



G.275/WSSR-221819 / 2018-19
**WORK STUDY TO REVIEW THE
STAFF STRENGTH
AT
PRS CENTRES OF PGT, PGTN, SRR,
POY, OTP & AAM
PGT DIVISION.**

SOUTHERN RAILWAY

PLANNING BANCH

G.275 / WSSR- 221819 / 2018-19

WORK STUDY TO REVIEW THE STAFF

STRENGTH

AT

PRS CENTRES OF PGT, PGTN, SRR,

POY, OTP & AAM

PGT DIVISION

STUDIED BY

WORK STUDY TEAM

OF

PLANNING BRANCH

DECEMBER 2018

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ACKNOWLEDGEMENT

The Planning Branch/HQs/Southern Railway preferred gratitude to ACM/I/PGT, the Co-ordinating Officer, CCI/Sr.DCM office/PGT, the Co-ordinating Supervisor, CRS/PGTN and other Supervisors of PRS Centres, for their valuable guidelines in conducting the work study.

(ii)
AUTHORITY

Annual programme of work studies approved by the SDGM for the year 2018-19

(iii)
TERMS OF REFERENCE

Work Study to review the staff strength at PRS CENTRES of PGT, PGTN, SRR, POY, OTP & AMM,- PGT Division.

(iv)
METHODOLOGY

The following methodology has been applied while conducting the study.

1. Collection of data
2. Observing the present Working system and Staff deployment
3. Observation of system of working in Counters
4. Interaction with Division officer and field Supervisors
5. Arrived optimum manpower on yard stick and need basis.

RRRR.

SUMMARY OF RECOMMENDATIONS

Recommendation :-

Five posts of ECRC Cadre is found excess to the requirement and the same may be surrendered and credited to the vacancy bank.

Sl. No	Category	GP /Level	No of posts
1	RS II	4200/6	4
2	ECRC II	2800/5	1
	Total		5

Total No of posts :

5

CHAPTER - I

1.0 INTRODUCTION

- 1.1 Indian Railways a part and parcel of every Indian's life, which cannot imagine the India without Railways, because this system is the back bone of Indian Economy and one of the Pillars of our Nation.
- 1.2 The Hon'ble Prime Minister of India described as "Railways perhaps along with the Post Offices are the only two Institutions in India with deep Network which if tapped judiciously can create substantial improvement in the Inter-Land. Railways were always considered only on a transport in our Country, we want to see Railways on the back bone of India's Economy Development".
- 1.3 Among the 17 zones of Indian Railways, Southern Railway was formed on 14th April 1951 by the Amalgamation of Southern India Railway, Madras and Southern Maratha Railway and Mysore State Railway. It spreads to Tamil Nadu, Kerala, Karnataka and Pudhucherry to the Route Kilometerage of 5075.
- 1.4 This work study is conducted on the Commercial Department of PGT Division for ECRC staff. The Commercial department is responsible for the sale of transportation provided by Railways, for creating and developing traffic, and maintaining good public relationship. The major functions are fixing of rates, fares and other charges, collection and proper remittance. The various revenues are Passenger, other coaching, Goods and Sundries. The earnings received from Booking Offices, Reservation Offices and Ticket checking are coming under "Passenger earning".

- 1.5 The total number of Staff of the Zone is 87643 as on April 2018. The Operational Ratio of Southern Railway for the year 2017-18 is 161.14, whereas it was 147.83 in the previous year. Railway Board insisted to this Zone to take necessary action to increase the efficiency by all means. The Staff cost is the major part in the total expenditure about 33.3%, hence, Southern Railway gives a keen interest to rightsizing the man power which will give better result in the Operational ratio. The Railway Board has also insisted to conduct Work Studies in all the Units to Right size the Man power in Zero base review on every year.
- 1.6 In the earlier days, Manual Ticket Reservation was a hectic work for the Organization as well as passengers. The Manual Reservation System purely functioned on seat allotment on quota basis for which lot of Registers were maintained train-wise in the Reservation Centres. On the development of the “Computerized Passenger Reservation System”(PRS) is being developed and maintained by CRIS, there has been substantial quality improvement, better customer satisfaction, speed, transparency, accuracy, preservation of data are achieved successfully. CONCERT - is the total Net working solution for Indian Railway PRS System. PRS system is currently operated from 5 Regional Centers located at Delhi, Mumbai, Calcutta, Chennai and Secunderabad. PRS System internet worked over a 64 Kbps line, using Routers, on leased communication line connecting from Department of Telecom (DoT).
- 1.7 The present trend of modernization of ticketing system in Railways give a very advanced method of Ticket booking through online and Mobile apps. Similarly, unreserved tickets can also be booked through Mobile apps and other provisions such as;
1. JTBS : Jan Sadharan Ticket Booking Sevaks
 2. YTSK : Yathri Ticket Suvedha Kendra
 3. STBA : Station Ticket Booking Agents
 4. ATVM: Automatic Ticket Vending Machines

