. Hence the total requirement of commercial clerk for manning RJPM/BO is 05 against the sanction of 05 is allowed as it is.

Point no 8

Presently 02 commercial clerk managing the booking counter against sanction of 02, while analyzing the number of tickets as per yard stick, only 01 commercial clerk is required. For enhancing the trains services the existing sanction to be increased by the Commercial department/MDU. For LR/RG 01 commercial clerk is allowed from TSI/BO. Hence existing sanction 02 commercial clerks is allowed as it is.

Point no 9

Presently 04 commercial clerk managing the booking counter and supervisor duties against sanction of 07, while analyzing the number of tickets as per yard stick, only 02 commercial clerk is required, but TSI is important junction station and pilgrim centre, based on need base, the detailed requirement of staffs is here under

Commercial Supervisor (General shift) –	01
Round the clock booking counter	- 03
Peak hour counter	- 01
LR/RG for TSI & Two days for	- 01
SNKL/BO	
Total requirement	06

For managing BO/TSI, 06 commercial clerk is allowed(including LR/RG) against sanction of 07 and the remaining 01 vacant post recommended as surplus is stands good.

Point no 10

Presently 04 commercial clerk managing the booking counter and supervisor duties against sanction of 05, while analyzing the number of tickets as per yard stick, only 01 commercial clerk is required, but SCT is also an important station and pilgrim centre, based on need base, the detailed requirement of staffs is here under

the detailed requirement of staffs is here under

Commercial Supervisor (General shift) –	01
Round the clock booking counter	- 03
LR/RG	- 01
Total requirement	05

Hence the total requirement of commercial clerk for manning SCT/BO(including LR/RG) is 05 against the sanction of 05 is allowed as it is.

In work study recommendations, LR/RG is provided for all commercial clerk manning stations between MDU – SCT section and for ECRC's presently LR/RG is utilized from PRS/MDU the same can be continued.

Revised Recommendations

Sl no	Designation	Grade pay (Rs)	No of surplus post
1	VPT/BO	Sr.CC in GP2800 CC in GP 2000	01 01
2	VPT/PO	CCC in GP 4200 Sr.CC in GP 2800 CC in GP 2000	01 01 01
3	SVKS/PRS	CCC in GP 4200	01
4	TSI/BO	CC in GP 2000	01
Total			07

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CHAPTER – V**5.0 FINANCIAL SAVINGS**

Sl no	Desig	GP (Rs)	No of Posts	Money value (Rs)	Annual financial savings (Rs)
1	CCC	4200	02	79073	1897752
2	Sr.CC	2800	02	65003	1560072
3	CC	2000	03	48578	1748808
Total			07		5206632



Annexure - I**SANCTION, ACTUAL, VACANY, EXCESS STATEMENT OF COMMERCIAL STAFFS OVER MDU – SCT SECTION**

Sl no	Unit Name	Sanction	Actual	Vacancy	Excess
1	TDN/BO	02	01	01	-
2	TDN/PRS	01	01	-	-
3	TMQ/BO	02	01	01	-
4	VPT/BO	09	04	05	-
5	VPT/PO	06	03	03	-
6	TTL/BO	03	01	02	-
7	SVKS/BO	04	03	01	-
8	SVKS/PRS	02	01	01	-
9	SVPR/BO	01	01	-	-
10	RJPM/BO	05	04	01	-
11	SNKL/BO	02	02	-	-
12	TSI/BO	07	04	03	-
13	TSI/PRS	02	02	-	-
14	SCT/BO	05	04	01	-
15	SCT/PRS	01	01	-	-
16	TMQ/PRS	01	01	-	-
17	RJPM/PRS	02	02	-	-
	TOTAL	55	36	19	-

5.0 FINANCIAL SAVINGS

Sl no	Desig	GP (Rs)	No of Posts	Money value (Rs)	Annual financial savings (Rs)
1	CCC	4200	02	79073	1897752
2	Sr.CC	2800	03	65003	2340108
3	CC	2000	03	48578	1748808
Total			08		5986668



Annexure I**SANCTION, ACTUAL, VACANCY, EXCESS STATEMENT OF COMMERCIAL STAFFS OVER MDU – SCT SECTION**

Sl no	Unit Name	Sanction	Actual	Vacancy	Excess
1	TDN/BO	02	01	01	-
2	TDN/PRS	01	01	-	-
3	TMQ/BO	02	01	01	-
4	VPT/BO	09	04	05	-
5	VPT/PO	06	03	03	-
6	TTL/BO	03	01	02	-
7	SVKS/BO	04	03	01	-
8	SVKS/PRS	02	01	01	-
9	SVPR/BO	01	01	-	-
10	RJPM/BO	05	04	01	-
11	SNKL/BO	02	02	-	-
12	TSI/BO	07	04	03	-
13	TSI/PRS	02	02	-	-
14	SCT/BO	05	04	01	-
15	SCT/PRS	01	01	-	-
16	TMQ/PRS	01	01	-	-
17	RJPM/PRS	02	02	-	-
	TOTAL	55	36	19	-



