



WORK STUDY TO REVIEW THE
COMMERCIAL STAFF STRENGTH OF
BOOKING OFFICE AND PARCEL OFFICE
AT VM-VRI SECTION - TPJ DIVISION

SOUTHERN RAILWAY

PLANNING BRANCH

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TPJ DIVISION

STUDIED BY

WORK STUDY TEAM
OF
PLANNING BRANCH

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(i)
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The team also extends its gratitude to CCI/TPJ and Commercial staff of TPJ 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 Booking Office and Parcel Office at VM-VRI section – TPJ 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 RECOMMENDATION**Recommendation No.1**

The following posts are found surplus as detailed below, may be surrendered & credited to vacancy bank.

Sl. No	Office	Designation	Grade Pay	No of post
1	VRI-BO&PO	Sr CC	GP- 2800	1
2	VM-PO	Sr CC	GP- 2800	1
3	VM-PO	Parcel Porter	GP- 1800	6
4	VM-PO	Sealer	GP- 1800	1
5	VRI-PO	Parcel Porter	GP- 1800	1
Total				10

(Total No of posts = 10)

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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 and Parcel Office at VM-VRI 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 at VM-VRI section in TPJ division.

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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, an effort is taken to review the staff requirement of BO & PO in VM-VRI section in TPJ division. 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 of VM-VRI section of TPJ division 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 Deployment in Booking Office at VM :

Category	G.P Rs.	Sanction	Actual	Vacancy	Excess
CBS	4600	2	5	0	-3
CCC & HCC	4600	4	3	1	0
Sr. CC	2800	3	1	2	0
CC	2000	0	2	0	-2
Total		9	11	3	-5

2.3 Activities in Booking Office:

1. 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).

2. 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 Challan, 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 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 at VM-VRI section in 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 HOB 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 Challan 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.

VM BOOKING OFFICE

2.5 Present Staff Deployment position:

Sl No	Activity	Designation	No. of staff
1	Over all supervising and to look after accounts, Balance sheet & statistical earnings data (Send to Railway board for every 10 days).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	CBS	2
2	Issue of tickets in Booking counters (6-10,10-20,20-24,00-06 & 6-14 & 13-21 hrs)	Sr CC & CC	7
3	LR & RG		2
Total			11

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2.6 SEASON TICKETS: (VM BO)

Month	Tickets Issued -Year wise		
	2015-16	2016-17	2017-18
April	501	546	606
May	446	525	622
June	542	600	655
July	506	637	711
Aug	558	648	683
Sep	530	649	624
Oct	556	639	708
Nov	533	664	667
Dec	521	647	663
Jan	524	663	751
Feb	564	616	673
Mar	610	692	727
Total	6391	7526	8090

2.7 PLAT FORM TICKETS ISSUED :(VM BO)

Month	Tickets -Year wise		
	2015-16	2016-17	2017-18
April	8662	5872	6435
May	10730	7782	7624
June	8865	7659	6236
July	7436	7032	5217
Aug	7694	6989	5212
Sep	7313	6440	5066
Oct	7191	6253	5284
Nov	7046	6820	4644
Dec	5595	6052	4910

Jan	7094	6793	5884
Feb	6178	5416	4654
Mar	5784	5264	4843
Total	89588	78372	66009

2.8 Details of Earnings for three years of VM Booking Office

Month	Earning Details -Year wise (Rs)		
	2015-16	2016-17	2017-18
April	8127430	6856245	8468030
May	9736750	8468175	9652440
June	8237955	8479660	8222010
July	7619175	7821320	7417400
Aug	8209130	7900180	7537025
Sep	8288880	8187970	8422560
Oct	8238900	7423933	8137895
Nov	6649315	6892350	6939445
Dec	5806835	7149540	7442285
Jan	6885670	6976100	8907858
Feb	7008895	6668745	8699335
Mar	6334330	6817510	8518665
TOTAL	91143265	89641728	98364948