- 1.8 The Other development of Ticket Booking are RTSA – Rail Travellers Service Agents / IRCTC.
- 1.9 The modernized computerized Networking system facilitating hassle free issuance of Tickets to the passengers with transparency.
- 1.10 Indian Railways have taken various steps with a view to modernizing further for Ticket processing like launching of next generation e-Ticketing System with increased Server capacity, implementation of multi layer security comprising Front end and Back end Fire wall etc. Further, to promote an e-ticket booking, various steps have been taken viz. accepting payment through Net banking, Credit, debit cards, Cash cards, e-wallets etc. Withdrawal of Service Charges on online booking of tickets (23.11.2016-31.03.2017) also boost the online users for ticket booking to the considerable level.
- 1.11 Further, the following works have been sanctioned for modernization of Ticket System;
 - Modernization of Passengers Reservation System has been sanctioned at a cost of Rs.109.44 crore during 2017-18. It will facilitate capability to handle higher number of transactions per second
 - Modernization of UTS has been sanctioned at a cost of Rs.180.94 crore during 2017-18. It will cater to the growth in the future in terms of number of transaction, terminals and location
- 1.12 In this juncture, usages of e-tickets and I-Tickets have been steadily increased. The result reflects in the PRS Centres in the reverse way, the percentage of ticket issuance has come down rapidly.
- 1.13 Railway Board have now decided to implement the merger of three category of post in the Commercial Department over IR viz. TC, CC

and ECRC which will change the nature of work of ECRC staffs in days ahead.

- 1.14 This Study is intended to bring a judicial assessment of optimum man power by analyzing the data and the ground reality of PRS Centres of PGT, PGTN, SRR, POY, OTP & AAM of PGT Division.

CHAPTER-II

2.0 PRESENT SCENARIO

2.1 There are 22 PRS Centers presently functioning in PGT Division on Rail Head. Sr.DCM/PGT is the administrative head of Commercial Branch of the Division and three ACMs are also available. The 22 PRS Centres are grouped into 4 and every group is being in charged by a CRS. The study pertains to the PRS Centres of PGT, PGTN, SRR, POY, OTP & AAM; CRS /PGTN is nominated as in charge by the Division for the above Centres.

2.2 ECRC Cadre:

Erstwhile, Enquiry cum - Reservation Clerks (GP Rs.2800) are recruiting PB-I, through Railway Direct Recruitment and Competitive Examinations from Booking Clerk /Train Clerk/TC. RS -II are in the GP of Rs. 4200 and CRS are in the GP of Rs.4600. The recent Railway Board letter No.E(NG)1-2016/PM1/12(Pt), dated 22.02.2018 (RBE No 28/2018), insisted to merger of categories of TC, CC and ECRC into a unified category as "Commercial and Ticketing Staff". The Category of CC and ECRC will accordingly have a four tier structure of posts as;

- | | |
|---|-----------|
| 1. Commercial -cum Reservation clerk
(Entry level) | - Level 3 |
| 2. Sr.Commercial - cum Reservation Clerk | - Level 5 |
| 3. Ch.Commercial - cum Reservation Clerk | - Level 6 |
| 4. Commercial Superintendent | - Level 7 |

2.3 Duties of ECRC Staff:

2.3.1. Chief Reservation Supervisor - CRS :

Over all in charge for the centre:

- General supervision of all the activities of centre.
- Preparation and maintaining rosters of staff.

- Checking vouchers and Data.
- Checking Daily booking collection counters and ensures remittance to bank.
 - Ensure timely functioning of counters.
 - Updating daily accounts.
 - Checking of refunds in previous days.
 - Checking Non - issue tickets.
 - Checking / monitoring Tatkal booking.
 - Ensure charts are printed / pasted / handing over to TTE's.
 - Attending general enquiries of public.
 - Processing stocking stores items.
 - Maintaining various registers.
 - Monitoring Bulk booking.
 - Maintaining Manual ABR (Advance Booking Refunds).
 - Attending division level meetings.
 - Maintaining M&P items.

2.3.2 DUTIES OF COUNTER ECRC STAFF:

- Preparing and complementary works.
- Checking the proper functioning of Terminals and Printers.
- Checking main profile of new Trains and changes in the existing trains.
- Various quotas and their modification.
- Updating knowledge through SOB, order/ instructions.
- Clearing and guiding the passengers for their reservation needs.
- Feeding Data, informing status to passengers, Collecting cash, and printing tickets.
- Timely recording corrections / errors in the relevant records etc.
- Handing over cash, statements, ticket rolls at the end of their duty.

2.3.3 DUTIES OF ACCOUNTS IN-CHARGE:

Checking and updating the accounts of Tickets, Cash, Passengers, Refunds, concern etc. shift wise, counter wise, data collection, inspection, and maintaining records concern, change of ROPD, NI, Manual ABR, Concession Vouchers, Printing SN - 2, Balance sheet, Outstanding list etc.

