¡ðØððÜ **A C K N O W L E D G E M E N T**

        The Work study team is thankful to Sr.DCM, DCMs, ACMs of Commercial Branch/ BZA division and Supervisors of the division for their assistance and guidance during the course of this work study.

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òãðòÏð **M E T H O D O L O G Y**

        The Planning Cell has applied the following methodology for completion of the Work Study.

1. Collection of the details of sanctioned staff strength and workload particulars.
2. Interaction with Branch Officers and Staff.
2. Practical observation of some of the PRS / UTS / Unified locations.
3. Critical examination of existed workload and data related with PRS / UTS Tickets.
4. Assessment of manpower requirement in PRS / UTS Booking Offices.
5. Recommendations / Suggestions.

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No.G.276/2/WSSCR-24/18-19   Date: 10.09.18

▪ Òãðæð**Ú**ð/SUBJECT: REVIEW OF STAFF STRENGTH OF MERGED CADRE OF ECRCs AND
                    COMMERCIAL CLERKS / SUPERVISORS (i.e COMMERCIAL CUM-RESERVATION
                    CLERKS /SUPERINTENDANTS) OF COMMERCIAL DEPARTMENT OVER
                    VIJAYAWADA DIVISION.

▪ Ñßðò**Ï**ð¨î**ð**Ü/AUTHORITY: Lr No.G.276/2/ WSSCR-24/18-19

▪ ¡³Úð**Ú**ðÐð çðü/ STUDY No: WSSCR-24/18-19

▪ ±ðòÃðòãðòÏð ðêð÷ëð AREA OF ACTIVITY: COMMERCIAL BRANCH OF BZA DIVISION.

As per the directives of SDGM, the Planning Cell has conducted a Work Study on the above subject and assessed the requirement of manpower in Commercial Cum-Reservation Clerks cadre (ECRCs /CCs) of Commercial department of Vijayawada division. **The summary of the study is as follows:**

1. <u>OBJECTIVES OF THE WORK STUDY ON ECRCs / COMMERCIAL BOOKING CLERKS/SUPERVISORS (MEGED CADRE: COMMERCIAL CUM RESERVATION CLERKS)</u> :
    a) To find out the actual workload of PRS / UTS locations over the division.
    b) To estimate the staff requirement in PRS / UTS locations as per yardsticks and need basis in other areas which are not relevant with yardstick / benchmarks.
    c) To identify the PRS /UTS counters with less workload to be eliminated.
    d) Measures for system improvement.
    e) Some innovative measures to be adopted.

2. **CURRENT STATUS OF PRS /UTS BOOKING LOCATIONS OVER BZA DIVISION:**
    a) Presently PRS / UTS ticket counters are reduced due to increased use of online ticketing and introduction of technological inputs for the use of Passengers to operate and to get their unreserved /reserved tickets. At present more than 65 % of ticket transactions are being carried out online or by other means, adopted for the purpose of issuing PRS / UTS tickets.
    b) Remaining 35% of traffic are invariably coming to Railway Booking counters to book their train journey tickets, which includes:
        • The traditional passengers,
        • Semi-illiterate passengers who are not aware or adopt the modern methods of ticketing.
        • The Railway Working / Retired Employees i.e Pass or PTO holders and
        • Concession ticket holders.
        • Military Warrant /Ticket Order holders.
    c) ATVMs/ COTVMs   are provided at majority of the stations, where commercial staff are deployed for issuing UTS tickets, but the usage of these ATVMs /COVTMs is less due to the following reasons :
        • Non-Awareness among the Passengers.
        • Last minute Entraining Passengers fail to take tickets.
        • Lack of currency change for purchasing the ticket.
        • No proper propaganda at stations regarding usage of ATVMs/ COTVMs.
        • Incentives are not given to passengers for using the ATVMs/ COTVMs.
    d) The Commercial Department of BZA division has taken several steps to improve the PRS / UTS working and to manage the manpower efficiently. The important steps are as follows:
        • Major stations are provided with Exclusive UTS counters, with round the clock shifts and two shifts for PRS tickets. At some busy stations during peak hours CBSR /CRS are also issuing tickets for few hours.
        • Wherever traffic is less, 12 hrs shifts are introduced with one UTS in night shift and one Unified shift in day time.
        • At meager traffic stations, Unified counter in day shift by Commercial staff and night shift by Operating staff.

- At E-category stations, STBAs are provided for issue of UTS tickets..
- Some stations are being managed by SMs of operating branch only.
- Halt stations are provided with Halt Agents.
- Uneconomical Halt Stations are closed during the last year = 6 Stations.

e) **SC Railway has developed a UTS Mobile App with the following uses:**
  - Season Tickets, Platform Tickets and Unreserved Journey Tickets can be booked from any UTS station to any destination over SC Railway.
  - Season Tickets can be renewed 10 days in advance.
  - Booked Ticket particulars will be saved in the Mobile phone, which can be shown to the TTE.
  - Recharge in multiples of Rs.100/- up to a maximum of Rs. 10000 and get 5% additional bonus on every recharge.
  - Passengers need not wait in line for tickets.

3. **FOR THE PURPOSE OF WORK STUDY, THE PLANNING CELL HAS FOLLOWED THE FOLLOWING GUIDELINES:**
   a) Collected the data of:
      1) No. of PRS /UTS ticket transactions for the last 4 years i.e 2014-15, 2015-16, 2016-17, 2017-18.
      2) The number of UTS & PRS counters at all stations, where commercial staff are deployed.
      3) Station wise Commercial staff deployment at PRS/UTS and Enquiry Counters of all stations and NRH centers.
      4) No. of ATVMs and COTVMs located at all stations.
   b) Compared the number of transactions of PRS /UTS during the year 2014-15 in each station with the transactions of 2017-18 and identified the stations with decreasing trend of PRS / UTS Tickets issue.
   c) Interacted with all CCIs of the division, collected the information on existing system of working in each station with commercial staff. The information regarding STBAs / Halt Agents /Operating staff working to issue UTS /PRS is also collected.
   d) **Staff requirement is calculated in two ways**:
      1) Assessed the number of UTS / PRS shifts **presently working** in each station, to this the Supervisory staff and staff working in shifts in other related activities are taken into consideration to find the total staff required in PRS / UTS locations.
      2) The 3 years average number of UTS / PRS tickets per day is taken as base for calculating number of shifts required at each station **as per the yardstick**, to this the Supervisory staff and staff working in shifts in other related activities **on need basis** are taken into consideration to find the total staff required in PRS / UTS locations.
   e) Identified the stations with less workload and compared the percentage of tickets sold per day with the UTS/PRS yardsticks.
   f) Suggested for elimination of some less work load station counters.
   g) Suggested measures for system improvement.
   h) Suggested some Innovative Ideas, to improve the working of UTS /PRS systems and other related activities.

4. **AVAILABLE YARDSTICK s FOR PRS / UTS & UNIFIED COUNTERS (Para 3.6 of the report):**
   1) PRS Counters:
      a) Yard stick for opening of additional reservation counter at the existing computerized PRS locations, **Vide RB's Letter No. 2010/TG-I/20/P/Counter of date 01.06.2011 (CC NO.23 of 2011)**: those locations where daily **average number of transactions per shift per counter are 180 or more**, Railways can take action to open additional counter .

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b) **RB's Lr No. 2008/C&IS/New PRS Policy/15 of dt. 04.10.2013, the guidelines were revised as under:**
- All stations having reservation related workload of 75 transactions per day may qualify for provision PRS facility. (Para No.i)
- Such locations where there is no PRS facility within a vicinity of 15KMs is justified for the provision of PRS counter.(Para No.ii)
- Additional PRS may be opened for such satellite location in Metro cities which are thickly populated, having population of 50000. (Para No.iii)
- PRS facility may be opened in Post Offices and will be manned by Postal staff on mutual agreed terms and conditions to be ratified by Railway Board.

2) **UTS Counters**: Vide RB's Lr No. 2013/TG.IV/10/PA/Policy of dt. 20.03.2013the yardstick (benchmark) for average sale of tickets per shift per window was revised **from 800 tickets per shift to 1000 tickets per shift at each counter**. This yard stick however, shall apply where staff is deployed exclusively for booking of UTS tickets.

3) **Unified Counters**: **RB's Lr. No. 2008/New PRS Policy/15 of dt. 04.10.2013, Guidelines are revised for providing Unified UTS-cum PRS facility as under:** Railhead PRSs having average workload less than 25 transactions may be recommended for conversion to PRS-cum-UTS terminal. (Para No. xi)

5. **BENCHMARK PROPOSED BY THE PLANNING CELL AFTER OBSERVATIONS FOR ISSUE OF PRS / UTS TICKETS AND UNIFIED TICKETS (Para 3.7 of the report):**
   a) As per the existed yardsticks (Para Nos. 3.5):
      1) **PRS TICKETS**: the average PRS tickets to be issued per shift of 8 hrs = 180
      2) **UTS tickets**: 1000 tickets per shift.
      3) **UNIFIED COUNTER**: PRS counters can be converted as UTS cum PRS counter wherever the annual average workload is less than 25 PRS tickets per day.

   b) **On practical observation the Planning Cell has considered the following Benchmarks for calculation of requirement at PRS /UTS /Unified counters:**
      1) **PRS tickets**: ECRCs comes under Continuous roster i.e in each shift they have to work for 8 ½ hrs, in each shift after issue of PRS tickets, they have to write an account of tickets issued in the registers and handed over the cash and vouchers of the shift transactions, for which 1 hour is required for handing over / taken over
         - Then the number of transactions that can be carried out in 7 ½ hrs are as follows:
         - Number of tickets to be issued as per yardstick in one hour = 180/7.5 hrs = 24 tickets per hour.
         - i.e 60 minutes /24 tickets =2.5 minutes per each ticket. (The Work Study Team observed practically at the PRS counters of BZA station, that 2.5 minutes is sufficient to issue a PRS ticket)
         - Total Minutes in a shift of 7 ½ hours = 7 ½ X 60 Minutes = 450 minutes per shift.
         - In each hour of a shift there will be a loss of 10 % time for following:
            a) Private Cash Declaration and to Login.
            b) Tallying of cash, updating of instructions and starting issuing tickets.
            c) for miscellaneous work (i.e inserting of tickets rolls or changing of rolls, cleaning/ adjustment of printer of rollers etc.,) /
            d) for Tatkal tickets alphabets are appearing on the screen to reduce the speed of booking Tatkal tickets, this is for eliminating malpractice of booking more number of Tatkal tickets in short span of time.
            e) for public enquiry / to change the date / train / adding or deleting the information of the passengers, while booking their tickets.
            f) Preparation of Terminal Remittance Statement (TRS) to record cancelled tickets, Non-issue tickets, Special cancellation tickets, modification of tickets, concessional tickets and vouchers etc.

- The total loss of time in a shift= i.e 450 minutes X 10% /100= 45 minute loss for miscellaneous / relaxation.
- Then the actual time to issue PRS tickets =450 minutes – 45 minutes= 405minutes.
- Then the number of PRS tickets issued in 405 minutes = 405 / 2.5 = 162 i.e 160 tickets.
- **THE MINIMUM NUMBER OF PRS TICKETS THAT CAN BE ISSUED IN A SHIFT OF 8 ½ HRS IS TAKEN AS 160 TICKETS.**

2) **UTS tickets:**
- The Number of UTS tickets to be issued in a shift = 1000 tickets.
- The time required for issue of each ticket = 8 X 60 /1000=480 X 60 /1000= 29 Seconds.
- The Work Study Team observed that, 30 Seconds is sufficient for issue of each UTS ticket.
- In each hour 10% of time is taken for relaxation / for enquiry / Miscellaneous work, then the total time for relaxation/ miscellaneous work= 480 X 10%/100= 48 Minutes in a shift of 8 hrs.
- Then the number of UTS tickets issued in a shift = 480-48 relaxation= 402 x 60/30= 804 Tickets i.e 800 tickets.
- **Benchmark (8Hrs shift): The Minimum Number of UTS Tickets that can issued in a shift of 8 HRS = 804 i.e 800 TICKETS .**
- **Benchmark (12 Hrs shift:** Due to the more inactive period, in 12 hrs shift the yardstick of 1000 tickets per shift is taken as benchmark. **(**to issue 1000 UTS tickets time will be 1000 X 30 Seconds / 60 = 500 minutes i.e 8hrs 20 minutes, then **inactive period** = 12hrs-8hrs 20 minutes= **3hrs 40 minutes).**

3) **UNIFIED Counter:** The Work Study Team considered 50 % of the benchmark of PRS and UTS Tickets for converting the UTS Counters as Unified counters. If there is sale of less than 50% in sale of both PRS & UTS in each shift at the same station, then the counter can be unified. This step was already taken on BZA division and at present out of 54 stations 21 stations are having Unified counters.
- **Benchmark: 50 % of PRS tickets = 160/2= 80 PRS tickets per shift & 50% of UTS of tickets = 800/2 = 400 UTS tickets at the same station.**
- **If the number of Tickets are issued is less than 400 UTS and 80 PRS that counter can be outsourced through STBAs or YTSKs.**

6. **DETAILES OF PRS / UTS & UNIFIED COUNTERS AND STAFF OVER BZA DIVISION (Para 3.8 of the report):**
   1) There are 161 stations over BZA division:
      - At 54 stations, PRS/UTS tickets are issuing by Commercial staff.
      - At 25 Stations, STBAs are issuing UTS tickets.
      - At 25 Stations, Operating staff are issuing UTS /PRS tickets.
      - At 51 stations, Halt Agents are issuing Printed Card Tickets and
      - 6 Halt stations are closed for Passenger traffic.
   2) Commercial staff are issuing PRS tickets at 59 locations (includes 3-Satellite Centers and 2-Non-Railhead Centers) and UTS tickets at 54 stations.
   3) There are 29 exclusive PRS ticket issue locations.
   4) At 33 locations with exclusive UTS ticket counters are available.
   5) There are 21Unified locations to issue PRS and UTS tickets.
   6) At remaining 107stations Operating staff / Halt Agents are issuing UTS tickets.
   7) There are 73 ATVMS and 15 COTVMS located at 35 stations and presently at GDV, NLR, OGL, BZA, RJY, SLO, COA, BPP & TDD Facilitators are available. At 26 Stations Facilitators are withdrawn.
   8) There are 20 outside agencies over the division to issue PRS tickets
      i.e YTSKs-5, E-Seva-1 & Post Offices-14

7. **When compared the average sale of tickets per day in 2017-18 with 2014-15**:

- Out of 59 Locations, there is a decrease in sale of PRS tickets at 52 locations.
- Out of 55 stations there is a decrease in sale of UTS tickets at 31 stations.

8. **ASSESSMENT OF STAFF AS PER THE CURRENT POSITION OF THE DIVISION (Para 3.10 of the report):**

   a) **STATION WISE PRS /ENQUIRY COUNTERS AND THEIR SHIFTS OVER BZA DIVISION**
      1. No. of exclusive PRS tickets issuing locations = 29 (24 Rail Head locations + 3 Satellite Locations+ 2 Non-Rail Head Locations)
      2. 44 PRS counters are working at 29 locations in 67 shifts.
      3. No. of staff required in 29 PRS locations = 67
      4. No. of Enquiry Counters presently available = 10 working in 29shifts
      5. No. of Enquiry staff working =29
      6. Total PRS and Enquiry staff working = 67+ 29 = 96
      7. No. of Rest Givers + Leave Reserves required = 2 staff for every 6 staff, then it is 96/6 X 2 = 32 staff.
      8. Then total staff required in 96 shifts = 96+32 = 128 staff.

   b) **STATION WISE DETAILS REGARDING SHFTS UTS / UNIFIED COUNTERS AND THEIR SHIFTS OVER BZA DIVISION**
      1. No. of UTS tickets issuing stations = 33 with 85 counters and 175 shifts.
      2. No. of Unified counter stations =21 with 40 counters and 75 shifts.
      3. Total Number of UTS / Unified shifts = 175 +75 = 250
      4. Additional staff working at UTS/BZA in booking related activities in shifts =5
      5. Total No. of staff working in Shift duty =255 (i.e 175 + 75 + 5)
      6. No. of Rest Givers + Leave Reserves required = 2 staff for every 6 staff and then it is 255 /6 X 2 =85 staff.
      7. Then total staff required in shifts = 255 +85 = 340 staff.

   c) **SUPERVISORY /OTHER STAFF WORKING IN PRS / UTS OFFICES OVER BZA DIVISION**:
      - 46 Supervisors / other UTS / PRS staff are working in 28 stations and 12 Supervisors are working in shift duties / Peak hour shift counters.

   d) **ASSESSMENT OF PRS/UTS/UNIFIED STAFF REQUIREMENT AS PER THE POSITION GIVEN IN (Para 3. 10 of the report):**
      1. Number of PRS / Enquiry staff required in shift duties = 128
      2. Number of UTS /Unified staff required in shift duties = 340
      3. Number of Supervisory staff required = 46
      4. Total staff of PRS /UTS/Unified locations and other offices of Commercial department over BZA division = 128(PRS/Enquiry)+ 340 (UTS/Unified) + 46Supervisory staff = 514

9. **ASSESSMENT OF PRS/UTS/UNIFIED STAFF REQUIREMENT AS PER THE BENCHMARKS / YARDSTICK AND NEED BASIS (Para 3.11 of the report)**:

   1) **CALCULATION OF STAFF REQUIREDMENT AS PER YARDSTICKS AND NEED BASED**:
      - Total UTS shifts required = 133
      - Total PRS shifts required = 58
      - Total Unified shifts required = 65
      - Total No. of Enquiry shifts required = 20
      - No. of shifts required for PRS/UTS/Unified & Enquiry locations = 133+58+65+20= 276
      - No. of staff are required for 276 shifts = 276
      - Additional staff to work in shifts = 67 (as shown below in Para No. 2)
      - Total staff working in shifts = 276 + 67=343
      - No. of Rest Givers and Leave reserve required = 2 posts for every 6 staff.
      - Then the Total No. of RGs/LRs = 343/6= 57.17 X 2= 114posts.
      - Total No. of commercial staff requirement = 343+114 = 457
      - Total No. of Commercial Superintendants required = 37
      - **Total staff required to work in PRS / UTS /Unified and Enquiry counters over BZA division = 457+37 = 494**
      - **Then excess staff = 555 – 494 = 61**

2) UNDER UTILIZED UNIFIED COUNTERS AT 14 STATIONS, SUGGESTED FOR CLOSURE **(Para 3.11 (5) of the report)**:

Out of the 59 locations, at 14 stations, the number of tickets issued per shift is less than 50% of the PRS /UTS yardsticks i.e Bitragunta, Tanguturu, Ammanabrolu, Chinaganjam, Vetapalem, Tsunduru, Duggirala, Peddavadlapudi, Rayanapadu, Kondapalli, Nuzivedu, Bhimadolu, Gudlavalleru Chilakalapudi stations,. All these 14 stations are having Unified counters.

