



WORK STUDY TO REVIEW THE
COMMERCIAL STAFF STRENGTH OF
BOOKING OFFICE AND PARCEL OFFICE
BETWEEN MBM-TBM STATIONS -
MAS DIVISION

SOUTHERN RAILWAY

PLANNING BRANCH

G.275 / WSSR- 651819 / 2018-19

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BETWEEN MBM - TBM STATIONS
MAS DIVISION

STUDIED BY

WORK STUDY TEAM
OF
PLANNING BRANCH

OCTOBER 2018

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(i)
ACKNOWLEDGEMENT

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

The team also extends its gratitude to CCI/MAS and Commercial staff of MAS 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 MBM-TBM SECTION – MAS 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**REVISED RECOMMENDATION**

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	BO/SP	Sr CC	Rs 2800	1
2	BO/PZA	Sr CC	Rs 2800	1
3	BO/TBMS	Sr CC	Rs 2800	1
Total				3

(Total = 3 posts)

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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 / MBM- TBM suburban 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 days 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 Booking Office & Parcel Office at MBM-TBM section in MAS division.

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 MBM-TBM section in MAS 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 MBM-TBM section in MAS 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 Commercial Department at MBM-TBM SECTION IN MAS Division:

[illegible]

TOTAL	36	43	-7	91	59	32	38	33	5	11	1 1	0	17 6	14 6	30
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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 PGT 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.

Details of No of tickets issued, earnings, ATVM ticket details and earnings are given in **Annexure-II**

2.5 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

2.6 Details of various Registers maintained at (MBM-TBM SECTION) 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

2.7 Registers / Records kept at the Parcel office/ TBM

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/TBM :

- 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.

2.8 The main items of loading & unloading is medical items, food items, two wheelers, eggs & perishable items. Mainly parcels are

unloaded and loaded in TBM and it acts as transshipment station and parcels are loaded to GHY and DMV.

Parcels are leased by two trains by train numbers 15629 & 15929 running on Mondays and Thursdays and one wagon is allotted having a carrying capacity of 4 tones. The lease value is Rs 50660/- & Rs 51315/- respectively on day to day basis.

2.9 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

2.10 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

2.11 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.

2.12 Inward

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

2.13 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.

2.14 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

NOTE:

Parcel office in TBM is functioning from November 2017 onwards and it needs some time to assess the man power and presently, the work study team allows continuing the present staff strength and suggests the following things in this regard.

Presently, two staffs are working and they are looking after loading, unloading and cloak room activities. One is working in morning shift and one in general shift. On Mondays and Thursdays they are working till departure of 15629 & 15929. Presently, loading take place at Chennai Egmore for these trains.

After their duty hours, the cloak room activities are manned by retiring room staff. They are collecting items and hand over

delivery duly collecting necessary charges and remitted it in the booking office.

The present practice is not at all permissible and administration should take necessary steps to run the parcel office round the clock by utilizing man power from booking office where there are sufficient employees are available or from other source and it should be done as early as possible in order to avoid misuse of railway cash.

2.15 NUMBER OF PWB BOOKED

MONT H	2017-2018				
	PARCELS&LUGGAGE (No of pwb)	WT (in kg)	AMT	CRT	AMT
APR	--	--	--	----	--
MAY	--	--	--	--	--
JUNE	--	--	--	--	--
JULY	--	--	--	--	--
AUG	--	--	--	--	--
SEP	--	--	--	--	--
OCT	--	--	--	--	--
NOV	7	2100	17846	28	410
DEC	8	1320	12952	150	2425
JAN	5	360	4258	155	2385
FEB	43	3418	23307	72	1120
MAR	6	750	6989	87	1400
TOTAL	69	7948	65352	492	7740

CHAPTER - III**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.

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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

3.5 **Requirement of Staff at MBM-TBM SECTION:-**

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

3.6 **Details of Tickets issued During 2016-17 & 2017-18 between MBM-TBM stations in MAS Division**

Stn.	2016-2017	2017-2018	Total No of tickets	Average Per month	Average Per day
MBM	3143215	3161468	6304683	262695	8757
SP	2143106	1917684	4060790	169200	5640
GDY	4614473	4886468	9500941	395873	13196
STM	3452083	3469670	6921753	288406	9614
PZA	1647850	1678868	3326718	138613	4620
MN	1285530	1294691	2580221	107509	3584
TLM	876187	966166	1842353	70765	2559
PV	2981461	3143830	6125291	255220	8507
CMP	3117509	3414160	6531669	272153	9072
TBMS	1434813	1494026	2928839	122035	4068
TBM	6243639	6435195	12678834	528285	17610