2.4 **Nutshell details of PRS Centres of PGT, PGTN, SRR, POY, OTP & AAM**

I.	Name of the PRS CENTRE : PGT	
1	Location	First Floor
2	No of Counters working	5
3	Shift Timings/Shift	08.00-14.00 hrs & 14.00-20.00 hrs - 2 shifts on 6 days and 1 shift on Sundays
4	No of Days working in a week	7
5	No of Terminals	4
6	Charting work	22652, 16382, 12625, 22640, 16525, 16344, 16350 & 45 Enroute trains. 7 Current Reservation charts.
7	Current Reservation	No
8	EQ work	After 17 hrs on demand
9	Accounts	Morning shift Charting Staff - deals
10	Cash dealing	At the end of every shift hand over to booking office
11	Availability of Counters in night hours	No
12	Availability of separate Enquiry Counter	No
13	Availability of physically challenged/Sr.Citizen Counter	No
14	Facility to Reserve bulk booking	Yes
15	Availability of Credit /Debit card swiper	Yes
16	Average Queue length - persons	10
17	Staff available actual	CRS :3, RS -II :3, ECRC :2 = 8

II.	Name of the PRS Centre : PGTN	
1	Location	Ground Floor
2	No of Counters working	02
3	Shift Timings/Shift	08.00-14.00 hrs & 14.00-20.00 hrs - 2 shifts on 6 days and 1 shift on Sundays
4	No of Days working in a week	07
5	No of Terminals	02
6	Charting work	Nil
7	Current Reservation	No
8	EQ work	No
9	Accounts	Counter I Staff - Morning Shift
10	Cash dealing	At the end of every shift, hand over to booking office
11	Availability of Counters in night hours	No
12	Availability of separate Enquiry Counter	No
13	Availability of physically challenged/Sr.Citizen Counter	No
14	Facility to Reserve bulk booking	Yes
15	Availability of Credit /Debit card swiper	Yes
16	Average Queue length - persons	08
17	Staff available actual	CRS : 1*, RS II: 4 = 5 * CRS - incharge for 6 units

III.	Name of the PRS Centre : SRR	
1	Location	Ground Floor
2	No of Counters working	01
3	Shift Timings/Shift	07.00-15 .00 hrs & 13.00-21.00 hrs - 2 shifts on 6 days and 1 shift on Sundays
4	No of Days working in a weak	07
5	No of Terminals	02
6	Charting work	16308,16301,19578
7	Current Reservation	Nil
8	EQ work	Nil
9	Accounts	Counter Staff - Morning Shift
10	Cash dealing	At the end of every shift hand

		over to booking office
11	Availability of Counters in night hours	No
12	Availability of separate Enquiry Counter	No
13	Availability of physically challenged/Sr.Citizen Counter	No
14	Facility to Reserve bulk booking	Yes
15	Availability of Credit /Debit card swiper	Yes
16	Average Queue length - persons	03
17	Staff available actual	CRS:1, RS II: 2 = 3

IV	Name of the PRS Centre : POY	
1	Location	Ground Floor
2	No of Counters working	1
3	Shift Timings /Shift	08.00-14 .00 hrs 1 shift in all days
4	No of Days working in a week	07
5	No of Terminals	02
6	Charting work	16344,22652
7	Current Reservation	Nil
8	EQ work	Nil
9	Accounts	Counter Staff – Morning Shift
10	Cash dealing	At the end of every shift hand over to booking office
11	Availability of Counters in night hours	No
12	Availability of separate Enquiry Counter	No
13	Availability of physically challenged/Sr.Citizen Counter	No
14	Facility to Reserve bulk booking	Yes
15	Availability of Credit /Debit card swiper	Yes
16	Average Queue length - persons	06
17	Staff available actual	CRS:1, RS II: 1 = 2

V.	Name of the PRS Centre : OTP	
1	Location	Ground Floor
2	No of Counters working	1
3	Shift Timings/Shift	08.00-14 .00 hrs 1 shift in all days
4	No of Days working in a week	07
5	No of Terminals	02
6	Charting work	Nil
7	Current Reservation	Nil
8	EQ work	Nil
9	Accounts	Counter Staff - Morning Shift
10	Cash dealing	At the end of every shift hand over to booking office
11	Availability of Counters in night hours	No
12	Availability of separate Enquiry Counter	No
13	Availability of physically challenged/Sr.Citizen Counter	No
14	Facility to Reserve bulk booking	Yes
15	Availability of Credit /Debit card swiper	Yes
16	Average Queue length - persons	04
17	Staff available actual	CRS:1 = 1

VI	Name of the PRS Centre : AAM	
1	Location	Ground Floor
2	No of Counters working	1
3	Shift Timings	08.00-14 .00 hrs 1 shift in all days
4	No of Days working in a week	07
5	No of Terminals	02
6	Charting work	Nil
7	Current Reservation	Nil
8	EQ work	Nil
9	Accounts	Counter Staff - Morning Shift
10	Cash dealing	At the end of every shift hand over to booking office