To review the position of PRS / UTS counters of these 14 unified counter stations, the following information is analysed: Current status of shifts working, per day earning at the station, no. of passengers travelling above 500 KMs per train from the station, No. of stopping trains in 08-20 shift and 20-24-08 shift and the annual earnings at each station. The position is as follows:

Sl. No.	Station Name	No. of UTS / Unified Shifts Working	PER DAY EARNINGS 2017-18 (IF UTS HAND OVER to STBA-COMMISSION) In Rs.		NO. OF PASSENGER ABOVE 500 KMS PER TRAIN		NO. OF TRAINS STOPPING		EARNING PER ANNUM PRS+UTS In Rs.	Category of station
			UTS	PRS	UTS	PRS	08-20	20-00-08		
1	BITRA-GUNTA	2	18545 (2225)	6446	1	2	11	18	0.91 Crore	Crew changing station, falls under E category (NSG-6)
2	TANGU-TURU	2	17250 (2070)	1747	6	1	9	7	0.69 Crore	falls under E category (NSG-6)
3	AMMANA-BROLU	2	9180 (1377)	537	2	0	13	5	0.36 Crore	falls under E category (NSG-6)
4	CHINA-GANJAM	3	14348 (2152)	1725	0	0	9	5	0.59 Crore	falls under E category (NSG-6)
5	VETA-PALEM	3	19744 (2369)	2100	1	0	13	7	0.80 Crore	falls under E category (NSG-6)
6	TSUNDURU	2	4518 (678)	328	0	0	11	5	0.18 Crore	falls under E category (NSG-6)
7	DUGGIRALA	2	4047 (608)	446	1	0	13	6	0.16 Crore	falls under E category (NSG-6)
8	PEDDA-VADLAPUDI	1	10165 (1525)	1938	1	0	11	6	0.44 Crore	falls under E category (NSG-6)
9	RAYANA-PADU	3	4589 (688)	1169	0	0	8	2	0.21 Crore	falls under E category (NSG-6)
10	KONDA-PALLI	3	16929 (2032)	7437	0	0	8	5	0.89 Crore	falls under E category (NSG-6)
11	NUZIVEDU	2	23919 (2870)	8047	0	0	11	9	0.73 Crore	falls under E category (NSG-6)
12	BHIMA-DOLU	1	1283 (192)	3160	0	0	9	7	0.16 Crore	falls under E category (NSG-6)
13	GUDLAVA-LLERU	2	14829 (2224)	7120	0	0	13	9	0.80 Crore	falls under E category (NSG-6)
14	CHILA-KALAPUDI	2	15750 (1890)	1530	0	0	11	11	0.63 Crore	falls under E category (NSG-6)
	Total	30	175096 (22900)	43730	27	21	192	125		

a) Average UTS earning per day of these 14 stations = 175096/ 14= Rs. 12,507.
b) Average PRS earning per day of these 14 stations = 43730 / 14 = Rs. 3124.
c) The average number of Passengers above 500 Kms per train for these 15 stations = 0.8 (UTS) & 0.2 PRS (i.e less than 1 passenger per train)
d) The average number of trains stopping at these 15 stations in 08-20 hrs shift and 20-24-08.00hrs shift = 10 (08-20hrs shift & 7 (20-24-08.00hrs shift).

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e) Vide RB' Lr No. 2014/TG-I/20/P/STBA of dt. 03.09.2015, STBAs are to be appointed at all E-Category stations (i.e NSG-6 category stations). These 14 stations are falling under E-Category (NSG-6) with less than 1 Crore of annual earnings, hence the UTS booking of these stations can be outsourced to STABs.

f) **As per the current earnings (2017-18), if the UTS booking of 14 stations is handed over to STBAs**
   - The commission payable to STBAs per day =Rs.22900 per day x 30 days= 6,87,000 /- per month & Rs.82.44 Lakhs per annum.
   - Whereas the annual salary of 30 posts with a minimum GP 2800/- (Rs. 65002 X 30 X 12) is 234 Lakhs.
   - If outsourced to STBAs, the net savings to the Railway = 234 Lakhs – 82.44 Lakhs = 151.56 Lakhs.
   - Hence it is economical to outsource UTS bookings to STBAs at these stations.

g) In BZA division, already process was initiated to hand over the UTS bookings to Station Booking Agents (STBA) at Tsunduru, Duggirala, Pedavadlapudi & Rayanapadu stations. Similar step may be taken in the remaining 10 stations also.

h) The issue of PRS tickets at these 14 stations are very less and financially not viable to maintain commercial staff to issue PRS tickets at these stations:
   - The average PRS earnings per day of these 14 stations = Rs. 3124 /-.
   - The issue of PRS tickets can be delegated to outsourced agencies like YTSKs or Post Offices.
   - All these stations are having Post Offices, PRS terminals can be provided at Post Offices through MOU.
   - At stations with less stopping trains, the PRS booking can be delegated to SMs.

i) With the elimination of UTS / PRS counters at these 14 stations, there will be a manpower saving of 30 posts in commercial department with a minimum annual savings of Rs.2.34 Crore.

j) **Hence it is suggested to outsource UTS counters to STBAs at these 14 stations.**

10. **REMARKS OF THE WORK STUDY TEAM (Para 3.12 of the report):**

   1) **As per the 7th Pay commission Report: Vide Para No. 11.40.67 & 68**: The Commission analysed the year-wise data pertaining to the percentage of reserved tickets booked at the counters vis-à-vis those booked through the internet a clear trend towards increase in internet booking is visible, so that internet booking has now exceeded the counter booking. With the introduction of innovative technological solutions for the unreserved sector, like the recently launched mobile application, the counter sales of unreserved tickets are also likely to go down.

   2) **Vide RB's Lr No. E(MPP)2016/1/59 of dt, 10.01.2017, Vide Para No.1**: Board has issued instructions on Review of staff strength in Commercial Booking Offices to be done in two stages:
      a) By freezing the existing strength duly anticipating future needs.
      b) By reviewing and locating surpluses, which could be used to meet the requirements of additional posts of Ticket Checking Staff for the new trains introduced over the years.

   3) **Vide Railway Board's Lr No. 2018/LM (PA)/03/06 of dt. 09.04.2018,** booking windows being a railway requirement rather than a passenger amenity and also due to proliferation of ATVMs, Internet / Mobile ticketing etc. is removed from the list of Minimum Essential Amenities (MEA). (Para No. 3.2 (I) of the annexure).

   4) **As per the information given by the Minister of State of Railways** in a written **reply** to a question in Rajya Sabha, Published by Press Information of Bureau, Government of India, Ministry of Railways on 03.08-2018, the reserved tickets booked through digital means constituted approximately 66% of the total reserved tickets booked in FY 2017-18 as compared to approximately 60% FY 2016-17.

During current year 2018-19(up to June) it was approximately 68% of the total reserved tickets booked.

5) The above facts reveals that the requirement of UTS / PRS booking counters has been reduced, in order to suit the current working the UTS/ PRS staff to be deployed effectively for the optimum utilization of existed assets and to reduce staff costs.

6) Current sanctioned strength in the Unified cadre of Commercial –Cum Reservation Clerks Category: The sanctioned strength of Commercial Cum-Reservation Clerks (CRCs) category to work in PRS/UTS/ Unified and Enquiry locations is 555 with 456 actuals and 99 Vacancies.

7) **As per the existed position given by the division**, the requirement of staff in PRS/UTS/Unified and Enquiry counters = 510, then the surplus staff = 555 - 514 = **41 CRC posts.**

8) **As per the yardsticks and on need basis**, the requirement of staff in PRS/UTS/Unified and Enquiry counters = 494, then the surplus staff = 555- 494 = 61 **CRC posts**.

9) **Vide RB'S LR. RBE NO.28/2018 of dt. 22.02.2018**: Staff cadre structure of Commercial Booking Clerks and Enquiry Cum Reservation Clerks are revised and staffing pattern due to merger of three categories of posts in the commercial department over Indian Railways-viz Ticket Checking (TC), Commercial Clerk (CC) and Enquiry Cum Reservation Clerk (ECRC), t**he modalities adopted, while switching over to the unified cadre structure is as under:**
    a) **Para No. 2.21** Merger of the three categories will follow a graded approach:
       • **In first phase**, the **Ticket Checking category** as a whole, with all its existing incumbents, **will continue as a separate category** with its existing cadre structure and staffing pattern, while the existing staff working in the categories of CC and ECRCs may be merged.
       • The merged categories of CC and ECRCs will accordingly have a four tier structure of posts and functional designation as Commercial Cum Reservation Clerk (CRC in GP-2000), Senior Commercial Cum Reservation Clerk (SCRC in GP-2800), Chief Commercial Cum Reservation Clerk (CCRC in GP-4200) & Commercial Superintendent (CS in GP-4600).
    b) **Para No. 2.2: In the second phase** of the merger, all **future recruitments** to the relevant categories **will be in the unified cadre** structure merging Ticket Checking category also with the cadre of CC & ECRC.

10) **The requirement of staff:**
    a) As per current working status the excess staff= 555-514 =41
    b) As per the yardsticks and need basis, the excess staff= 555-494 =61

11) **The Planning Cell has considered the requirement of staff as per the yardstick and need basis is more economical and practicable to manage PRS /UTS/Unified counters over BZA division i.e required staff = 494 posts.**

12) Current sanctioned posts of CRCs for PRS/UTS/Enquiry locations are 555, the required staff are 494, then the surplus posts are 61. **Then Total posts to be surrendered in CRCs cadre are 61 posts.**

13) There are 99 vacancies in Commercial Cum-Reservation Clerks (CRCs) category. The vacancies in CRC cadre cannot be filled in future, because the counter booking of UTS/PRS tickets is being reduced day by day due to technological up-gradation in booking railway tickets. Hence 61 vacancies can be surrendered duly pinpointing the CRCs cadre as per the yardstick and need basis.

14) **It is recommended to surrender 61 vacant posts of Commercial cum-Reservation Clerks Category of Commercial department over BZA division.**

11. **SUGGESTIONS TO IMPROVE THE SYSTEM (Para 3.13 of the report):**
    a) At 14 stations (i.e At Bitragunta, Tanguturu, Ammanabrolu, Chinaganjam, Vetapalem, Tsunduru, Duggirala, Peddavadlapudi, Rayanapadu, Kondapalli,

Nuzivedu, Bhimadolu, Gudlavalleru Chilakalapudi) UTS /PRS booking activity is suggested for outsourcing.

b) More Number of YTSKs /Post Offices may be permitted to issue PRS tickets.

c) In addition to E category (NSG-6) stations, STBAs may be permitted to issue UTS tickets in NSG-5 Category stations also with suitable amendment in rules.

d) Addresses of outsourced agencies issuing PRS /UTS tickets i.e Post Offices or YTSKs are to be displayed at stations for public information.

e) Vide publicity may be given to the Public to encourage them to take unreserved tickets through Mobile app /ATVMs /COTVMs, to reduce crowd at Railway PRS /UTS booking counters at stations.

f) Instead of paying commission to the Facilitators, an incentive of 5% on ticket fare may be given to Passengers, who are taking tickets from ATVMs /COTVMs.

g) Steps may be taken for effective deployment of existed commercial staff through pinpointing and eliminate the counters at stations with less workload of PRS/UTS tickets.

h) YTSKs / RTSAs may be permitted to start their booking tickets at the Railway stations by providing our infrastructure to issue Reserved / unreserved tickets. For this purpose commercial contracts can be given, which are remunerative at places where commercial staff are eliminated at PRS /UTS counters.

12. **INNOVATIVE MEASURES REGARDING ACTIVITIES RELATED WITH PRS /UTS TICKETS (Para 3.14 of the report):** Technological up-gradation may be adopted in issue of UTS/PRS tickets as follows:

1) **Railway Portal for online issue of Passes or PTOs and their exchange**: Aadhar number based data of all Railway Employees and their dependants may be collected through a Railway Portal, where the Railway Employees have to register their information with names, addresses, aadhar numbers and Phone numbers. All the Passes or PTOs may be issued through this Portal with a centralized data base, duly linking with the PRS or UTS e-ticketing website for Railway Employees or Retired Railway Employees to purchase their tickets online. This will improve the system of working as under:

   - Digitalized form of Passes or PTOs may be issued with a coded number, to the mobile phone in the form of SMS / E-Mail for exchanging online and to get their journey tickets.
   - This will increase paperless working and eliminates misuse of Passes or PTOs by the staff.
   - For semi-illiterate staff to register their particulars, centralized counters may be provided at divisional and zonal level.
   - Each time the employee may be confirmed through One Time Password (OTP) for issue of tickets and balance of Passes or PTOs will be sent as message.
   - The number of staff writing Passes or PTOs may be reduced.
   - At present Railway employees or Retired Railway employees are exchanging their Passes or PTOs invariably at Railway PRS/UTS counters, which ultimately increasing the workload at PRS/UTS counters and the time of employees also being wasted. Many of the Peons or other staff are also being engaged in exchanging Passes or PTOs or duty Passes at booking counters by standing along with public or at exclusive Railway counters with more number of PRS/UTS staff to issue tickets, with the implementation of new railway portal, wasteful expenditure can be eliminated.

2) **Railway Portal for online issue of various Concessional order or Military ticket warrants /orders and their online exchange:** Another Railway Portal like above Railway Employees Portal may be designed for issue of various Concessional /

Defence staff ticket orders and for exchanging their concessional or warrant orders online and to have their tickets in the digital form.

3) Issue of digitalized form of ticket like Air Travel ticket may be issued in the form of SMS to the mobile phone or as mail to email address of the passengers will improve the working of PRS / UTS counters. This will be a paperless working, ultimately money value books need not be printed by the Railway Printing Press also can be eliminated.

13. **Recommendation: It is recommended to surrender 61 posts of Commercial cum-Reservation Clerks Category (i.e ECRCs / Commercial Clerks /Supervisors).**

14. **EFFECTIVE SAVINGS: On implementation of the recommendations there will be an annual savings of Rs. 4.76 Crore.**

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1.0 **ÑßçÃðð̃ãðÐðð I N T R O D U C T I O N:**

1.1 <u>**OBJECTIVES OF THE WORK STUDY ON ECRCs / COMMERCIAL BOOKING CLERKS/SUPERVISORS (MEGED CADRE: COMMERCIAL CUM RESERVATION CLERKS):**</u>

1. To find out the actual workload of PRS / UTS locations over the division.
2. To estimate the staff requirement in PRS / UTS locations as per yardsticks and need basis in other areas not relevant with yardstick / benchmarks.
3. To identify the PRS /UTS counters with less workload to be eliminated.
4. Measures for system improvement

1.2 Railway train tickets are classified as Reserved / Unreserved tickets and these can be issued through the following Railway Booking counters:

1. **<u>PRS Counters:</u>** These are Booking counters opened at important stations to issue Reserved tickets and these are operated by ECRCs.
2. **<u>UTS counters</u>**: These are Booking counters opened at important stations to issue Unreserved Tickets and these are operated by Commercial Booking Clerks / Supervisors and SMs of Operating Branch.
3. **<u>Unified Counters</u>**: These booking counters are meant for issuing both Reserved / Unreserved tickets through single counter.

1.3 Apart from the above mentioned railway counters the Reserved / Unreserved Train tickets can also be booked through from various other Railway agencies like:

1. **<u>Station Ticket Booking Agents (STBAs)</u>:** Vide Commercial Circular No. 53 of 2015, with a view to facilitate Station Managers / Assistant Station Managers to concentrate better on train operations and also to facilitate passengers to get tickets, a scheme to engage Station Ticket Booking Agents at E category stations was introduced. This scheme is for engaging STBAs on commission basis at E category station for issue of unreserved tickets through Computerized UTS of Indian Railways. The candidate who opts for least commission (in 4 slabs i.e. 15000-15% (or Rs.500/-) & 15000-50000- 12%, 50001-100000- 9% & more than 100000- 4%) based on monthly sales turnover shall be engaged as an STBA.
2. **<u>Yatri Ticket Suvidha Kendra (YTSK):</u>** Vide Commercial Circular No.33 of 2014, with a view to expanding the facilities for issue of tickets (both reserved and unreserved) it has been decided to allow public private partnership in establishment and operation of computerized ***PRS-cum-UTS terminals*** at centers which shall be called Yatri Ticket Suvidha Kendras (YTSK).
3. **<u>Jan Sadharan Ticket Booking Sevak (JTBS):</u>** With a view to improve dispensation of ***unreserved tickets*** in city areas, the scheme of Jan Sadharan Ticket Booking Sevaks (JTBS) was initially introduced in 2006 on Northern Railway as Pilot project and subsequently extended to all zonal Railways.
4. **<u>Rail Travel Service Agents (RTSA):</u>** RTSAs are appointed for booking of ***reserved ickets*** through Indian Railway Catering & Tourism Corporation (IRCTC) website; all modes of cashless payment are already available, viz. net banking, through credit/debit cards, cash cards, e-wallets and UPI/BHIM.
5. **<u>Automatic Ticket Vending Machines (ATVMs):</u>** Automatic Ticket Vending Machinesare introduced to reduce the passenger queues at railway booking counters. In this tickets are issued through Smart Cards. ATVMs have been introduced to facilitate sale of unreserved tickets, platform tickets and renewal of season tickets which have provision of payment through smart cards. Facilitators were appointed to operate these ATVMs and open to use by Public also. Vide RB's Lr No. 2011/TG-I/ATVMs/Facilitators dated 26.03.18; ***the scheme of facilitators is extended for one year i.e 01.04.18 to 31.03.2019.***
6. **<u>COTVMs:</u>** These COTVMs will reduce queue lengths at the existing ticket counters by providing an alterate unmanned ticketing solution and mode of payment. The functionalities are (1) Issue of non-concessional second class journey tickets for non sub-urban section. (2) 2nd and 1st class journey /return tickets for sub-urban sections. (3) Platform tickets (4)

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Renewal of Non-concessional season tickets. (5) Recharge of Smart Card with denomination of Rs.20/-, 50/-, 100/- & 500/-.

1.4 **MANPOWER COSTS-65% OF IR's EARNINGS (Railway Board's Lr. No. 2018/SP/MPS/1 of date 09.05.2018-regarding Manpower Management strategy for Indian Railways):**
Manpower costs on IR have a direct implication on the future sustainability of the organisation. In the FY 2016-17, staff costs at ₹ 65,779 Crores, constituted 56.36% of IR's ordinary working expenses (OWE) and 39.8% of the Gross Traffic receipts (GTR. Along with the pension outgo of ₹ 40463 Crores in 2016-17, the total staff cost including pension was ₹ 1,06,242 Crores at 64.28% of IR's Gross Traffic Receipts**. With the annualised decadal growth in staff cost (without Pension) being 13.9% and pension outflow being 17.8% during the decade (2007-08 to 2018-19 (BE), there is a need to formulate a sustainable Manpower Strategy for IR**.

1.5 **Need of the work study on Commercial-cum-Reservation Clerks (i.e ECRCs/ Commercial Booking Clerks) / Supervisors:** To get *maximum advantage due to up-gradation of technology and to reduce staff cost, there is a need to re-organise the existing PRS / UTS Booking counters and re-deployment of the staff effectively.*

1.6 In view of the above, the SDGM directed the Planning Cell to conduct a Work Study on "Review of Staff Strength of ECRCs / Booking Clerks of Commercial Department over VIJAYAWADA Division".

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2.0 ãðÃðáÙððÐð çðü±ð¿ÐððÃÙð¨î Áðûµðð EXISTING SCENARIO:

2.1 Sr. DCM is the head of Commercial Department at division level. Commercial Staff are responsible for entire earnings of the Railway and takes care of all commercial activities, i.e. passenger booking, reservation, ticket checking, parcel booking, freight booking etc.

2.2 The staff of the Commercial Branch can be mainly divided into three groups – (i) Enquiry and Reservation Staff, (ii) Commercial Clerks, and (iii) Ticket Checking Staff. Apart from the above, there is separate Inspection Wing for commercial activities, which is managed by a small set of staff, designated as Commercial Inspector, who are further classified as Commercial Inspector/Claims Inspector/ Catering Inspector etc., depending upon their nature of duties.

2.3 **Duties of ECRCs:** Enquiry Cum Reservation Clerks (ECRCs) are deputed to work either on Enquiry Counters where they perform duty for office to office enquiry with the passengers or to attend telephonic enquiries too. They are required to remain update regarding arrival and departure of trains, current rate of fares and other allied information, required to be furnished to the passengers. Secondly, they are deputed to work on Reservation Counters where they have to issue reserved tickets to passengers by performing multifarious duties, that include, enquiry from the customers about availability of accommodation, issue of tickets, calculation of exact fare, compilation of earnings, cancellation of reserved tickets or waiting listed tickets by the computerized system.