3.7 **CALCULATION (AS PER YARD STICK)**

BOOKING	MBM	SP	GDY	STM	PZA	MN	TLM	PV	CMP	TBM	TBM
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OFFICE										S	
Tickets sold / day (average of 2 years)	875 7	564 0	1319 6	961 4	462 0	358 4	255 9	850 7	907 2	406 8	1761 0
Yardstick %age per shift (1000)	9	6	14	10	5	4	3	9	9	4	18
Over all supervising (In charge) & For accounts, cash remittance & balance sheet and other returns and verification of daily concessions, etc.,	3	2	2	2	2	1	1	1	2	1	3
Total	12	8	16	12	7	5	4	10	11	5	21
RG 16.66%	2	1	3	2	1	1	1	2	2	1	3
Subtotal	14	9	19	14	8	6	5	12	13	6	24
LR 20%	3	2	4	3	2	1	1	2	3	1	5
Total	17	11	23	17	10	7	6	14	16	7	29
Therefore Nett total =	17	11	23	17	10	7	6	14	16	7	29

3.8 FINDINGS & RECOMMENDATIONS BASED ON FIELD VISIT:

1. MBM: In MBM, Mrs. Koteeswari is in charge. Since she is on CCL, Mr. Srinivas /CS is looking after the duties of supervisor. In MBM, two ATVMs and one Co-Atvm is functioning. Out of 22 sanctioned posts, presently 18 staffs are available as per station records. Four counters are functioning in the morning. Four counters in evening and three counters are functioning in the night. As per yard stick, 17 staff is required to look after the day to day activities. However, keeping in view of future retirement and the traffic is mostly based on floating population the work study team recommends to maintain the same sanctioned staff strength and no posts are recommended for surrender.

No of posts to be surrendered in MBM: NIL

2. **SP:** In SP, Mr. Maharajan is in charge, 13 staffs are available out of 15 sanctioned posts. Two ATVMs are functioning. Here, three counters are functioning in the morning and evening (two counters in eastern and one counter in western side) and one counter functioning in the night on both sides. As per yard stick 11 staffs are sufficient for manning day to day activities. However, in order to smooth running of the booking office, the work-study team recommends surrendering one CC post and allowed to retain 14 sanctioned posts.

No of posts to be surrendered in SP: One post in CC.

3. **GDY:** In GDY, Mrs. Grace is in charge. Out of 21 sanctioned posts 19 staffs are available. Two ATVMs and one Co-Atvm is available .As per yard stick 23 staffs are required to run day to day activities. 4 or 5 counters are functioning daily in the morning and evening depends upon the demand and two counters are functioning in the night. Here, PRS staffs are also utilized in UTS counters daily in both the shifts. Keeping all this facts, the work study team recommends the continuation of present sanctioned strength and not recommended for surrender of any posts.

No of posts surrendered in GDY: NIL

4. **STM:** In STM, Mr. Vijayan is in charge and out of 18 sanctioned posts, 16 staffs are available. Two ATVMs (one is not working) and one co-ATVM are available. 4 counters in morning and evening and two counters in the night are functioning equally on both the sides. As per yard stick, 17 staffs are required to man the day to day activities and the work study recommends maintaining the same staff strength without surrendering any posts.

No of posts surrendered in STM: NIL

5. **PZA:** In PZA, Mrs. Sasikala is in charge. Here, presently NO ATVM & Co-ATVM is available. Out of 11 sanctioned posts, 8 staffs are

available. Two counters are functioning in morning and evening and one in night. Apart from this, one counter is functioning in the morning and evening in the western side. On an average, 400 to 500 tickets are issued together in both the shifts in western side counter. The work study team feels that there is no necessity in continuation of counter on western side or if necessary, split duty can be allowed during peak hours. As per yard stick 10 staffs are sufficient to run the business. So, the work study team recommends surrender of one CC post and allowed to retain 10 sanctioned posts.

No of posts surrendered in PZA: One CC post

- 6. MN:** In MN, Mr. Anandan is in charge. One ATVM is recently installed here (on 3.9.18). Out of 7 sanctioned posts 6 staffs are available. As on date, one counter is functioning round the clock and once split duty counter is functioning. As per yard stick 7 staffs are required to run day to day activities and the work study team allowed to continue the same staff strength and not recommending any surrender of posts.