2.9 PASSENGERS TICKETS ISSUED :(VM BO)

Month	Tickets -Year wise		
	2015-16	2016-17	2017-18
April	88396	66783	74812
May	109318	78648	88023
June	94283	83135	73600
July	97039	85787	71354
Aug	95543	86961	72240
Sep	91171	82209	77014
Oct	93303	75496	73902
Nov	73066	68793	62586
Dec	63901	69421	71925
Jan	73485	65596	85031
Feb	78565	64093	84914
Mar	67410	66571	84570
Total	1025480	893493	919971

2.10 CANCELLED TICKETS: (VM BO)

Month	Tickets Issued -Year wise		
	2015-16	2016-17	2017-18
April	511	184	217
May	679	429	377
June	522	242	289
July	519	202	184
Aug	495	279	218
Sep	691	292	246
Oct	546	229	225
Nov	331	257	186
Dec	251	312	221
Jan	234	261	305
Feb	222	171	249
Mar	264	176	330
Total	5265	3034	3047

2.11 NON-ISSUED TICKETS: (VM BO)

Month	Tickets Issued -Year wise		
	2015-16	2016-17	2017-18
April	319	203	235
May	341	288	287
June	343	323	209
July	332	230	341
Aug	415	149	216
Sep	391	288	165
Oct	377	255	166
Nov	242	203	55
Dec	233	237	45
Jan	328	196	92
Feb	271	224	92
Mar	199	205	81
Total	3791	2801	1984

2.12 ATVM EARNING DETAILS AT VM STATION:

MONTH	2016-17		2017-18	
	No of tickets	Earnings (Rs)	No of tickets	Earnings (Rs)
APR	16626	1992995	27723	1574515
MAY	24713	1863265	34328	2027110
JUNE	8562	530810	32842	1654600
JULY	11544	631945	32503	1623545
AUG	12055	634800	30527	1514405
SEP	22192	1323670	22912	1329735
OCT	25105	1541165	27605	1518120
NOV	23272	1418325	24639	1335785
DEC	27447	1718930	23174	1279115
JAN	22360	1348445	30256	1850440
FEB	22249	1321790	12074	1522230
MAR	26801	1460880	34606	1841540
TOTAL	242926	15787020	333189	19071140

2.13 Staff Deployment

Roster for BO

NO OF COUNTERS IN EAST ENTRY OF VM BO					
Window	00-07	07-11	11-21	21-24	REMARKS
1	1	1	1	1	---
2	1	1	1	1	---

2.14 Staff position at VM booking office as on 31 .07.2018

Sl No	Name of the staff (Mr. Mrs. & Ms)	Designation	Remarks
1	M Manzur sheriff	CBSR	
2	S Rajasekaran	CBSR	
3	S P Rajendiran	CCC	
4	N Sundararajan	CCC	
5	I Moorthy	CCC	
6	K Israel Sampath Imanuel	CCC	
7	P Yokesh Kumar	Sr CC	
8	M S Kavitha	CC	
9	Dharmam Balli	CCC	

VRI BOOKING OFFICE

Staff Deployment in Commercial Department at VRI Station:

Category	G.P Rs.	Sanction	Actual	Vacancy	Excess
CBS	4600	1	1	0	0
CCC & HCC	4600	2	3	0	-1
Sr. CC	2800	4	1	3	0
CC	2000	1	0	1	0
Total		8	5	4	-1

2.15 Present Staff Deployment position:

Activity	Designation	No. of staff
Over all supervising and to look after accounts, Balance sheet & statistical earnings data (Send to Railway board for every 10 days) 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.	CBS	1
Issue of tickets in Booking counters (6-10,10-20,20-24,00-06 & 6-14 & 13-21 hrs)& parcel office	Sr CC & CC	3
Parcel Office (6-22 hrs)	CPS	2
LR & RG		2
TOTAL		8