2.4 **Duties of Commercial Clerks**: Commercial Clerk, who are deputed to work on ticket issuing window, have to issue tickets to travelling public, either with traditional system of printed card tickets/blank paper tickets/EFTs or by latest technology machine, which is called Unreserved Ticketing System(UTS). There is further development in the UTS that it has been connected to PRS, whereby both Unreserved and Reserved Tickets can be issued by new system, called Integrated Unreserved Ticketing System(IUTS).

2.1 **Vide RB'S LR. RBE NO.28/2018 of dt. 22.02.2018**: Staff cadre structure of Commercial Booking Clerks And Enquiry Cum Reservation Clerks are revised and staffing pattern due to merger of three categories of posts in the commercial department over Indian Railways-viz Ticket Checking (TC), Commercial Clerk (CC) and Enquiry Cum Reservation Clerk (ECRC), t**he following modalities are adopted, while switching over to the unified cadre structure :**

Para No. 2.1 Merger of the three categories will follow a graded approach. In first phase, **the Ticket Checking category as a whole, with all its existing incumbents, will continue as a separate category with its existing cadre structure and staffing pattern,** while the existing staff working in the categories of CC and ECRCs may be merged. The merged categories of CC and ECRC will accordingly have a four tier structure as below:

1) Commercial-cum-Reservation Clerk -in level -3 (entry level).
2) Senior Commercial –cum-Reservation Clerk in Level-5 consisting of merged posts currently designated as Senior Commercial Clerk and Enquiry –cum-Reservation Clerk that are in Level-5.
3) Chief Commercial-cum Reservation Clerk –in level-6 consisting of merged posts currently designated as Head Commercial Clerk and Enquiry –cum-Reservation Supervisor that are in Level-6.
4) Commercial Superintendant in Level-7 consisting of merged posts currently designated as Chief Booking Supervisor and Chief Enquiry Cum-Reservation Supervisors that are in Level-7.

Para No. 2.2: In the second phase of the merger, all future recruitments to the relevant category (ies) will be in the unified cadre structure merging Ticket Checking category also with the cadre of CC & ECRC. The final unified cadre structure with designation of posts, staffing pattern and norms for appointment will be as detailed in accompanying Annexure of the letter.

2.2 SAVE POSITION OF MERGED CADRE OF COMMERCIAL CUM RESERVATION CLERKS AT PRS / UTS LOCATIONS OVER BZA DIVISION AS ON 01.04.2018

Sl. No.	Designation	GP	SAN		ACT		VAC	
			PRS	UTS	PRS	UTS	PRS	UTS
	STAFF WORKING IN RESERVATION / BOOKING OFFICES							
1	COMMERCIAL SUPERINDENTENT (CS)	4600	38	54	35	54	03	0
2	CH.COMMERCIAL CUM RESVERATION CLERK (CCRC)	4200	94	179	84	118	10	61
3	Sr. COMMERCIAL CUM RESVERATION CLERK (SCRC)	2800	30	105	14	87	16	18
4	COMMERCIAL CLERK (CC)	2000	0	55	0	64	0	-9
	Sub-Total		162	393	133	323	29	70
			555		**456**		**99**	

2.3 COMMERCIAL CUM RESERVATIONS CATEGORY STAFF WORKING OTHER THAN PRS /UTS BOOKING OFFICES:

	STAFF WORKING IN PARCEL OFFICES				
1	COMMERCIALSUPERINDENTENT	4600	32	29	3
2	CH.COMMERCIAL CUM RESVERATION CLERK	4200	42	33	9
3	Sr. COMMERCIAL CUM RESVERATION CLERK	2800	07	05	2
4	COMMERCIAL CLERK	2000	06	01	5
	Sub-Total		**87**	**68**	**19**
	STAFF WORKING IN GOODS SHEDS				
1	COMMERCIALSUPERINDENTENT	4600	16	12	4
2	CH.COMMERCIAL CUM RESVERATION CLERK	4200	07	05	2
	Sub-Total		**23**	**17**	**6**
	STAFF WORKING IN SIDINGS				
1	COMMERCIALSUPERINDENTENT	4600	03	03	0
2	CH.COMMERCIAL CUM RESVERATION CLERK	4200	22	14	8
3	Sr. COMMERCIAL CUM RESVERATION CLERK	2800	07	04	3
	Sub-Total		**32**	**21**	**11**
	STAFF WORKING AS COMMERCIAL INSPECTORS AND IN OTHER AREAS:				
1	COMMERCIALSUPERINDENTENT	4600	18	18	0
2	CH.COMMERCIAL CUM RESVERATION CLERK	4200	20	20	0
3	Sr. COMMERCIAL CUM RESVERATION CLERK	2800	14	5	9
4	COMMERCIAL CLERK	2000	4	4	0
	Sub-Total		**56**	**47**	**9**
	Grand Total				

2.4 STAFF WORKING IN DIFFERENT STREAMS OF COMMERCIAL DEPTT ./BZA DIVN.

SL NO.	AREA OF WORKING	SAN	ACT	VAC
1	STAFF WORKING IN RESERVATION / BOOKING OFFICES	555	456	99
2	STAFF WORKING IN PARCEL OFFICES	87	68	19
3	STAFF WORKING IN GOODS SHEDS	23	17	6
4	STAFF WORKING IN SIDINGS	32	21	11
	STAFF WORKING AS COMMERCIAL INSPECTORS IN SECTIONA AND IN OTHER AREAS	56	47	9
	Total	**753**	**609**	**144**

2.5 ECRCs/ SUPERVISORS – SAVE POSITION:

Sl. No.	Station Name	Code	Catg.	Sanction	Actual	Vacancy

1	GUDUR	GDR	A	6	5	1
2	NELLORE	NLR	A	10	9	1
3	KAVALI	KVZ	B	1	1	0
4	ONGOLE	OGL	A	7	3	4
5	CHIRALA	CLX	A	6	5	1
6	BAPATLA	BPP	B	3	3	0
7	TENALI	TEL	A	7	4	3
8	VIJAYAWADA BZA - charting EDR feeding Current Day Booking Face to Face enquiry BZA - Central Enquiry BZA - 138/Twitter BZA - online Retiring rooms BZA EQ feeding	BZA	A1	54	42	12
9	POWERPET	PRH	D	1	1	0
10	ELURU	EE	A	7	6	1
11	TADEPALLIGUDEM	TDD	A	5	1	4
12	NIDADAVOLU	NDD	B	1	1	0
13	GODAVARI	GVN	D	4	4	0
14	RAJAHMUNDRY	RJY	A	12	11	1
15	ANAPARTI	APT	D	1	1	0
16	SAMALKOT JN	SLO	A	6	6	0
17	KAKINADA TOWN	CCT	A	10	10	0
18	TUNI	TUNI	A	1	1	0
19	ANAKAPALLE	AKP	A	3	3	0
20	TANUKU	TNKU	B	1	1	0
21	PALAKOLLU	PKO	B	1	1	0
22	NARASAPUR	NS	B	1	1	0
23	BHIMAVARAM TOWN	BVRT	A	4	3	1
24	MACHILIPATNAM	MTM	B	2	2	0
25	GUDIVADA	GDV	B	1	1	0
26	AMALAPURAM	APM	Non Railhead-PRS	1	1	0
27	YANAM	YTBA		1	1	0
28	BHAVANIPURAM	BVPM	PRS SATE-LLITE CENTERS	1	1	0
29	BENZ	BENZ		2	2	0
30	SATYANARAYANAPURAM	STPM		2	2	0
	TOTAL			**162**	**133**	**29**

2.6 COMMERCIAL BOOKING CLERK/SUPERVISORS- SAVE POSITION:

Sl. No.	Station Name	Code	UTS/Unified	San	Act	Vac
GUDUR- VIJAYAWADA SECTION						
1	GUDUR	GDR	UTS	12	11	1
2	VEDAYAPALEM	VDE	Unified	2	2	0
3	NELLORE	NLR	UTS	18	18	0
4	BITRAGUNTA	BTTR	Unified	3	3	0
5	KAVALI	KVZ	UTS	5	6	-1
6	SINGARAYAKONDA	SKM	Unified	5	5	0
7	TANGUTURU	TNR	Unified	1	1	0
8	ONGOLE	OGL	UTS	18	17	1
9	AMMANABROLU	ANB	Unified	1	1	0
10	CHINAGANJAM	CJM	Unified	3	3	0

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11	VETAPALEM	VTM	Unified	3	3	0
12	CHIRALA	CLX	UTS	12	12	0
13	BAPATLA	BPP	UTS	6	5	1
14	NIDUBROLU	NDO	Unified	8	8	0
15	TSUNDURU	TSR	Unified	1	1	0
16	TENALI	TEL	UTS	21	19	2
17	DUGGIRALA	DIG	Unified	3	3	0
18	PEDDAVADLAPUDI	PVD	Unified	1	1	0
VIJAYAWADA-KONDAPALLI SECTION				0	0	0
19	VIJAYAWADA	BZA	UTS	70	66	4
20	RAYANAPADU	RYP	Unified	1	1	0
21	KONDAPALLI	KI	Unified	3	3	0
VIJYAWADA –VSKP SECTION				0	0	0
22	MADHURANAGAR	MDUN	Unified	4	3	1
23	NUZIVEDU	NZD	Unified	2	2	0
24	POWERPET	PRH	UTS	3	3	0
25	ELURU	EE	UTS	12	9	3
26	BHIMADOLU	BMD	Unified	1	1	0
27	TADEPALLIGUDEM	TDD	UTS	8	7	1
28	NIDADAVOLU	NDD	UTS	6	6	0
29	KOVVUR	KVR	Unified	5	5	0
30	GODAVARI STATION	GVN	UTS	8	6	2
31	RAJAHMUNDRY	RJY	UTS	19	14	5
32	DWARAPUDI	DWP	Unified	5	4	1
33	ANAPARTHI	APT	UTS	4	4	0
34	SAMARLAKOT	SLO	UTS	12	10	2
35	PITHAPURAM	PAP	Unified	5	5	0
36	ANNAVARAM	ANV	Unified	7	3	4
37	TUNI	TUNI	UTS	11	8	3
38	NARSIPATNAM RD	NRP	Unified	1	1	0
39	ELAMANCHILI	YLM	Unified	5	6	-1
40	ANAKAPALLI	AKP	UTS	8	7	1
41	KAKINADA TOWN	CCT	Unified	10	9	1
42	KAKINADA PORT	COA	Unified	5	5	0
GUDIVADA-MACHILIPATNAM SECTION				0	0	0
43	GUDIVADA	GDV	UTS	8	9	-1
44	GUDLAVALLERU	GVL	Unified	3	3	0
45	PEDANA	PAV	Unified	0	1	-1
46	CHILAKALAPUDI	CLU	Unified	3	3	0
47	MACHILIPATNAM	MTM	Unified	5	4	1
GUDIVADA-NARSAPUR SECTION				0	0	0
48	KAIKALUR	KKLR	Unified	2	1	1
49	AKIVIDU	AKVD	Unified	5	4	1
50	BHIMAVARAM TOWN	BVRT	UTS	6	5	1
51	BHIMAVARAM	BVRM	UTS	9	6	3
52	PALAKOL	PKO	UTS	4	4	0
53	NARSAPUR	NS	UTS	5	3	2
BHIMAVARAM-NIDADAVOLU SECTION				0	0	0
54	TANUKU	TNKU	UTS	5	5	0
			Total	**393**	**355**	**38**

2.1 CURRENT SANCTIONED STRENGTH AT PRS, ENQUIRY, UNIFIED, UTS & SATELLITE PRS LOCATIONS OVER THE DIVISION

Sl. No.	Station	Availability of PRS /UTS/ Unified & Enquiry Counters	Sanctioned strength at PRS / Enquiry Counters & LR / RG Staff				Sanctioned strength at UTS/ Unified Counters
			Total	PRS	Enquiry	LR / RG & Other Staff	UNIFIED / UTS
GDR-BZA SECTION							

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1	GUDUR	PRS, Enquiry & UTS	**6**	**2**	**3**	1	12
2	VEDAYAPALEM	UNIFIED	**0**	**0**	**0**		2
3	NELLORE	PRS, Enquiry & UTS	**10**	**4**	**3**	2+ 1 CRS=3	18
4	BITRAGUNTA	UNIFIED	**0**	**0**	**0**		3
5	KAVALI	PRS & UTS	**1**	**1**	**0**		5
6	SINGARAYAKONDA	UNIFIED	**0**	**0**	**0**		5
7	TANGUTURU	Unified	**0**	**0**	**0**		1
8	ONGOLE	PRS, Enquiry & UTS	**7**	**2**	**3**	2	18
9	AMMANABROLU	Unified	**0**	**0**	**0**		1
10	CHINNAGANJAM	Unified	**0**	**0**	**0**		3
11	VETAPALEM	Unified	**0**	**0**	**0**		3
12	CHIRALA	PRS, Enquiry & UTS	**6**	**2**	**3**	1	12
13	BAPATLA	PRS, Enquiry & UTS	**3**	**1**	**2**		6
14	NIDUBROLU	Unified	**0**	**0**	**0**		8
15	TSUNDURU	Unified	**0**	**0**	**0**		1
16	TENALI	PRS, Enquiry & UTS	7	2	3	2	21
17	DUGGIRALA	Unified	0	0	0		3
18	PEDDAVADLAPUDI	Unified	0	0	0		1
BZA-KI SECTION			0	0	0		0
19	VIJAYAWADA	PRS, Enquiry & UTS	54	11	17	• LR + RG= 15 • CRS-1 • Charting -2 • EDR feeding-2 • Twitter-3 Online Retiring room booking- 3 **Total=26**	70
20	RAYANAPADU	Unified	0	0	0		1
21	KONDAPALLI	Unified	0	0	0		3
	BZA – VSKP SECTION		0	0	0		0
22	MADURANAGAR	Unified	0	0	0		4
23	NUZVID	Unified	0	0	0		2
24	POWERPET	PRS & UTS	1	1	0		3
25	ELURU	PRS, Enquiry & UTS	7	2	3	2	12
26	BHIMADOLU	Unified	0	0	0		1
27	TADEPALLIGUDEM	PRS, Enquiry & UTS	5	1	3	1	8
28	NIDADAVOLU	PRS & UTS	1	1	0		6
29	KOVVUR	Unified	0	0	0		5
30	GODAVARI	PRS & UTS	4	4	0		8
31	RAJAHMUNDRY	PRS, Enquiry & UTS	12	3	3	5 + 1 CRS=6	19
32	DWARAPUDI	Unified	0	0	0		5

Sl. No.	Station Name	Type					Total
33	ANAPARTI	PRS & UTS	1	1	0		4
34	SAMALKOT JN	PRS, Enquiry & UTS	6	2	3	1	12
36	PITHAPURAM	Unified	0	0	0		5
37	ANNAVARAM	Unified	0	0	0		7
38	TUNI	PRS & UTS	1	1	0		11
39	NARSIPATNAM ROAD	Unified	0	0	0		1
40	ELAMANCHILI	Unified	0	0	0		5
41	ANAKAPALLE	PRS & UTS	3	2	0	1	8
42	KAKINADA TOWN	PRS, Enquiry & UTS	10	3	2	3+2 CRS =5	10
43	KAKINADA PORT	Unified	0	0	0		5
GDV-MCI SECTION			**0**	0	0		0
44	GUDIVADA	PRS & UTS	1	1	0		8
45	GUDLAVALLERU	Unified	0	0	0		3
46	PEDANA	Unified –No sanctions	0	0	0		0
47	CHILAKALAPUDI	Unified	0	0	0		3
48	MACHILIPATNAM	PRS	2	2	0		5
GDV- NS SECTION			0	0	0		0
49	KAIKALUR	Unified	0	0	0		2
50	AKIVIDU	Unified	0	0	0		5
51	BHIMAVARAM TOWN	PRS & UTS	4	2	0	2	6
52	BHIMAVARAM Jn.	UTS	0	0	0		9
53	PALAKOLLU	PRS & UTS	1	1	0		4
54	NARASAPUR	PRS & UTS	1	1	0		5
BVRT-NDD			0	0	0		0
55	TANUKU	PRS & UTS	1	1	0		5
	NON RAIL-HEAD PRS CENTRES		155	54	48	53	0
56	BHAVANIPURAM	NON RAIL-HEAD RESERVATION CENTRES	1	1	0	0	0
57	BENJ		2	2	0	0	0
58	SATYANARAYANA PURAM		2	2	0	0	0
59	AMALAPURAM		1	1	0	0	0
60	YANAM		1	1	0	0	0
	TOTAL		**162**	**61**	**48**	**53**	**393**

- Total strength of Commercial cum Reservation clerks /Supervisors =162 (PRS) + 394 (UTS)= 556

2.2 **PRS TICKETS – AVERAGE TICKETS SOLD FOR THE LAST THREE YEARS (2014-15, 2015-16, 2016-17)**

Sl. No.	Station Name	Code	Catg.	PRS -Transactions			TOTAL OF 3 YEARS	AVERAGE PER DAY	PER shift
				2014-15	2015-16	2016-17			
1	GUDUR	GDR	A	56705	57891	48008	54201	148	74
2	NELLORE	NLR	A	230647	219940	191865	214151	587	147
3	KAVALI	KVZ	B	48629	46372	40381	45127	123	123
4	ONGOLE	OGL	A	111021	96428	83328	96925	266	133
5	CHIRALA	CLX	A	110304	109377	98583	106091	291	145
6	BAPATLA	BPP	B	51949	43167	40662	45259	123	123
7	TENALI	TEL	A	108060	105093	94814	102655	281	141
8	VIJAYAWADA	BZA	A1	644266	609471	579705	611147	1674	209
9	POWERPET	PRH	D	70717	61317	47353	59796	164	164
10	ELURU	EE	A	83892	68788	65518	72732	199	100
11	TADEPALLIGUDEM	TDD	A	62923	49513	51544	54660	150	150
12	NIDADAVOLU	NDD	B	38457	31823	28912	33064	91	91
13	GODAVARI	GVN	D	192164	168477	148541	169727	465	116

14	RAJAHMUNDRY	RJY	A	195009	198984	182943	192312	526	88
15	ANAPARTI	APT	D	49234	46727	46578	47513	130	130
16	SAMALKOT JN	SLO	A	89600	85085	76806	83830	230	115
17	KAKINADA TOWN	CCT	A	286083	257158	216339	253193	693	116
18	TUNI	TUNI	A	59724	55676	51365	55588	152	152
19	ANAKAPALLE	AKP	A	142409	127302	105282	124998	342	171
20	TANUKU	TNKU	B	74356	67891	60233	67493	185	185
21	PALAKOLLU	PKO	B	84184	71884	62581	72883	200	200
22	NARASAPUR	NS	B	54296	55280	51187	53587	147	147
23	BHIMAVARAM TOWN	BVRT	A	124660	117824	95182	112555	308	154
24	MACHILIPATNAM	MTM	B	80565	82121	69703	77463	212	106
25	GUDIVADA	GDV	B	53228	47709	41207	47381	130	130
NON-RAIL-HEAD LOCATIONS									
26	Bhavanipuram	BVPM		65114	60805	56410	60776	167	167
27	Benz	BENZ		162642	138706	119364	140237	384	192
28	Satyanarayanapuram	STPM		114551	113198	104740	110830	303	152
29	Amalapuram	APM	-	45007	44184	39102	42764	117	117
30	Yanam	YTBA	-	29375	26644	21318	25779	71	71