11	Availability of Counters in night hours	No
12	Availability of separate Enquiry Counter	No
13	Availability of physically challenged/Sr.Citizen Counter	No
14	Facility to Reserve bulk booking	No
15	Availability of Credit /Debit card swiper	Yes
16	Average Queue length - persons	02
17	Staff available actual	RS II: 1 = 1

2.5 IMPORTANT REGISTERS MAINTAINED AT PRS CENTRES:

- Duty roster planner.
- Muster roll
- Part roll register
- Full roll register
- Special cancellation register
- Bulk booking register
- Boarding point charges register
- Ticket closed - Last Ticket note
- Elicot register (Duplicate Tickets)
- Personal cash register
- Debit / credit card payment register
- Coaching cash Summary
- Excess on cash register
- Outstanding register
- Handing over / Taking over registers.
- Queue length register
- Daily Train cash book.
- Vouchers statement.
- Handing over and Taking of cash remittance
- Cash handing over / taking over - cashier to cashier book.
- Cheque receiving registers.
- Accounts vouchers handing over registers.
- Passes / PTO
- Stores / M&P registers.

2.6 TOTAL STAFF ACTUAL:-

1. PGT	: 8
2. PGTN	: 5 (inclusive 1 In charge)
3. SRR	: 3
4. POY	: 2
5. OTP	: 1
6. AAM	: 1
Total	: 20

The total sanctioned strength for the 6 PRS Centres is 24, the Actual staff available is 20 and the Net vacant is 4.

The statement of Sanction, Actual, Vacancy & Excess of the 6 PRS Centres is placed as **Annexure - I**.

CHAPTER-III

3.0 CRITICAL ANALYSIS:

- 3.1 Man power planning is one of the vital process in Indian Railways which aims to have the right number of staff at right place to enable the organization to achieve its short term and long term goals.
- 3.2 There have been dynamic changes in Technology and modernization, computerization etc are taking places at fast rate to meet out the challenges. As such, in the train ticket reservations, Mobile applications will most likely still be very widely used in the upcoming year. The mobile apps are very personalized and need not to search the required task like browsers. It is designed with the readymade solutions, guidance and appears in the easy understandable manner which naturally makes the public to switch over the said system.
- 3.3 Since the no of reservations in the PRS Centers are coming down day by day, it is very necessary to review the staff strength requirement viz. work load which will yield better result on productivity.
- 3.4 Transaction details for the last 5 years for the Units - PGT, PGTN, SRR, POY, OTP and AAM is furnished in graph:-

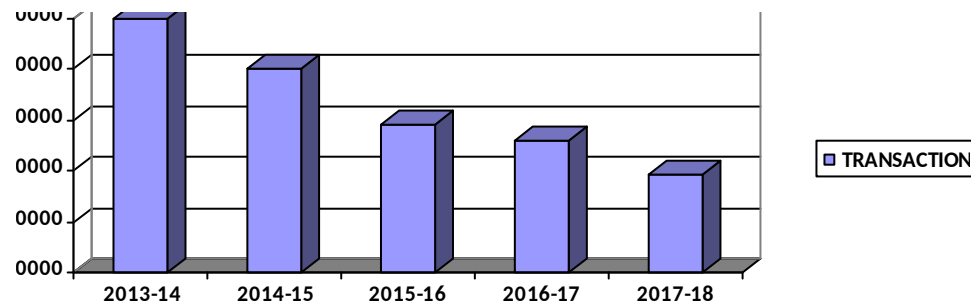
Transaction : Reservation /Cancellation of tickets dealt in Counter (Form No.CM257/T.1106) become the transaction. Since the provision available to use a single form for Onward/Return journey reservation, the time taken for generating a Return Ticket has been required about 14% only from onward processing.

PRS CENTRE	2013-14	2014-15	2015-16	2016-17	2017-18
PGT*	229831	220316	209287	206148	199354
PGTN	169461	159498	144659	130567	118243
SRR	79775	72879	70367	69939	61371
POY	42521	37290	39673	38131	32555
OTP	41446	38860	37059	33874	29915
AAM	39226	36118	34022	32568	30317

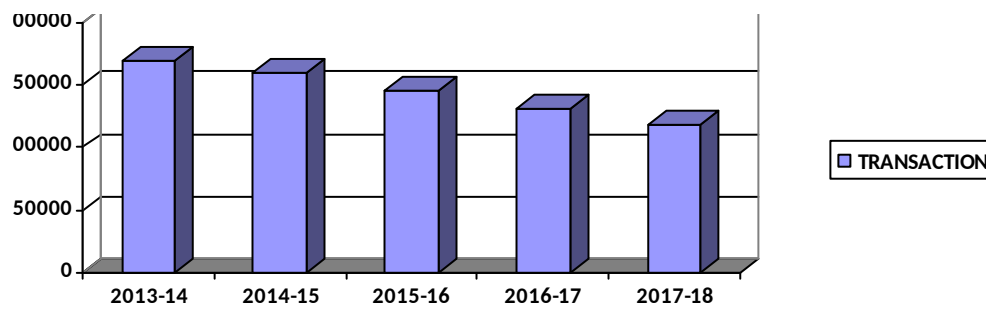
***PGT -Furnished data inclusive EQ transactions in Division office**

