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WORK STUDY TO REVIEW THE
COMMERCIAL STAFF STRENGTH AT
PRS CENTRES OVER TVC DIVISION(OTHER THAN
(KTYM, QLN, TVC & NCJ) - TVC DIVISION

SOUTHERN RAILWAY

PLANNING BRANCH

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(KTYM, QLN, TVC & NCJ) - TVC DIVISION**

STUDIED BY

**WORK STUDY TEAM
OF
PLANNING BRANCH**

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(i)
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Again, the study team thankful to **ACM/TVC**, has rendered great co-operation in analyzing the data and thoroughly discussed the pros and cons, for proper completion of the study in time.

The work study team thankful to CRS/TVC(Co-ordinating Supervisor), other CRSs and PRS staff for great co-operation and giving data in completing the study.

(ii)
AUTHORITY

Annual Programme of work studies for the year 2018-19.

(iii)
TERMS OF REFERENCE

Work study to review the Commercial staff strength at PRS centres of TVC division (other than KTYM, QLN, TVC & NCJ).

(iv)
METHODOLOGY

The following methodology has been adopted while conducting the work study:

- 1) Application of Yardstick and need base for issue of tickets.
- 2) Requirement for other back office activities like charting, remittance of cash maintenance of accounts and registers etc.
- 3) Other factors like bulk booking, concession, vouchers, modification of tickets, ABR etc.
- 4) Consequence of adoption of new concept on Tatkal scheme and Current Reservation system.



(v)

SUMMARY OF RECOMMENDATIONS**Revised Recommendation :**

19 posts of RS-II in Level 6 which is found excess to the requirement in PRS centres over TVC division other than KTYM, QLN, TVC & NCJ may be surrendered and credited to the vacancy bank.

(Total-19 posts)

1.0 INTRODUCTION**Functions and Organisation:-**

Like any well set organisation, Indian Railways also has number of Departments dealing with different functions. While the Technical Department, such as the Engineering Department, the Mechanical Department, Electrical Department, the Signalling Department, etc., provide the necessary inputs such as track, bridges, buildings locomotives, wagons, coaches., signal and telecommunication, etc. and the operating department makes use of these facilities to produce transport by running trains.

In addition to the above, the very important key and front line department for moving the trains operation for passengers/customers is the **Commercial department**. It is **the prime function and responsible for marketing traffic, booking it, arranging for its loading, transshipment, delivery, storage, etc. and keeping in touch with the customers and providing passenger amenities**. With lakhs of employees all over the Country, laying down of proper rules and procedures for working becomes very important, the rules and procedures made by the Commercial Department are contained in a number of different publications mentioned below:

- 1.1 Traffic code – It contains the policy directives to be followed by all Railway Managements.
- 1.2 Commercial Manual – It contains the rules and procedures for working of the commercial department to be followed by all officials, stations, etc.

- 1.3 The IRCA Goods Tariff contains rules, etc. for booking and delivery of goods traffic. It has three parts:-
- a) Part I, Vol.I contains general rules for acceptance, carriage and delivery of goods.
 - b) Part I, Vol.1 – contains the general classification of goods for the purpose of charging.
 - c) Part I, Vol.II contains the Rate Tables showing the rates chargeable for different classes for different distances.
- 1.4 IRCA Coaching Tariff contains rules and procedures for booking of passengers, parcel and luggage traffic. It has five parts as follows:
 Part I, Volume I – containing general rules for conveyance of passengers, parcels and luggage.
 Part I, Volume II – Railway concessions.
 Part II - Passenger Fare Tables
 Part III - Rates for Parcels and Luggage traffic
 Part IV – Rates Tables for certain descriptions of Coaching traffic such as motor cars etc.
- 1.5 IRCA Red Tariff contains rules and procedures for booking, packing, storage, etc. of explosive and other dangerous goods to be carried by railway.
- 1.6 IRCA Military Tariff contains the rules and rates applicable to military traffic.
- 1.7 Alphabetical List of Railway stations – All stations on Indian Railways are listed in this book, showing the district and the state in which situated and the traffic for which these are open.
- 1.8 Distance tables – show the chargeable distance between different stations. These are of two types namely, local distance tables showing the distance between different stations on the issuing Zonal Railway and junction distance tables showing the distances via the junction through which the traffic has to pass over the adjacent railway.

In addition, some other publications for guidance of the staff in the Zonal Railway may also issue by the Zonal Railways such as Passenger Guide, hand books for guidance of different categories of staff, claim prevention manual etc.

1.9 **Functions of the Commercial Department :**

As the marketing and sales arm of the Railways, the Commercial department performs the following important functions.

- i) Booking of passenger traffic or in other words selling of passenger tickets at the stations, booking offices.
- ii) Provision of reserved accommodation to passengers in trains by opening and managing both computerised and non-computerised reservation offices.
- iii) Booking of goods traffic at the stations, goods sheds, as well as private and assisted sidings serving various industries, mines etc.
- iv) Booking of parcel / luggage traffic
- v) Re-booking / diversion of traffic as required
- vi) Delivery of goods / parcel / luggage traffic.
- vii) Transshipment of traffic, where necessary.
- viii) Printing of traffic
 - a) Fixing of fare / reservation charges etc. for passengers.
 - b) Fixing of freight rates for goods / parcel / luggage traffic
- ix) Settlement of compensation claims for loss, damage etc, to consignments and for death / injury to passengers in railways accidents.
- x) Refund of fares and freight charges.
- xi) Prescribing rules and rates for and collection of demurrage and wharfage charges.
- xii) Prevention of ticketless travel by arranging ticket checking.
- xiii) Prevention of claims by enforcing precautions and educating staff.
- xiv) Providing catering and vending services.
- xv) Provision of passenger amenities such as waiting rooms, waiting halls, drinking water, etc.

- xvi) Provision of facilities for dealing with goods / parcel traffic such as goods shed, sidings, etc.
- xvii) Keeping proper account of the traffic booked, the money realised on day to day basis and to submit monthly return of the same to the Accounts office.
- xviii) Monitoring the growth in traffic by keeping a special watch, to recapture traffic diverted to road and in general to carryout marketing analysis, liaison with important customers introduction of door to door service etc.
- xix) Conducting techno-economic surveys for construction of railway lines as demanded by public and as required for railway traffic needs.
- xx) Analysing the working of uneconomic branch lines so as to recommend closure of those no longer justified.

1.10 **Organisation of the Commercial Department :- Ministry of Railways (Railway Board)**

The Indian Railways are owned by the Government of India and controlled by the Ministry of Railways (Railway Board). The members of the Railway Board are functional, viz. Member (Engg), Member (Mech), Member (Traffic) and so on. **Member (Traffic) looks after the Operating Departments as well as the commercial department of the Railways.** He is assisted by an Additional member exclusively in charge of Traffic Commercial Directorate which in turn consists of a number of Executive Directors and other officers.

A separate Directorate has recently been set up for Tourism and Catering, headed, by an Additional Member.

Railway Board lays down the policy and monitors the functioning of the Zonal Railways. For example, the proposals for revision of railway fares and freight rates forming part of the annual Railways Budget are formulated by the Commercial directorate of the Railway Board and they also ensure that these are properly implemented by the Zonal Railways.

1.11 **At Divisional Level :**

Each Zonal Railway is further divided into a number of Divisions. There are a total of more or less 68 Divisions spread over the 17 Zonal Railways, each of which is headed by a Divisional Railway Manager (DRM). Generally, senior officers in the senior administrative grade are entrusted with this assignment. The DRM is assisted by one or more Additional Railway Managers (ADRM)s also in senior administrative grade who are assisted by several branch officers.

The head of Commercial Branch is **Sr. Divisional Commercial Manager** (Sr.DCM) in JA Grade or Divisional Commercial Manager (DCM) in senior scale depending on size of the Division. He is assisted by one or more DCMs & Assistant Commercial Managers (ACMs) respectively. The Divisional primarily perform executive functions.

Sr.DCM is responsible for the efficient working of the stations, the goods sheds, the parcel offices, the booking & reservation offices in catering units, the ticket checking organisation etc. of the Division. He exercises disciplinary control over the staff and is incharge of their transfers, promotions, etc.,. It is his job to see that all the traffic booked from and received at the stations in the Division is properly accounted for, that cash is remitted daily to the cash office or the bank and that the Railways genuinely work as a public service organisation giving paramount importance to the convenience and comfort of the rail users.

1.12 **Passenger Traffic and Refund Rules:**

Possession of ticket / pass is essential for travelling in train.

Section 50 of the Railway Act, 1989, lies down that any person desirous of travelling on a Railway shall, upon payment of the fare, be supplied with a ticket showing the date of issue, class of carriage, the place from and the place to which it is issued and amount of fare.

Section 55 of the said Act prohibits travelling without ticket or pass and Section 53 prohibits transfer of a ticket issued in the name of a person, such as a reserved ticket to another person. Section 54 requires that every passenger has to show his ticket or pass on demand by a Railway servant during journey.

Therefore, a passenger has not only to buy a ticket or obtain a pass but also has to keep it with him in the course of the journey, otherwise he is liable to be treated as travelling without ticket and has to pay a penalty in terms of section 138 of the same Act of Course when on account of unavoidable circumstances, a passenger is unable to buy a ticket before commencing journey, he can save himself from payment of penalty if he obtains a certificate from the guard before commencement of the journey.

Reservation offices have been provided with computers and computerised railway ticket are issued there. These have reduced the waiting time and since many of them have been linked to each other, it has become possible to book the complete itinerary for outward and return journey, at the starting station itself. For example, a passenger desirous of travelling from New Delhi to Bangalore can get reservation ticket both for the outward journey and return journey at Delhi itself. If he wants to break journey enroute at a station say Bhopal, reservation ticket upto Bhopal and from Bhopal to Bangalore can be obtained at New Delhi station itself.