2.3 **UTS TICKETS – AVERAGE TICKETS SOLD FOR THE LAST THREE YEARS (2014-15, 2015-16, 2016-17)**

Sl. No.	Station Name	Code	Locations	Catg.	Transactions			TOTAL OF 3 YEARS	AVERAGE PER YEAR	PER DAY
					2014-15	2015-16	2016-17			
1	GUDUR	GDR	GDR	A	1377352	1100514	1113104	3590970	1196990	3279
2	VEDAYAPALEM	VDE	VDE	D	229094	180304	182347	591745	197248	540
3	NELLORE	NLR	NLR-EBO NLR-WBO	A	2554746	2391108	2421100	7366954	2455651	6728
4	BITRAGUNTA	BTTR	BTTR	E	88081	94394	95825	278300	92766	254
5	KAVALI	KVZ	KVZ	B	626866	541261	546437	1714564	571521	1566
6	SINGARAYA-KONDA	SKM	SKM	B	534777	436278	441536	1412591	470863	1290
7	TANGUTURU	TNR	TNR	E	103851	106219	107707	317777	105925	290
8	ONGOLE	OGL	OGL	A	2063009	1984842	2011022	6058873	2019624	5534
9	AMMANABROLU	ANB	ANB	E	117706	115216	116756	349678	116559	319
10	CHINNAGANJAM	CJM	CJM	E	163631	171214	173559	508404	169468	464
11	VETAPALEM	VTM	VTM	E	200537	199614	202319	602470	200823	550
12	CHIRALA	CLX	CLX-EBO CLX-WBO	A	1374864	1210181	1225374	3810419	1270139	3480
13	BAPATLA	BPP	BPP	B	791141	713195	720888	2225224	741741	2032
14	NIDUBROLU	NDO	NDO-EBO	D	538602	446659	452020	1437281	479093	1313

			NDO-WBO							
15	TSUNDURU	TSR	TSR	E	86465	88282	89333	264080	88026	241
16	TENALI	TEL	TEL-EBO	A	2639124	2426478	2457407	7523009	2507669	6870
			TEL-WBO							
17	DUGGIRALA	DIG	DIG	E	49907	50154	50808	150869	50289	138
18	PEDDAVADLA-PUDI	PVD	PVD	E	96571	98955	100255	295781	98593	270
19	VIJAYAWADA	BZA	BZA-EBO1	A1						
			BZA-EBO2							
			BZA-SBO		9958064	9515794	9646487	29120345	9706781	26593
			BZA -SBO2							
			BZA-TARA							
			BZA-WBO							
20	RAYANAPADU	RYP	RYP	E	28715	30135	30743	89593	29864	82
21	KONDAPALLI	KI	KI	E	110688	122799	124718	358205	119401	327
22	MADHURA-NAGAR	MDUN	MDUN	E	233674	232477	235487	701638	233879	640
23	NUZVID	NZD	NZD	E	104496	104761	106365	315622	105207	288
24	POWERPET	PRH	PRH	D	285857	266893	268455	821205	273735	750
25	ELURU	EE	EE - Main	A	824098	847094	858517	2529709	843236	2310
			EE - New							
26	BHIMADOLU	BMD	BMD	E	90979	84988	86080	262047	87349	239
27	TADEPALLI-GUDEM	TDD	TDD	A	694796	754876	763629	2213301	737767	2021
28	NIDADAVOLU	NDD	NDD	B	764248	597242	603100	1964590	654863	1794
29	KOVVUR	KVR	KVR	D	252399	260868	263119	776386	258795	709
30	GODAVARI	GVN	GVN WBO	D	689092	741142	747476	2177710	725903	1989
			GVN EBO							
31	RAJAHMUNDRY	RJY	RJY EBO	A	2563180	2869066	2903920	8336166	2778722	7613
			RJY WBO							
32	DWARAPUDI	DWP	DWP	D	242925	236757	239890	719572	238857	654
33	ANAPARTI	APT	APT	D	298586	297101	300119	895806	298602	818
34	SAMALKOT JN	SLO	SLO	A	1516774	1394741	1413032	4324547	1441515	3949
35	PITHAPURAM	PAP	PAP	D	312514	267092	269994	849600	283200	776
36	ANNAVARAM	ANV	ANV	B	362781	333773	336752	1033306	344435	944
37	TUNI	TUNI	TUNI	A	1181484	1023978	1035056	3240518	1080172	2960
38	NARSIPATNAM ROAD	NRP	NRP	D	165246	148490	150604	464340	154780	420
39	ELAMANCHILI	YLM	YLM	D	282664	276368	278614	837646	279215	764
40	ANAKAPALLE	AKP	AKP	A	826738	716949	727243	2270930	756976	2074
41	KAKINADA TOWN	CCT	CCT-South	A	499339	423664	428082	1351085	450362	1234
			CCT-North							

42	KAKINADA PORT	COA	COA	B	419749	437136	440825	1297710	432570	1185
43	GUDIVADA	GDV	GDV	B	1143975	1042240	1053748	3239963	1079987	2959
44	GUDLAVALLERU	GVL	GVL	E	138950	139655	141471	420076	140025	384
45	PEDANA	PAV	PAV	D	222835	208661	211524	643020	214340	587
46	CHILAKALAPUDI	CLU	CLU	E	160423	144915	146910	452248	150749	413
47	MACHILIPAT-NAM	MTM	MTM	B	406017	391531	397011	1194559	398186	1091
48	KAIKALUR	KKLR	KKLR	D	302764	248907	250517	802188	267396	733
49	AKIVIDU	AKVD	AKVD	D	326471	249943	251807	828221	276074	756
50	BHIMAVARAM TOWN	BVRT	BVRT	A	851742	686029	692971	2230742	743581	2037
51	BHIMAVARAM Jn.	BVRM	BVRM EBO BVRM WBO	B	817181	614943	621897	2054021	684674	1876
52	PALAKOLLU	PKO	PKO	B	334350	237563	239773	811686	270562	741
53	NARASAPUR	NS	NS	B	564390	365363	368504	1298257	432752	1186
54	TANUKU	TNKU	TNKU	B	854790	655825	660955	2171570	723857	1983

2.4 UTS /PRS TICKETS ISSUED BY SMs/OPERATING BRANCH AND STBAs

Sl. No.	Station Code	Station Name	Tickets issued per day		EARNINGS PER ANNUM IN LAKHS		EARNINGS PER ANNUM IN "000"		TICKETS ISSUED BY
			UTS	PRS	UTS	PRS	UTS	PRS	
GUDUR-BZA SECTION									
1	MBL	MANUBOLU	134	0	9.5	0	2.7	0	STBA
2	VKT	VENKATA-CHALLAM	263	0	45.96	0	12.59	0	STBA
3	PGU	PADUGUPADU	133	0	19.01	0	5.21	0	STBA
4	KJJ	KODVALURU	106	0	16.66	0	4.56	0	STBA
5	TMC	TALAMANCHI	28	0	2.63	0	0.72	0	OPERATING
6	AXR	ALLURU ROAD	13	0	1.66	0	0.46	0	OPERATING
7	SVPM	SRIVENKATE-SWAAPALEM	31	0	3.20	0	0.88	0	OPERATING
8	TTU	TETTU	48	0	7.55	0	2.07	0	OPERATING
9	UPD	ULAVAPADU	215	0	27.32	0	7.48	0	STBA
10	SDM	SURAREDDI-PALEM	99	0	12.05	0	3.30	0	STBA
11	KRV	KARAVADI	145	0	12.05	0	3.30	0	STBA
12	UGD	UPPUGUN-DURU	217	0	19.07	0	5.23	0	STBA
13	SPF	STUARTPU-RAM	149	0	14.44	0	3.96	0	STBA
14	APL	APPIKATLA	77	0	7.42	0	2.03	0	STBA
15	KCC	KRISHNA KENAL	214	0	24.77	0	6.79	0	STBA
BZA-VSKP SECTION									
16	MBD	MUSTABAD	58	0	5.63	0	1.54	0	STBA
17	GW,	GANNAVARAM	45	7	9.27	1.66	2.54	0.45	OPERATING
18	PAVP	PEDDA AVUTAPALLI	43	0	6.70	0	1.84	0	OPERATING
19	TOU	TELAPROLU	37	1	9.40	1.06	2.57	0.29	OPERATING
20	DEL	DENDULURU	9	0	1.13	0	0.31	0	OPERATING
21	PUA	PULLA	91	4	11.09	0.55	3.04	0.15	OPERATING
22	CEL	CHEBROLU	113	10	18.01	4.93	1.55	0.42	STBA & PRS BY SMs
23	BPY	BADAMPUDI	31	0	3.62	0	0.99	0	OPERATING
24	NBM	NAVABPALEM	27	0	3.45	0	0.95	0	OPERATING

25	CU	CHAGALLU	74	0	6.03	0	1.65	0	STBA & OPERATING
26	KYM	KADIYAM	66	0	18.60	0	5.10	0	STBA
27	BVL	BIKKAVOLU	70	0	14.68	0	4.02	0	STBA
28	MPU	MEDAPADU	53	0	8.06	0	2.21	0	STBA
29	GLP	GOLLAPROLU	120	0	19.57	0	5.36	0	STBA
30	RVD	RAVIKAM-PADU	31	0	3.17	0	0.87	0	OPERATING
31	HVM	HAMASAVA-RAM	8	0	0.81	0	0.22	0	OPERATING
32	GLU	GULLIPADU	66	0	7.13	0	1.95	0	STBA
33	REG	REGUPALEM	46	0	6.12	0	1.68	0	STBA
34	NASP	NARASINGA-PALLI	5	0	5.94	0	1.63	0	STBA
35	BVM	BAYYAVARAM	16	0	1.40	0	0.38	0	OPERATING
36	THY	THADI	19	0	2.10	0	0.58	0	OPERATING
37	RMV	RAMAVA-RAPPADU	677	0	57.40	0	15.72	0	STBA
38	NDM	NIDAMANURU	150	0	12.49	0	3.42	0	STBA
BZA-GDV-MTM-NS &NDD SECTION									
39	UPL	UPPALURU	148	0	13.58	0	3.72	0	STBA
40	DPD	DOSPADU	164	0	12.62	0	3.46	0	STBA
41	KVM	KAVUTARAM	92	3	14.59	8.34	4.00	2.28	OPERATING
42	OTR	MOTURU	49	0	4.05	0	1.11	0	OPERATING
43	MDVL	MANDAVALLI	179	6	19.13	6.14	5.24	1.68	STBA & PRS BY OPERATING
44	PLVA	PALLEVADA	34	0	3.23	0	0.89	0	OPERATING
45	UNDI	UNDI	123	15	13.96	0.55	3.82	0.15	STBA & PRS BY OPERATING
46	PAGM	PENNADA AGRAHARAM	25	2	1.47	0.38	0.40	0.10	STBA & PRS BY OPERATING
47	VVM	VIRAVA-SARAM	138	14	39.08	64.32	10.71	17.62	STBA & PRS BY OPERATING
48	AVLI	ARAVALLI	81	0	5.69	0	1.56	0	STBA
49	AL	ATTILI	167	20	32.39	28.17	8.87	7.72	STBA & PRS BY OPERATING
50	KLDI	KALDHARI	177	0	12.81	0	3.51	0	STBA

2.5 **PRACTICAL OBSERVATION BY WORK STUDY TEAM**: To know the first hand information about the working pattern of booking counters and other ticket related activities, the Work Study team spent considerable time at the BZA Reservation Booking Office, UTS Booking Counters and Satellite PRS counters and made the following observations:

1. OBSERVATION OF TIME TAKEN FOR ISSUE OF PRS / UTS TICKETS:
   - For issue of each PRS ticket with 6 passenger names, the time taken is 2.5 Minutes.
   - For issue of each UTS ticket, the time taken is 30 Seconds.
2. UTS COUNTERS AT BZA: On 09.05.2018 Work Study team visited UTS counters at BZA station and interacted with the UTS staff, the observations are as follows:
   - Sri Yughal Kishore, CBSR is in-charge of UTS Booking Offices at BZA.
   - Sri Jagadish, CBSR: is looking of stock of the division i.e Ticket rolls, Paper, Cartridges, Printers, Monitors and all computer peripherals repairs etc.
   - There are 5 UTS Booking Offices on BZA Platforms:

Sl. No.	Booking Office	Platform No.	No. of counters	No. of shifts
1	East Booking Office No.1	1	7	19 (6 Counters- 8hrs X 3 shifts and 1 Counter split roster i.e 5 to 8 hrs and 15.00hrs to

23

				19.00hrs)
2	East Booking Office No.2	1	3	7 (2 Counters- 8hrs X 3 shifts and 1 Counter split roster i.e 5 to 8 hrs and 15.00hrs to 19.00hrs)
3	South Booking Office	1	4	9 (2 Counters- 8hrs X 3 shifts and 1 Counter split roster i.e 5 to 8 hrs and 15.00hrs to 19.00hrs and 1-Counter with 2 shifts i.e 5.00-13.00 & 13.00-21.00hrs)
4	West Booking Office	10	3	7 (2 Counters- 8hrs X 3 shifts and 1 Counter split roster i.e 5 to 8 hrs and 15.00hrs to 19.00hrs)
5	Tarapet Booking Office	10	2	4 (1 Counter- 8hrs X 3 shifts and 1 Counter split roster i.e 5 to 8 hrs and 15.00hrs to 19.00hrs)

- There are 3 Shift Supervisors i. e 1 in each shift and 3 CBCs i.e 1 in each shift to monitor the Working of Booking Offices, available in East Booking Office No.1 on Platform No.1)
- The Total Sanctioned strength of UTS Office =72 Posts with 69 actuals and 3 Vacancies.
- 6 staff are working in other offices (2-Retiring Room Counters, 1-Cash Office, 1-in Sr.DCM/O/BZA, 1-Comml.Control, 1-Tenali BO).
- Average No. of UTS tickets= 29500 Per day.

2.6 POSITION OF ATVMs & COTVMs AT BZA STATION**: No. of ATVMs =12, COTVMs=4**

Sl No.	Booking office	No. ATVMs	No. of Facilitators	No. of shifts	No. of COTVMs
1	EBO-1	4	3+3	3X2 (5-13 & 13-21hrs)	2
2	EBO-2	2	1+1	2X1 (5-13hrs)	1
3	SBO	2	2+2	2X2 (5-13 & 13-21hrs)	1
4	WBO	2	1+1	2X1 (5-13hrs)	-
5	Tarapet	2	1+1	2X1 (5-13hrs)	-

- ATVM's UTS tickets sales are increased from 127538 (April/17) to 157763 (March/18) i.e 157763-127538=30225 tickets (increased by 24%)
- COTVM's UTS tickets sales are decreased from 2150 (April/17) to 1453 (March/18) i.e 2150-1453 = 697 tickets (decreased by 32.4%). This due to demonetization the circulation of currency in small notes has been reduced to get tickets in COTVMs.

3. **PRS COUNTERS AT BZA:** On 09.05.2018 Work Study team visited PRS counters at BZA station and interacted with the PRS staff, the observations are as follows:
   - Smt. Vajramma CRSR is the in-charge of PRS Booking Offices at BZA.
   - There are 3 PRS Booking Counters on PF 1, 1 Counter at Tara pet outside platform no 10 and 2 Enquiry counters on BZA Platforms:

Sl. No.	Booking Office	No. of counters	No. of shifts	No. of staff
	STAFF DEALING WITH ISSUE OF PRS TICKETS/ENQUIRY AT BZA:			
1	Main Reservation Complex at BZA station entrance.	3	6	6

2	Tarapet Booking Office	1	2	2
3	Enquiry counters in Reservation complex	2	6	6
4	Current day booking	1	3	3
5	Shift Supervisors Cum Enquiry	1	2	2
6	CCRS (In –Charge of PRS)	0	1	1
	SUB-TOTAL	7	20	20
PRS STAFF INVOLVED IN OTHER PRS /ENQUIRY RELATED WORKS:				
1	Central Enquiry	3	9	9
2	Chart feeding	1	2	2
3	Cash handling	1	2	2
4	EQ feeding	1	1	1
5	EDR Feeding *	1	2	2
	SUB-TOTAL	8	16	16
PRS STAFF WORKING IN SATELLITE PRS CENTERS				
7	Satyanarayanapuram	1	2	2
8	Benz Circle	1	2	2
9	Bhavanipuram	1	1	1
	SUB-TOTAL	3	5	5
	GRAND TOTAL	18	41	41

- ➤ *EDR (Exceptional Data Report). Due to non up gradation of software, as per the new refund rules, unnecessarily all PNR tickets are to be feeded in the system. An average of 1800 PNR numbers are being feeded, for this purpose 2 persons are deputed in two shifts. The manpower can be saved if the software is updated.
- ➤ On 10.05.18, visited the PRS Satellite Centers at Satyanarayanapuram, Bhavanipuram and Benz Circle and observed the workload.
- ➤ At Bhavanipuram, PRS booking counter is proposed for closure, for this purpose booking of reservations on Passes/PTO are withdrawn at this counter. This step has reduced the workload of Bhavanipuram center for 25%.

2.7 **COMPARATIVE FIGURES OF PRS TRANSACTIONS FOR THE LAST 3 YEARS**

Sl No.	Station	AVERAGE PRS TRANSACTIONS PER DAY						
		2014-15	2015-16	2016-17	% Variation	2016-17	2017-18	% Variation
1	GUDUR	155	159	153	-3.92	153	130	-15.03
2	VEDAYAPALEM	6	27	44	38.64	44	61	38.64
3	NELLORE	632	603	526	-14.64	526	485	-7.79
4	BITRAGUNTA	56	39	35	-11.43	35	37	5.71
5	KAVALI	133	127	111	-14.41	111	98	-11.71
6	SINGARAYAKONDA	50	46	44	-4.55	44	45	2.27
7	TANGUTURU	22	18	47	-5.88	17	18	5.88
8	ONGOLE	304	264	228	-15.79	228	210	-7.89
9	AMMANABROLU	15	12	10	-20.00	10	10	0
10	CHINNAGANJAM	24	21	19	-10.53	19	16	-15.79
11	VETAPALEM	28	20	17	-17.65	17	15	-11.76
12	CHIRALA	302	300	270	-11.11	270	246	-8.89
13	BAPATLA	142	118	111	-6.31	111	89	-19.82
14	NIDUBROLU	57	54	55	1.82	55	49	-10.91
15	TSUNDURU	11	11	10	-10.00	10	10	0
16	TENALI	296	288	260	-10.77	260	251	-3.46

17	DUGGIRALA	17	15	14	-7.14	14	12	-14.29
18	PEDDAVADLA-PUDI	21	21	17	-23.53	17	14	-17.65
19	VIJAYAWADA	2703	2519	2369	-6.33	2369	2317	-2.20
20	NUZVID	41	43	43	0	43	43	0
21	POWERPET	194	183	140	-3.71	140	126	-10.00
22	ELURU	230	188	197	4.57	197	184	-6.60
23	BHIMADOLU	14	16	19	15.79	19	24	26.32
24	TADEPALLI-GUDEM	172	147	141	-4.26	141	141	0
25	NIDADAVOLU	105	87	79	-10.13	79	78	-1.27
26	KOVVUR	61	57	52	-9.62	52	52	0
27	GODAVARI	526	462	407	-13.51	407	392	-3.69
28	RAJAHMUNDRY	534	545	499	-9.22	499	468	-6.21
29	DWARAPUDI	50	44	45	2.22	45	46	2.22
30	ANAPARTI	135	128	128	0	128	135	5.47
31	SAMALKOT JN	245	233	210	-10.95	210	208	-0.95
32	KAKINADA TOWN	784	705	593	-18.89	593	542	-8.60
33	KAKINADA PORT	41	31	3	-3.33	30	33	10.00
34	PITHAPURAM	62	61	65	6.15	65	65	0
35	ANNAVARAM	43	36	34	-5.88	34	31	-8.82
36	TUNI	164	153	151	-1.32	151	133	-11.92
37	NARSIPATNAM ROAD	30	24	23	-4.35	23	36	56.52
38	ELAMANCHILI	70	64	66	3.03	66	61	-7.58
39	ANAKAPALLE	390	349	288	-2118	288	241	-16.32
40	MADHURANAGAR	42	38	31	-22.58	31	18	-41.94
41	RAYANAPADU	28	23	25	8.00	25	11	-56.00
42	KONDAPALLI	56	48	45	-6.67	45	44	-2.22
43	GUDIVADA	146	131	113	-15.93	113	116	2.65
44	GUDLAVALLERU	23	17	14	-21.43	14	16	14.29
45	PEDANA	17	18	12	-50.00	12	17	41.67
46	CHILAKALAPUDI	25	25	22	-13.64	22	20	-9.09
47	MACHILIPATNAM	221	225	191	-17.80	191	177	-7.33
48	KAIKALUR	47	45	39	-15.38	39	38	-2.56
49	AKIVIDU	62	49	47	-4.26	47	47	0
50	BHIMAVARAM TOWN	342	323	261	-23.75	261	238	-8.81
51	BHIMAVARAM Jn.	59	55	55	0	55	47	-14.55
52	PALAKOLLU	231	197	171	-15.20	171	143	-16.37
53	NARASAPUR	149	151	140	-7.86	140	135	-3.57
54	TANUKU	204	186	165	-12.73	165	144	-12.73