Trend of transaction:

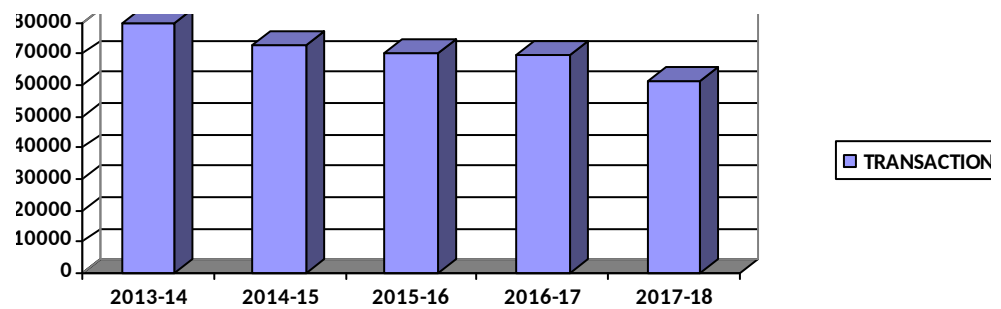
I) PGT :-



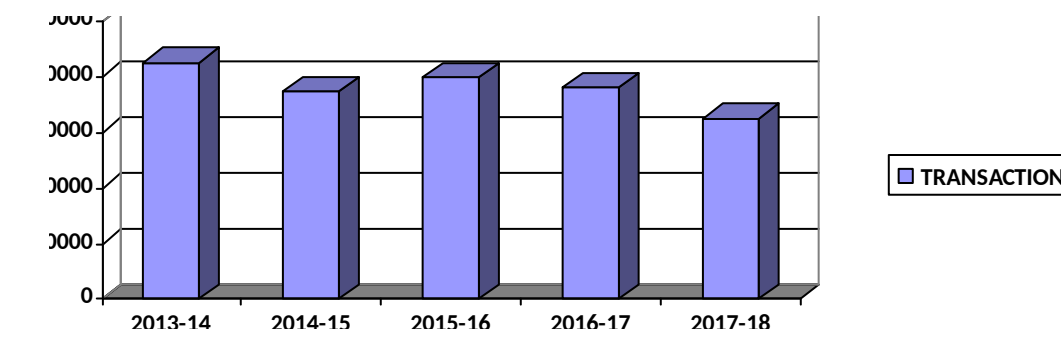
II) PGTN :-



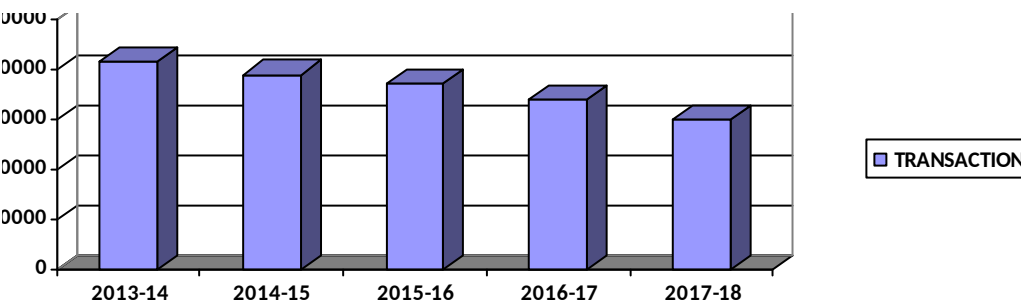
III) SRR :-



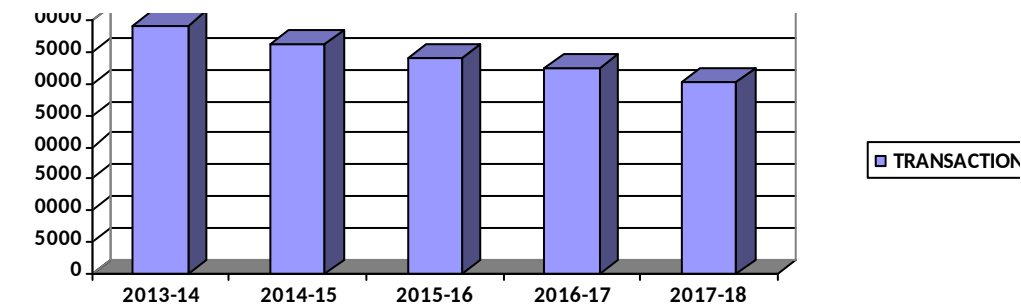
IV) POY :-



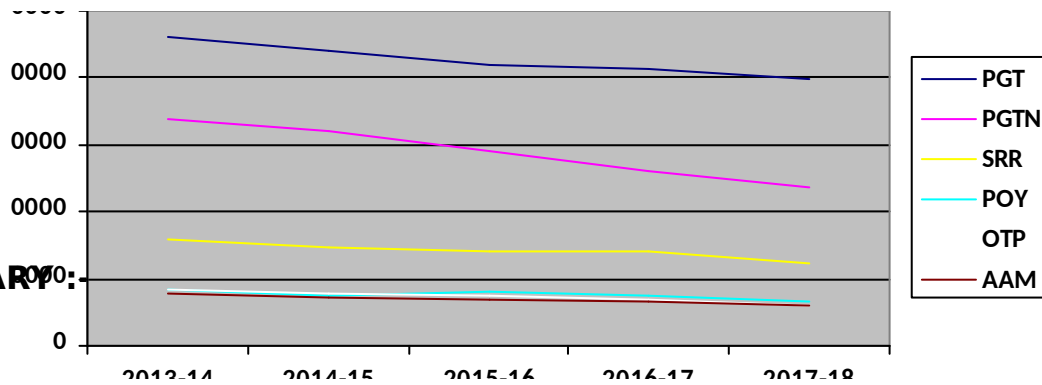
V) OTP:-



VI) AAM :-



SUMMARY:-



From the above graphical representation, it could be understood that the trend of transaction for the said units are in **declined** manner.

3.5 Yard Stick for Opening of Additional Reservation Counter at the Existing Computerized Reservation System (PRS) Location:-

The earlier yardstick laid on 26.10.1956 for reservation office where applied for manual reservation with different yardsticks of 170,150 & 125 Reservation /Clerk.

The latest available instruction from Railway Board /Director, Traffic, Commercial (a)- II Commercial Circular No. 23 of 2011 stipulated that a PRS counter can deal 180 transactions /Shift/Counter which seems reasonable for the present trend of Computerized reservation.

In connection with the above subject, yardstick for ECRC Cadre a decision was taken at PNM in December 2015 at Zonal level and it was agreed to apply the yardstick of 140 transactions / shift / Counter should be taken into account for determining ECRC Cadre, which is applied in the Study.

3.6 ECRC Staff Requirement for the PRS Centres :-

3.6.1 PGT :-

The transaction of the unit for the year 2017-18 is tabulated as under:-

Month	No of Transactions
Apr	9550
May	10335
June	8937
July	8502
Aug	8671
Sep	9147
Oct	9158
Nov	8562
Dec	8554
Jan	9855
Feb	8442
Mar	8654
Total	108367

Total number of transactions during 2017-18 = 108367