1.13 **Other kinds of tickets.**

Apart from the tickets mentioned above the following types of tickets are also used:

Blank Paper tickets – whenever printed card ticket for a particular station are not available the station master, the booking clerk can issue on a prescribed form a blank paper ticket by filling up the name of the originating and destination station, class of travel, fare, etc.

Child tickets – while children upto 5 years of age are allowed to travel free, children between 5 – 11 years of age are given 50% concession in fare and for them child tickets are issued.

Season tickets and vendors tickets: For commuters undertaking frequent journeys, monthly season tickets / quarterly season tickets are issued. For vendors bringing market produce from village to towns vendor concession season tickets are issued on which the free allowance for luggage is substantially higher, namely 60kg. These tickets are issued at highly concessional rates by the railways.

Circular Tour tickets: These special types of tickets are available for tourists and pilgrims to enable them to visit a number of places on a round tour finally terminating at the starting station. These are basically issued to encourage tourism. The passenger can either avail of the standard circular tour tickets drawn up by the Railway or can give his own itinerary and have a ticket issued for the same.

Soldiers Tickets are issued to military and police personnel in exchange of warrants for which separate rules are framed.

Return tickets are issued at 2 single journey fares.

Excess fare tickets: These are issued by the ticket checking staff when they detect a passenger travelling without a valid ticket or pass.

Platform tickets. These are issued at important stations only to enable persons to enter the platform for the purpose of receiving / seeing off passengers or other work. These have the hour of issue marked on them and are valid for a period of 2 hours from the time of issue.

1.14 **Indian Railways Conference Association – in Commercial Committee.**

To ensure proper co-ordination between different Zonal Railways, and other Railways such as Port Trust Railways and to have a uniform set of rules for booking / delivery etc. of traffic and for inter change of traffic

between different Railways, an Association known as Indian Railway Conference Association was set up. Its members include not only all the Zonal Railways but also Railways of the major Port Trusts. The traffic rules framed by the Association are also applicable to the Central Inland Water Transport Corporation although it is not a member of the I.R.C.A.

The Goods Tariff, the Coaching Tariff, the Red Tariff, the Military Tariff and the Alphabetical List of Railways Stations, details of which have been given under "Introduction" are issued by the IRCA.

IRCA has a number of committees one of which is the Commercial Committee. Chief Commercial Managers of Zonal Railways are the members of this committee.

The functions of this committee are :

- (1) To make recommendations on matters referred to it by the Railway Board.
- (2) To consider and recommend alterations or additions to the general classification goods.
- (3) To examine and make recommendations on proposals affecting rates and all matters tending towards uniformity and simplification of tariffs.
- (4) To consider and recommend alterations or additions to the General Rules in goods, coaching, Red and Military Tariff.
- (5) To act as an Arbitration Committee to determine the liability of Railway for any claim which one or more Railway may have against another Railway arising out of claims for compensation by the public.

The Commercial Committee is assisted by a sub committee of Rates officers of all the Zonal Railways.

So, The Commercial Department of Railways is most responsible for the sale of transportation provided by a Railway for creating and developing traffic and for establishing cordial relations with traveling and trading public.

Fixing of rates, fares and other charges and collection, accountal and remittance of traffic receipts, settlement of claims and provision of amenities for customers are also its functions.

1.15 **PRS Centres:**

The computerized Passenger Reservation System (PRS) which was introduced in the late eighties paved way for hassle free functioning mode in reservation center. This has tantamount effect in the passenger services, qualitative improvement and satisfaction of passengers which has boosted the image of Indian Railways. Transparency, accuracy convenience, scope for reduction of mistakes and repetition of work is the consequence of computerization and implementation of modern technology.

Further the system is strengthened through various supporting technology like **Internet booking, e-ticketing, IVRS, touch screens, SMS, POET, India Post**, introduction of **IUTS (UTS + PRS)** machines etc., Thus inconveniences are being radically eradicated.

Since the manpower requirement rests on the above said factors, the study is intended to bring a judicious assessment of work force and to have analysis on ground realities in relationship with the prevailing / latest yardstick. Certain suggestions are evolved out for improvement of the whole system.



CHAPTER – II**2.0 PRESENT SCENARIO**

2.1 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 reservation has also switched over to electronic mode duly replacing manual operation gradually. Thus manpower requirement is considerably reduced due to technological implementation. Based on the present trend and methodology adopted in PRS centre, an effort is taken to review the staff requirement of PRS centres over TVC division other than KTYM, QLN, TVC & NCJ.

2.2 Present staff position is given by Sr.DPO/TVC:

Sl. No	STATION	CRS				RS-II				ECRCs				Total			
		S	A	V	E	S	A	V	E	S	A	V	E	S	A	V	E
1	CAPE	0	0	0	0	2	1	1	0	0	1	0	1	2	2	1	1
2	KZT	0	0	0	0	2	2	0	0	0	0	0	0	2	2	0	0
3	TVC-P	1	1	0	0	0	0	0	0	3	3	0	0	4	4	0	0
4	VAK	0	0	0	0	1	1	0	0	1	0	1	0	2	1	1	0
5	KPY	0	0	0	0	1	1	0	0	1	1	0	0	2	2	0	0
6	KYJ	1	1	0	0	3	3	0	0	0	0	0	0	4	4	0	0
7	MVLK	0	0	0	0	1	2	0	1	1	1	0	0	2	3	0	1
8	CNGR	1	1	0	0	4	4	0	0	2	3	0	1	7	8	0	1
9	TRVL	1	1	0	0	2	2	0	0	1	1	0	0	4	4	0	0
10	CGY	0	0	0	0	2	2	0	0	0	0	0	0	2	2	0	0
11	PNMT	0	0	0	0	1	1	0	0	0	0	0	0	1	1	0	0
12	SRTL	0	0	0	0	2	2	0	0	0	0	0	0	2	2	0	0
13	HAD	0	0	0	0	0	0	0	0	1	1	0	0	1	1	0	0
14	ALLP	1	1	0	0	3	0	3	0	0	3	0	3	4	4	0	0
15	TRTR	1	0	1	0	1	2	0	1	0	0	0	0	2	2	0	0
16	ERS	9	9	0	0	13	9	4	0	3	5	0	2	25	23	2	0
17	IPL	0	0	0	0	1	1	0	0	0	0	0	0	1	1	0	0
18	CHTS	1	1	0	0	2	2	0	0	0	0	0	0	3	3	0	0
19	ERN	3	4	0	1	5	4	1	0	0	0	0	0	8	8	1	1
20	AWY	3	3	0	0	5	4	1	0	0	1	0	1	8	8	1	1
21	AFK	1	1	0	0	1	1	0	0	0	0	0	0	2	2	0	0
22	CKI	1	1	0	0	2	1	1	0	0	1	0	1	3	3	1	1
23	TCR	2	2	0	0	7	5	2	0	0	2	0	2	9	9	2	2
24	UK	1	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0
25	GUV	0	0	0	0	3	3	0	0	0	0	0	0	3	3	0	0
26	KCVL	1	1	0	0	2	2	0	0	0	0	0	0	3	3	0	0
27	KZK	0	0	0	0	1	0	1	0	0	0	0	0	1	0	1	0
Total		28	28	1	1	67	55	14	2	13	23	1	11	108	106	10	8

S – Sanction, A – Actual, V – Vacant and E – Excess.

The details of staff strength, commercial statistic and summary of transaction about PRS centres are placed one by one as follows.

2.3 **Staff strength and other details of PRS/CAPE:**

The PRS counter is functioning within the station premises. The sanctioned and actual staff strength at PRS/CAPE is as follows:

S.No.	Designation	Sanctioned	Actual
1.	CRS	0	0
2.	RS-II	2	1
3.	ECRC	0	1
Total		2	2

Commercial Statistics at PRS/CAPE:

For the year 2017 – 2018			
Year & Month	Forms	No of Passenger	Net Earning- Rs.
Apr-17	2548	5857	1907759
May-17	3065	7104	2482815
Jun-17	2747	6043	2298925
July-17	2809	6199	2268375
Aug-17	2755	6132	1957209
Sep-17	2980	6649	1754410
Oct-17	2950	6449	1981675
Nov-17	2700	5588	1950080
Dec-17	2841	6157	1761703
Jan-18	3703	8168	2368065
Feb-18	2602	5803	2023950
Mar-18	2900	6280	2300165
Total	34600	76429	25055131
For the year 2018-19 (upto Oct-2018)			
Apr - 18	2668	4985	Not provided
May – 18	2956	5185	
Jun – 18	2946	5108	
July – 18	2679	4677	
Aug – 18	2961	5657	
Sept – 18	3089	6364	
Oct - 18	2860	4585	
Total	20159	36561	

Summary of transaction at PRS/CAPE:

Year	Total forms	Total tickets	No of months
2017-18	34600	76429	12
2018-19 upto Oct-2018	20159	36561	7
Total	54759	112990	19

2.4 **Staff strength and other details of PRS/KZT:**

S.No.	Designation	Sanctioned	Actual
1.	CRS	0	0
2.	RS-II	2	2
3.	ECRC	0	0
Total		2	2

RG/LR staff is to be deputed from TVC.