Staff position at VRI booking office/Parcel office as on 31 .07.2018

Sl No	Name of the staff (Mr. Mrs. & Ms)	Designation	Remarks
1	R Kumaraswamy	CBSR	Staff strength inclusive of both Booking office & Parcel office.
2	V Chandrasekaran	CPSR	
3	R Manoharan	CPSR	
4	B Sasikala	CCC	
5	R Usha	CCC	
6	C Murugavel	Sr CC	
7	G Viji	Sr CC	
8	P Shanthi	CC	
9	C Senthil	RC/CMI/VRI	
10	K sakthivel	RC/CMI/VRI	

2.16 SEASON TICKETS: (VRI BO)

Month	Tickets Issued -Year wise		
	2015-16	2016-17	2017-18
April	101	73	73
May	74	84	86
June	79	75	86
July	89	87	70
Aug	81	88	82
Sep	79	83	84
Oct	72	89	75
Nov	75	87	82
Dec	81	86	77
Jan	86	80	83
Feb	78	72	84
Mar	87	83	89
Total	982	987	971

2.17 PLAT FORM TICKETS ISSUED: (VRI BO)

Month	Tickets -Year wise		
	2015-16	2016-17	2017-18
April	6537	5958	5249
May	7616	7882	5966
June	7048	7121	5475
July	5491	5586	4224
Aug	6168	5650	4154
Sep	5791	5193	4158
Oct	5527	4590	4440
Nov	5433	4672	4517
Dec	4447	3888	3499
Jan	6270	4356	4977
Feb	5342	3789	4258
Mar	5038	3826	4546
Total	70708	62511	55463

2.18 Details of Earnings for three years of VRI Booking Office

Month	Earning Details -Year wise (Rs)		
	2015-16	2016-17	2017-18
April	4377845	4180170	3919205
May	5239390	4985000	4318605
June	4520685	4294785	3932705
July	3823335	3884885	3196480
Aug	4233425	4093090	3234960
Sep	4004815	3960825	3424390
Oct	3936060	3149575	3207915
Nov	3525195	3867280	3311170
Dec	3112370	3188210	2824525
Jan	4193895	3042680	4145085
Feb	3710240	3172450	3743585
Mar	3423725	2967545	4007200
TOTAL	48100980	44786495	43265825

2.19 PASSENGERS TICKETS ISSUED: (VRI BO)

Month	Tickets -Year wise		
	2015-16	2016-17	2017-18
April	39074	36985	29307
May	45964	42174	33563
June	41042	38204	31537
July	36279	36406	25500
Aug	40281	37948	26334
Sep	36918	33815	27140
Oct	37556	27620	27093
Nov	30312	30701	28144
Dec	29997	27747	24042
Jan	39813	26071	34284
Feb	36614	26534	31563
Mar	35278	26424	36445
Total	449128	390629	354952

2.20 CANCELLED TICKETS: (VRI BO)

Month	Tickets Issued -Year wise		
	2015-16	2016-17	2017-18
April	147	102	76
May	220	163	111
June	146	103	113
July	162	85	64
Aug	159	96	90
Sep	146	107	96
Oct	162	83	129
Nov	145	104	96
Dec	70	128	59
Jan	105	96	161
Feb	91	52	105
Mar	89	65	96
Total	1642	1184	1196

2.21 NON-ISSUED TICKETS: (VRI BO)

Month	Tickets Issued -Year wise		
	2015-16	2016-17	2017-18
April	106	92	84
May	157	145	108
June	131	115	102
July	101	67	84
Aug	168	105	44
Sep	134	101	22
Oct	146	98	33
Nov	133	108	33
Dec	98	100	40
Jan	118	51	18
Feb	117	70	37
Mar	109	68	48
Total	1518	1120	653