2.8 **COMPARATIVE FIGURES OF UTS TRANSACTIONS FOR THE LAST 3 YEARS**

Sl No.	Station	AVERAGE UTS TRANSACTIONS PER DAY						
		2014-15	2015-16	2016-17	% Variation	2016-17	2017-18	% Variation
1	GUDUR	3774	3626	3741	3.17	3741	3611	-3.48
2	VEDAYAPALE	628	619	616	-0.48	616	596	-3.25

	M							
3	NELLORE	6999	7045	7279	3.32	7279	7238	-0.56
4	BITRAGUNTA	241	255	276	8.24	276	243	-11.96
5	KAVALI	1717	1721	1832	6.45	1832	1820	-0.66
6	SINGARAYA-KONDA	1465	1305	1549	18.70	1549	1546	-0.19
7	TANGUTURU	285	287	286	-0.35	286	272	-4.90
8	ONGOLE	5652	5458	5782	5.94	5782	5749	-0.57
9	AMMANABROLU	322	311	295	-5.14	295	301	2.03
10	CHINNAGANJAM	448	469	448	-4.48	448	467	4.24
11	VETAPALEM	549	539	520	-3.53	520	518	-0.38
12	CHIRALA	3767	3262	3549	8.80	3549	3666	3.30
13	BAPATLA	2168	1930	1637	-15.18	1637	2043	24.80
14	NIDUBROLU	1476	1203	1046	-13.05	1046	1165	11.38
15	TSUNDURU	237	239	202	-15.48	202	188	-6.93
16	TENALI	7230	6599	6125	-7.18	6125	6247	10.16
17	DUGGIRALA	137	136	126	-7.35	126	124	-1.59
18	PEDDAVADLA-PUDI	265	268	250	-6.72	250	214	-14.40
19	VIJAYAWADA	27282	27406	29273	6.81	29273	29151	-0.42
20	NUZVID	286	277	303	9.39	303	329	8.58
21	POWERPET	783	710	690	-2.82	690	634	-8.12
22	ELURU	2258	1960	2316	18.16	2316	2526	9.07
23	BHIMADOLU	249	226	206	-8.85	206	189	-8.25
24	TADEPALLI-GUDEM	1904	1757	2242	27.60	2242	2281	1.74
25	NIDADAVOLU	2094	1596	1627	1.94	1627	1633	0.37
26	KOVVUR	692	704	469	-33.38	469	449	-4.26
27	GODAVARI	1888	2062	1304	-36.76	1304	1112	-14.72
28	RAJAHMUNDRY	7022	7783	7416	-4.72	7416	7628	2.86
29	DWARAPUDI	666	634	650	2.52	650	576	-11.38
30	ANAPARTI	818	806	828	2.73	828	850	2.66
31	SAMALKOT JN	4156	4051	4597	13.48	4597	4693	2.09
32	KAKINADA TOWN	1368	1261	1205	-4.44	1205	1196	-0.75
33	KAKINADA PORT	1150	1217	1231	1.15	1231	1134	-7.88
34	PITHAPURAM	856	815	807	-0.98	807	766	-5.08
35	ANNAVARAM	994	952	931	-2.21	931	869	-6.66
36	TUNI	3237	2781	3255	17.04	3255	3274	0.58
37	NARSIPATNAM ROAD	453	421	406	-3.56	406	427	5.17
38	ELAMANCHILI	774	744	787	5.78	787	796	1.14
39	ANAKAPALLE	2265	1936	2265	16.99	2265	2282	0.75
40	MADHURANAGAR	640	622	573	-7.88	573	574	-0.17
41	RAYANAPADU	79	81	156	92.59	156	124	-20.51
42	KONDAPALLI	303	331	370	11.78	370	332	-10.27
43	GUDIVADA	3134	2818	2383	-15.44	2383	2483	4.20
44	GUDLAVALLERU	381	378	351	-7.14	351	351	0
45	PEDANA	611	566	552	-2.47	552	577	4.53

46	CHILAKALAPU DI	440	392	385	-1.79	385	365	-5.19
47	MACHILIPATN AM	1112	1059	1051	-0.76	1051	834	-20.65
48	KAIKALUR	829	673	302	-55.13	302	323	6.95
49	AKIVIDU	894	674	361	-46.44	361	768	112.74
50	BHIMAVARAM TOWN	2334	1858	1323	-28.79	1323	2433	83.90
51	BHIMAVARAM Jn.	2239	1662	1336	-19.61	1336	1732	29.64
52	PALAKOLLU	916	642	427	-33.49	427	850	99.06
53	NARASAPUR	1546	997	599	-39.92	599	1151	92.15
54	TANUKU	2342	1773	980	-44.73	980	1577	60.92

2.9 PRS LOCATIONS OPERATED BY OTHER THAN RAILWAY STAFF OVER BZA DIVISION:

Sl. No.	Station Name	Code	2014-15	2015-16	2016-17	Outside Agency
1	YTSK - BZA	6011	0	17182	17424	M/s. Smitha Travels, BZA
2	YTSK - BZA	6012	0	10829	12332	M/s. Coromandel Travels, BZA
3	YTSK - BZA	6013	0	19623	21558	M/s. Avinash Tours & Travels, BZA
4	YTSK - BZA	6016	0	0	2353	M/s. Angels Tours & Travels, BZA
5	YTSK - EE	6015	0	13055	13981	M/s. Travel House, EE
6	e-Seva PRS, Dargamitta Area, Nellore	PRS D	57114	49000	35831	Operated by e-Seva staff
7	Dwaraka Tirumala PO	P101	2905	1420	1242	Operated by Postal staff
8	Polavaram PO	P102	2084	1277	1799	Operated by Postal staff
9	Jaggampeta	P103	5331	3995	3692	Operated by Postal staff
10	G. Mamidada PO	P104	11222	9430	4437	Operated by Postal staff
11	Penugonda PO	P105	5915	4329	2672	Operated by Postal staff
12	Razolu PO	P106	14728	12136	10360	Operated by Postal staff
13	Parchuru PO	P107	1591	1330	989	Operated by Postal staff
14	A.K. Nagar PO, VDE	P108	11954	7968	5692	Operated by Postal staff
15	Rampachodavaram PO	P109	3857	2818	1923	Operated by Postal staff
16	Challapalli PO	P110	4979	4866	4415	Operated by Postal staff
17	Lankalakoderu PO	P111	2894	1523	1622	Operated by Postal staff
18	Vidyanagar PO	P112	7250	4619	5510	Operated by Postal staff
19	Nuzividu PO	P113	10609	8914	6717	Operated by Postal staff
20	Vuyyuru PO	P114	3973	3405	3677	Operated by Postal staff

- No. of YTSKs = 5
- No. of E-Seva centers=1
- No. of Post offices = 14

2.10 SHIFT-WISE PASSENGER TRAINS STOPPING AT STATIONS WITH UNIFIED COUNTERS

Sl. No.	Station Name	Unified UTS/	NO OF HALTING TRAINS	NO. ORIGIN A-TING TRAINS	NO. OF TERMI NATING TRAINS	NO. OF PFs	Trains stopping between hrs				
							00-08	08-16	16-24	08-20	20-24

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No.	Station	PRS									& 00-08
GUDUR- VIJAYAWADA SECTION											
1	VEDAYA-PALEM	Unified	20	0	0	2	3	10	7	16	4
2	BITRA-GUNTA	Unified	29	2	2	3	10	6	13	11	18
3	SINGARAYA-KONDA	Unified	41	0	0	2	15	6	18	27	14
4	TANGU-TURU	Unified	16	0	0	2	2	6	7	9	7
5	AMMANA-BROLU	Unified	18	0	0	3	3	10	5	13	5
6	CHINA-GANJAM	Unified	14	0	0	2	4	5	5	9	5
7	VETAPA-LEM	Unified	20	0	0	3	3	9	8	13	7
8	NIDU-BROLU	Unified	41	0	0	3	11	9	15	24	17
9	TSUN-DURU	Unified	16	0	0	3	3	6	7	11	5
10	DUGGI-RALA	Unified	19	0	0	3	6	7	6	13	6
11	PEDDAVA-DLAPUDI	Unified	17	0	0	3	5	7	5	11	6
VIJAYAWADA- KONDAPALLI SECTION											
12	RAYANA-PADU	Unified	10	0	0	2	2	5	3	8	2
13	KONDA-PALLI	Unified	13	0	0	2	4	5	4	8	5
VIJYAWADA –VSKP SECTION											
14	MADHUR ANAGAR	Unified	18	0	0	2	4	7	7	12	6
15	NUZIVEDU	Unified	20	0	0	3	7	7	6	11	9
16	BHIMA-DOLU	Unified	16	0	0	3	6	6	4	9	7
17	KOVVUR	Unified	37	0	0	3	12	13	10	18	17
18	DWARA-PUDI	Unified	34	0	0	2	9	13	12	17	17
19	PITHAPURAM	Unified	27	0	0	2	9	10	8	13	14
20	ANNAVA-RAM	Unified	44	0	0	3	14	19	11	25	19
21	NARSIPAT-NAM RD	Unified	23	0	0	2	5	12	6	15	8
22	ELAMAN-CHILI	Unified	35	0	0	2	10	13	12	20	15
23	KAKINADA TOWN	Unified	11	3	3	4	5	3	3	4	7
24	KAKINADA PORT	Unified	8	8	8	2	5	2	1	2	6
GUDIVADA-MACHILIPATNAM SECTION											
25	GUDLAVA-LLERU	Unified	22	0	0	1	7	6	9	13	9
26	PEDANA	Unified	22	0	0	1	7	6	9	11	11
27	CHILA-KALAPUDI	Unified	22	0	0	0	7	6	9	11	11

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28	MACHILI-PATNAM	Unified	12	0	0	2	3	4	5	7	5
					GUDIVADA-NARSAPUR SECTION						
29	KAIKALUR	Unified	35	0	0	3	13	7	15	14	21
30	AKIVIDU	Unified	35	0	0	0	14	6	15	13	22

2.11 **Revised Classification of Category of Stations:** Vide Railway Board's Lr No. 2018/LM (PA)/03/06 of dt. 09.04.2018, Railway board had constituted a Committee of Executive Directors to review the norms for provision of passenger amenities. The Passenger Amenities viz., minimum essential, recommended and desirable amenities at stations prescribed in the letter supersedes the earlier circular issued under ED (PM)/RB's Lr No. 2012/LM (PA)/3/5 New Delhi, dt.11.09.2012.

2. For the purpose of categorization of stations, the basic parameter is the passenger earnings of each station, from both reserved and unreserved passengers and outward passengers handled at the station. The data of passenger earnings should be collected from PRS, UTS, SPTM & JTBS etc. (Para No. 2.3 of the annexure).

3. **Booking windows being a railway requirement rather than a passenger amenity and also due to proliferation of ATVMs, Internet / Mobile ticketing etc. is removed from the list of Minimum Essential Amenities (MEA). (Para No. 3.2 (I) of the annexure).**

4. **Booking counters shall be removed from the lists of MEA. The same may be provided based on the requirement under desirable amenity at SG/1-2 & NSG/1-4 category stations.**

The revised classification is as follows:

Sl. No.	Old Category	Revised category	Criteria of proposed earnings	Criteria of proposed outward passengers handled @
Non-Suburban stations				
1	Al	NSG-1	> 500 Crore	> 20 Million
2	A	NSG-2	> 100 Crore ≤500 Crore	> 10 Million ≤ 20 Million
3	B	NSG-3	>20 Crore ≤ 100 Crore	> 05 Million ≤ 10 Million
4	C	NSG-4	>10 Crore ≤ 20 Crore	> 02 Million ≤ 05 Million
5	D	NSG-5	>01 Crore ≤ 10 Crore	> 01 Million ≤ 02 Million
6	E	NSG-6	≤ 1 Crore	≤ 01 Million
Suburban stations				
7	-	SG-1	>25 Crore	>30 Million
8	-	SG-2	>10 Crore ≤ 25 Crore	> 10 Million ≤ 30 Million
9	-	SG-3	≤ 10 Crore	≤10 Million
Halt stations				
10	F	HG-1	>50 Lakh	>03 Lakh
11		HG-2	>05 Lakh ≤ 50 Lakh	>01 Lakh ≤03 Lakh
12		HG-3	≤ 05 Lakh	≤01 Lakh

- @ Passengers handled is taken on the basis of actual outward passengers handled at the station.

- The categorization proposed is on the basis of data for originating passengers and earnings provided by Zonal Railways.
- GMs shall have powers to categorize a station as NSG4 category if it is a place of Tourist importance and / or is an important junction station.

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C H A P T E R – 3

3.0 ¡ðâðð÷÷µðÐððÃÙð¨î òð𨿐÷æðÂð CRITICAL EXAMINATION:

3.1 <u>OBJECTIVES OF THE WORK STUDY ON ECRCs / COMMERCIAL BOOKING CLERKS/SUPERVISORS (MEGED CADRE: COMMERCIAL CUM RESERVATION CLERKS) :</u>

a) To find out the actual workload of PRS / UTS locations over the division.
b) To estimate the staff requirement in PRS / UTS locations as per yardsticks and need basis in other areas which are not relevant with yardstick / benchmarks.
c) To identify the PRS /UTS counters with less workload to be eliminated.
d) Measures for system improvement.
e) Some innovative measures to be adopted.

3.2 **MODERNIZATION OF TICKETING SYSTEM IN RAILWAYS (This information was given by the Minister of State of Railways Shri Rajen Gohain in a written reply to a question in Lok Sabha, Published by Press Information of Bureau, Government of India, Ministry of Railways on 14-March-2018):** Indian Railways provide computerized PRS (Passenger Reservation System) and UTS (Unreserved Ticketing System) counters at various locations/ stations. In addition to ticket counters, reserved tickets can be booked online and through Mobile App. Similarly, unreserved tickets can be booked through Automatic Ticket Vending Machines, Mobile phone as well as Railway ticket booking counters. The following steps have been taken for improving the ticketing system further and to facilitating hassle-free issuing of tickets to passengers.

a) Jan Sadharan Ticket Booking Sewaks (JTBS) to issue unreserved tickets in various parts of important cities.
b) Yatri Ticket Suvidha Kendra (YTSK) licencee to issue reserved as well as unreserved tickets through computerised Passenger Reservation System (PRS)-cum- Unreserved Ticketing System (UTS) terminals provided in their premises.
c) Station Ticket Booking Agents (STBA) to issue unreserved tickets from station premises of certain 'E' category stations.
d) Rail Travellers' Service Agents (RTSAs) to book tickets online (both i and e-tickets) through website of Indian Railway Catering & Tourism Corporation (IRCTC).
e) E-ticketing agents authorised by IRCTC to book e-tickets through website of IRCTC.
f) Facilitators, who are retired Railway personnel, to issue unreserved tickets to the general public through Automatic Ticket Vending Machines (ATVMs).
g) COTVMs (Coin Operated Ticket Vending Machines) for issue of unreserved tickets.

However, up-gradation/ modernisation of ticketing system is a continuous and ongoing process. Further, following works have been sanctioned by the Indian Government for modernization of ticketing system:

- Modernization of Passenger Reservation System has been sanctioned at a cost of ₹ 109.44 crores in 2017-18. It will facilitate capability to handle higher number of transactions per second.
- Modernization of Unreserved Ticketing System has been sanctioned at a cost of ₹ 180.94 crores in 2017-18. It will cater to the growth in future in terms of number of transactions, terminals and locations. The existing hardware which has reached end of life will be replaced with latest technology equipments.

3.3 **Vide RB's Lr No. 2015-B-235 of dt. 21.04.16,** Annexure-Para No.3):

a) Sub Para-IV (v): Performance of JTBS to be monitored to maximize ticket issue to prevent wastage of assets. Similarly productivity of PRS / UTS counters and ATVMs (especially those which are manned by Ticket Facilitators) to be monitored for improvement of productivity. Monitoring may be done through structured report of CRIS. Underutilized PRS counters may be used to sell UTS tickets.

b) Sub Para-VI (D): Cost benefit analysis of outsourcing activity hitherto done departmentally to be carried for all such jobs done over last 5 years. Staff to be totally withdrawn and redeployed for activities / works outsourced.

3.4 <u>CURRENT STATUS OF PRS /UTS BOOKING LOCATIONS OVER BZA DIVISION:</u>

a) Presently PRS / UTS ticket counters are reduced due to increased use of online ticketing and introduction of technological inputs for the use of Passengers to operate and to get their unreserved /reserved tickets. At present more than 65 % of ticket transactions are being carried out online or by other means, adopted for the purpose of issuing PRS / UTS tickets.

b) Remaining 35% of traffic are invariably coming to Railway Booking counters to book their train journey tickets, which includes:
   - The traditional passengers,
   - Semi-illiterate passengers who are not aware or adopt the modern methods of ticketing.
   - The Railway Working / Retired Employees i.e Pass or PTO holders and
   - Concession ticket holders.
   - Military Warrant /Ticket Order holders.

c) ATVMs/ COTVMs are provided at majority of the stations, where commercial staff are deployed for issuing UTS tickets, but the usage of these ATVMs /COVTMs is less due to the following reasons :
   - Non-Awareness among the Passengers.
   - Last minute Entraining Passengers fail to take tickets.
   - Lack of currency change for purchasing the ticket.
   - No proper propaganda at stations regarding usage of ATVMs/ COTVMs.
   - Incentives are not given to passengers for using the ATVMs/ COTVMs.

d) The Commercial Department of BZA division has taken several steps to improve the PRS / UTS working and to manage the manpower efficiently. The important steps are as follows:
   - Major stations are provided with Exclusive UTS counters, with round the clock shifts and two shifts for PRS tickets. At some busy stations during peak hours CBSR /CRS are also issuing tickets for few hours.
   - Wherever traffic is less, 12 hrs shifts are introduced with one UTS in night shift and one Unified shift in day time.
   - At meager traffic stations, Unified counter in day shift by Commercial staff and night shift by Operating staff.
   - At E-category stations, STBAs are provided for issue of UTS tickets..
   - Some stations are being managed by SMs of operating branch only.
   - Halt stations are provided with Halt Agents.
   - Uneconomical Halt Stations are closed during the last year = 6 Stations.

e) SC Railway has developed a UTS Mobile App with the following uses:
   - Season Tickets, Platform Tickets and Unreserved Journey Tickets can be booked from any UTS station to any destination over SC Railway.
   - Season Tickets can be renewed 10 days in advance.
   - Booked Ticket particulars will be saved in the Mobile phone, which can be shown to the TTE.
   - Recharge in multiples of Rs.100/- up to a maximum of Rs. 10000 and get 5% additional bonus on every recharge.
   - Passengers need not wait in line for tickets.