Commercial Statistics at PRS/KZT:

Year & Month	Forms	Tickets	Passengers	Net in Rs.
Jan - 17	4916	5118	7405	2929410
Feb - 17	3494	3649	5502	2142980
Mar - 17	3888	4047	6523	2616500
Apr - 17	4225	4377	7172	2871545
May - 17	4051	5154	7744	3278760
Jun - 17	4133	4296	6042	2724660
July - 17	4205	4365	6974	2839992
Aug - 17	3929	4085	6228	2681835
Sep - 17	4525	4664	7458	3220850
Oct - 17	3946	4094	6316	2368570
Nov - 17	3733	3864	5554	2289210
Dec - 17	3844	4095	5709	2359735
Total	48889	51808	78627	32324047

Summary of transaction at PRS/KZT:

Year	Total forms	Total tickets	No of months
2017	48889	51808	12

2.5 Staff strength and other details of PRS/TVCP:

S.No.	Designation	Sanctioned	Actual
1.	CRS	1	1
2.	RS-II	3	0
3.	ECRC	0	2
Total		4	3

Commercial Statistics at PRS/TVCP:

From 2017 to Oct-2018

Year	Forms	Pass	Tickets	POS	Voucher	Current
Jan to Dec-2017	126026	198259	148538	3725	4675	1765
Jan to Jun-2018	58851	82265	55947	1815	1875	979
July to Oct-2018	34087	-	54412	-	-	-
Total	356839		401036			

Summary of transaction at PRS/TVCP:

Year	Total forms	Total tickets	No of months
2017	126026	148538	12
2018 upto Oct-2018	92938	110359	10
Total	218964	258897	22

2.6 Staff strength and other details of PRS/VAK:

S.No.	Designation	Sanctioned	Actual
1.	CRS	0	0
2.	RS-II	1	1
3.	ECRC	1	0
Total		2	1

Commercial Statistics at PRS/VAK:

<u>For the year – 2017</u>				
Jan - 17	4595	4834	7716	2701075
Feb - 17	3964	4059	6562	2297155
Mar - 17	4250	4507	7467	2567261
Apr - 17	4074	4421	7041	3001120
May - 17	4215	4506	7971	3300692

Jun - 17	3580	3639	5657	2705563
July - 17	4348	4447	7798	2862973
Aug - 17	3894	3908	5942	2537235
Sep - 17	4189	4345	7646	2998756
Oct - 17	3860	3935	5766	2295850
Nov - 17	3630	3720	6150	2341085
Dec - 17	3569	3692	6317	2311435
Total	48168	50013	82033	31920200
For the year – 2018				
Jan - 18	4013	4133	7157	3060435
Feb - 18	3623	3773	6588	2713980
Mar - 17	4354	4378	8823	3216225
Apr - 18	4113	4316	8161	3269710
May - 18	3684	3793	7307	2873285
Jun – 18	3855	0	7002	0
July – 18	4228	0	7665	0
Aug – 18	4237	0	7162	0
Sept – 18	4642	0	8900	0
Oct - 18	4417	0	7919	0
Total	41166	20393	76684	15133635

Summary of transaction at PRS/VAK:

Year	Total forms	Total tickets	No of months
2017	48168	50013	12
2018 upto Oct-2018	41166	20393	10
Total	89334	70406	22

2.7 Staff strength and other details of PRS/KPY:

S.No.	Designation	Sanctioned	Actual
1.	CRS	0	0
2.	RS-II	1	1
3.	ECRC	1	1
Total		2	2

Commercial Statistics at PRS/KPY:

Year & Month	Forms	Tickets
Jan – 18	3942	6619
Feb – 18	3163	5299
Mar – 18	3655	6519
Apr – 18	4081	7814
May – 18	3937	7336
Jun – 18	3456	5946
July – 18	3342	5948
Aug – 18	3713	5861
Sept – 18	3975	7076
Oct – 18	3774	6611
Total	37038	65029

Summary of transaction at PRS/KPY:

Year	Total forms	Total tickets	No of months
2018	37038	65029	10

2.8 Staff strength and other details of PRS/KYJ:

S.No.	Designation	Sanctioned	Actual
1.	CRS	1	1
2.	RS-II	3	3
3.	ECRC	0	0
Total		4	4

RG/LR staff is to be deputed to KPY & HAD.

Commercial Statistics at PRS/KYJ:

Year	Forms	Tickets	Passengers	Net in Rs.
2017	75464	78427	117020	3928200
2018 upto May	29882	30597	47675	0
Jun to Oct-2018	29750	46263	0	0
Total	135096	155287	164695	3928200

Summary of transaction at PRS/KPY:

Year	Total forms	Total tickets	No of months
2017	75464	78427	12
2018 <u>upto Oct-2018</u>	59632	76860	10

2.9 Staff strength and other details of PRS/MVLK:

S.No.	Designation	Sanctioned	Actual
1.	CRS	0	0
2.	RS-II	1	2
3.	ECRC	1	1
Total		2	3

Commercial Statistics at PRS/MVLK:

Year & Month	Forms	Tickets
Jan – 18	3344	5155
Feb – 18	2844	4281
Mar – 18	3076	4693
Apr – 18	3270	5279
May – 18	3547	5793
Jun – 18	3328	5243
July – 18	2970	5010
Aug – 18	3313	4659
Sept – 18	3329	5242
Oct – 18	3347	5383
Total	32368	50738

Summary of transaction at PRS/MVLK:

Year	Total forms	Total tickets	No of months
2018	32368	50738	10

2.10 Staff strength and other details of PRS/CNGR:

S.No.	Designation	Sanctioned	Actual
1.	CRS	1	1
2.	RS-II	4	4
3.	ECRC	2	3
Total		7	8

Commercial Statistics at PRS/CNGR:

Year & Month	Forms	Tickets	Passengers	Net in Rs.
For the year 2017				
Jan-17	9565	10033	13872	
Feb-17	6703	6987	9263	
Mar-17	7187	7572	11325	
Apr-17	7725	8316	11957	
May-17	7802	8257	12348	
Jun-17	6857	7186	10526	
July-17	7308	7541	11022	
Aug-17	7373	7649	10610	
Sep-17	7908	8119	11315	
Oct-17	7200	7705	10533	
Nov-17	7240	7570	10264	
Dec-17	8685	8976	13218	
Total	91553	95911	136253	
For the year Jan to Oct-2018				
Jan-18	9403	9477	13501	
Feb-18	6439	6634	9372	
Mar-18	7165	7309	10390	
Apr-18	7579	7721	11517	
May-18	7401	7544	11082	
Jun – 18	7100	11053	0	
July – 18	6803	10936	0	
Aug – 18	5051	7586	0	
Sept – 18	7398	11075	0	
Oct – 18	6943	10335	0	
Total	71282	89670	55862	

Summary of transaction at PRS/CNGR:

Year	Total forms	Total tickets	No of months
2017	91553	95911	12
2018-19 upto Oct-2018	71282	89670	10
Total	162835	185581	22

2.11 Staff strength and other details of PRS/TRVL:

S.No.	Designation	Sanctioned	Actual
1.	CRS	1	1
2.	RS-II	2	2
3.	ECRC	1	1
Total		4	4

Commercial Statistics at PRS/TRVL:

Year & Month	Forms	Tickets	Net in Rs.
Jan-17	8005	8766	5674185
Feb-17	6632	3902	5138696
Mar-17	7049	7347	5139155
Apr-17	7578	7915	6451270
May-17	8079	8409	6551780
Jun-17	7696	8096	5895780
July-17	7210	7544	5203820
Aug-17	8524	8999	4378535
Sep-17	6636	6878	4609520
Oct-17	6685	6916	4829355
Nov-17	6739	7010	4648840
Dec-17	6444	6705	4664385
Total	87277	88487	63185321
For Jan to Oct-2018			
Jan-18	7596	7927	5553798
Feb-18	6282	6587	4689870
Mar-18	6669	6993	4634610
Apr-18	7587	7991	5800205
May-18	6713	7000	5020030
Jun-18	6854	7180	5766274
July – 18	7021	10050	0
Aug- 18	6625	8709	0
Sept – 18	6209	9405	0
Oct – 18	6165	9250	0
Total	41701	43678	31464787

Commercial trend at PRS/TRVL:

Year	Total forms	Total tickets	No of months
2017	87277	88487	12
2018 upto Oct-2018	41701	43678	10
Total	128978	132165	22

2.12 Staff strength and other details of PRS/CGY:

S.No.	Designation	Sanctioned	Actual
1.	CRS	0	0
2.	RS-II	2	2
3.	ECRC	0	0
Total		2	2

Commercial Statistics at PRS/CGY:

Year & Month	Forms	Tickets
Jan-18	5323	8122
Feb-18	4561	6730
Mar-18	4902	7408
Apr-18	5177	8293
May-18	5060	7986
Jun – 18	4946	7753
July – 18	4569	7623
Aug – 18	5235	7405
Sept – 18	4934	7668
Oct – 18	4224	7423
Total	48931	76411

Summary of transaction at PRS/CGY:

Year	Total forms	Total tickets	No of months
2018	48931	76411	10

2.13 Staff strength and other details of PRS/PNMT:

S.No.	Designation	Sanctioned	Actual
1.	CRS	0	0
2.	RS-II	1	1
3.	ECRC	0	0
Total		1	1

Commercial Statistics at PRS/PNMT:

Year & Month	Forms	Tickets
Jan-18	2183	3253
Feb-18	1760	2637
Mar-18	1884	2801
Apr-18	1732	2651
May-18	1963	2916
Jun – 18	1827	2651
July -18	1776	2802
Aug – 18	1798	2442
Sept – 18	1779	2646
Oct – 18	1883	2793
Total	18585	27592

Summary of transaction at PRS/PNMT:

Year	Total forms	Total tickets	No of months
2018	18585	27592	10

2.14 Staff strength and other details of PRS/STRL:

S.No.	Designation	Sanctioned	Actual
1.	CRS	0	0
2.	RS-II	2	2
3.	ECRC	0	0
Total		2	2