2.22 ATVM EARNING DETAILS AT VRI STATION:

MONTH	2016-17		2017-18	
	No of tickets	Earnings (Rs)	No of tickets	Earnings (Rs)
APR	--	---	11978	708864
MAY	--	---	14413	918965
JUNE	--	---	11122	665655
JULY	--	---	13798	848555
AUG	--	---	12930	793405
SEP	4437	193715	12777	798335
OCT	9528	453550	13808	831800
NOV	8364	431610	7244	431820
DEC	10267	570885	13877	851915
JAN	10425	585485	16978	1056330
FEB	10741	625500	15396	956745
MAR	10622	647525	13507	815735

2.23 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

2.24 Details of various Registers maintained at VM 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. Special Events Register
29. Tools and Plants Register
30. Uniform Register
31. Time Table Register
32. TIA Inspection Register
33. Auditor Inspection Register
34. Officer Inspection Register
35. LEO Register
36. Safe Custody Register
37. Money Receipt Register
38. Staff Grievances Register(GEN)
39. User ID Register
40. DCI Inspection Register
41. Pass/PTO Register
42. Staff Grievances Register (SC&ST)
43. Staff Grievances Register(OBC)
44. UTS CMS Log Book
45. Printer Failure Register

2.25.1 PARCEL OFFICE (VM) :**Present Staff Deployment in parcel office:**

Booking & delivery	=	2
Loading/ unloading	=	2
General shift	=	---
Supervisory	=	1
Total	=	5

2.25.2 Staff Position at VM Parcel Office as on 31.07.18

Sl No	Name(Mr. Mrs. & Ms)	Designation	Remarks
1	S Sadagopan	CPSR	
2	R Venkatesan	CPSR	
3	S Umapathy	CPSR	
4	K Rajendiran	Sr PC	
5	Akilan	Sr RC	

2.26 Registers / Records kept at the Parcel office in VM**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.
- 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.

2.27 The main commodity here is salted fish, two wheelers, chips and Readymade Garments, household articles, cashews etc. In PO/**VM**, presently, commercial Clerks and CPS is working to look after this unit in the following manner:

- One counter is functioning 6-22 hrs to look after the booking of parcels and delivery of parcels.
- Two staffs are there to look after the unloading activities.
- One CPS is doing the supervisory work.

2.28 WHARFAGE CHARGES COLLECTED (VM)

MONTH	2015-2016	2016-2017	2017-2018
APRIL	2844	7662	7658
MAY	3969	7216	9396
JUNE	4677	8618	11326
JULY	13575	11637	3189
AUGUST	4647	7273	2778
SEPTEMBER	6530	9314	8479
OCTOBER	8388	10050	5636
NOVEMBER	7509	8434	7823
DECEMBER	5549	6690	3660

JANUARY	12102	7157	5872
FEBRUARY	3835	6178	3908
MARCH	5943	6028	4312
TOTAL	79568	96257	74037

2.29 FREE TIME ALLOWED

PARCEL & LUGGAGE	2 OR 3 WHEELER	LIVE STOCK
10 hrs of working of delivery section of parcel office after the consignment is unloaded	6 hours of working of delivery section of parcel office after the consignment is unloaded	6 hours after the consignment is unloaded
Charges		
Rs 1 per 50 kg or part thereof per hour or part of an hour	Rs 10 for 2 wheeler Rs 25 for 3 wheeler or part of an hour	Rs 10 for per head or part of an hour

2.30 Activity & Duration Inward

- Checking All The Inward Parcels Unloaded And Making Entry In The Respective Delivery Books.
- Checking The Scales In Booking, Re Weighment
- Marking Delivery In Delivery Books
- Including Removal Of Parcel
- Collection Of Wharfage If Any
- Detecting Undercharges Etc
- Checking Railway Receipts
- Checking Of Total Cash Collection And Remittance

2.31 Accounts & Returns Activity

- ✓ Checking Of PWB Issued, Accounted And Correct Remittance Local, Foreign, LLT, FLT, HCD, CR
- ✓ Accounting In Respective Registers
- ✓ Checking The Remittance Particulars Shift Wise Raising Charges Of Short Collection
- ✓ Summing Up Of Head wise Collection Period Ending, Month Ending
- ✓ Preparation Of Returns
- ✓ Staff Management, Attending Enquiry Complaints
- ✓ Preparation Of NDA/NHA/LAP/Absentees Statement
- ✓ Issue Of Passes, PTO
- ✓ Maintenance Of Disposal Point Register, Lost Property Office Register, Receipt Of Undelivered Parcels From The Sections
- ✓ Maintenance Of Auctioning.