a) **Co-ordinating officer views**

11. At TDN BO, 2 Commercial clerks and at TDN PRS, one ECRC. No RG and LR is provided for these staff.
12. At TMQ BO, 2 Commercial clerks and at TMQ PRS, one ECRC. No RG and LR is provided for these staff.
13. VPT PO, requires 2 staff to man. At VPT, only one RG/LR is shown. There are eight staff – 3 at BO, 1 Supervisor, 2 PO staff, 2 PRS staff – Total 8. In addition, RG (6 duties at TDN & TMQ) has to be provided. One RG can be utilized for 6 duties only except self rest. Thus, 3 RG post is required. Next to it, LR provision has to be made for all the (14+3) staff.
14. At TTL, 3 staff are available round the clock. RG/LR has to be provided there, for which provision has not been made.
15. At SVKS, only 2 staff have been sanctioned for BO. Presently, upon reopening of the section between SCT and QLN, night trains stop at this station requiring night duty. The services are expected to be increased progressively. PRS has two shifts with one staff for each shift. – Total 5 staff. RG/LR has to be provided there, for which provision has not been made. One PRS staff at this location works as a RG for CVP PRS one day. One PRS staff at SVKS, is presently working at Commercial Branch/MDU.
16. At SVPR, RG/LR provision has not been made.
17. At RJPM, in addition to working post, one supervisor is required for Parcel office/Good shed activities in addition to the Daily Bank remittance>Returns/Correspondence activities. This is not provided for. LR provision has to be made.
18. At SNKL, 3 shifts round the clock is required. Presently, upon reopening of the section between SCT and QLN, night trains stop at this station requiring night duty. The services are expected to be increased progressively. No RG/LR provision made for 3 persons.
19. At TSI, 3 staff round the clock at Booking office and Two staff PRS – 2 shifts, One overall supervisor. Total 6. No provision made for RG/LR.
20. At SCT, 3 staff round the clock at Booking office and One staff PRS – 1 split shift, One overall supervisor. Total 5. No provision made for RG/LR. The CC/ECRC cadre is merged now and they can be utilized interchangeably at BO/PO/GS/PRS etc. So a common provision of RG/LR will meet the requirements. The above aspects may please be taken in to consideration.

b) **Planning branch remarks**

Point no 1 & 2

Presently at TDN 01 commercial clerk available against sanction of 02 and for TMQ also 01 commercial clerk against of sanction of 02 looking after Morning & Evening shifts and night shifts is managed by SM. In my work study recommendations, 01 commercial clerks from VPT/BO is allowed for LR/RG to TDN & TMQ/BO.

Point no 3

Presently 04 commercial clerk managing the booking counter and supervisor duties at VPT against sanction of 09, while analyzing the

number of tickets as per yard stick, only 02 commercial clerk is required, but VPT is important junction station dealt with 20 pairs of express/passenger trains towards TEN, SCT & MDU directions, at present the counter is functioning in three shifts (06 – 14 , 14 – 22 & 22 – 06), the same can be continued, in addition to that one split hour counter is recommended to operate during peak period to meet out the passenger traffic, for that the detailed requirement of staffs is here under

Commercial Supervisor (General shift)	01
Round the clock booking counter	03
Peak hour counter	01
LR/RG	02 (01 for VPT/BO & another 01 for TDN & TMQ/BO)
Total requirement	07

Hence the total requirement of commercial clerk for manning VPT/BO is 07 against the sanction of 09 and the remaining 02 vacant post recommended for surplus is stands good.

Presently 02 commercial clerk managing the Parcel office/VPT in Morning/Evening shift against sanction of 06, while analyzing the number of PWBs as per yard stick, only 01 commercial clerk is required, but VPT is major and important junction dealt with parcel transaction for more than 10 pairs of express/passenger trains towards TEN, SCT & MDU directions. The existing 02 commercial clerk plus 01 LR/RG (for both Parcel & Goods office) is allowed on need basis, hence the total requirement of PO/VPT is 03 commercial clerks and the remaining 03 vacant post recommended for surplus is stands good. VPT/PRS is a separate work study not included in this.

Point no 4

Presently at TTL 03 commercial clerk available against sanction of 03 and looking after Morning & Evening shifts and for night shifts only three days. In my work study recommendations, 01 commercial clerks from SVKS/BO is allowed as LR/RG to TTL/BO.

Presently 03 commercial clerk managing the booking counter against sanction of 04, while analyzing the number of tickets as per yard stick, only 01 commercial clerk is required, but SVKS station dealt with 5 pairs of passengers trains towards VPT & MDU directions, at present the counter is functioning in three shifts (Round the clock) on Monday, Wednesday & Friday and the remaining days only in two shifts (06 – 14 & 14 – 22hrs). An additional 01 commercial clerk is allowed for LR/RG to both SVKS & TTL/BO on need basis to operate two/three shift counter. Hence the total requirement of commercial clerk for manning SVKS/BO is 04 against the sanction of 04.

- At SVKS/PRS as per yard stick only 01 ECRCs is required against sanction of 02, hence the work study team recommends the existing PRS counter

to be operated in split timings by utilizing the available ECRC staffs and for LR/RG, one ECRC can be utilized from PRS/MDU or VPT. The remaining 01 vacant post of ECRC recommended as surplus is stands good.

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