Average number of transactions / day = $108367/365 = 297$

Total Number of Counters required in a day

(140 Transactions /shift /Counter) = $297/140 = 2.1$ or Say 2

- Counters in Morning shift = 1 Staff
- Counters in Evening shift = 1staff
- Tatkal Reservation requires - Morning = 1 staff
- Accounts and General = 1 staff
- Charting = 1 staff

Total number of Staff required = 5 staff

3.6.2 PGTN :-

Month	No of Transactions
Apr	10187

May	11012
June	9923
July	9748
Aug	10098
Sep	9631
Oct	10062
Nov	9708
Dec	9619
Jan	10148
Feb	8598
Mar	9509
Total	118243

Total number of transactions during 2017-18 = 118243

Average number of transactions / day = $118243/365 = 324$

Total Number of Counters required in a day

(140 Transactions /shift /Counter) = $324/140 = 2.3$ or Say 2

- Counters in Morning shift = 1 Staff
- Counters in Evening shift = 1 staff
- Tatkal Reservation requires - Morning = 1 staff
- Accounts and General = 1 staff

Total number of Staff required = 4 staff

3.6.3 SRR :-

Month	No of Transactions
-------	--------------------

Apr	4966
May	5411
June	5108
July	5274
Aug	5150
Sep	5119
Oct	4943
Nov	4842
Dec	5150
Jan	5487
Feb	4719
Mar	5202
Total	61371

Total number of transactions during 2017-18 = 61371

Average number of transactions / day = $61371/365 = 168$

Total Number of Counters required in a day

(140 Transactions /shift /Counter) = $168/140 = 1.2$ or Say 2

- Counters in Morning shift = 1 Staff

- Counters in Evening shift = 1 staff

Total number of Staff required = 2 staff

3.6.4 POY:-

Month	No of Transactions
-------	--------------------

Apr	3159
May	2700
June	2828
July	2860
Aug	2525
Sep	2770
Oct	2573
Nov	2676
Dec	2713
Jan	2632
Feb	2357
Mar	2762
Total	32555