2.32 Inward

- ✓ Wharfage Returns
- ✓ Foreign Undercharge Returns
- ✓ Local Under Charge Returns

2.33 Outward

- ✓ Local Outward Returns Checking With Accounts Foils
- ✓ Foreign Outward Returns Checking With Accounts Foils
- ✓ Local Lt Outward Returns Checking With Accounts Foils
- ✓ Foreign Lt Outward Returns Checking With Accounts Foils
- ✓ Hcd Outward Returns Checking With Accounts Foils
- ✓ Cancellation Charge Returns
- ✓ Lease Returns Local
- ✓ Lease Returns Foreign
- ✓ Service Tax Returns
- ✓ Cash Value Receipt Returns
- ✓ Excess Booking Returns
- ✓ Demurrage Charge Returns
- ✓ Wdrf Returns
- ✓ Penalty Charge, Punitive Charge Returns

- ✓ Miscellaneous Cash Collected Return
- ✓ Outstanding.
- ✓ Weighment of Parcels
- ✓ Checking The Forwarding Notes
- ✓ Calculation Of Freight
- ✓ Issuance of Railway Receipts
- ✓ Accounting Freight, Development Charge, Service Tax & Total and Remittance.

2.34 Transshipment and Dispatch:

- ✓ Attending The SLR Of Each Train
- ✓ Inventory Of Parcels Unloaded
- ✓ Making Entry In Unloading Register, TP Register, Inward Hoc Register In Both Ends Of Trains
- ✓ Supervision Of Loading Of Parcels No, Mark Etc And Making Entry in GR Book

2.35 NUMBER OF PWB (OUTWARDS/INWARDS) (IN VRI)

MONTH	2016-2017	2017-2018
APR	202	165
MAY	189	188
JUNE	204	187
JULY	217	196
AUG	244	216
SEP	174	232
OCT	143	233
NOV	292	288
DEC	209	258
JAN	102	482
FEB	164	150
MAR	161	173
TOTAL	2301	2768

The main commodity here is salted fish, ceramic items, two wheelers, chips, eggs, household articles, cashews etc. In PO/**VRI**, presently, commercial Clerks and CPS is working to look after this unit in the following manner:

- One counter is functioning 6-22 hrs to look after the booking of parcels and delivery of parcels.
- **2.36 PARCEL EARNINGS: (VRI)**

Month	2016-2017			2017-2018		
	No of parcels	Weight (in qtls)	Earnings (Rs)	No of parcels	Weight (in qtls)	Earnings (Rs)
APR	1422	282	75498	1227	194	54708
MAY	1244	414	56887	1234	237	51724
JUN	1142	173	64624	1228	128	50270
JUL	1650	245	61945	1182	631	51533
AUG	1685	315	76365	1608	187	87138
SEP	1095	416	99842	2366	212	116270
OCT	1911	320	127110	2761	215	96686
NOV	3546	126	107610	3220	31	109927
DEC	2546	207	82920	1161	19	54900
JAN	643	102	41500	888	55	46982
FEB	541	209	51945	1280	219	62003
MAR	1315	198	56015	1523	376	56238
TOTAL	18740	3007	902261	19678	2504	838379

CHAPTER – III**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.