3.5 <u>FOR THE PURPOSE OF WORK STUDY, THE PLANNING CELL HAS FOLLOWED THE FOLLOWING GUIDELINES:</u>

1) Collected the data of:
   a) No. of PRS /UTS ticket transactions for the last 4 years i.e 2014-15, 2015-16, 2016-17, 2017-18.
   b) The number of UTS & PRS counters at all stations, where commercial staff are deployed.
   c) Station wise Commercial staff deployment at PRS/UTS and Enquiry Counters of all stations and NRH centers.
   d) No. of ATVMs and COTVMs located at all stations.
2) Compared the number of transactions of PRS /UTS during the year 2014-15 in each station with the transactions of 2017-18 and identified the stations with decreasing trend of PRS / UTS Tickets issue.
3) Interacted with all CCIs of the division, collected the information on existing system of working in each station with commercial staff. The information regarding STBAs / Halt Agents /Operating staff working to issue UTS /PRS is also collected.
4) Staff requirement is calculated in two ways:
   a) Assessed the number of UTS / PRS shifts **presently working** in each station, to this the Supervisory staff and staff working in shifts in other related activities are taken into consideration to find the total staff required in PRS / UTS locations.
   b) The 3 years average number of UTS / PRS tickets per day is taken as base for calculating number of shifts required at each station **as per the yardstick**, to this the Supervisory staff and staff working in shifts in other related activities **on need basis** are taken into consideration to find the total staff required in PRS / UTS locations.
5) Identified the stations with less workload and compared the percentage of tickets sold per day with the UTS/PRS yardsticks.
6) Suggested for elimination of some less work load station counters.
7) Suggested measures for system improvement.
8) Suggested some Innovative Ideas, to improve the working of UTS /PRS systems and other related activities.

3.6 AVAILABLE YARDSTICK s FOR PRS / UTS & UNIFIED COUNTERS:

1) PRS Counters:

a) Yard stick for opening of additional reservation counter at the existing computerized PRS locations, **Vide RB's Letter No. 2010/TG-I/20/P/Counter of date 01.06.2011 (CC NO.23 of 2011)**: those locations where daily **average number of transactions per shift per counter are 180 or more**, Railways can take action to open additional counter .

b) **RB's Lr No. 2008/C&IS/New PRS Policy/15 of dt. 04.10.2013, the guidelines were revised as under:**
   - All stations having reservation related workload of 75 transactions per day may qualify for provision PRS facility. (Para No.i)
   - Such locations where there is no PRS facility within a vicinity of 15KMs is justified for the provision of PRS counter.(Para No.ii)
   - Additional PRS may be opened for such satellite location in Metro cities which are thickly populated, having population of 50000. (Para No.iii)
   - PRS facility may be opened in Post Offices and will be manned by Postal staff on mutual agreed terms and conditions to be ratified by Railway Board.

2) **UTS Counters**: Vide RB's Lr No. 2013/TG.IV/10/PA/Policy of dt. 20.03.2013the yardstick (benchmark) for average sale of tickets per shift per window was revised **from 800 tickets per shift to 1000 tickets per shift at each counter**. This yard stick however, shall apply where staff is deployed exclusively for booking of UTS tickets.

3) **Unified Counters**: **RB's Lr. No. 2008/New PRS Policy/15 of dt. 04.10.2013, Guidelines are revised for providing Unified UTS-cum PRS facility as under:**

Railhead PRSs having average workload less than 25 transactions may be recommended for conversion to PRS-cum-UTS terminal. (Para No. xi)

3.7 <u>BENCHMARK PROPOSED BY THE PLANNING CELL AFTER OBSERVATIONS FOR ISSUE OF PRS / UTS TICKETS AND UNIFIED TICKETS:</u>

1) As per the existed yardsticks (Para Nos. 3.5):
   1. **<u>PRS TICKETS</u>**: the average PRS tickets to be issued per shift of 8 hrs = 180
   2. **<u>UTS tickets</u>**: 1000 tickets per shift.
   3. **<u>UNIFIED COUNTER</u>**: PRS counters can be converted as UTS cum PRS counter wherever the annual average workload is less than 25 PRS tickets per day.

2) **On practical observation the Planning Cell has considered the following Benchmarks for calculation of requirement at PRS /UTS /Unified counters:**
   1. **<u>PRS tickets</u>**: ECRCs comes under Continuous roster i.e in each shift they have to work for 8 ½ hrs, in each shift after issue of PRS tickets, they have to write an account of tickets issued in the registers and handed over the cash and vouchers of the shift transactions, for which 1 hour is required for handing over / taken over
      - Then the number of transactions that can be carried out in 7 ½ hrs are as follows:
      - Number of tickets to be issued as per yardstick in one hour = 180/7.5 hrs = 24 tickets per hour.
      - i.e 60 minutes /24 tickets =2.5 minutes per each ticket. (The Work Study Team observed practically at the PRS counters of BZA station, that 2.5 minutes is sufficient to issue a PRS ticket)
      - Total Minutes in a shift of 7 ½ hours = 7 ½ X 60 Minutes = 450 minutes per shift.
      - In each hour of a shift there will be a loss of 10 % time for following:
        a) Private Cash Declaration and to Login.
        b) Tallying of cash, updating of instructions and starting issuing tickets.
        c) for miscellaneous work (i.e inserting of tickets rolls or changing of rolls, cleaning/ adjustment of printer of rollers etc.,) /
        d) for Tatkal tickets alphabets are appearing on the screen to reduce the speed of booking Tatkal tickets, this is for eliminating malpractice of booking more number of Tatkal tickets in short span of time.
        e) for public enquiry / to change the date / train / adding or deleting the information of the passengers, while booking their tickets.
        f) Preparation of Terminal Remittance Statement (TRS) to record cancelled tickets, Non-issue tickets, Special cancellation tickets, modification of tickets, concessional tickets and vouchers etc.
      - The total loss of time in a shift= i.e 450 minutes X 10% /100= 45 minute loss for miscellaneous / relaxation.
      - Then the actual time to issue PRS tickets =450 minutes – 45 minutes= 405minutes.
      - Then the number of PRS tickets issued in 405 minutes = 405 / 2.5 = 162 i.e 160 tickets.
      - **<u>THE MINIMUM NUMBER OF PRS TICKETS THAT CAN BE ISSUED IN A SHIFT OF 8 ½ HRS IS TAKEN AS 160 TICKETS.</u>**
   2. **<u>UTS tickets:</u>**
      - The Number of UTS tickets to be issued in a shift = 1000 tickets.
      - The time required for issue of each ticket = 8 X 60 /1000=480 X 60 /1000= 29 Seconds.
      - The Work Study Team observed that, 30 Seconds is sufficient for issue of each UTS ticket.

- In each hour 10% of time is taken for relaxation / for enquiry / Miscellaneous work, then the total time for relaxation/ miscellaneous work= 480 X 10%/100= 48 Minutes in a shift of 8 hrs.
- Then the number of UTS tickets issued in a shift = 480-48 relaxation= 402 x 60/30= 804 Tickets i.e 800 tickets.
- **Benchmark (8Hrs shift): The Minimum Number of UTS Tickets that can issued in a shift of 8 HRS = 804 i.e 800 TICKETS .**
- **Benchmark (12 Hrs shift:** Due to the more inactive period, in 12 hrs shift the yardstick of 1000 tickets per shift is taken as benchmark. (to issue 1000 UTS tickets time will be 1000 X 30 Seconds / 60 = 500 minutes i.e 8hrs 20 minutes, then **inactive period** = 12hrs-8hrs 20 minutes= **3hrs 40 minutes).**

3. **UNIFIED Counter:** The Work Study Team considered 50 % of the benchmark of PRS and UTS Tickets for converting the UTS Counters as Unified counters. If there is sale of less than 50% in sale of both PRS & UTS in each shift at the same station, then the counter can be unified. This step was already taken on BZA division and at present out of 54 stations 21 stations are having Unified counters.
- **Benchmark: 50 % of PRS tickets = 160/2= 80 PRS tickets per shift & 50% of UTS of tickets = 800/2 = 400 UTS tickets at the same station.**
- **If the number of Tickets are issued is less than 400 UTS and 80 PRS that counter can be outsourced through STBAs or YTSKs.**

3.8 DETAILES OF PRS / UTS & UNIFIED COUNTERS AND STAFF OVER BZA DIVISION:
a) There are 161 stations over BZA division:
- At 54 stations, PRS/UTS tickets are issuing by Commercial staff.
- At 25 Stations, STBAs are issuing UTS tickets.
- At 25 Stations, Operating staff are issuing UTS /PRS tickets.
- At 51 stations, Halt Agents are issuing Printed Card Tickets and
- 6 Halt stations are closed for Passenger traffic.
b) Commercial staff are issuing PRS tickets at 59 locations (includes 3-Satellite Centers and 2-Non-Railhead Centers) and UTS tickets at 54 stations.
c) There are 29 exclusive PRS ticket issue locations.
d) At 33 locations with exclusive UTS ticket counters are available.
e) There are 21Unified locations to issue PRS and UTS tickets.
f)At remaining 107stations Operating staff / Halt Agents are issuing UTS tickets.
g) There are 73 ATVMS and 15 COTVMS located at 35 stations and presently at GDV, NLR, OGL, BZA, RJY, SLO, COA, BPP & TDD Facilitators are available. At 26 Stations Facilitators are withdrawn.
h) There are 20 outside agencies over the division to issue PRS tickets
i.e YTSKs-5, E-Seva-1 & Post Offices-14

3.9 COMPARATIVE STATEMENT SHOWING THE INCREASE / DECLINE IN AVERAGE PRS / UTS / UNIFIED TICKETS SOLD PER DAY DURING THE YEARS 2014-15 AND 2017-18

SL. NO.	Location	PRS / UTS/ UNIFIED	Average PRS tickets per day during 2014-15	Average PRS tickets per day during 2017-18	Increase/ decrease	Average UTS tickets per day during 2014-15	Average UTS tickets per day during 2017-18	Increase/ decrease
1	GUDUR	PRS & UTS	155	130	-16.1%	3774	3611	-4.31%
2	VEDAYAPALEM	UNIFIED	06	61	+91.6%	628	596	-5.09%
3	NELLORE	PRS & UTS	632	485	-23.2%	6999	7238	+3.41%
4	BITRAGUNTA	UNIFIED	56	37	-33.9%	241	243	0.82%
5	KAVALI	PRS & UTS	133	98	-26.3%	1717	1820	+5.9%
6	SINGARAYAKONDA	UNIFIED	50	45	-9%	1465	1546	+5.52%

7	TANGUTURU	Unified	22	18	-18.%	285	272	-4.52%
8	ONGOLE	PRS & UTS	304	210	-30.9%	5652	5749	1.72%
9	AMMANABROLU	Unified	15	10	-33.3%	322	301	6.52%
10	CHINNAGANJAM	Unified	24	16	-33.3%	448	467	+5.9%
11	VETAPALEM	Unified	28	15	-46.4%	549	518	-5.28%
12	CHIRALA	PRS & UTS	302	246	-18.5%	3767	3666	-2.68%
13	BAPATLA	PRS & UTS	142	89	-37.3%	2168	2043	-5.76%
14	NIDUBROLU	Unified	57	49	-14.03%	1476	1165	-21.07%
15	TSUNDURU	Unified	11	10	-9.09%	237	188	-20.67%
16	TENALI	PRS & UTS	296	251	-15.2%	7230	6747	-6.68%
17	DUGGIRALA	Unified	17	12	-29.4%	137	124	-9.48%
18	PEDDAVADLAPUDI	Unified	21	14	-33.3%	265	214	-19.28%
BZA-KI SECTION								
19	VIJAYAWADA	PRS & UTS	2703	2317	-14.2%	27282	29151	+6.85%
20	RAYANAPADU	Unified	28	15	46.4%	79	124	+56.96%
21	KONDAPALLI	Unified	56	44	-21.4%	303	332	+9.57%
BZA-VSKP SECTION								
22	MADURANAGAR	Unified	42	18	-33.3%	640	574	-10.31%
23	NUZVID	Unified	41	43	-4.8%	286	329	+15.03%
24	POWERPET	PRS & UTS	194	126	-35.05%	783	634	-19.02%
25	ELURU	PRS & UTS	230	184	-20%	2258	2526	+11.86%
26	BHIMADOLU	Unified	14	24	+71.4%	249	189	-24.09%
27	TADEPALLIGUDEM	PRS & UTS	172	141	-18.02%	1904	2281	+19.80
28	NIDADAVOLU	PRS & UTS	105	78	-25.71%	2094	1633	22.01%
29	KOVVUR	Unified	61	52	-14.75%	692	449	-35.11%
30	GODAVARI	PRS & UTS	526	392	-25.47%	1888	1112	41.01%
31	RAJAHMUNDRY	PRS & UTS	534	468	-12.3%	7022	7628	+8.63%
32	DWARAPUDI	Unified	50	46	-8%	666	576	-13.51%
33	ANAPARTI	PRS & UTS	135	128	-5.18%	818	850	+3.91%
34	SAMALKOT JN	PRS & UTS	245	208	15.10%	4156	4693	+12.92%
35	PITHAPURAM	Unified	62	65	+4.8%	856	760	-11.21%
36	ANNAVARAM	Unified	43	31	-18.6%	994	869	-12.57%
37	TUNI	PRS & UTS	164	133	-18.9%	3237	3274	+1.14
38	NARSIPATNAM ROAD	Unified	30	36	+5%	453	427	-5.73%
39	ELAMANCHILI	Unified	70	61	-12.8%	774	796	+2.84%
40	ANAKAPALLE	PRS & UTS	390	241	-38.2%	2265	2282	+0.75%
41	KAKINADA TOWN	PRS & UTS	784	542	-30.86%	1368	1196	-12.57%
42	KAKINADA PORT	Unified	41	33	-19.5%	1150	1134	-1.39%
GDV-MCI SECTION								
43	GUDIVADA	PRS & UTS	146	116	-20.54%	3134	2483	-20.77%
44	GUDLAVALLERU	Unified	23	16	-69.56%	381	351	-7.87%
45	PEDANA	Unified –No sanctions	17	17	0	611	577	-5.56%
46	CHILAKALAPUDI	Unified	25	20	-20%	440	365	-17.04%
47	MACHILIPATNAM	Unified	221	177	-19.90%	1112	834	-25%
GDV- NS SECTION								
48	KAIKALUR	Unified	47	38	--19.90%	829	323	-61.03%
49	AKIVIDU	Unified	62	47	-24.19%	894	768	-14.09%
50	BHIMAVARAM TOWN	PRS & UTS	342	238	-30.40%	2334	2433	+4.23%%
51	BHIMAVARAM Jn.	PRS & UTS	59	47	-20.3%	2239	1732	-22.64%
52	PALAKOLLU	PRS & UTS	231	143	-38.09%	916	850	-7.20%
53	NARASAPUR	PRS & UTS	149	135	-9.39%	1546	1151	-25.54%
BVRT-NDD								
54	TANUKU	PRS & UTS	204	144	-29.4%1	2342	1577	32.66%
SATELLITE CENTERS (SC) AND NON RAIL HEAD (NRH) CENTRES								
55	BHAVANIPURAM (SC)	PRS	178	142	-20.22%			
56	BENJ (SC)	PRS	446	280	-37.22%			
57	SATYANARAYANAPURAM (SC)	PRS	314	290	-7.64%			

| 58 | AMALAPURAM (NRH) | PRS | 123 | 117 | -4.88% | |
| 59 | YANAM (NRH) | PRS | 80 | 70 | -12.5% | |

From the above table it is observed that: When compared the average sale of tickets per day in 2017-18 with 2014-15:

- Out of 59 Locations, there is a decrease in sale of PRS tickets at 52 locations.
- Out of 55 stations there is a decrease in sale of UTS tickets at 31 stations.

3.10 ASSESSMENT OF STAFF REQUIREMENT AS PER THE EXISTING POSITION OF THE DIVISION:

1) **STATION WISE PRS /ENQUIRY COUNTERS AND THEIR SHIFTS OVER BZA DIVISION**

Sl. No.	Station Name	Code	Catg.	Sanctioned strength	PRS Ticketing		Enquiry		Total Counters	Total shifts
					No. of counters	No. of shifts	No. of counters	No. of shifts		
1	GUDUR	GDR	A	6	1	1	2	6	3	7
2	NELLORE	NLR	A	10	3	4	1	3	4	7
3	KAVALI	KVZ	B	1	1	1	0	0	1	1
4	ONGOLE	OGL	A	7	1	2	0	0	1	2
5	CHIRALA	CLX	A	6	1	2	0	0	1	2
6	BAPATLA	BPP	B	3	1	1	0	0	1	1
7	TENALI	TEL	A	7	1	2	0	0	1	2
8	VIJAYAWADA	BZA	A1	55	4	8	0	0	14	33
	BZA - charting				1	2	**0**	**0**		
	EDR feeding				1	2	**0**	**0**		
	Current Day Booking				1	3	0	0		
	Face to Face enquiry				0	0	2	6		
	BZA - Central Enquiry				0	0	3	9		
	BZA EQ feeding				1	1	**0**	**0**		
	Shift Supervisor				1	2	**0**	**0**		
9	Bhavanipuram	BVPM	S-C	1	1	1	0	0	1	1
10	Benz	BENZ		2	1	2	0	0	1	2
11	Satyanarayana-puram	STPM		2	1	2	0	0	1	2
12	POWERPET	PRH	D	1	1	1	0	0	1	1
13	ELURU	EE	A	7	1	2	0	0	1	2
14	TADEPALLIGUDEM	TDD	A	5	1	1	0	0	1	1
15	NIDADAVOLU	NDD	B	1	1	1	0	0	1	1
16	GODAVARI	GVN	D	4	2	3	0	0	2	3
17	RAJAHMUNDRY	RJY	A	12	3	4	1	3	4	7
18	SAMALKOT JN	SLO	A	6	1	2	1	2	2	4
19	KAKINADA TOWN	CCT	A	10	3	5	0	0	3	5
20	TUNI	TUNI	A	1	1	1	0	0	1	1
21	ANAKAPALLE	AKP	A	3	1	2	0	0	1	2
22	TANUKU	TNKU	B	1	1	1	0	0	1	1
23	PALAKOLLU	PKO	B	1	1	1	0	0	1	1
24	NARASAPUR	NS	B	1	1	1	0	0	1	1
25	BHIMAVARAM TOWN	BVRT	A	4	1	2	0	0	1	2
26	MACHILIPATNAM	MTM	B	2	1	1	0	0	1	1

27	GUDIVADA	GDV	B	1	1	1	0	0	1	1
28	AMALAPURAM	APM	-	1	1	1	0	0	1	1
29	YANAM	YTBA	-	1	1	1	0	0	1	1
				162	**44**	**67**	10	29	54	96

a) No. of exclusive PRS tickets issuing locations = 29 (24 Rail Head locations + 3 Satellite Locations+ 2 Non-Rail Head Locations)

b) 44 PRS counters are working at 29 locations in 67 shifts.

c) No. of staff required in 29 PRS locations = 67

d) No. of Enquiry Counters presently available = 10 working in 29shifts

e) No. of Enquiry staff working =29

f) Total PRS and Enquiry staff working = 67+ 29 = 96

g) No. of Rest Givers + Leave Reserves required = 2 staff for every 6 staff, then it is 96/6 X 2 = 32 staff.

h) Then total staff required in 96 shifts = 96+32 = 128 staff.