No of posts surrendered in MN: NIL

- 7. TLM:** In TLM, Mr. Eugene Francis is in charge. No ATVM is available here. Out of 5 sanctioned posts 5 staffs are available. As on date, one counter is functioning round the clock. As per yard stick 8 staffs are required to run day to day activities and the work study team allowed to continue the same staff strength and not recommending any surrender of posts.

No of posts surrendered in TLM: NIL

- 8. PV:** In PV, Ms. Sakuntala is in charge and two ATVMs are available. Out of 13 sanctioned posts, 10 staffs are available. As of now, 3 counters are functioning in the morning and evening and one counter in the night. As per yard stick, 14 staffs are required to man the day to day activities.

However, the work study team feels that two counters in the morning and evening and one split counter is sufficient to cater the need of the demand, since the traffic is not that much between 12 and 16 hrs. The work study team recommends continuance of the present staff strength and no posts have been recommended for surrender.

No of posts surrendered in PV: NIL

- 9. CMP:** In CMP, Mr. Mani Shankar is in charge. Out of sanctioned 13 posts, 12 staffs are available. One ATVM is available. 4 counters are functioning in morning and evening and one in night. Provision of one more ATVM may cater the need of the demand. As per yard stick 16 staffs are required and provision of one more ATVM will meet the demand and present sanctioned staff strength is permitted to continue and the no posts have been recommended by the work study team for surrender.

No of posts surrendered in CMP: NIL

- 10. TBMS:** In TBMS, Mr. Koteeswaran is in charge. One ATVM is functioning in TBMS. Out of 11 sanctioned posts, 8 staffs are available. As of now, 3 counters in morning, 2 counter in evening and one counter in the night is functioning. As per yard stick, 7 staffs are required to run the booking office. The work study team satisfies with the present working pattern in TBMS and recommended to surrender of one CCC post and one Sr CC post and allowed to run with the 9 sanctioned posts.

No of posts surrendered in TBMS: One CCC & One Sr CC

- 11. TBM:** In TBM, Mr. E N Ramachandran is in charge. Presently, 3 ATVMs, 1 CO-ATVM & 5 Mobile vending machines are available. Seven counters are functioning in morning and evening (5 counters on eastern side and two counters on western side). In

night 2 counters are functioning in eastern and one in western side to cater the demand. Out of sanctioned 36 posts presently 25 staffs are available.

Apart from UTS staff PRS staff is also working in UTS. One junior ECRC is taken in the muster of booking office. Apart from the above staff strength, 2 PRS staff is working in booking office in morning and evening shifts. As per yard stick 29 staffs are required to run the business. One more staff may be provided in the night on western side on experimental basis to cater the need of the demand for the newly introduced Anthyodhya express.

The work study team allows continue the same sanctioned strength in spite of utilization of PRS staff keeping in view of future requirement and demand based on new introduction of trains leaving from TBM.

No of posts surrendered in TBM: NIL

3.9 Sanction & Requirement of staff in MBM-TBM section in MAS Division:

STATION	SANCTIO N	ACTUA L	REQUIREMEN T	SURPLUS
MBM	22	18	22	0
SP	15	13	14	1
GDY	21	19	21	0
STM	18	16	18	0
PZA	11	8	10	1
MN	7	6	7	0
TLM	5	5	5	0
PV	13	10	13	0
CMP	13	12	13	0
TBMS	11	8	9	2
TBM (BO)	36	25	36	0
TBM(PO)	4	2	4	0
TOTAL	176	142	172	4

3.10 DATA SHEET FOR PARCEL OFFICE

TBM			
DESCRIPTION	(2017-18)	Average / Monthly	Average / day
No of PWB Outward& inward	69	14	0.5
Weight	7948	1589	53
Earnings (Rs)	65352	13070	438
Penalty remitted on reweighment	--	--	--
Wharf age	--	--	--
over carried Parcels	--	--	--
As per the Data Total No of PWB in TBM/Day			0.5

No. of PWBs dealt per day = 0.5

Clerks required as per yardstick = 1

Loading and unloading of parcels (1 x 3) = 3

RG (16.66%) & LR (20%) = 1

Therefore, total staff including LR & RG

= 4

The requirement at Parcel Office / TBM is 4 staff

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	BO/SP	Sr. CC	Rs 2800	1
2	BO/PZA	Sr.CC	Rs 2800	1
3	BO/TBMS	CCC	Rs 4200	1
		Sr.CC	Rs 2800	1
Total				4