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 card tickets in a shift of 8 hours

1200 platform tickets in a shift of 8 hours

120 season tickets in a shift of 8 hours

Parcel Office - Group "C"

50 Way Bills booked in a shift of 8 hours

100 deliveries made in a shift of 8 hours

Requirement of Staff at VM & VRI Booking Office:-

Booking counter is operated for issue of tickets. The work load in terms of number of tickets issued at Booking Office is collected for three years (April 2015 – March 2016, April 2016 – March 2017, April 2017 – March 2018) and staff requirement has been calculated on the basis of yardstick

DATA SHEET FOR BOOKING OFFICE

VM BOOKING OFFICE			
DESCRIPTION	For 3 years (2015-16, 2016-17, 2017-18)	Average / Monthly	Average / day
Ticket earnings (Rs)	279149941	7754165	258472
No of tickets.	2838044	78835	2628
Plat form tickets.	233969	6499	217
Season tickets.	22007	611	20
Cancelled tickets.	11346	315	11
Non – Issued tickets.	8576	238	8
As per the Data Total No of Tickets sold in VM/Day			2884

VRI BOOKING OFFICE			
DESCRIPTION	For 3 years (2015-16, 2016-17, 2017-18)	Average / Monthly	Average / day
Ticket earnings (Rs)	136153300	3782036	126068
No of tickets.	1194709	33186	1106
Plat form tickets.	188682	5241	175
Season tickets.	2940	82	3
Cancelled tickets.	4022	112	4
Non – Issued tickets.	3291	91	3
As per the Data Total No of Tickets sold in VRI/Day			1291

CALCULATION

VM BOOKING OFFICE		
Tickets sold /day	=	2884
Yardstick %age per shift (1000)	=	2884÷1000
	=	2.884 say 3
Over all supervising (In charge)	=	1
For accounts, cash remittance & balance sheet and other returns and verification of daily concessions, etc.,	=	2
Total	=	6
RG 16.66%	=	1
Subtotal	=	7
LR 20%	=	1
Total	=	8
Therefore the Net total = 8		

VM BOOKING OFFICE

- 3.5 While analyzing the no of tickets issued and earnings of the booking office from the past three years it clearly shows that both are considerably reduced. Whereas the no of tickets issued and earnings from ATVM is doubled during

the same period. Taking into account of all these factors it clearly shows that the present recommendation by the work study team is justified. However, in order to maintain minimum counters to helpful for public, future demand and retirement of employees, the present sanction may be continued and there is no surrender of posts required in booking office in VM station.

3.6 CALCULATION

VRI BOOKING OFFICE		
Tickets sold /day	=	1291
Yardstick %age per shift (1000)	=	$1291 \div 1000$
	=	1.291 say 1
Over all supervising (In charge)	=	1
For accounts, cash remittance & balance sheet and other returns and verification of daily concessions, etc.,	=	1
Total	=	3
RG 16.66%	=	1
Subtotal	=	4
LR 20%	=	1
Total	=	5
Therefore the Net total = 5		

3.7 DATA SHEET FOR PARCEL OFFICE

VM			
DESCRIPTION	For 3 years (2015-16, 2016-17, 2017-18)	Average / Monthly	Average / day
No of PWB Outward & Inward	42960	1193	40
No of Parcels	219649	6101	203
Weight (in quintals)	121550	3376	113
Earnings (Rs)	14348627	398573	13286
Wharf age	249862	6941	231
As per the Data Total No of PWB in VM/Day			40

No. of PWBs dealt per day	=	40
Clerks required as per yardstick	=	1
Loading and unloading of parcels	=	3
RG (16.66%)	=	1
LR (20%)	=	1
Therefore, total staff including LR & RG	=	6
One CPS for Supervisory duties	=	1
The requirement at Parcel Office / VRI is	=	7 staff

However, two counters to be maintained to run two shifts, three staff required for loading and unloading activities round the clock, one over all in charge and one RG & one LR which will comes to total number of staff is 8 which will lead to one staff surplus in VM parcel office, may be surrendered and credited to vacancy bank. SIX parcel porters and ONE sealer posts may be surrendered, since the activities are outsourced and credited to vacancy bank.

