

**REVIEW  
OF  
STAFF--  
STRENGTH  
OF  
PRS/SPJ  
OF  
COMMERCIAL DEPARTMENT  
WORKING AT  
SAMASTIPUR DIVISION**

**GUIDANCE BY**

**Sudhanshu Sharma**

**SDGM**

**A.Khalifa**

**E.O.**

**STUDY BY**

**N. Kumar E.I.**

**A. Kumar E.I.**

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**WORK-STUDY CELL  
East Central Railway  
HAJIPUR**

**Study No. ECR/EFFICIENCY/WSR/SPJ/18-19/15**

## **EXECUTIVE SUMMARY**

<b>Study No.</b>	<b>ECR/Effi/WSR/SPJ/18-19/15</b>
<b>Subject</b>	REVIEW OF STAFF STRENGTH OF PRS/SPJ OF COMMERCIAL DEPARTMENT OF SAMASTIPUR DIVISION .
<b>Area</b>	SAMASTIPUR
<b>Division</b>	SPJ
<b>Department</b>	COMMERCIAL.
<b>Terms of Reference</b>	Assessment of Man Power requirement
<b>Total No. of Recommendations</b>	01
<b>No. of posts recommended for surrender</b>	02
<b>Financial Implication</b>	15.89 Lakh
<b>Month of Circulation</b>	September, 2018

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## **TERMS OF REFERENCE**

The study has been conducted under the following terms of references:

- a) To review of staff vis-à-vis workload of PRS/SPJ of Commercial Department of Samastipur Division with a view to identify the surplus manpower in this section.
- b) To assess the effective utilization of staff working in PRS at Samastipur ur
- c) To suggest for optimization of wages of PRS at Samastipur

## **METHODOLOGY ADOPTED**

The team applied the following work study techniques for conducting the study.

1. Data collection and its analysis to assess the factual status & existing work load.
2. Spot observations and physical checks to assess the performance of PRS staff.
3. Discussion with Sr. DCM/SPJ
4. Discussion with ACM/SPJ
5. Discussion with CRS/SPJ
6. Discussions at various levels of staff to arrive at fruitful result.
7. Reassessment of manpower requirement by applying Indian Railway yard stick norms and need base.

## **SYNOPSIS**

1. Indian Railway is the lifeline of the country. With humble beginning in 1853, it has served the nation as the principle mode of transport. Railways have played a significant role in the socio-economic development of the country as well as in preserving the unity and integrity of the nation.
2. The process of absorption of modernization has been started and still in progress in every sphere of the system. These technological up gradations

have shown the considerable improvement in the efficiency and manpower productivity in Railways.

3. Keeping in view, all these constraints, the Work Study Cell was assigned to conduct work study of PRS staff in Commercial Department of Samastipur with a view to assess the staff requirement as per the existing workload .
4. It is true that the commercial department is the only earning department, which takes direct responsibility of earning resources by booking/reservation of passenger traffic. Now a days the popularity of internet/e-ticketing has started reducing the workload of railways PRS centres. Keeping in view above, SDGM/ECR has approved to conduct a work study of PRS/SPJ of Samastipur Division.
5. PRS staff in Commercial Department at SPJ also plays a role in Indian Railways and assists in proper maintaining the normal and special reservation, charting, current reservation, EDR Feeding and other miscellaneous work. At present 09 PRS staffs are working against sanctioned strength 12.

## **Chapter-I**

### **INTRODUCTION**

Indian Railways is one of the biggest Government Organization in the country whose prime motto is to provide cheap and the best transportation services to their users. It plays a role in the Indian economy. Now-a-days, Indian economy is facing tough time, so it is the moral responsibility of every government organization to keep watch and check on its expenditure.

The commercial department is considered as revenue earning department of any organization. Commercial department has spread its wings in reservation, ticket booking, parcel and goods activities over IR. In order to increase railway earning commercial staff has to keep liaison with public to attract coaching as well as freight traffic.

The entire movement of railway traffic which includes basically passenger train operations as well as freight train operations is dealt by operating department whereas the booking of passengers on UTS/reserved tickets, booking of parcel, luggage and goods is done by commercial wing and this combination of operating and commercial branch is jointly called as Traffic department.

The PRS Staff of commercial department of SPJ are under control of Sr. DCM/SPJ and assisted by one DCM and 02 ACM with 09 staff. The sanctioned and actual staff strength as per ACM/SPJ dated 13.09.2018 is given in Annexure -I

At present infrastructure of division is not more developed. The special counter is utilized for specific passenger such as ladies, handicapped, VIP person, Sr. Citizen and different types of concession etc. . Calculation of manpower is on the basis of need base and yardstick.