Commercial Statistics at PRS/SRTL:

Year & Month	Forms	Tickets
Jan-18	3665	6307
Feb-18	3149	5563
Mar-18	3201	5383
Apr-18	3545	6078
May-18	3591	6414
Jun – 18	3190	5429
July -18	3438	6081
Aug – 18	3456	5307
Sept – 18	3567	6165
Oct – 18	3384	5671
Total	34186	58398

Summary of transaction at PRS/SRTL:

Year	Total forms	Total tickets	No of months
2018	34186	58388	10

2.15 Staff strength and other details of PRS/HAD:

S.No.	Designation	Sanctioned	Actual
1.	CRS	0	0
2.	RS-II	0	0
3.	ECRC	1	1
Total		1	1

Commercial Statistics at PRS/HAD:

Year & Month	Forms	Tickets
Jan-18	1903	2975
Feb-18	1682	2625
Mar-18	1762	2906
Apr-18	2005	3444
May-18	2080	3702
Jun - 18	1950	3222
July -18	1839	3322
Aug - 18	1965	2817
Sept - 18	2014	3394
Oct - 18	1853	3087
Total	19053	31494

Summary of transaction at PRS/HAD:

Year	Total forms	Total tickets	No of months
2018	19053	31494	10

2.16 Staff strength and other details of PRS/ALLP:

S.No.	Designation	Sanctioned	Actual
1.	CRS	1	1
2.	RS-II	3	0
3.	ECRC	0	3
Total		4	4

Commercial Statistics at PRS/ALLP:

Year & Month	Forms	Tickets	Passengers	Net in Rs.
For the year – 2017				
Jan-17	6602	7265	11792	4331865
Feb-17	5675	9194	10532	3717270
Mar-17	6108	6778	11554	4077870
Apr-17	5854	6520	10441	3608685
May-17	6654	7365	11997	4130305
Jun-17	5694	6168	10013	3723740
July-17	6048	6633	10995	3664885
Aug-17	5950	6614	10253	3187929
Sep-17	5970	6468	10576	3784900
Oct-17	5630	6253	10070	3265975
Nov-17	5755	6424	10271	3426695
Dec-17	5891	6425	10140	3409100
Total	71831	82107	128634	44329219
For the year 2018 upto Oct-2018				
Jan-18	6475	7137	12128	4166905
Feb-18	5576	6223	10198	3643755
Mar-18	5945	6536	11023	4077015
Apr-18	6135	6724	11109	3701105
May-18	5913	6506	11049	4017530
Jun -18	5809	9247	0	0
July- 18	5859	9829	0	0
Aug- 18	6077	8850	0	0
Sept.- 18	6161	10481	0	0
Oct -18	6186	10802	0	0
Total	60136	82335	184141	63935529

Commercial trend at PRS/ALLP:

Year	Total forms	Total tickets	No of months
2017	71831	82107	12
2018 upto Oct-2018	60136	82335	10
Total	131967	164442	22

2.17 Staff strength and other details of PRS/TRTR:

S.No.	Designation	Sanctioned	Actual
1.	CRS	1	0
2.	RS-II	1	2
3.	ECRC	0	0
Total		2	2

Commercial Statistics at PRS/TRTR:

Year & Month	Forms	Tickets
Jan-18	4500	7215
Feb-18	3851	6452
Mar-18	4395	7101
Apr-18	4421	7514
May-18	4168	6898
Jun -18	3857	6328
July- 18	3978	6498
Aug- 18	4153	5806
Sept.- 18	4004	6627
Oct -18	3997	6552
Total	41324	66991

Commercial trend at PRS/TRTR:

Year	Total forms	Total tickets	No of months
2018	41324	66991	10

2.18 Staff strength and other details of PRS/ERS:

S.No.	Designation	Sanctioned	Actual
1.	CRS	9	9
2.	RS-II	13	9
3.	ECRC	3	5
Total		25	23

Commercial Statistics at PRS/ERS:

Forms in Various places				Total Forms	Total Pass
High court	East Entry	Current Reservation	ERS Main Entry		
For the year Mar-2017 to Feb-2018:					
2416	3827	5877	20178	32298	53858

1928	3424	5324	19098	29774	53401
2435	4259	5560	18556	30810	55322
1928	4885	6018	15447	28278	49109
2552	3369	4379	5788	16972	29691
2450	4850	6128	17103	30531	54457
2120	4745	5858	14306	27089	50616
2415	4618	6175	15810	29018	51031
2591	4063	6049	15888	28591	50806
2013	4822	5602	14915	27352	47261
2440	4619	5393	18184	30636	55803
2103	4310	4949	16111	27473	48817
27391	51791	67312	191384	338822	600172
For the year Mar-2018 to Oct – 2018					
2402	4534	5580	15935	28451	49033
1746	4210	4776	15805	26537	47853
1988	4391	4580	15011	25970	48224
1717	4640	4341	14020	24718	46944
1618	4288	3898	13902	23706	41578
				26956	
				25932	
				27263	
9471	22063	23175	74673	209533	338915

Commercial trend at PRS/ERS:

Year	Total forms	Total tickets	No of months
2017-18	338822	-	12
2018 upto Oct-2018	209533	-	8
Total	548355	-	20

2.19 Staff strength and other details of PRS/IPL:

S.No.	Designation	Sanctioned	Actual
1.	CRS	0	0
2.	RS-II	0	0
3.	ECRC	1	1
Total		1	1

Commercial Statistics at PRS/IPL:

Year & Month	Forms	Tickets
Jan-18	3245	6085
Feb-18	3183	6077
Mar-18	3273	6343

Apr-18	3239	6253
May-18	3884	7549
Jun -18	3313	6342
July- 18	3154	6262
Aug- 18	3355	5795
Sept.- 18	3010	5808
Oct -18	3197	5854
Total	32853	62368

Summary of transaction at PRS/IPL:

Year	Total forms	Total tickets	No of months
2018	32853	62368	10

2.20 Staff strength and other details of PRS/CHTS:

S.No.	Designation	Sanctioned	Actual
1.	CRS	1	1
2.	RS-II	2	2
3.	ECRC	0	0
Total		3	3

Commercial Statistics at PRS/CHTS:

Year & Month	Forms	Tickets
Jan-18	4939	7299
Feb-18	4386	6339
Mar-18	4586	6348
Apr-18	4955	6315
May-18	5009	6307
Jun – 18	4182	5435
July -18	3743	5234
Aug – 18	4324	4908
Sept – 18	4277	5769
Oct – 18	5135	6124
Total	45536	60078

Summary of transaction at PRS/CHTS:

Year	Total forms	Total tickets	No of months
2018	45536	60078	10

2.21 Staff strength and other details of PRS/ERN:

S.No.	Designation	Sanctioned	Actual
1.	CRS	3	4
2.	RS-II	5	4
3.	ECRC	0	0
Total		8	8

Commercial Statistics at PRS/ERN:

Year & Month	Forms	Tickets	Passengers	Net in Rs.
For the year-2017				
Jan-17	16273	15988	23667	9731820
Feb-17	15143	16067	22312	9267355
Mar-17	15366	16437	23362	9064450
Apr-17	13762	16163	20849	8085705
May-17	15105	17569	23715	1027135
Jun-17	14060	16465	20698	8629330
July-17	14143	15549	21407	8104212
Aug-17	15251	15926	21367	7836935
Sep-17	14406	15049	21096	8351065
Oct-17	14200	14779	21276	8717759
Nov-17	14355	14939	20192	7696959
Dec-17	13134	14413	19520	8294985
Total	175198	189344	259461	94807710
For the year-2018				
Jan-18	14454	15169	21267	9162845
Feb-18	13199	14025	19842	8455770
Mar-18	13737	14638	20756	8336250
Apr-18	13100	13973	19514	1109131
May-18	14036	15405	19702	8078130
Jun -18	12839	18641	0	0
July- 18	12696	18578	0	0
Aug- 18	14435	18867	0	0
Sept.- 18	13152	19251	0	0
Oct -18	13437	19758	0	0
Total	135085	168305	101081	35142126

Summary of transaction at PRS/ERN:

Year	Total forms	Total tickets	No of months
2017	175196	189344	12
2018 upto Oct-2018	135085	168305	10
Total	310281	357649	22

2.22 Staff strength and other details of PRS/AWY:

S.No.	Designation	Sanctioned	Actual
1.	CRS	3	3
2.	RS-II	5	4
3.	ECRC	0	1
Total		8	8

Commercial Statistics at PRS/AWY:

Year & Month	Forms	Tickets	Passengers
Jan to Dec-2017	179910	182610	327086
Jan to May-2018	64432	66481	120012
Jun to Oct - 2018	58234	93254	-

Summary of transaction at PRS/AWY:

Year	Total forms	Total tickets	No of months
2017	179910	182660	12
2018 upto Oct-2018	122666	159735	10
Total	302576	342395	22

2.23 Staff strength and other details of PRS/AFK:

S.No.	Designation	Sanctioned	Actual
1.	CRS	1	1
2.	RS-II	1	1
3.	ECRC	0	0
Total		2	2

Commercial Statistics at PRS/AFK:

Year & Month	Forms	Tickets	Passengers
For the year-2017			
Jan-17	5130	5151	8384

Feb-17	4542	4852	8825
Mar-17	5234	5244	9385
Apr-17	4566	4798	7954
May-17	4975	5184	9062
Jun-17	4203	4464	7519
July-17	4308	4338	7090
Aug-17	4675	4859	7792
Sep-17	4350	4414	7522
Oct-17	4410	4495	7372
Nov-17	4292	4450	7302
Dec-17	3848	3952	6393
Total	54533	56201	94600
For the year 2018			
Jan-18	4526	4714	8237
Feb-18	4312	4459	7727
Mar-18	4312	4478	7585
Apr-18	4182	4429	6881
May-18	4579	4744	7849
Jun-18	4008	4134	6957
JULY 18	4169	0	7242
AUG 18	3785	0	6202
SEP 18	4111	0	7222
OCT 18	4318	0	7262
Total	42302	26958	73164

Commercial trend at PRS/AFK:

Year	Total forms	Total tickets	No of months
2018	54533	56201	12
2018-19 upto Oct-2018	42302	26958	10
Total	96835	83159	22

2.24 Staff strength and other details of PRS/CKI:

S.No.	Designation	Sanctioned	Actual
1.	CRS	1	1
2.	RS-II	2	1
3.	ECRC	0	1
Total		3	3

Commercial Statistics at PRS/CKI:

Year & Month	Forms	Tickets	Passengers
For the year-2017			
Jan-17	4595	4804	7787
Feb-17	4151	4280	7161
Mar-17	4690	4832	8354
Apr-17	4152	4311	6841
May-17	4564	4831	8282
Jun-17	4383	4599	7739
July-17	3992	4167	7284
Aug-17	4029	4226	7016
Sep-17	4111	4274	6796
Oct-17	4131	4295	6967
Nov-17	3984	4117	7164
Dec-17	3953	4019	6439
Total	50735	52755	87830
For the year – 2018 upto Oct-2018			
Jan-18	4133	4260	7290
Feb-18	4184	4303	7851
Mar-18	4150	4382	7646
Apr-18	4118	4272	7485
May-18	4233	4376	7463
Jun-18	4147	4271	7776
July 18	4012	0	7202
Aug 18	3646	0	5730
Sept. 18	3722	0	6721
Oct 18	4149	0	7385
Total	40494	25864	72549

Summary of transaction at PRS/CKI:

Year	Total forms	Total tickets	No of months
2018	50735	52755	12
2018-19 upto Oct-2018	40494	25864	10
Total	91229	78619	20

2.25 Staff strength and other details of PRS/TCR:

S.No.	Designation	Sanctioned	Actual
1.	CRS	2	2
2.	RS-II	7	5
3.	ECRC	0	2
Total		9	9

Commercial Statistics at PRS/TCR:

For the year 2017-18

Year & Month	Forms	Tickets	Passengers
Apr-17	17248	17756	30812
May-17	18521	18869	35660
Jun-17	16772	17481	31617
July-17	17418	18094	32521
Aug-17	17995	18521	30362
Sep-17	16610	16999	27365
Oct-17	16423	16869	27015
Nov-17	16087	16498	25667
Dec-17	15026	15824	24315
Jan-18	16887	17342	27173
Feb-18	15710	16041	25544
Mar-18	16274	16526	25142
Total	200971	206820	343193
For the year – 2018 upto Oct-2018			
Apr-18	15389	24450	Not provided
May-18	15456	24992	
Jun-18	15968	27423	
July-18	15619	26729	
Aug-18	15179	24211	
Sep-18	15313	25008	
Oct-18	15994	27074	
Total	108918	179887	

Summary of transaction at PRS/TCR:

Year	Total forms	Total tickets	No of months
2017-18	200971	206820	12
2018-19 upto Oct-2018	108918	179867	7
Total	309889	386687	19

2.26 Staff strength and other details of PRS/IJK:

S.No.	Designation	Sanctioned	Actual
1.	CRS	1	1
2.	RS-II	0	0
3.	ECRC	0	0
Total		1	1

Commercial Statistics at PRS/IJK:

Year & Month	Forms	Tickets
Jan-18	3245	6085
Feb-18	3183	6077
Mar-18	3273	6343
Apr-18	3239	6253
May-18	3884	7549
Jun - 18	3313	6342
July -18	3154	6262
Aug – 18	3355	5995
Sept - 18	3010	5808
Oct - 18	3197	5854
Total	32853	62568

Summary of transaction at PRS/IJK:

Year	Total forms	Total tickets	No of months
2018	32853	62568	10

2.27 Staff strength and other details of PRS/GUV:

S.No.	Designation	Sanctioned	Actual
1.	CRS	0	0
2.	RS-II	3	3
3.	ECRC	0	0
Total		3	3

Commercial Statistics at PRS/GUV:

Year & Month	Forms	Tickets	Passengers	Net in Rs.
For the year-2017				

Jan-17	5617	5807	9819	4125736
Feb-17	4816	4950	8810	4055830
Mar-17	5282	5409	9793	4085351
Apr-17	4747	4972	9140	4048903
May-17	5025	5147	9142	4308144
Jun-17	5040	5321	8914	3978013
July-17	4940	4994	8934	3678132
Aug-17	4528	4923	9325	3333505
Sep-17	4432	4725	8375	3617020
Oct-17	4801	4863	8604	3006930
Nov-17	4452	4596	7299	3084569
Dec-17	4450	4600	7675	3220950
Total	58130	60307	105830	44543083
For the year-2018 upto Oct-2018				
Jan-18	4842	5082	8629	3262965
Feb-18	4640	4792	9526	3155486
Mar-18	4875	5036	8975	3750915
Apr-18	4667	4831	8210	3657725
May-18	4615	4764	8913	3295966
Jun-18	4363	4545	7904	3039690
July-18	4362	0	8012	0
Aug-18	4486	0	7305	0
Sep-18	4324	0	7768	0
Oct-18	4530	0	8191	0
Total	45704	29050	52157	20162747

Commercial trend at PRS/GUV:

Year	Total forms	Total tickets	No of months
2017	55130	60302	12
2018-19 upto Oct-2018	45704	29050	10
Total	100834	89352	22

2.28 COMMERCIAL STATISTICS @ PRS – KCVL

Month & Year	Forms	Tickets	Passengers booked
2017-18			
Apr	3777	4087	6614

May	3882	4272	6918
Jun	3037	3346	4821
July	3056	3388	5395
Aug	3289	3593	5544
Sept	3220	3475	5416
Oct	3150	3397	5123
Nov	3042	3355	5200
Dec	2985	3303	4998
Jan	3238	3515	5646
Feb	2739	2955	4382
Mar	3212	3522	5636
TOTAL	38627	42208	65693
2018-19 Upto (Oct – 2018)			
Apr	3916		6413
May	3566		5750
Jun	3253		5000
July	3385		5004
Aug	3493		4822
Sep	3880		6071
Oct	3962		5805
Total	25455		38865

Summary of transaction @ PRS / KCVL

Year	Total forms	Total tickets	No of months
2017-18	38627	42208	12
2018-19 upto Oct-2018	25455	38865	7
TOTAL	64082	81073	19

2.29 Staff strength and other details of PRS/IJK:

S.No.	Designation	Sanctioned	Actual
1.	CRS	1	1
2.	RS-II	0	0
3.	ECRC	0	0
Total		1	1

Commercial Statistics at PRS/IJK:

Year & Month	Forms	Tickets
Jan-18	3245	6085
Feb-18	3183	6077
Mar-18	3273	6343
Apr-18	3239	6253

May-18	3884	7549
Jun - 18	3313	6342
July -18	3154	6262
Aug – 18	3355	5795
Sept - 18	3010	5808
Oct - 18	3197	5854
Total	32853	62368

Commercial trend at PRS/IJK:

Year	Total forms	Total tickets	No of months
2018	32853	62568	10

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 railway reservation is a boon for ECRC, as well as for passengers and the introduction of internet and e-ticketing has since made in roads and tedious procedures like approaching reservation counters, standing in queue, carrying cash, waiting for transaction have all shrunk to a major extent.
- 3.2 The computerized Reservation System (PRS) which was introduced in the late eighties paved way to hassle free functioning mode in reservation centre. This has tantamount effect in the passenger services, qualitative improvements and satisfaction of passengers which has boosted the image of Railways. Transparency, accuracy, convenience, scope for reduction of mistakes and repetition of work is the consequence of computerization and implementation of modern technology.
- 3.3 Further, the computerized Passenger Reservation System (PRS) is being strengthened through various supporting technological developed systems like internet booking, e-ticketing, i-ticketing, IVRS, SMS replies to all passenger queries regarding reservation availability of accommodation, Passenger Operated Enquiry Terminals (POET), Touch screen, India post, Non-Rail Head premises through satellite and introduction of Integrated Unreserved Ticketing system otherwise called IUTS (UTS-cum-PRS) have synchronized the concept of computerized reservation to wider level with inter connectivity. Hence the staff requirement is arrived based on yardstick and need base wherever necessary. The SAVE statement is placed in **Annexure-I.**

The work study team has critically analyzed carefully the above subject one by one based on the **Railway Board circular No. 23 of 2011 dated 01.06.2011. The daily average numbers of transactions per shift per counter are to be 180 or more for PRS centres, copy of the circular is enclosed as Annexure-II.**

But the study team is considering and allowing **140 transactions per shift** due to other activities such as dealing with enquiry, military warrants, refunds, detection of fake currency if doubt arises etc.

3.4 General information and functions of PRS centres.

3.4.1 The Cadre :-

As per 7TH PC the Enquiry - Cum - Reservation Clerks (ECRC) are recruited in GP Rs.2800/- in level - 5 through direct recruitment from graduates as well as through promotions from Booking clerks / Trains clerk / Train Examiner etc. Enquiry and Reservation Supervisor (E&RS) in GP Rs.4200/- in level - 6. The apex grade is CRS/CS(E&R) GP Rs.4600/- in level - 7.