DATA SHEET FOR PARCEL OFFICE: (VRI)

VRI			
DESCRIPTION	For 2 years (2016-17, 2017-18)	Average / Monthly	Average / day
No of PWB Outward & Inward	5069	211.2	7.04
No of Parcels	38418	1601	53
Weight (in quintals)	5511	230	7.65
Earnings (Rs)	1740640	72527	2418
Penalty remitted on reweighment	--	--	--
Wharf age	--	--	--
over carried Parcels	--	--	--
As per the Data Total No of PWB in VRI/Day			7

No. of PWBs dealt per day	=	7
Clerks required as per yardstick	=	1
	=	
Loading and unloading of parcels	=	0
RG (16.66%)	=	1
LR (20%)	=	1
Therefore, total staff including LR & RG	=	3
One CPS for Supervisory duties	=	0
The requirement at Parcel Office / VRI is	=	3 staff

The earnings are too meager when compared to the expenditure involved. Neither sufficient workload exists as per the yardstick or earnings justifiable for the expenditure involved.

STAFF REQUIREMENT AT PARCEL OFFICE/VRI:

There is no justification for a separate set of staff for dealing with the Parcel Traffic. The Parcels can be dealt by the booking office staff themselves as the booking office is functioning round the clock. The booking office issues an average of 1000 tickets per day and they can handle the parcel traffic also. By doing this activity One post of Sr CC may be surrendered and credited to vacancy bank. One post of parcel porter may be surrendered, since the activity is outsourced.

3.8 Total requirement of commercial staff for VM is summarized as under:-

Unit Name	Sanction	Actual	Requirement	Surplus
VM/BO	9	11	9	0
VM/PO	9	5	8	1
Parcel porter	6	5	0	6
Sealer	1	0	0	1
Total	25	21	17	8

Total requirement of commercial staff for VRI is summarized as under:-

Unit Name	Sanction	Actual	Requirement	Surplus
VRI/BO	8	5	7	1
VRI/PO				
Parcel porter	1	0	0	1
Total	8	5	6	2

Recommendation No.1

The following posts are found surplus as detailed below, may be surrendered & credited to vacancy bank.

Sl. No	Office	Designation	Grade Pay	No of post
1	VRI-BO&PO	Sr CC	GP- 2800	1
2	VM-PO	Sr CC	GP- 2800	1
3	VM-PO	Parcel Porter	GP- 1800	6
4	VM-PO	Sealer	GP- 1800	1
5	VRI-PO	Parcel Porter	GP- 1800	1
Total				10

(Total No of posts = 10)

CHAPTER – IV**4.0 PLANNING BRANCH'S REMARKS ON CO-ORDINATING OFFICER'S VIEWS**

- The work study draft report was handed over on 29.08.2018 to the Co-ordinating Officer (ACM/TPJ) to offer his remarks if any within 15 days.
- A reminder was also sent on 14.09.2018 to offer his remarks at the earliest of 21.08.2018.
- The remarks were not offered till date (27.09.2018). Hence, the study report is released without the remarks of Coordinating Officer.

CHAPTER – V**5.0 FINANCIAL SAVINGS**

5.1 If the recommendations made in the study report are implemented, the annual recurring financial savings will be as under:

Sl. No	Office	Designation	Grade Pay	No of posts	Mean Pay (Rs.)	Annual Financial savings (Rs.)
1	VM-PO	Sr CC	2800	1	65003	7,80,036
2	VRI-BO&PO	Sr CC	2800	1	65003	7,80,036
3	VM-PO	Parcel Porter	1800	6	40072	28,85,184
4	VM-PO	Sealer	1800	1	40072	4,80,864
5	VRI-BO&PO	Parcel Porter	1800	1	40072	4,80,864
Total				10		54,06,984



**WORK STUDY TO REVIEW THE
COMMERCIAL STAFF STRENGTH OF
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AT VM-VRI SECTION - TPJ DIVISION**



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