2) **STATION WISE DETAILS REGARDING SHFTS UTS / UNIFIED COUNTERS AND THEIR SHIFTS OVER BZA DIVISION**

Sl. No.	Station Name	Loca-tion	Sanctioned strength at UTS / Unified Counters	UTS		Unified		Total No. of counters	Total No. of shifts
				No. of counters	No. of shifts	No. of counters	No. of shifts		
1	GUDUR	GDR	12	2	5	0	0	2	5
2	VEDAYAPALEM	VDE	2	0	0	1	2	1	2
3	NELLORE	NLR-EBO NLR-WBO	18	5	12	0	0	5	12
4	BITRAGUNTA	BTTR	3	0	0	1	2	1	2
5	KAVALI	KVZ	5	2	4	0	0	2	4
6	SINGARAYAKONDA	SKM	5	3	5	1	1	4	6
7	TANGUTURU	TNR	1	0	0	1	2	1	2
8	ONGOLE	OGL	18	4	7	0	0	4	7
9	AMMANABROLU	ANB	1	1	1	1	1	2	2
10	CHINNAGANJAM	CJM	3	1	2	1	1	2	3
11	VETAPALEM	VTM	3	1	2	1	1	2	3
12	CHIRALA	CLX-EBO CLX-WBO	12	3	6	1	1	4	7
13	BAPATLA	BPP	6	2	4	0	0	2	4
14	NIDUBROLU	NDO-EBO NDO-WBO	8	2	4	1	3	3	7
15	TSUNDURU (NIGHT BY OPTG)	TSR	1	0	0	1	1	1	1
16	TENALI	TEL-EBO TEL-WBO	21	4	10	1	3	5	13
17	DUGGIRALA	DIG	3	0	0	1	2	1	2
18	PEDDAVADLAPUDI (NIGHT BY OPTG)	PVD	1	0	0	1	1	1	1
19	VIJAYAWADA	BZA	70	19	46	0	0	19	46
20	KONDAPALLI	KI	3	0	0	1	3	1	3
21	NUZVID (NIGHT BY OPTG)	NZD	2	0	0	1	2	1	2
22	POWERPET	PRH	3	1	2	0	0	1	2

No.	Station	Code							
23	ELURU	EE - Main EE - New	12	2	6	0	0	2	6
24	BHIMADOLU (16/24 & 00/08 BY OPTG)	BMD	1	0	0	1	1	1	1
25	TADEPALLIGUDEM	TDD	8	0	0	2	4	2	4
26	NIDADAVOLU	NDD	6	2	4	1	1	3	5
27	KOVVUR	KVR	5	0	0	2	4	2	4
28	GODAVARI	GVN WBO GVN EBO	8	2	4	0	0	2	4
29	RAJAHMUNDRY	RJY EBO RJY WBO	19	5	10	1	2	6	12
30	DWARAPUDI	DWP	5	0	0	1	2	1	2
31	ANAPARTI	APT	4	1	2	1	1	2	3
32	SAMALKOT JN	SLO	12	3	7	0	0	3	7
33	KAKINADA TOWN	CCT-South CCT-North	10	2	4	0	0	2	4
34	KAKINADA PORT	COA	5	1	1	1	2	2	3
35	PITHAPURAM	PAP	5	1	1	1	3	2	4
36	ANNAVARAM	ANV	7	1	1	1	3	2	4
37	TUNI	TUNI	11	2	4	0	0	2	4
38	NARSIPATNAM ROAD (NIGHT BY OPTG)	NRP	1	0	0	1	1	1	1
39	ELAMANCHILI	YLM	5	0	0	1	3	1	3
40	ANAKAPALLE	AKP	8	2	4	0	0	2	4
41	MADHURANAGAR	MDUN	4	0	0	1	3	1	3
42	RAYANAPADU	RYP	1	0	0	1	3	1	3
43	GUDIVADA	GDV	8	2	3	0	0	2	3
44	GUDLAVALLERU	GVL	3	0	0	1	2	1	2
45	PEDANA (NIGHT BY OPTG)	PAV	0	0	0	1	1	1	1
46	CHILAKALAPUDI	CLU	3	0	0	1	2	1	2
47	MACHILIPATNAM	MTM	5	0	0	1	2	1	2
48	KAIKALUR (NIGHT BY OPTG)	KKLR	2	0	0	1	1	1	1
49	AKIVIDU	AKVD	5	1	1	1	2	2	3
50	BHIMAVARAM TOWN	BVRT	6	2	4	0	0	2	4
51	BHIMAVARAM Jn.	BVRM EBO BVRM WBO	9	2	4	1	1	3	5
52	PALAKOLLU	PKO	4	2	3	0	0	2	3
53	NARASAPUR	NS	5	1	1	1	2	2	3
54	TANUKU	TNKU	5	1	1	1	3	2	4
		TOTAL	393	85	175	40	75	125	250

a) No. of UTS tickets issuing stations = 33 with 85 counters and 175 shifts.

b) No. of Unified counter stations =21 with 40 counters and 75 shifts.

c) Total Number of UTS / Unified shifts = 175 +75 = 250 shifts

d) Additional staff working at UTS/BZA in booking related activities in shifts =5

e) Total No. of staff working in Shift duty =255 (i.e 175 + 75 + 5)

f) No. of Rest Givers + Leave Reserves required = 2 staff for every 6 staff and then it is 255 /6 X 2 =85 staff.

g) Then total staff required in shifts = 255 +85 = 340 staff.

3) **SUPERVISORY /OTHER STAFF WORKING IN PRS / UTS OFFICES OVER BZA DIVISION**:

Sl. No.	Station Name	No. of Supervisors PRS /UTS	ATVM	COTVMS	REMARKS
1	GUDUR	1	2	1	1CBSR
2	NELLORE	2	4	1	1CBSR+1CRS
3	KAVALI	1	2		CBSR
4	ONGOLE	2	2	1	*1-CBSR (1 UTS Shift-06.00-08.00 & 13.00-15.00 & 17.00-20.00)
5	CHIRALA	1	2	1	*1-CBSR (1 UTS Shift-06.00-11.00) & *1-CBSR (1 UTS Shift-14.00-15.00 & 17.00-19.00)
6	SINGARAYAKONDA	1	1	0	CBSR
7	BAPATLA	1	2	0	CBSR
8	TENALI	1	3	1	CBSR
9	NIDUBROLU	1	1	0	CRS

10	VIJAYAWADA	14	12	4	a) CRS OFFICE:
					   1-Incharge CRS,
					   *2-Shift Supervisors Cum Enquiry,
					   *2- Cash Handling Supervisors) +
					b) CBSR OFFICE:
					   1-Incharge,
					   1-Ticket stock &Computers maintenance,
					   3-CBSR in 3 Shifts &
					   3-CBC in 3shifts to monitor the working in booking office &
					   5-UTS Staff are working in other offices i.e 2-Retiring Room counters/BZA, 1-Cash Office, 1-in Sr. DCM/BZA office, 1-Comml. Control.

11	POWERPET	0	1	0	0
12	ELURU	1	2	1	CBSR
13	TADEPALLIGUDEM	1	2	1	CBSR
14	NIDADAVOLU	1	2	0	CBSR
15	KOVVURU	1	1	0	CBSR
16	GODAVARI	1	1	0	CBSR
17	RAJAHMUNDRY	4	3	1	2 CRS+2 CBSR
18	DWARAPUDI	1	1	0	CBSR
19	ANAPARTHI	1	1	0	CBSR
20	SAMALKOT JN	0	2	1	*1-CBSR operate peak hour counter & -1-CRS working in regular shifts.
21	KAKINADA TOWN	0	3	1	*2- CRS operate tatkal /peak hour counter, UTS peak hour counter operated by Parcel staff
22	COA Port	0	1	0	*1-CBSR and Parcel Staff operate peak counter.
23	ANNAVARAM	0	2	0	*1-CBSR operate peak hour counter.
24	TUNI	1	2	1	CBSR
25	ANAKAPALLE	1	2	1	CBSR
26	YELAMANCHIL	1	1	0	CSR

	I				
27	MACHILIPATN AM	0	1	0	-
28	GUDIVADA	1	2	0	CBSR
29	KAIKALURU	0	1	0	-
30	AKIVIDU	1	1	0	CBSR
31	BHIMAVARAM TOWN	1	2	1	CBSR
32	BHIMAVARAM	1	2	0	CBSR
33	TANUKU	1	2	0	CBSR
34	PALAKOLLU	1	2	0	CBSR
35	NARASAPUR	1	2	0	CBSR
	Total	**46**	**73**	**15**	***these staff are included in respective UTS /PRS shift's calculation.**

- 46 Supervisors / other UTS / PRS staff are working in 28 stations and 12 Supervisors are working in shift duties / Peak hour shift counters.
- There are 73 ATVMS and 15 COTVMS located at 35 stations and presently at GDV, NLR, OGL, BZA, RJY, SLO, COA, BPP & TDD Facilitators are available. At 26 Stations Facilitators are withdrawn.

4) **ASSESSMENT OF PRS/UTS/UNIFIED STAFF REQUIREMENT AS PER THE POSITION GIVEN IN PARA NO.3.9 (1-3):**
  1. Number of PRS / Enquiry staff required in shift duties = 128
  2. Number of UTS /Unified staff required in shift duties = 340
  3. Number of Supervisory staff required = 46
  4. Total staff of PRS /UTS/Unified locations and other offices of Commercial department over BZA division = 128(PRS/Enquiry)+ 340 (UTS/Unified) + 46Supervisory staff = 514

3.11 ASSESSMENT OF PRS/UTS/UNIFIED STAFF REQUIREMENT AS PER THE BENCHMARKS / YARDSTICK GIVEN IN PARA No.3.6 (2):
  1) **Yardsticks applied for issue of tickets in each shift:**
    a) PRS Tickets per shift = 160 tickets (100%)
    b) UTS tickets per shift = 800 tickets (100%)
    c) Unified tickets per shift = 80 PRS & 400 UTS tickets per shift at the same station.
    d) No. of PRS Shifts required in a station = 3 Years average No. of tickets issued per day /No. of shifts /160 tickets per shift
    e) No. of UTS Shifts required in a station = 3 Years average No. of tickets issued per day /No. of shifts /800 tickets per shift
    f) Unified counter stations with less than 50% of the yardsticks, the related data is analysed and suggested for outsourcing through STBAs.
    g) Additional staff are considered on need basis at PRS / UTS /other booking related activities..
  2) **Assessment of PRS / UTS /Unified shifts required as per the yardsticks and total number of Commercial staff required in PRS/UTS /Unified counters at the Stations over BZA division**

Sl. No.	Station Name	3 YEARS AVERAGE TICKETS ISSUED PER SHIFT DIVIDED BY YARDSTICK OF UTS / PRS		No. of shifts required				Total staff require in shift duties	Require ment of Supervi sors	Total staff required
	GUDUR-VIJAYAWADA SECTION	UTS	PRS	UTS	PRS	Uni-fied	ENQ			
1	GUDUR	3279/800 =	148/160= 0.93	4	1	0	6	11	1	12

No	Name									
		4.09								
2	VEDAYA-PALEM *	540/2=270/800=0.34 x 2 = 0.68	26/160=0.16	0	0	2	0	2	0	2
3	NELLORE	6728/800=8.41	587=3.68	9	4	0	3	16	2	18
4	BITRA-GUNTA *	254/2=127/800=0.16X 2=0.32	43/160=0.27	0	0	2	0	2	0	2
5	KAVALI	1566/800=1.96	123/160=0.77	2	1	0	0	3	1	4
6	SINGARA-YAKONDA	1290/2=645/800=0.81 X 2 =1.61	46/160=0.29	2	0	1	0	3	0	3
7	TANGUTURU *	290/2=145/800=0.18 X 2= 0.36	19/160 =0.12	0	0	2	0	2	0	2
8	ONGOLE	5534/800=6.92	266=1.66	7	1	1	0	9	2	11
9	AMMANA-BROLU *	319/2=160/800=0.20 X2=0.40	12/160=0.08	0	0	2	0	2	0	2
10	CHINAGANJAM*	464/2=232/800=0.29 X 2 = 0.58	21/160=0.13	0	0	2	0	2	0	2
11	VETAPALEM*	550/2=275/800=0.34 X2=0.68	22/160=0.13	0	0	2	0	2	0	2
12	CHIRALA	3480/800=4.35	291=291/2=146/160=0.93 x 2=1.82	4	2	1	0	7	1	8
13	BAPATLA	2032/800=2.54	123/160=0.76	2	1	1	0	4	1	5
14	NIDU BROLU	1313/2=657/800=0.82 x 2=1.64	55/160=0.34	1	0	2	0	3	0	3
15	TSUN-DURU*	241/2=121/800=0.15 X 2= 0.30	11/160=0.07	0	0	2	0	2	0	2
16	TENALI	6870/800=8.59	281/160=1.75	9	2	0	0	11	1	12
17	DUGGI-RALA*	138/2=69/800=0.09 X2=0.18	14/160=0.08	0	0	2	0	2	0	2

S.No	Station									
18	PEDDAVA-DLAPUDI*	270/2= 135/800= 0.17 X2 = 0.34	20/160= 0.13	0	0	2	0	2	0	2
	VIJAYAWADA-KONDAPALLI SECTION	0	0	0	0	0	0	0	0	0
19	VIJAYAWADA	26593/800= 33.24	1674/160= 10.46	34	11	0	6	51	3	54
20	RAYA-NAPADU*	82/800= 0.10	25/160= 0.16	0	0	2	0	2	0	2
21	KONDA-PALLI*	327/2= 164/800= 0.20 X2 = 0.40	50/160= 0.31	0	0	2	0	2	0	2
	VIJYAWADA – VSKP SECTION	0	0	0	0	0	0	0	0	0
22	MADHU-RANAGAR	640/2= 320/800= 0.40X 2= 0.80	37/160= 0.23	1	0	1	0	2	0	2
23	NUZI VEDU*	288/2= 144/800= 0.18 X 2= 0.36	42/160=0.26	0	0	2	0	2	0	2
24	POWER-PET	750/2= 375/800= 0.47 X 2= 0.94	164/160= 1.03	1	1	1	0	3	0	3
25	ELURU	2310/800 = 2.88	199/160= 1.24	3	1	1	0	5	1	6
26	BHIMA-DOLU*	239/2= 120/800= 0.15 X 2 = 0.30	16/160= 0.10	0	0	2	0	2	0	2
27	TADEPALL IGUDEM	2021/800 = 2.52	150/160= 0.93	3	1	0	0	4	1	5
28	NIDADAV OLU	1794/800 = 2.24	91/160= 0.56	2	0	1	0	3	1	4
29	KOVVUR	709/2= 355/800= 0.44 x 2 = 0.88	56/160= 0.35	1	0	1	0	2	1	3
30	GODAVAR I STATION	1989/800 = 2.49	465/160= 2.91	3	3	0	0	6	1	7
31	RAJAH-MUNDRY	7613/800 = 9.52	526/160= 3.29	10	4	0	3	17	4	21
32	DWARAPU DI	654/2= 327/800= 0.41X 2 = 0.82	46/160= 0.28	0	0	2	0	2	0	2

33	ANAPART HI	818/2= 409/800= 0.51 X 2 = 1.02	130/160= 0.81	1	0	2	0	3	0	3
34	SAMARLA KOT	3949/800 = 4.93	230/2= 115/160= 0.72 x 2= 1.44	5	2	0	2	9	2	11
35	PITHAPUR AM	776/2= 388/800= 0.49 x 2= 0.97	63/160= 0.39	0	0	2	0	2	0	2
36	ANNAVAR AM	944/2= 472/800= 0.59 x 2= 1.18	38/160= 0.24	1	0	2	0	3	1	4
37	TUNI	2960/800 = 3.70	152/160= 0.95	4	1	0	0	5	1	6
38	*NARSIPA T-NAM RD	420/2= 210/800= 0.26	26/160= 0.16	0	0	2	0	2	0	2
39	ELAMANC HILI	764/2= 382/800= 0.48 X2 = 0.96	67/160= 0.42	1	0	2	0	3	0	3
40	ANAKAPA LLI	2074/800 = 2.59	342/160= 2.14	3	2	1	0	6	1	7
41	KAKINAD A TOWN	1234/2= 617/800= 0.77 x 2= 1.54	693/160= 4.33	2	5	0	0	7	2	9
42	KAKINAD A PORT	1185/2= 593/800= 0.74 X2 = 1.43	34/160= 0.21	1	0	1	0	2	1	3
	GUDIVADA-MACHILIPATN AM SECTION	0	0	0	0	0	0	0	0	0
43	GUDIVAD A	2959/800 = 3.70	130 /160= 0.81	4	1	0	0	5	1	6
44	GUDLA-VALLERU*	384/2= 192/800= 0.24 X 2= 0.48	18/160= 0.11	0	0	2	0	2	0	2
45	*PEDANA	587/2 = 294/800= 0.37 X 2= 0.74	16/160= 0.10	0	0	2	0	2	0	2
46	CHILAKA-LAPUDI*	413/2= 207/800= 0.26	24/160= 0.15	0	0	2	0	2	0	2
47	MACHILIP ATNAM	1091/2= 546/800= 0.68 X 2= 1.36	212/160= 1.32	1	1	1	0	3	1	4
	GUDIVADA-	0	0	0	0	0	0	0	0	0

#	Station	PRS	UTS							
	NARSAPUR SECTION									
48	KAIKALUR	733/2= 367/800= 0.46 X 2= 0.92	44/160= 0.28	1	0	1	0	2	0	2
49	AKIVIDU	756/2= 378/800= 0.47 X 2= 0.97	127/160= 0.79	1	0	2	0	3	1	4
50	BHIMAVARAM TOWN	2037/800 = 2.54	308/160= 1.93	3	2	0	0	5	1	6
51	BHIMAVARAM Jn	1876/800 = 2.34	57/160= 0.36	2	0	1	0	3	1	4
52	PALAKOL	741/2= 371/800= 0.47 X 2 = 0.92	200/ 160= 1.25	1	1	1	0	3	1	4
53	NARSAPUR	1186/2= 593/800= 0.74 X 2= 1.48	147/160= 0.92	2	1	1	0	4	1	5
	BHIMAVARAM-NIDADAVOLU SECTION	0	0	0	0	0	0	0	0	0
54	TANUKU	1983/800 = 2.47	185/160= 1.15	2	1	1	0	4	1	5
55	BHAVANIPURAM	0	167/160= 1.04	0	1	0	0	1	0	1
56	BENZ	0	384/160= 2.40	0	3	0	0	3	0	3
57	SATYANARAYANAPURAM	0	303/160= 1.89	0	2	0	0	2	0	2
58	AMALAPURAM	0	117/160= 0.73	0	1	0	0	1	0	1
59	YANAM	0	71/160= 0.44	0	1	0	0	1	0	1
				133	58	65	20	276	37	313

Out of the 59 locations, at 17 locations the number of PRS /UTS tickets are less than 50% of the yardstick.