(Total No of posts =4)

4.0 **PLANNING BRANCH'S REMARKS ON CO-ORDINATING OFFICER'S VIEWS:**

The comments of the coordinating officer are as under:

SP/BO:

- The details of requirement of staff have been worked shift wise, overall supervision, accounts, etc and the same is furnished below:

Description/Shift	No of counters	Remarks
Morning Shift	4 (2+2)	
Evening Shift	3(2+1)	
Night Shift	2(1+1)	
Over all supervising (in charge)&for accounts, cash remittance and balance sheet and other returns and verification of daily concessions, etc	2	As per work study report
Total	11	
RG 16.66%	2	
Sub total	13	
LR 20%	2	
Grand total	15	

- Two ATVM machines with facilitators have been provided at the station. However, the commission payable for the facilitators has been reduced from 5% to 3% w.e.f. 1.4.18. Due to the reduction of commission, the ATVM facilitators are not coming regularly, resulting in extra pressure on counter clerk.
- The no of tickets issued from April'18 to August'18 is given below:

Sl No	Month	No of tickets
1	April'18	149435
2	May'18	164822
3	June'18	163899
4	July'18	154727
5	August'18	165221
6	September'18	167028
Total No of tickets		965132
No of tickets per day		5361

- As SP station, which is going to grow rapidly in the near future and it reflects in the increase of passenger traffic, new residential areas are also growing and developing around the suburban areas here.
- Provision of 3 counters in the morning and 3 in the evening and 2 in the night to cater the passengers on a daily basis is inevitable.
- **In the light of the few lines mentioned above with due justifications, it is requested functioning of the counters that the staff strength at BO/SP may be kept as 15 for effective and to reduce the waiting time of passengers and avoiding public complaints.**

Planning Branch Remarks:

Average No of tickets issued for the past three years are 5640 per day as per the work study report. Whereas, as per the remarks of coordinating officer the average no of tickets issued per day for the past six months are 5361. The administration has to take necessary steps for the smooth functioning of ATVMs and make the facilitators to issue the tickets in such a manner for the benefit of the administration and if necessary, the administration may provide one more ATVM additionally. The work study team provides sufficient number of staff beyond the requirement for the smooth functioning of the office and the remarks offered by the coordinating officer are not agreed to.

Reply to Coordinating officer view: Not agreed to

PZA/BO:

- The details of requirement of staff have been worked shift wise, overall supervision, accounts etc and the same is furnished below:

Description/Shift	No of counters	Remarks
Morning Shift	3 (2+1)	
Evening Shift	3 (2+1)	
Night Shift	1	
Over all supervising (in charge)&for accounts, cash remittance and	2	As per work study report

balance sheet and other returns and verification of daily concessions, etc		
Total	9	
RG 16.66%	2	
Sub Total	11	
LR 20%	2	
Grand total	13	

- The western side counter was opened operating morning and evening shift based on the persistent request from passenger association.
- Further, the western side counter cannot be closed or operated as split counter as recommended in work study report since the passenger will have to come to the counter at platform to get the tickets which is in ticketing area. This will invite complaints if the passengers get caught while coming to purchase tickets at PF ticket counter.
- PZA being CNC station, there is no SM available. Hence, CNC id looking after the regular day to day booking office activities and ticket checking activities.
- Apart from regular duties, monitoring of different contracts has to be done. The contracts pertain to cleaning contract, pay and use toilet, catering and booking stalls, two wheeler parking, advertisement boards, etc and in addition, the passenger amenities of the station are to be kept in good fettle. Apart from this, monitoring of complaints and other miscellaneous work arising from time to time has to be done. The station does not have any Gr D staff for assistance.
- At present ATVM and COTVM have not been provided at this station.
- Even though the sanctioned strength of number of staff is 11, additional 2 staffs are required for carrying out the works listed as mentioned above.

In the light of the views submitted above, if the number of posts are surrendered as recommended by work study report, carrying out all the passenger amenities works daily

shall be difficult and the staff will be overloaded thereby affecting their performance, which may also invite public complaints.

Planning Branch Remarks:

The work study team provided two supervisors and one supervisor can look after the booking office activities and other can look after the remaining duties. Moreover, the cleaning, pay and use toilet, advertisement contracts etc will be renewed usually once in a year. The administration may install ATVM for the convenience of the passengers depends upon the feasibility. The work study team recommended sufficient number of staff and supervisors for the smooth running of the booking office and the coordinating officer view is not acceptable in this regard.