Total number of transactions during 2017-18 = 32555

Average number of transactions / day = $32555/365 = 89$

Total Number of Counters required in a day

(140 Transactions /shift /Counter) = $89/140 = 0.63$ or Say 1

- Counters in Morning shift = 1 Staff

Total number of Staff required = 1 staff

3.6.5 OTP:-

Month	No of Transactions
-------	--------------------

Apr	2613
May	2783
June	2506
July	2570
Aug	2346
Sep	2587
Oct	2569
Nov	2252
Dec	2505
Jan	2540
Feb	2198
Mar	2446
Total	29915

Total number of transactions during 2017-18 = 29915

Average number of transactions / day = $29915/365 = 82$

Total Number of Counters required in a day

(140 Transactions /shift /Counter) = $82/140 = 0.6$ or Say 1

- Counters in Morning shift = 1 Staff

Total number of Staff required = 1 staff

3.6.6 AAM:-

Month	No of Transactions
-------	--------------------

Apr	2674
May	2732
June	2603
July	2485
Aug	2296
Sep	2550
Oct	2424
Nov	2478
Dec	2516
Jan	2699
Feb	2273
Mar	2587
Total	30317

Total number of transactions during 2017-18 = 30317

Average number of transactions / day = $30317/365 = 83$

Total Number of Counters required in a day

(140 Transactions /shift /Counter) = $83/140 = 0.6$ or Say 1

- Counters in Morning shift = 1 Staff

Total number of Staff required = 1 staff

3.7 Requirement of Staff in the Category of ECRC :-

PRS Centre	No of Staff required
PGT	5
PGTN	4
SRR	2
POY	1
OTP	1
AAM	1
Sub total	14
RG @ 8.3%	1.2
LR @ 15%	2.3
Over all incharge	1
Total	18.5 say 19

Total number of Staff required = 19

Sanction Vs Requirement :

Sanction	Requirement	Surplus
24	19	5

SUMMARY OF RECOMMENDATIONS

Recommendation:-

Five posts of ECRC Cadre is found excess to the requirement and the same may be surrendered and credited to the vacancy bank.

Sl. No	Category	GP /Level	No of posts
1	RS II	4200/6	4
2	ECRC II	2800/5	1
	Total		5

Total No of posts:

5

CHAPTER – IV

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

Co-ordinating Officer's views were received vide ACM-I/ PGT's letter No. 1/C/20/WS/PRS/18-19, dt. 17.12.2018 and the remarks of the Planning Branch are given below. The copy of the CO's views is placed as Annexure – II.

4.1 **CO-ORDINATING OFFICER'S VIEWS:**

1. It is observed that the Work Study report is recommended for reduction of the staff strength linked to Six PRS units – PGT, PGTN, POY, OTP, SRR & AAM – in PGT Division. The report suggested reducing the number of staff from the sanctioned strength of 24 to 19.

The following facts are to be considered before implementation of the recommendations:-

PRS Centres at PGT & PGTN :

The duty shift timings at PRS/PGT in F-9 item No. 3/PGT, is from 08.00 hrs -14.00 hrs, 14.00 – 20.00 hrs and one general shift counter from 10.00 hrs – 17.00 hrs. 3 Shifts on 7 days (On Sundays 08.00 -14.00 Hrs Two counters and 10.00 -17.00 hrs one counter). The current reservation counter at PGT/PRS is functioning up to 21.45 Hrs.

2. The duty shift timings at PRS/PGTN in F-9 item No.3/PGTN, is from 08.00 to 14.00 hrs, 14.00 hrs to 20.00 hrs and one general counter from 10.00 hrs to 17.00 hrs. 3 x 1 for six days and two counters from 08.00 ti 14.00 hrs are functioning on Sundays.

PLANNING BRANCH'S REMARKS :

As per yardstick, the number of Counters required for **PGT** is only 2, whereas on need basis already 3 more staff are permitted (Para 3.6.1)

The requirement for the Unit **PGTN** is only 2 and on need basis, 2 more Staff are already permitted (Para 3.6.2)

4.2 **CO-ORDINATING OFFICER'S VIEWS :-**

3. At PRS/SRR three staff are available and the number of shifts at the Station is 2; 07.00 -15.00 hrs & 13.00 – 21.00 hrs. One staff from SRR is exclusively utilized for RG /LR to AAM, OTP, SRR and TIR.

PLANNING BRANCH'S REMARKS :

As per Division's remarks, SRR unit requires 2 shifts is already permitted. RG and LR staff are attached with CRS in-charge, will be utilized according to the Division's requirement.

4.3 CO-ORDINATING OFFICER'S VIEWS :

4. CRS/PGTN is the in-charge Supervisor and to ensure RG/LR staff to other locations. Monthly inspections has to be conducted at PGt, PGTN, POY, OTP, SRR & AAM and to submit reports. CRS/PGTN is the in-charge Supervisor for supply / maintain the systems and to supply tickets / stationeries to the NRH PRS centre at Wadakkancherry. CRS/PGTN has to conduct monthly inspection at the NRH PRS. When CRS/PGT is out of station, one staff from the existing strength has to perform the duties of the CRS at PGT/PGTN stations. These aspects have not been considered.