3.4.2 Duties of Chief Supervisor (Enquiry & Reservation)

- ✓ General supervision and overall maintenance of PRS
- ✓ Checking up of muster rolls/attendance registers
- ✓ Preparation and maintenance of duty rosters
- ✓ Checking of vouchers and tallying
- ✓ Checking of daily cash previous day and tallying of accounts
- ✓ Ensuring timely operation of counters
- ✓ Printing of daily accounts statements
- ✓ Checking and maintenance of Refunds on previous day (ROPD)
- ✓ Checking of non-issued tickets, modifications
- ✓ Checking of tatkal booking
- ✓ Printing of charts for originating/en-route trains
- ✓ Attending general enquiries and maintaining public complaints books

- ✓ Checking and tallying of periodical reports
- ✓ Procuring ticket stocks, stationeries, application forms etc.,
- ✓ Maintaining full roll, part roll, ticket registers
- ✓ Maintaining Standing Order Book (SOB)
- ✓ Maintaining personal cash declaration registers
- ✓ Issuing of bulk booking permission, special cancellations, boarding point permission and corrections.
- ✓ Dealing / reply to HQ and attending meetings
- ✓ Maintaining manual ABR (Advance Booking Refunds)
- ✓ Deputing staff to other areas / additional counters
- ✓ Provision of statistics
- ✓ Ensuring counter terminals, POET, Touch screen M/C functions.
- ✓ In addition to attend counter duties also during peak hours/emergency.

3.4.3 **Duties of RS-II(E&RS) & ECRCs :**

- ✓ Preparing and complementary work
- ✓ Checking of the main profile for new trains, change in profile of existing trains.
- ✓ Checking the ear marking of various quotas, general, tatkal, HQ, ladies, Senior citizen, handicapped, changes, addition / deletion of stoppage / coaches etc.
- ✓ Going through SOB, Reservation / refund rules, instructions.
- ✓ During the process of reservation, application forms, scrutinizing the application for filling, signing and checking the availability of train data, class, quota and informing passengers about the alternate availabilities.
- ✓ Correction wherever needed be done through passenger
- ✓ Checking the corrections / error / rectifications
- ✓ Feeding data to the server through terminal

- ✓ Collection of cash, checking of printed tickets and issuing the tickets
- ✓ Process of cancellation, verification of partial / full realization of cancellation charges, receipts of cancellation tickets, printing of proper tickets.

3.5 Roster/working hours:

In PRS Centres

- ✓ Generally the roster timing is 07.00 to 15.00 hours for first shift and 13.00 to 21.00 hours for 2nd shift.

ECRC counter working timing is

08.00 to 14.00 hours - I – shift and

14.00 to 20.00 hours – II - shift - For week days

In Sundays, only one Morning shift (08.00 to 14.00 hours) alone is working. The general roster is 09.00 to 17.00 hours for general supervising.

- ✓ Normally 15 minutes break is exhibited in all counters as breakfast time between 09.30 to 09.45 hours and 09.45 to 10.00 hours in alternate counters. Most of the PRS centres, the counters are closed between 14.00 to 14.15 hours during duty shift changes.
- ✓ “ Tatkal Reservations ” are being made from 10.00 hours onwards for AC classes and 11.00 hours onwards for Sleeper class.
- ✓ Currency counting machine and Fake currency detector is available.
- ✓ POET and Touch Screen Machines were available.
- ✓ Daily cash collected is handed over to CBS for Bank Remittance. Nowadays the bank staff to come and collect the cash directly from some nominated PRS centres.
- ✓ En-route Boarding Chart is prepared and printed for both Up/Down trains.

3.6 Activities of PRS centres:

Generally, there are two types of activities being performed in PRS centres viz. counter activities and Non-counter activities or other wise called as Back Up duties.

3.6.1 Counter activities

Enquiry, Ticket reservation / cancellation, Tatkal booking, Refund and Current Booking are termed as counter activities.

3.6.2 Non-Counter activities

The following are the non-counter activities or back up duties performed.

A) Overall Supervisor

CRS will be the General supervising and overall incharge and co-ordination with other allied activities, roster for PRS centre and attending all the correspondence with regard to ECRCs, Complaints, Vigilance, Consumer Court Cases, attending meeting with officers, OLIC, etc.

B) Cash handling

On closure of daily accounts, CRS will collect the cash from all the counters after each shift and handing over to the Chief Booking Supervisor (CBS) daily for onward transfer to Bank. Nowadays bank staff to come and collect the cash from some nominated PRS centres.

C) Accounts

Checking of accounts tallying the same with cash remittance counter-wise / shift-wise, checking of ROPD, NI, Manual ABR, concession voucher, preparing of SN2, balance sheet, outstanding list, etc.

D) Shift Supervising

Permission for bulk booking, passenger name change, and time barred refunds, VIP booking, ticket lost, special cancellation, full rolls / part rolls checking, supplying ticket rolls for counters as and when required, recovery particulars from console, sending EQ requests from VIPs and attending Railway phone, etc.

E) Stores / Pass / Misc.

Procurement and maintenance of hardware, stationery maintenance of old records, maintenance of tools and plants, etc. And also maintenance staff welfare, Pass and PTO for ECRCs.

F) Charting

The chart printing is done by the Printer inter-connected with the reservation system of IR by feeding various data. Preparing and printing of enroute trains chart for boarding.

3.7 Cash Remittance System:

Evening shift cashier collects cash individually from ECRCs of 1st batch at about 14.00 hours and from second shift at about 20.00 hours. The same is kept in safe custody. Machine for currency counting and fake notes detection is available. Cash collected on previous day is being remitted on the next day between 11.00 hours and 12.00 hours duly hiring a vehicle along with CBSR and one RPF as escort. Two cashiers senior most (RS-II) are deployed for collection and remittance of cash in SBI.

3.8 Management of Tatkal Scheme and General booking of tickets:-

Due to the change in concept of tatkal scheme, the PRS centres has made an arrangement for AC class tatkal booking at 10.00 hours and 11.00 hours for Sleeper classes.

The passenger who is seeking for AC class reservation have been allotted with queue numbers from 09.30 hrs and for the other class the passengers has to be allotted with queue numbering at 10.30 hrs. The numbering is being allotted to them by the Supervisor Half an hour before the opening of the tatkal reservations.

Meanwhile general booking is allowed between 08.00 hours and 10.00 hours in a separate queue. After 12.00 hours all counters are involved in normal booking. Some major/important station having facilities for special counters like bulk booking, Sr.citizens, physically challenged passengers are allowed between 08.00 hours and 20.00 hours.

3.9 Current Reservation System:

After preparation of final charting by the charting section if any reservations available for the particular trains, the current reservation counter is making reservation for the remaining available vacant berths. This is being done 4 hours before the departure of the trains.

Apart from the reservation activities, the above activities are also being done at PRS centres as non-counter activities. The study team has allowed man power for these activities as well as applied yardstick while calculating requirement of man power for PRS centres.

Hence the study team is considered the above and wherever necessary the requirement of staff are allowed on need base also. The present SAVE statement of PRS centrs over TVC division(other than KTYM, QLN, TVC & NCJ) is placed in Annexure-I.

The requirement of manpower calculation is based on the above yardstick and applied for PRS centres over TVC division(other than KTYM, QLN, TVC & NCJ) and critically analysed in brief as below:

3.10 Manpower planning of PRS over TVC division:

3.10.1 The requirement of manpower calculation is based on the number of forms dealt per day for both morning and evening shifts including current reservation. Hence, the study is taken the average number of forms/day.

The details are given by PRS centres over TVC division and described one by one in table-1 and table-2 as below.

Table-1:

Sl.No	PRS Centre	Total No of forms	Number of months	Monthly Average forms	Daily Average forms
1	CAPE	54759	19	2882	96
2	KZT	48889	12	4074	136
3	TVCP	218964	22	9953	332
4	VAK	89334	22	4061	135
5	KPY	37038	10	3704	124
6	KYJ	135096	22	6141	205
7	MVLK	32368	10	3237	108
8	CNGR	162835	22	7402	247
9	TRVL	128978	22	5863	195
10	CGY	48931	10	4893	163
11	PNMT	18585	10	1859	70
12	SRTL	34186	10	3419	114
13	HAD	19053	10	1905	64
14	ALLP	113582	22	5163	172
15	ERS	548355	20	27418	918
16	IPL	32853	10	3285	110
17	CHTS	45536	10	4554	152
18	ERN	310281	22	14104	470
19	AWY	302576	22	13753	458
20	AFK	96835	22	4402	147

21	CKI	91229	22	4147	138
22	TCR	309889	19	16310	544
23	IJK	32853	10	3285	110
24	GUV	100834	22	4583	153
25	KCVL	64082	19	3373	112

Table-2:

Sl. No	PRS Centres	Daily Avg forms	No of shift required as per yardstick (140 forms)	No of staff reqd.	RG	LR	Total staff
1	CAPE	96	0.68	2	Deputed from NCJ		2
2	KZT	136	0.97	2	Deputed from TVC		2
3	TVCP	332	2.37	2	1	1	8
4	KCVL	112	0.80	2			
5	VAK	135	0.97	2			
6	KPY	124	0.88	2	1.3	1.6	11
7	KYJ	205	1.46	2			
8	SRTL	114	0.81	1			
9	HAD	64	0.45	1			
10	ALLP	172	1.22	2	1.3	1.6	11
11	MVLK	108	0.77	1			
12	CNGR	247	1.76	2			
13	TRVL	195	1.39	2			
14	CGY	163	1.16	2			
15	PNMT	70	0.50	1	2.2	2.5	18
16	ERS	918	6.55	7			
17	IPL	110	0.78	1			
18	CHTS	152	1.08	1			
19	ERN	470	3.35	4	1.3	1.6	11
20	AWY	458	3.27	4			
21	AFK	147	1.05	2			

22	CKI	138	0.98	2			
23	TCR	544	3.88	4	1.17	1.4	10
24	IJK	110	0.78	1			
25	GUV	153	1.09	2			
			Sub total	54	8.27	9.7	73
Back office works like Charting, EDR, etc. as need base							10
Net total for above PRS stations							83

3.10.2 From the above two tables, the work study team has critically analysed the requirement of manpower on the basis of the following factors.