Reply to Coordinating officer view: Not agreed to TBMS/BO:

- The details of requirement of staff have been worked shift wise, overall supervision, accounts, etc and the same is furnished below:

Description/Shift	No of counters	Remarks
Morning Shift	3	
Evening Shift	2	
Night Shift	1	
Over all supervising (in charge)&for accounts, cash remittance and balance sheet and other returns and verification of daily concessions, etc	2	
Total	8	
RG 16.66%	1	
Sub Total	9	
LR 20%	2	
Grand Total	11	

- TBMS being a CNC station, there is no SM available. Hence, CNC is looking after the regular day to day booking office activities and ticket checking activities.
- Apart from regular duties, monitoring of different contracts has to be done. The contracts pertain to cleaning contract, pay and use toilet, catering and booking stalls, two wheeler parking, advertisement boards, etc and in addition, the passenger amenities of the station

are to be kept in good fettle. Apart from this, monitoring of complaints and other miscellaneous work arising from time to time has to be done. The station does not have any Gr D staff for assistance.

- One ATVM machine with one facilitator has been provided at the station. However, the commission payable for the facilitators has been reduced from 5% to 3% w.e.f. 1.4.18. Due to the reduction of commission, the ATVM facilitators are not coming regularly, resulting in extra pressure on counter clerk.
- The number of tickets issued from April'18 to August'18 has considerably increased as compared to the details given in the work study:

Sl No	Month	No of tickets
1	April'18	143053
2	May'18	152148
3	June'18	147827
4	July'18	143047
5	August'18	143090
Total No of tickets		729165
No of tickets per day		4861

- There is also a proposal for constructing a new booking office with a facility of 3 counters.
- As TBMS station is next to Tambaram one of the NSG-1 grade station, which is going to grow rapidly in the near future. It is also serving station for employees of MEPZ which is expanding rapidly new residential areas are also growing and developing around the suburban areas also.
- Provision of 3 counters in the morning and 2 counters in the evening and one counter in the night to cater the passengers on a daily basis is inevitable.

In the light of the few lines mentioned above with due justifications, it is requested that the staff strength at

BO/TBMS may be made as 11 for effective functioning of the counters to reduce the waiting time of passengers and avoid public complaints.

Planning Branch Remarks:

After considering the views of coordinating officer carefully, the work study team feels that after increasing the traffic considerably from the past five

Month's (as per the data given by CO) sufficient cushion has been already provided. Two supervisors has been provided, one can look after the booking office activities and other can attend the remaining works like looking after contracts etc. Moreover contracts will be renewed generally once in a year, the work study team feels that provision of two supervisors is sufficient. The administration may take necessary steps to install additional ATVM to cater the need of the public depends upon the feasibility. However, keeping in view of the coordinating officer, the work study team allows retaining one CCC post and surrendering one Sr CC post.

Reply to Coordinating officer view:

Agreed to retain one CCC post

Not agreed to retain one Sr CC post.

TBM- BO & PO:

PO/TBM:

1. 13 pairs of train services to be attended to on a regular basis for loading/unloading of parcels.
2. Increase of OW parcel traffic from nil to 8 tons each by train no 15629 & 15929, within 8 months after opening of PO at TBM.
3. Manning of cloak room round the clock.
4. In the absence of PMS, PO would require 5 staff including RG & LR including a separate supervisor as there are numerous books and records to be maintained.

Planning Branch Remarks: Agreed to.

However, the unit has to take necessary steps for creation of posts.

DATA SHEET FOR PARCEL OFFICE (REVISED)

TBM			
DESCRIPTION	(2017-18)	Average / Monthly	Average / day
No of PWB Outward& inward	69	14	0.5
Weight	7948	1589	53
Earnings (Rs)	65352	13070	438
Penalty remitted on reweighment	--	--	--
Wharf age	--	--	--
over carried Parcels	--	--	--
As per the Data Total No of PWB in TBM/Day			0.5

No. of PWBs dealt per day = 0.5

Clerks required as per yardstick = 1

Loading and unloading of parcels (1 x 3) = 3

RG (16.66%) & LR (20%) = 1

Over all in charge = 1

Therefore, total staff including LR & RG
= 5

The requirement at Parcel Office / TBM is 5 staff

BO/TBM:

1. In the light of TBM becoming a third terminal and many more train services planned to be introduced, BO/TBM would also require 4 supervisors as against 3 mentioned in work study.