SDGM has approved a Work Study on "Review of PRS/SPJ staff strength of Commercial department of SPJ Division with a view to assess the staff requirement as per the existing workload.

## **CHAPTER - II**

### **PRESENT SCENERIO:**

PRS/SPJ staff of Commercial Department is working under the control of Sr.DCM/SPJ and assisted by DCM/SPJ, ACM/SPJ and CRS(In charge)/SPJ. To arrive at a factual conclusion on requirement of PRS/ SPJ , the work study team collected the workload of all activities of PRS/SPJ. As per spot observation and discussion at various levels, for calculation of manpower required, the team applied yardstick and need base.

The following activities are carried out by PRS staff at PRS office Samastipur .

- i) Accepting of requisition forms for reservation/cancellation
- ii) Charting finalization.
- iii) Printing of reservation charts.
- iv) Preparation of daily statement for performances i.e. number of passengers booked, number of tickets sold and earnings etc.
- v) EDR feeding .
- vi) Duty roster arrangement.

## **THE STAFF DEPLOYED AT DIFFERENT POINTS AND LOCATIONS:**

No of charts prepared daily = 20 to 22 Trains (Approx)

**PRS SPJ:- Sanctioned strength = 12 MOR = 09 Vacancy = 03**

**No. of Running counters:-03**

**Counter No. 01 & 02 (General Counter), Counter No. 03 (Special Counter)**

Morning Shift(08-14) = 02

Morning Shift(10-16) =01

Evening Shift (14-20) = 02

Evening Shift(16-22) =01

In charge / EDR feeding &Charting =01

Emergency Quota in DRM Building =01

Leave Reserve and Rest Giver =02

Total =10



## Chapter-III

### CRITICAL ANALYSIS, REQUIREMENT OF STAFF VIS-À-VIS WORK LOAD AND RECOMMENDATIONS

BOS=12      MOR=09      Vacancy=03

Work study team has examined the work load of PRS/SPJ Staff of Commercial department in Samastipur Division and made justification as under:-

There are 03 vital Counter in running condition at PRS/SPJ. Counter no 01& 02 are general counter, counter no 03 is special counter . Counter no 01, 02, 03 in Morning shift & Counter no 01, 02 & 03 in Evening shift . charting & EDR feeding as per advice of concerned authority. Working in Emergency quota in day shift. The work study team assessed of staff as per spot observation and discussion with concerning authority on need base and yard stick.

Comparative Chart of number of passengers and earning of PRS/SPJ.

<b>TABLE - I</b> <b>2015 – 16</b>			
<b>Month</b>	<b>No. of Passenger</b>	<b>No. of Requisition</b>	<b>Net amount</b>
April – 2015	25811	17273	12062805
May – 2015	30453	20917	14924548
June – 2015	32396	21801	16827185
July – 2015	30941	21134	14857430
Aug – 2015	27355	19332	13211200
Sept – 2015	23210	16774	11132755
Oct – 2015	22530	16569	10556564
Nov – 2015	22937	16722	11015855
Dec – 2015	25476	17943	12700075
Jan – 2016	21428	14764	10003805
Feb – 2016	21716	14618	9508895
March – 2016	27021	19452	11100669
<b>Total</b>	<b>310697</b>	<b>217249</b>	<b>147901786</b>
<b>Average</b>	<b>25891</b>	<b>18104</b>	<b>12325149</b>
<b>Average/Day</b>	<b>863</b>	<b>603</b>	<b>410838</b>

<b>TABLE - II</b>			
<b>2016 – 17</b>			
<b>Month</b>	<b>No. of Passenger</b>	<b>No. of Requisition</b>	<b>Net amount</b>
April – 2016	24901	17926	11843630
May – 2016	32047	20682	16239685
June – 2016	31382	19814	15715330
July – 2016	31431	20877	16431615
Aug – 2016	24984	16923	12159215
Sept – 2016	25225	16360	11846385
Oct – 2016	22423	14933	10342930
Nov – 2016	26284	19036	13637460
Dec – 2016	23298	16852	12136700
Jan – 2017	21859	15609	10433745
Feb – 2017	210078	14518	9905860
March – 2017	25028	16521	11762405
<b>Total</b>	309868	210051	152454960
<b>Average</b>	25822	17504	12704580
<b>Average/Day</b>	861	673	423486