PLANNING BRANCH'S REMARKS :

CRS in-charge is working in General shift and the nature of duty is to conduct Monthly inspections, Supplying stationeries, Preserving data, Preparation of Monthly Statements, Providing Staff to their allotted PRS centres. The alternative in-charge may not be required, while on his On-line duties. Hence, for the in-charge category one post is seems sufficient.

4.4 CO-ORDINATING OFFICER'S VIEWS :

5. The Study has not taken consideration about on temporary deputation of staff from PRS/PGT to Divisional HQ to meet exigencies. Two staff from PRS/PGT are utilized at Divisional HQ for dealing of court cases & RTI due to acute shortage of staff. Rest giver to the EQ cell also is provided from PRS / PGT in emergency situations.

6. Fresh work load account of enquiries & reservation in newly introduced / special trains, increase of concessions tickets etc are not considered in the study.

PLANNING BRANCH'S REMARKS :

The Work study is conducted for the mentioned 6 Units and identified the optimum man power on the interest of increased efficiency according to the present work load. The staff required for other than these Units or Divisional Headquarters is not coming under the scope of this Study.

4.5 CO-ORDINATING OFFICER'S VIEWS :

7. The criterion for reduction of the staff shown in the report is reduced number of reservation requisition forms. The two PRS centres PGT & PGTN are functioning in the District Head quarters. Reduction from the existing facilities may cause protest from various corners of the society and also from the elected representatives.

The present staff strength (24) is essentially required to perform the existing nature of duties at the above stated locations.

PLANNING BRANCH'S REMARKS :

This Work Study approaches with the yard stick of 140 Transactions/ Counter/Shift which was agreed at PNM Meet - December 2015 at Zonal level.

The Total Transactions of the 6 Units for the year 2017-18 are :-

Unit	Transaction
PGT	108367
PGTN	118243
SRR	61371
POY	32555
OTP	29915
AMM	30317
TOTAL	380768

Total number of transactions for the 6 Units during 2017-18

= 380768

Average number of transactions / day = $380768/365$ =
1043

Total Number of Counters required in a day
(140 Transactions /shift /Counter) = $1043/140$ =
7.4 or
Say 8

RG @ 8.3 % = 1

LR @ 15 % for 9 = 1.55

or

Say 2

CRS in- charge = 1

Total Staff required = 12

On need basis, **19 posts are allowed** which is **58% above** to the yardstick derivation; whereas only 12 posts are required on above yardstick calculation. Hence, the requirement for this Study is finalized to 19 and the division may compile to surrender the **5 surplus posts** as described in the Summary of Recommendations.


CHAPTER - V**5.0 FINANCIAL SAVINGS**


Sl. No.	Category	GP/ Level	No of post	Money value/ month (Rs.)	Annual Financial savings (Rs.)
1	RS II	6	4	80551	3866448
2	ECRC II	5	1	66218	794610
Total			5		46,61,058


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

S.A.V.E STATEMENT OF CRS PGTN - INCHARGE - PRS CENTRES

Sl. No	STAT.	CATEGORY	SAN	ACT	Vac.
1	PGT	CS/ E&R	3	3	0
		RS II	7	3	4
		ECRC II	2	2	0
TOTAL			12	8	4
2	PGTN	CS/ E&R	1	1	0
		RS II	3	4	-1
		ECRC II	1	0	1
TOTAL			5	5	0
3	SRR	CS/ E&R	1	1	0
		RS II	2	2	0
		ECRC II	0	0	0
TOTAL			3	3	0
4	POY	CS/ E&R	1	1	0
		RS II	1	1	0
		ECRC II	0	0	0
TOTAL			2	2	0
5	OTP	CS/ E&R	0	0	0
		RS II	1	1	0
		ECRC II	0	0	0
TOTAL			1	1	0
6	AAM	CS/ E&R	0	0	0
		RS II	1	1	0
		ECRC II	0	0	0
TOTAL			1	1	0
GRAND TOTAL			24	20	4

	<p><u>G.275/WSSR-221819 / 2018-19</u></p> <p>WORK STUDY TO REVIEW THE STAFF STRENGTH AT PRS CENTRES OF PGT, PGTN, SRR, POY, OTP & AAM PGT DIVISION.</p>
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	<p><u>G.275/WSSR-221819 / 2018-19</u></p> <p>WORK STUDY TO REVIEW THE STAFF STRENGTH AT PRS CENTRES OF PGT, PGTN, SRR, POY, OTP & AAM PGT DIVISION.</p>
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	<p><u>G.275/WSSR-221819 / 2018-19</u></p> <p>WORK STUDY TO REVIEW THE STAFF STRENGTH AT PRS CENTRES OF PGT, PGTN, SRR, POY, OTP & AAM PGT DIVISION.</p>
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