3) ADDITIONAL STAFF REQUIREMENT ON NEED BASIS:

Needed at	In shifts staff	Non-Shift staff
UTS /BZA staff: • Extra staff to cater 19 counters on either side of the station (in Shifts)-8 • Shift supervisors (in Shifts)-3 • CBC in each shift to monitor working(in Shifts)-3 • Other staff (Retiring rooms management (in shifts)-2 • Cash Handling (in shifts)-1 • Sr.DCM's Office-1, • Commercial Control-1	17	2
PRS/BZA staff :	23	1

- Extra staff to meet festival seasons (in shifts)- 3
- Current day booking(in shifts),-3
- Shift Supervisors cum Enquiry (in shifts) -2
- Central Enquiry (shifts) -9
- Chart feeding(shifts)-2
- Cash handling(shifts) -2
- EDR feeding(shifts)-2
- EQ feeding -1

Extra staff to the stations with both side UTS /Unified booking counters (ie. East/West or North /South booking counters: Nellore-2, Chirala -1, Nidubrolu-1, Tenali-2, Eluru-2, Godavari-1, Rajahmudry-3 Kakinada Town-1, Bhimavaram Jn-1	14	0
Reserve staff with CCIs: Provision of Reserve Staff with CCIs to meet emergencies / peak season / unusual incident in the section – 10 sectional CCIs- 1 Post in each section	10	0
	64	3
Total additional staff= 67		

4) **CALCULATION OF STAFF REQUIREDMENT AS PER YARDSTICKS AND NEED BASED**:
- Total UTS shifts required = 133
- Total PRS shifts required = 58
- Total Unified shifts required = 65
- Total No. of Enquiry shifts required = 20
- No. of shifts required for PRS/UTS/Unified & Enquiry locations = 133+58+65+20= 276
- No. of staff are required for 276 shifts = 276
- Additional staff to work in shifts = 67 (as shown below in Para No. 2)
- Total staff working in shifts = 276 + 67=343
- No. of Rest Givers and Leave reserve required = 2 posts for every 6 staff.
- Then the Total No. of RGs/LRs = 343/6= 57.17 X 2= 114posts.
- Total No. of commercial staff requirement = 343+114 = 457
- Total No. of Commercial Superintendants required = 37
- **Total staff required to work in PRS / UTS /Unified and Enquiry counters over BZA division = 457+37 = 494**
- **Then excess staff = 555 – 494 = 61**

5) UNDER UTILIZED UNIFIED COUNTERS AT 14 STATIONS, SUGGESTED FOR CLOSURE: Out of the 59 locations, at 14 stations, the number of tickets issued per shift is less than 50% of the PRS /UTS yardsticks i.e Bitragunta, Tanguturu, Ammanabrolu, Chinaganjam, Vetapalem, Tsunduru, Duggirala, Peddavadlapudi, Rayanapadu, Kondapalli, Nuzivedu, Bhimadolu, Gudlavalleru Chilakalapudi stations,. All these 14 stations are having Unified counters.
- **To review the position of PRS / UTS counters of these 14 unified counter stations, the following information is analysed**: Current status of shifts working, per day earning at the station, no. of passengers travelling above 500 KMs per train from the station, No. of stopping trains in 08-20 shift and 20-24-08 shift and the annual earnings at each station. The position is as follows:

Sl. No.	Station Name	No. of UTS / Unified Shifts Working	PER DAY EARNINGS 2017-18 (IF UTS HAND OVER to STBA-COMMISSION) In Rs.		NO. OF PASSENGER ABOVE 500 KMS PER TRAIN		NO. OF TRAINS STOPPING		EARNING PER ANNUM PRS+UTS In Rs.	Category of station
			UTS	PRS	UTS	PRS	08-20	20-00-08		
1	BITRA-	2	18545	6446	1	2	11	18	0.91	Crew changing

	GUNTA		(2225)						Crore	station, falls under E category (NSG-6)
2	TANGU-TURU	2	17250 (2070)	1747	6	1	9	7	0.69 Crore	falls under E category (NSG-6)
3	AMMANA-BROLU	2	9180 (1377)	537	2	0	13	5	0.36 Crore	falls under E category (NSG-6)
4	CHINA-GANJAM	3	14348 (2152)	1725	0	0	9	5	0.59 Crore	falls under E category (NSG-6)
5	VETA-PALEM	3	19744 (2369)	2100	1	0	13	7	0.80 Crore	falls under E category (NSG-6)
6	TSUNDURU	2	4518 (678)	328	0	0	11	5	0.18 Crore	falls under E category (NSG-6)
7	DUGGIRALA	2	4047 (608)	446	1	0	13	6	0.16 Crore	falls under E category (NSG-6)
8	PEDDA-VADLAPUDI	1	10165 (1525)	1938	1	0	11	6	0.44 Crore	falls under E category (NSG-6)
9	RAYANA-PADU	3	4589 (688)	1169	0	0	8	2	0.21 Crore	falls under E category (NSG-6)
10	KONDA-PALLI	3	16929 (2032)	7437	0	0	8	5	0.89 Crore	falls under E category (NSG-6)
11	NUZIVEDU	2	23919 (2870)	8047	0	0	11	9	0.73 Crore	falls under E category (NSG-6)
12	BHIMA-DOLU	1	1283 (192)	3160	0	0	9	7	0.16 Crore	falls under E category (NSG-6)
13	GUDLAVA-LLERU	2	14829 (2224)	7120	0	0	13	9	0.80 Crore	falls under E category (NSG-6)
14	CHILA-KALAPUDI	2	15750 (1890)	1530	0	0	11	11	0.63 Crore	falls under E category (NSG-6)
	Total	30	175096 (22900)	43730	27	21	192	125		

a) Average UTS earning per day of these 14 stations = 175096/ 14= Rs. 12,507.

b) Average PRS earning per day of these 14 stations = 43730 / 14 = Rs. 3124.

c) The average number of Passengers above 500 Kms per train for these 15 stations = 0.8 (UTS) & 0.2 PRS (i.e less than 1 passenger per train)

d) The average number of trains stopping at these 15 stations in 08-20 hrs shift and 20-24-08.00hrs shift = 10 (08-20hrs shift & 7 (20-24-08.00hrs shift).

e) Vide RB' Lr No. 2014/TG-I/20/P/STBA of dt. 03.09.2015, STBAs are to be appointed at all E-Category stations (i.e NSG-6 category stations). These 14 stations are falling under E-Category (NSG-6) with less than 1 Crore of annual earnings, hence the UTS booking of these stations can be outsourced to STABs.

f) **As per the current earnings (2017-18), if the UTS booking of 14 stations is handed over to STBAs**

- The commission payable to STBAs per day =Rs.22900 per day x 30 days= 6,87,000 /- per month & Rs.82.44 Lakhs per annum.
- Whereas the annual salary of 30 posts with a minimum GP 2800/- (Rs. 65002 X 30 X 12) is 234 Lakhs.
- If outsourced to STBAs, the net savings to the Railway = 234 Lakhs – 82.44 Lakhs = 151.56 Lakhs.
- Hence it is economical to outsource UTS bookings to STBAs at these stations.

g) In BZA division, already process was initiated to hand over the UTS bookings to Station Booking Agents (STBA) at Tsunduru, Duggirala, Pedavadlapudi & Rayanapadu stations. Similar step may be taken in the remaining 10 stations also.

h) The issue of PRS tickets at these 14 stations are very less and financially not viable to maintain commercial staff to issue PRS tickets at these stations:

- The average PRS earnings per day of these 14 stations = Rs. 3124 /-.

- The issue of PRS tickets can be delegated to outsourced agencies like YTSKs or Post Offices.
- All these stations are having Post Offices, PRS terminals can be provided at Post Offices through MOU.
- At stations with less stopping trains, the PRS booking can be delegated to SMs.

i) With the elimination of UTS / PRS counters at these 14 stations, there will be a manpower saving of 30 posts in commercial department with a minimum annual savings of Rs.2.34 Crore.

j) **Hence it is suggested to outsource UTS counters to STBAs at these 14 stations.**

3.12 <u>REMARKS OF THE WORK STUDY TEAM:</u>

1) <u>**As per the 7th Pay commission Report: Vide Para No. 11.40.67 & 68**</u>: The Commission analysed the year-wise data pertaining to the percentage of reserved tickets booked at the counters vis-à-vis those booked through the internet a clear trend towards increase in internet booking is visible, so that internet booking has now exceeded the counter booking. With the introduction of innovative technological solutions for the unreserved sector, like the recently launched mobile application, the counter sales of unreserved tickets are also likely to go down.

2) <u>**Vide RB's Lr No. E(MPP)2016/1/59 of dt, 10.01.2017, Vide Para No.1**</u>: Board has issued instructions on Review of staff strength in Commercial Booking Offices to be done in two stages:
   c) By freezing the existing strength duly anticipating future needs.
   d) By reviewing and locating surpluses, which could be used to meet the requirements of additional posts of Ticket Checking Staff for the new trains introduced over the years.

3) <u>**Vide Railway Board's Lr No. 2018/LM (PA)/03/06 of dt. 09.04.2018,**</u> booking windows being a railway requirement rather than a passenger amenity and also due to proliferation of ATVMs, Internet / Mobile ticketing etc. is removed from the list of Minimum Essential Amenities (MEA). (Para No. 3.2 (I) of the annexure).

4) <u>**As per the information given by the Minister of State of Railways**</u> in a written <u>**reply**</u> to a question in Rajya Sabha, Published by Press Information of Bureau, Government of India, Ministry of Railways on 03.08-2018, the reserved tickets booked through digital means constituted approximately 66% of the total reserved tickets booked in FY 2017-18 as compared to approximately 60% FY 2016-17. During current year 2018-19(up to June) it was approximately 68% of the total reserved tickets booked.

5) The above facts reveals that the requirement of UTS / PRS booking counters has been reduced, in order to suit the current working the UTS/ PRS staff to be deployed effectively for the optimum utilization of existed assets and to reduce staff costs.

6) <u>Current sanctioned strength in the Unified cadre of Commercial –Cum Reservation Clerks Category: Th</u>e sanctioned strength of Commercial Cum-Reservation Clerks (CRCs) category to work in PRS/UTS/ Unified and Enquiry locations is 555 with 456 actuals and 99 Vacancies.

7) **As per the existed position given by the division**, the requirement of staff in PRS/UTS/Unified and Enquiry counters = 510, then the surplus staff = 555 - 514 = 41 CRC posts.

8) As per the yardsticks and on need basis, the requirement of staff in PRS/UTS/Unified and Enquiry counters = 494, then the surplus staff = 555- 494 = 61 posts.

9) Vide <u>**RB'S LR. RBE NO.28/2018 of dt. 22.02.2018**</u>: Staff cadre structure of Commercial Booking Clerks and Enquiry Cum Reservation Clerks are revised and staffing pattern due to merger of three categories of posts in the commercial department over Indian Railways-viz Ticket Checking (TC), Commercial Clerk (CC) and Enquiry Cum Reservation Clerk (ECRC), t**he modalities adopted, while switching over to the unified cadre structure is as under:**
   a) **Para No. 2.21** Merger of the three categories will follow a graded approach:

- **In first phase**, the **Ticket Checking category** as a whole, with all its existing incumbents, **will continue as a separate category** with its existing cadre structure and staffing pattern, while the existing staff working in the categories of CC and ECRCs may be merged.
- The merged categories of CC and ECRCs will accordingly have a four tier structure of posts and functional designation as Commercial Cum Reservation Clerk (CRC in GP-2000), Senior Commercial Cum Reservation Clerk (SCRC in GP-2800), Chief Commercial Cum Reservation Clerk (CCRC in GP-4200) & Commercial Superintendent (CS in GP-4600).

b) **Para No. 2.2:** **In the second phase** of the merger, all **future recruitments** to the relevant categories **will be in the unified cadre** structure merging Ticket Checking category also with the cadre of CC & ECRC.

10) **The requirement of staff:**
   a) As per current working status the excess staff= 555-514 =41
   b) As per the yardsticks and need basis, the excess staff= 555-494 =61

11) **The Planning Cell has considered the requirement of staff as per the yardstick and need basis is more economical and practicable to manage PRS /UTS/Unified counters over BZA division i.e required staff = 494**

12) Current sanctioned posts of CRCs for PRS/UTS/Enquiry locations are 555, the required staff are 494, then the surplus posts are 61. **Then Total posts to be surrendered in CRCs cadre are 61 posts.**

13) There are 99 vacancies in Commercial Cum-Reservation Clerks (CRCs) category. The vacancies in CRC cadre cannot be filled in future, because the counter booking of UTS/PRS tickets is being reduced day by day due to technological up-gradation in booking railway tickets. Hence 61 vacancies can be surrendered duly pinpointing the CRCs cadre as per the yardstick and need basis.

14) **It is recommended to surrender 61 vacant posts of Commercial cum-Reservation Clerks Category of Commercial department over BZA division.**

3.13 SUGGESTIONS TO IMPROVE THE SYSTEM:

i) At 14 stations (i.e At Bitragunta, Tanguturu, Ammanabrolu, Chinaganjam, Vetapalem, Tsunduru, Duggirala, Peddavadlapudi, Rayanapadu, Kondapalli, Nuzivedu, Bhimadolu, Gudlavalleru Chilakalapudi) UTS /PRS booking activity is suggested for outsourcing.

j) More Number of YTSKs /Post Offices may be permitted to issue PRS tickets.

k) In addition to E category (NSG-6) stations, STBAs may be permitted to issue UTS tickets in NSG-5 Category stations also with suitable amendment in rules.

l) Addresses of outsourced agencies issuing PRS /UTS tickets i.e Post Offices or YTSKs are to be displayed at stations for public information.

m) Vide publicity may be given to the Public to encourage them to take unreserved tickets through Mobile app /ATVMs /COTVMs, to reduce crowd at Railway PRS /UTS booking counters at stations.

n) Instead of paying commission to the Facilitators, an incentive of 5% on ticket fare may be given to Passengers, who are taking tickets from ATVMs /COTVMs.

o) Steps may be taken for effective deployment of existed commercial staff through pinpointing and eliminate the counters at stations with less workload of PRS/UTS tickets.

p) YTSKs / RTSAs may be permitted to start their booking tickets at the Railway stations by providing our infrastructure to issue Reserved / unreserved tickets. For this purpose commercial contracts can be given, which are remunerative at places where commercial staff are eliminated at PRS /UTS counters.

3.14 INNOVATIVE MEASURES REGARDING ACTIVITIES RELATED WITH PRS /UTS TICKETS:
Technological up-gradation may be adopted in issue of UTS/PRS tickets as follows:

1) **Railway Portal for online issue of Passes or PTOs and their exchange**: Aadhar number based data of all Railway Employees and their dependants may be collected through a Railway Portal, where the Railway Employees have to register their information with names, addresses, aadhar numbers and Phone numbers. All the Passes or PTOs may be issued through this Portal with a centralized data base, duly linking with the PRS or UTS e-ticketing website for Railway Employees or Retired Railway Employees to purchase their tickets online. This will improve the system of working as under:

- Digitalized form of Passes or PTOs may be issued with a coded number, to the mobile phone in the form of SMS / E-Mail for exchanging online and to get their journey tickets.
- This will increase paperless working and eliminates misuse of Passes or PTOs by the staff.
- For semi-illiterate staff to register their particulars, centralized counters may be provided at divisional and zonal level.
- Each time the employee may be confirmed through One Time Password (OTP) for issue of tickets and balance of Passes or PTOs will be sent as message.
- The number of staff writing Passes or PTOs may be reduced.
- At present Railway employees or Retired Railway employees are exchanging their Passes or PTOs invariably at Railway PRS/UTS counters, which ultimately increasing the workload at PRS/UTS counters and the time of employees also being wasted. Many of the Peons or other staff are also being engaged in exchanging Passes or PTOs or duty Passes at booking counters by standing along with public or at exclusive Railway counters with more number of PRS/UTS staff to issue tickets, with the implementation of new railway portal, wasteful expenditure can be eliminated.

2) **Railway Portal for online issue of various Concessional order or Military ticket warrants /orders and their online exchange:** Another Railway Portal like above Railway Employees Portal may be designed for issue of various Concessional / Defence staff ticket orders and for exchanging their concessional or warrant orders online and to have their tickets in the digital form.

3) Issue of digitalized form of ticket like Air Travel ticket may be issued in the form of SMS to the mobile phone or as mail to email address of the passengers will improve the working of PRS / UTS counters. This will be a paperless working, ultimately money value books need not be printed by the Railway Printing Press also can be eliminated.

3.15 Recommendation: It is recommended to surrender 61 posts of Commercial cum-Reservation Clerks Category (i.e ECRCs / Commercial Clerks /Supervisors).

3.16 EFFECTIVE SAVINGS: On implementation of the recommendations there will be an annual savings of Rs. 4.76 Crore.

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4.0 òãðÃÃðóÚð ÑðòÜÂððÙð **FINANCIAL REPERCUSSIONS**: For calculation of annual savings the lowest grade of Commercial curm Reservations Clerk is taken into consideration.

4.1 If the recommendations are accepted, the recurring savings on surrender of the under mentioned posts of Commercial cum Reservation Clerks of Commercial Department over BZA Division.

Sl. No	Category	BZAale From-To	Grade Pay	No. of posts	*Mean Pay	DA@ 7%	Emoluments P.M (in Rs.)	Total Emoluments P.A (In Rs.)
1	Comml. Cum-Reseration Clerks	5200-20200	2800	61	121500/2= 60750	4253	65002 X 61 = 3965122	3965122 X 12= 47581464
	TOTAL			61				476 Lakhs

On implementation of the recommendations there will be an annual savings of Rs. 4.76 Crore

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R E C O M M E N D A T I O N S / SUGGESTIONS

Sl. No.	Recommendation Details	Para No.
5.1	**Recommendations**: It is recommended to surrender 61 posts of Commercial Cum-Reservation Clerks Category (i.e ECRCs / Commercial Clerks / Supervisors).	**3.15**
5.2	**SUGGESTIONS TO IMPROVE THE SYSTEM:** 1) At 14 stations (i.e At Bitragunta, Tanguturu, Ammanabrolu, Chinaganjam, Vetapalem, Tsunduru, Duggirala, Peddavadlapudi, Rayanapadu, Kondapalli, Nuzivedu, Bhimadolu, Gudlavalleru Chilakalapudi) UTS /PRS booking activity is suggested for outsourcing. 2) More Number of YTSKs /Post Offices may be permitted to issue PRS tickets. 3) In addition to E category (NSG-6) stations, STBAs may be permitted to issue UTS tickets in NSG-5 Category stations also with suitable amendment in rules. 4) Addresses of outsourced agencies issuing PRS /UTS tickets i.e Post Offices or YTSKs are to be displayed at stations for public information. 5) Vide publicity may be given to the Public to encourage them to take unreserved tickets through Mobile app /ATVMs /COTVMs, to reduce crowd at Railway PRS /UTS booking counters at stations. 6) Instead of paying commission to the Facilitators, an incentive of 5% on ticket fare may be given to Passengers, who are taking tickets from ATVMs /COTVMs. 7) Steps may be taken for effective deployment of existed commercial staff through pinpointing and eliminate the counters at stations with less workload of PRS/UTS tickets. 8) YTSKs / RTSAs may be permitted to start their booking tickets at the Railway stations by providing our infrastructure to issue Reserved / unreserved tickets. For this purpose commercial contracts can be given, which are remunerative at places where commercial staff are eliminated at PRS /UTS counters.	**3.13**
5.3	**Innovative Methods to improve the system:** Technological up-gradation may be adopted in issue of UTS/PRS tickets in the following areas: 1) **Railway Portal for online issue of Passes or PTOs and their exchange**: Aadhar number based data of all Railway Employees and their dependants may be collected through a Railway Portal, where the Railway Employees have to register their information with names, addresses, aadhar numbers and Phone numbers. All the Passes or PTOs may be issued through this Portal with a centralized data base, duly linking with the PRS or UTS e-ticketing website for Railway Employees or Retired Railway Employees to purchase their tickets online. This will improve the system of working as under: • Digitalized form of Passes or PTOs may be issued with a	**3.14**

coded number, to the mobile phone in the form of SMS / E-Mail for exchanging online and to get their journey tickets.

- This will increase paperless working and eliminates misuse of Passes or PTOs by the staff.
- For semi-illiterate staff to register their particulars, centralized counters may be provided at divisional and zonal level.
- Each time the employee may be confirmed through One Time Password (OTP) for issue of tickets and balance of Passes or PTOs will be sent as message.
- The number of staff writing Passes or PTOs may be reduced.
- At present Railway employees or Retired Railway employees are exchanging their Passes or PTOs invariably at Railway PRS/UTS counters, which ultimately increasing the workload at PRS/UTS counters and the time of employees also being wasted. Many of the Peons or other staff are also being engaged in exchanging Passes or PTOs or duty Passes at booking counters by standing along with public or at exclusive Railway counters with more number of PRS/UTS staff to issue tickets, with the implementation of new railway portal, wasteful expenditure can be eliminated.

2) **Railway Portal for online issue of various Concessional order or Military ticket warrants /orders and their online exchange:** Another Railway Portal like above Railway Employees Portal may be designed for issue of various Concessional / Defence staff ticket orders and for exchanging their concessional or warrant orders online and to have their tickets in the digital form.

3) Issue of digitalized form of ticket like Air Travel ticket may be issued in the form of SMS to the mobile phone or as mail to email address of the passengers will improve the working of PRS / UTS counters. This will be a paperless working, ultimately money value books need not be printed by the Railway Printing Press also can be eliminated.

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