- ✓ The calculation is based on the prevailing yardstick of 140 forms/application per shift per counter.
- ✓ RG/LR is provided at the rate of 16.66% each.
- ✓ The requirement for current reservation has been taken in to account.
- ✓ Additional 10 staff is allowed for back office duties like Supervisory, Charting, EDR, sabarimala seasons etc., wherever required as important.
- ✓ The PRS centres having less than 100 forms/day can be converted to IUTS by the division.

Sanction Vs Requirement:

Category	G.P in Rs.	Sanction	Actual	Requirement	Surplus
CRS	4600	28	28	28	0
RS-II	4200	67	55	42	25
ECRC	2000	13	23	13	0
Total		108	106	83	25

After analyzing the manpower requirement of PRS centres over TVC division other than KTYM, QLN, TVC & NCJ, 83 staff is required and adequately sufficient to meet the PRS activities.

JK JK

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

Sr.DCM/TVC -has offered the views vide letter No. V/C 378/WS/16-17/Vol-III dated 13.12.2018 and received the same in this office on 13.02.2019. The brief of planning branch remarks for the division's views is given below.

Co-Ordinating Officer Views:

1. CAPE & KZT : the recommendation of the WSI of 2 staff each is accepted.

Planning branch Remarks:

Noted. At stations, CAPE – 2 Staff & KZT – 2 Staff

Co-Ordinating Officer Views:

2. TVC-P, KCVL & VAK :- The sanctioned posts at TVC-P is 4. The WSI has recommended for 3 shifts and surrendering one post. The number of forms dealt at TVC-P is 332 per day. Hence three shifts are to be operated. In addition, RG/LR cum supervisor is required at TVC-P. Hence the requirement is 4.

KCVL is a train originating station and one person is required for charting and related activities such as EDR feeding, accounts and cash remittance duties etc. Two shifts are to be operated as the counter has to work from 8 to 20 hours. So the existing sanction of 3 at KCVL is inevitable.

At VAK, two ECRCs only operated and it is adequate provided RG/LR is sent from other stations.

Planning branch Remarks:

At TVC-P, Partially agreed. The number of forms dealt per day is 332, Since, RG/LR is utilized from TVC, one more staff is allowed for supervision cum counter duty. Hence, the total required staff is 3. (3 - Staff)

At station KCVL, it is agreed to, the number forms dealt per day is below the yardstick level i.e 112 only, as per yardstick one staff only. But the work study team has allowed 2 staff , considering the other activities like charting, EDR etc. However, the division's demand for originating station the work study team has considered and allowed one more staff for the

above purpose and also be utilized for RG/LR for the nearest stations. Hence, the total required staff is 3. (3 – Staff)

At station VAK, agreed to. (2 – Staff)

Co-Ordinating Officer Views:

3. KPY, KYJ, SRTL, HAD, ALLP :-

The recommendation of 2 posts at KPY and one at HAD is accepted.

At KYJ, two shifts are required. RG/LR for KPY and HAD also should be included in the strength of KYJ. Considering the movement to other stations, one RG/LR is to be kept at KYJ for KPY & HAD. One Supervisor cum RG/LR for KYJ is also required. Hence the total requirement of KYJ is 4.

4. ALLP is a train origination station. Charting, EDR feeding etc are to be done. One counter is operated in two shift. Being a charting location, one supervisor is required. One RG/LR is required for ALLP/SRTL. Hence, the strength required at ALLP is 4.

At SRTL, two shifts are operated and required on need base. Hence the strength required is 2.

Planning branch Remarks:

At station KPY & HAD, agreed to. (3 – staff)

At station KYJ, the manpower calculation has been arrived based on number of forms dealt per day, the actual required shift is 1.46 only, but study team has allowed 2 staff. As per division requirement, the study team is allowing two more staff for RG/LR for KPY, HAD and KYJ including supervision. Therefore the required staff is 4. (4 – Staff)

At station ALLP, agreed to the division requirement and one staff is allowed for use as RG/LR at ALLP & SRTL. (4 – staff)

At station SRTL, Not agreed to, the number of forms dealt per day is limited and the actual requirement is 0.81 shift. The division may initiate and operate IUTS along with PRS. (1 - staff)

Co-Ordinating Officer Views:

5. MVLK, CNGR, TRVL, CGY, PNMT

At MVLK & CHY two shift are to be operated on need basis. Hence the requirement is 2 each.

At PNMT only one post required as only one shift is operated.

At TRVL two shifts are required if the number of applications dealt is counted. But being a hub of migrant labourers, the enquiry part is not taken into cognizance for arriving at the requirement of staff. More number of enquiries dealt at TRVL in the PRS. If such enquiries are also taken into account, there is justification for one additional counter in general shift. As there is no information center, this can be utilised as enquiry cum reservation counter. Hence the requirement on need base is 3.

At CNGR though there is justification for two counters only as per yardstick, it is an important pilgrim station for sabarimala. Cancellations and PNR enquiry is more as CNGR. In addition charts are to be prepared for the trains. Moreover, during sabarimala season, extra counters are to be operated. Hence, the requirement is two counters in shifts. In addition, one supervisor is required. There should be two RG/LR for CNGR, TRVL, MVLK & PNMT. As such the total requirement is 7.

Planning Branch Remarks:

At station MVLK, the number of forms dealt per day is limited and the actual requirement is 0.77 shift. The division may initiate and operate IUTS along with PRS. (1- staff)

At station CGY, the study team has already provided 2 staff.

At station PNMT – Noted. (1- Staff)

At station TRVL, as per Railway board yardstick for manpower calculation is 180 form per counter per shift for opening a new counter. But the study team has calculated as 140 forms duly consideration of other activities such as **dealing with enquiry, military warrants, refunds, detection of fake**

currency if doubt arises etc. it has been already mentioned in the report para No.3.3. However the division demanded for enquiry cum reservation counter, the study team is allowing one staff for these purpose and the total requirement is 3. (3 – staff).

At station CNGR, the number of forms dealt per day is limited and the actual requirement is 1.76 shifts, the study team has allowed 2 staff, which is sufficient. For Sabarimala season, it is for the limited period only not a regular.

The division may arrange staff to engage for this particular period. The work study is allowing one more staff for supervision cum counter duty for emergency and 3 staff as RG/LR for CNGR, TRVL, CGY, MVLK & PNMT. Therefore, the total requirement is 6. (6 – staff)

Co-Ordinating Officer Views:

6. ERS, IPL, CHTS, ERN :-

At IPL though two shifts are operated, it is IUTS with one commercial clerk and one ECRC. Hence the strength is adequate.

At CHTS, one counter is operated in two shifts on need basis.

At ERN, two counters are required in two shifts – total 4 ECRCs for the counters. Charting and EDR is to be done. Hence, two posts are required for the purpose. RG/LR to be sent for IPL also. Hence 2 RG/LR is required. Hence the total requirement is 8.

At ERS the following are the requirement on need basis :

Main counters	2x2	=	4
Current counter	1x3	=	3
High court	1x1	=	1
Second entry	1x2	=	2
Accounts/chart/EDR	1x2	=	2
Supervisor		=	1
RG		=	2
LR		=	2
RG/LT for CHTS, TRTR		=	1
Total		=	18

Planning Branch Remarks:

At station IPL – Noted (1- staff)

At station CHTS, agreed to the division requirement (2-Staff).

At station ERN – agreed to the division requirement including supervision and provision of RG/LR to IPL & CHTS stations. (8 – staff)

At station ERS, the total number of forms dealt per day is 918 and 6.55 shifts, the study team has allowed 7 staff and RG/LR was given separately for current reservation, east entry, High court and main entry. As per the division requirement, the study team considered from the given data for 17 months of forms separately and manpower calculation is provided as follows.

Year	Main Entry	Current Reservation	East Entry	High Court
Mar-2017 to Feb-2018	191384	67312	51791	27391
Mar-2018 upto July-2018	74673	23175	22063	9471
Total for 17 months	266057	90487	73854	36862
Average per month	15650	5323	4344	2168
Average per day	522	177	145	72
No of shifts (140 forms)	3.7	1.3	1.03	0.51
No of counter per shift	2	1 for 3 shifts	1	1 for Genl shift
No of staff	4	3 (as need base)	2 (as need base)	1 (No RG)
Accont/chart/EDR including supervision	2			
Staff working at CHTS	2 (the required shift is 1.08 only) as need base			
Staff working at TRTR	1 (the required shift 0.98 only) to division may initiate and operate IUTS along with PRS staff.			
Sub Total staff	14			
RG	2.3			
Sub total	17.7 (including working staff of High court)			
LR	2.2			
Total staff	19.9 say 20 staff			

Hence the above, 20 staff is sufficient to manage the PRS centres of ERS (main), ERS(East entry), ERS(current reservation), High court, CHTS & TRTR.

Co-Ordinating Officer Views

AWY, AFK & CKI

At AFK and CKI, one counter in two shifts is operated on need basis. So, two ECRCs are required at each station. RG/LR can be provided by adding one RG / LR at any one of these stations.