2. After the introduction of UR Antyodaya express daily, additional counters are to be opened in East as per instructions of ADRM/III, and the current sanctioned strength of 36 will be required.
3. Additionally, Dy SMR/Commercial would also be required to attend to passenger grievances, particularly during dislocations/rescheduling of train services.
4. Platform Inspectors to be posted in view of the categorization of TBM as NSG-I.

Planning Branch Remarks: Agreed to

Recommendation (REVISED)

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

Sl. No	Office	Designation	Grade found surplus Pay	No of post
1	BO/SP	Sr. CC	Rs 2800	1
2	BO/PZA	Sr.CC	Rs 2800	1
3	BO/TBMS	Sr.CC	Rs 2800	1
Total				3

(Total No of posts =3)

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	Pay band	No of posts	Mean Pay (Rs.)	Annual Financial savings (Rs.)
1	BO/SP	Sr CC	GP 2800	1	66218	794616
2	BO/PZA	Sr CC	GP 2800	1	66218	794616
3	BO/TBMS	Sr CC	GP 2800	1	66218	794616
Total				3		2383848

ANNEXURE - I**CALCULATION (AS PER YARD STICK)**

BOOKING OFFICE	MBM	SP	GDY	STM	PZA	MN	TLM	PV	CMP	TBM S	TBM
Tickets sold / day (average of 2 years)	8757	5640	13196	9614	4620	3584	2559	8507	9072	4068	17610
Yardstick %age per shift (1000)	9	6	14	10	5	4	3	9	9	4	18
Over all supervising (In charge) & For accounts, cash remittance & balance sheet and other returns and verification of daily concessions, etc.,	3	2	2	2	2	1	1	1	2	1	3
Total	12	8	16	12	7	5	4	10	11	5	21
RG 16.66%	2	1	3	2	1	1	1	2	2	1	3
Subtotal	14	9	19	14	8	6	5	12	13	6	24
LR 20%	3	2	4	3	2	1	1	2	3	1	5
Total	17	11	23	17	10	7	6	14	16	7	29
Therefore the Net total =	17	11	23	17	10	7	6	14	16	7	29

BOOKING OFFICE	MBM	SP	GDY	STM	PZA	MN	TLM	PV	CMP	TBM S	TBM
Tickets sold / day (average of 2 years)	875 7	564 0	1319 6	961 4	462 0	358 4	255 9	850 7	907 2	406 8	1761 0
Yardstick %age per shift (1000)	9	6	14	10	5	4	3	9	9	4	18
Over all supervising (In charge) & For accounts, cash remittance & balance sheet and other returns and verification of daily concessions, etc.,	3	2	2	2	2	1	1	1	2	1	3
Total	12	8	16	12	7	5	4	10	11	5	21
RG 16.66%	2	1	3	2	1	1	1	2	2	1	3
Subtotal	14	9	19	14	8	6	5	12	13	6	24
LR 20%	3	2	4	3	2	1	1	2	3	1	5
Total	17	11	23	17	10	7	6	14	16	7	29
Therefore the Net total =	17	11	23	17	10	7	6	14	16	7	29



WORK STUDY TO REVIEW THE
COMMERCIAL STAFF STRENGTH OF
BOOKING OFFICE AND PARCEL OFFICE
BETWEEN MBM-TBM STATIONS -
MAS DIVISION

BOOKING OFFICE	MBM	SP	GDY	STM	PZA	MN	TLM	PV	CMP	TBM S	TBM
Tickets sold / day (average of 2 years)	875 7	564 0	1319 6	961 4	462 0	358 4	255 9	850 7	907 2	406 8	1761 0
Yardstick %age per shift (1000)	9	6	14	10	5	4	3	9	9	4	18
Over all supervising (In charge) & For accounts, cash remittance &balance sheet and other returns and verification of daily concessions, etc.,	3	2	2	2	2	1	1	1	2	1	3
Total	12	8	16	12	7	5	4	10	11	5	21
RG 16.66%	2	1	3	2	1	1	1	2	2	1	3
Subtotal	14	9	19	14	8	6	5	12	13	6	24
LR 20%	3	2	4	3	2	1	1	2	3	1	5
Total	17	11	23	17	10	7	6	14	16	7	29
Therefore the Net total =	17	11	23	17	10	7	6	14	16	7	29