<b>TABLE - III</b>			
<b>2017 – 18</b>			
<b>Month</b>	<b>No. of Passenger</b>	<b>No. of Requisition</b>	<b>Net amount</b>
April– 2017	23444	15748	11555600
May– 2017	29744	19790	15705455
June– 2017	30277	19921	15834745
July – 2017	30268	19727	16198840
Aug – 2017	22058	15644	10794180
Sept – 2017	23440	16555	11286855
Oct – 2017	23141	16651	11717260
Nov – 2017	26155	18734	13630265
Dec – 2017	21528	14686	10968170
Jan – 2018	19599	13692	9614205
Feb – 2018	19579	12983	9270450
Mar - 2018	214150	16495	9958110
<b>Total</b>	483383	200626	146534135
<b>Average</b>	40282	16719	12211178
<b>Average/Day</b>	1343	643	407039

<b>TABLE - IV</b>			
<b>2018 – 19</b>			
<b>Month</b>	<b>No. of Passenger</b>	<b>No. of Requisition</b>	<b>Net amount</b>
April– 2018	27100	15494	10979260
May– 2018	30318	19655	16377660
June– 2018	24947	16700	13141770
July – 2018	31488	23150	15431905
Aug – 2018	24129	16702	12110765
Sept – 2018			
Oct – 2018			
Nov – 2018			
Dec – 2018			
Jan – 2019			
Feb – 2019			
Mar - 2019			
<b>Total</b>	137982	91701	68041360
<b>Average</b>	27596	18340	13608272
<b>Average/Day</b>	920	705	453609

**3.1** In future number of passenger taking reservation through PRS will further decrease.

### **3.2 YARDSTICK:-**

The yardstick for assessing the working of reservation clerk on counter duty is 120 requisition forms per man/duty/shift (i.e. in 6 hrs duty roster). Thus the requirement of staff has been worked out on the basis of yardstick in vogue and existing working conditions.

## CHAPTER IV

## RECOMMENDATION

As PRS Booking is in decreasing trend, work load of PRS is decreasing day by day due to e-ticketing, the work study team after careful study recommends as below:-

**Total Sanction Strength of PRS /SPJ = 12**

**Total Staff required** = 10

MOR = 09

**Excess Staff** = 12 - 10 = 02Staff

Hence, 02 posts of PRS/SPJ is recommended for surrender and financial saving will be Rs 15.89 Lakh per annum.

## **CHAPTER V**

### **FINANCIAL SAVINGS**

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

S. No.	Category	Scale of pay (Rs.)	Grade pay	Level	Mean pay per month	DA @ 9 %	Total pay per month per staff (Rs.)	No. of post	Annual financial savings (Rs.)
1.	ECRC	5200-20200	2800	5	60750	5468	66218	02	1589232 ie 15.89 lakh per year

## **CHAPTER VI**

**Summary:-**

After critically examining the work load of various categories of PRS/SPJ Staff working in Commercial Department of SPJ Division, the work study team proposes as below:-

S.No	Designation	BOS	Man on Roll	Requirement as per WS	Proposed surrender	Remark
1	ECRC	12	09	10	02	02 excess posts of ECRC /SPJ may be surrendered
Total		12	09	10	02	

Total post proposed for surrender = 02

Sanction Strength of PRS/ SPJ Staff of commercial department of SPJ Division  
as on 13.09.2018

S. No.	Department/ Station	Category	Scale	Grade pay	Level	Sanctioned Strength	Men on Roll	Vacancy
1	Commercial/ SPJ	CRS	9300- 34800	4600	7	3	1	-2
2		Sr. ECRC	9300- 34800	4200	6	8	5	-3
3		ECRC	5200- 20200	2800	5	1	3	+2
TOTAL						12	9	3

**EAST CENTRAL RAILWAY**

**Office of the  
General Manager (Vig.)**

**No.: - ECR/Efficiency/WSR/SPJ/18-19/15**

**Hajipur  
Dated:-26.09.18**

**Sr.DCM  
East Central Railway,  
Samastipur**

**Sub.:- Work study report on adequacy of staff strength of  
PRS/SPJ of Commercial Department of Samastipur  
Division.**

In connection to the above it is intimated that a work study has been conducted on adequacy of staff strength of PRS/SPJ of commercial department of Samastipur Division. The work study team has recommended 02 Vacant posts of ECRC for surrender.

Hence, it is requested to scrutinize the work study report and send reply within 10 days, so that the report may be finalized and intimated to Railway Board.

DA: Work study report in 12 pages.

**(A. Khalifa)**  
Efficiency Officer  
For SDGM

Copy to: (i) CPO/ HJP for kind information please.  
(ii) CCM/HJP for kind information please.  
(iii) ADRM/ SPJ for kind information please.  
(iv) Sr.DPO/SPJ for kind information please.

For SDGM