At AWY, two counters are operated in two shifts. However, on weekends and on days where East and North East bound trains are running, an additional counter is required to deal the extra rush of migrant labourers who are concentrated in Perumbavoor area with AWY as the nearest railhead. So, the requirement at the counter is 5. One Supervisor is required. One RG / LR also is required. So the barest minimum requirement is 7.

Planning Branch Remarks:

At station AFK & CKI – Noted, but two ECRCs has been already given in the report at each station. In addition one staff is allowed for RG/LR for the division requirement.

(5 – staff)

At station AWY, the number of forms dealt per day is limited and the actual requirement is 3.27 shifts, but the study team has allowed 4 staff, it is adequately sufficient to manage for week ends and on days where East and North bound trains are operated. The study team is allowing one more staff for supervision cum counter duties for the above purpose to deal the extra rush of migrant labourers. One RG/LR for AWY. (6 – staff)

Co-Ordinating Officer Views

7. TCR, IJK, GUV :

At IJK, only one shift is operated by ECRC and hence one post is adequate.

At GUV, being an important pilgrim station, two shifts are inevitable. The requirement for counter is 2.

At TCR, two counters are required in two shifts. Charting, accounts and Supervision requires one staff in two shifts. Two RG / LR is required taking into account the requirement at GUV and IJK. Hence, the total requirement is 8.

Planning Branch Remarks:

At station IJK – Noted (1 – staff)

At station GUV, the number forms dealt per day is 1.09 shifts, the study team has already allowed 2 staff for two shifts for special consideration of pilgrims. (2 – staff)

At station TCR, agreed to the division requirement including supervision (8 – staff)

Co-ordinating officer Views:

In the work study, the distribution of RG / LR is done for some station is together without considering the practical and geographical requirements including movement. Hence, the division suggests for deployment of RG / LR as discussed above.

Planning Branch Remarks:

Based on the remarks of the coordinating officer and to consider the practical and geographical requirements, a review has been made and is agreed to.

Co-ordinating officer Views:

The position is summarized below:

Stn.	Sanc.	Recommendation of CWSI	Recommendation of Division				
			Staff / Shift	Supervisor, chart, EDR etc.	RG/LR	Total	Remarks
CAPE	2	2	2	-	-	2	RG/LR from NCJ
KZT	2	2	2	-	-	2	
TVCP	4	2	2	1	1	4	
KCVL	3	2	2	-	1	3	
KZK	1	-	1	-	-	1	Not included in WS
VAK	2	2	2	-	-	2	RG/LR from QLN or TVC
KPY	2	2	2	-	-	2	
KYJ	4	2	2	1	1	4	RG/LR to KPY, HAD
SRTL	2	1	2	-	-	2	
HAD	1	1	1	-	-	1	
ALLP	4	2	2	1	1	4	RG/LR to SRTL
MVLK	2	1	2	-	-	2	
CNGR	7	2	4	1	2	7	RG / LR to MVLK, TRVL, PNMT
TRVL	4	2	2	-	-	2	
CGY	2	2	2	-	-	2	
PNMT	1	1	1	-	-	1	
TRTR	2	-	2	-	-	2	Not included in WS
ERS	25	7	10	3	5	18	RG / LR to CHTS, TRTR
IPL	1	1	1	-	-	1	
CHTS	3	1	2	-	-	2	
ERN	8	4	4	2	2	8	
AWY	8	4	5	1	1	7	
AFK	2	2	2	-	1	3	RG / LR to CKI
CKI	3	2	2	-	-	2	
TCR	9	4	4	2	2	8	RG / LR to GUV, IJK
IJK	1	1	1	-	-	1	
GUV	3	2	2	-	-	2	
Total	108	54	0	-	-	-	
RG / LR		19	0	-	-	-	
Charting and other activities		10	0	-	-	-	
Total	108	83	66	12	17	95	
Surplus post		25				13	

Planning Branch Remarks:

The revised staff position tabulated as below.

Stn	Sanc	Division Recommendations / Views				Planning branch Remarks				Remarks for RG/LR to/from
		Staff /Shift	Supr. Chart EDR etc	RG /LR	Total	Staff /Shift	Supr. Chart EDR etc	RG /LR	Total	
CAPE	2	2	-	-	2	2	0	0	2	from NCJ
KZT	2	2	-	-	2	2	0	0	2	
TVCP	4	2	1	1	4	2	1	0	3	from TVC
KCVL	3	2	-	1	3	2	1	0	3	At KCVL
KZK	1	1	-	-	1	1	0	0	1	From TVC/QLN
VAK	2	2	-	-	2	2	0	0	2	
KPY	2	2	-	-	2	2	0	0	2	from KYJ
KYJ	4	2	1	1	4	2	1	1	4	to KPY & HAD
SRTL	2	2	-	-	2	1	0	0	1	from ALLP
HAD	1	1	-	-	1	1	0	0	1	from KYJ
ALLP	4	2	1	1	4	2	1	1	4	from SRTL
MVLK	2	2	-	-	2	1	0	0	1	From CNGR
CNGR	7	4	1	2	7	2	1	3	6	At CNGR
TRVL	4	2	-	-	2	3	0	0	3	From CNGR
CGY	2	2	-	-	2	2	0	0	2	From CNGR
PNMT	1	1	-	-	1	1	0	0	1	From CNGR
TRTR	2	2	-	-	2	1	0	0	1	From ERS
ERS	25	10	3	5	18	10	2	5	17	To CHTS, TRTR
IPL	1	1	-	-	1	1	0	0	1	From ERN
CHTS	3	2	-	-	2	2	0	0	2	From ERS
ERN	8	4	2	2	8	4	2	2	8	To IPL
AWY	8	5	1	1	7	4	1	1	6	At AWY
AFK	2	2	-	1	3	2	0	1	5	At AFK & CKI
CKI	3	2	-	-	2	2				
TCR	9	4	2	2	8	4	2	2	8	To IJK & GUV
IJK	1	1	-	-	1	1	0	0	1	From TCR
GUV	3	2	-	-	2	2	0	0	2	From TCR
Total	108	66	12	17	95	61	12	16	89	
Surplus post		Sanction – total requirement (108 – 89) = 19								

At stations KZK & TRTR are noted and allowed required man power.

Revised Sanction Vs Requirement:

Category	G.P in Rs.	Sanction	Actual	Requirement	Surplus
CRS	4600	28	28	28	0
RS-II	4200	67	55	48	19
ECRC	2800	13	23	13	0
Total		108	106	89	19

Revised Recommendation:

19 posts of RS II in Level 6 which is found excess to the requirement in PRS centres over TVC division other than KTYM, QLN, TVC & NCJ may be surrendered and credited to the vacancy bank.

(Total-19 posts)

Co-ordinating officer Views

Based on the above recommendations bare minimum staff have been pinpointed at each location mainly to ensure smooth functioning of the office and also to prevent violation of HOER provisions.

Planning branch Remarks:

As per the HOER, In Intensive roster, there is no provision for providing of RG for the staff working less than 12. If the workload and manning of counters are more than 12 staff, one RG has to be provided as the staff who are working on intensive rosters are normally availing rest on Sundays and national holidays as the functioning of counters is restricted to function only on morning shifts. Hence, the work study team not allowed RG separately for the staff manning one counter in morning and evening shifts.

Co-ordinating officer Views

The surplus post identified by the division would now redeployed on need based requirement at the information counters at the following locations:-

Stations	Posts	Remarks
TVC	3	Ticket checking staff to be redeployed in trains
ERS	2	
TCR	2	
CNGR	1	
KYJ	1	
AWY	1	
ALLP	1	
NCJ	1	
ERN	1	
Total	13	

Apart from this periodic review of staff requirement will be conducted to ensure optimum utilization of staff. Thus it is suggested that the work study reports may be closed as such without surrender of any posts in view of the above factual requirement projected.

Planning Branch Remarks:

The study was commenced on 13.06.2018, the work study team met the coordinating officer and brief about the study. The collection of data and field visit were done during the month of July to September. The draft was handed over to the coordinating officer in person on 22.11.2018

As per the PCPO/MAS letter No.P(S)353/III/Merger of CC & ECRC dated 14.12.2018, the staff has to utilized in the earmarked categories instead of utilization in other categories(Copy enclosed).

Moreover, during AGM'S meeting held on 11.4.14, with all DRM's and PHOD's it was decided that **whenever surplus posts are identified by the work study cell, Divisions should not resort to redeployment and should surrender the identified posts. If at all redeployment/ re-pinpointing of posts are required, the same should be done before commencement of the work study.** In view of the surplus posts identified by the work study

team may be surrendered as these posts are in the sanctioned strength of the concerned stations. Re-deployment of posts are allowed where the staff are of working over and above the sanctioned strength of the station has to be re-deployed. (Copy of the minutes in this regard has been attached).

In view of the above, the 19 posts identified by the work study team as excess to the requirement may be surrendered and credited to bank of surplus posts.

JK JK

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.	Category	Grade Pay (Rs.)	No.of posts	Mean Pay (Rs.)	Annual Financial savings (Rs.)
1.	RS - II	4200	19	80551	18365628
TOTAL			19		18365628



Working Sheet:

Category	Sanc.	Req. in Draft	Surplus in Draft	Req. by Co's Views	Revised by Plg. branch	Surplus after Scrutinized by Co's Views
ECRCs	108	83	25	95	89	19

Reason:

The division required 12 more staff for supervisory, chart, EDR & RG/LR of stations at TCR, AWY, ERN, ERS, ALLP & KCVL. However, the work study team already provided 10 staff exclusively for supervisor, EDR & chart. Therefore, the work study team allows SIX more staff for RG/LR(including supervisor) purpose by considering the practical and geographical requirements as per the CO's views.