

**REVIEW
OF
STAFF STRENGTH
OF
PRS/BXR AND ARA
OF
COMMERCIAL DEPARTMENT
WORKING AT
DANAPUR DIVISION**

(ECR/Effi/WSR/DNR/18-19/31)

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

EXECUTIVE SUMMARY

| | |
|---|---|
| Study No. | ECR/Effi/WSR/DNR/18-19/31 |
| Subject | REVIEW OF STAFF STRENGTH OF PRS/ BXR AND ARA OF COMMERCIAL DEPARTMENT OF DANAPUR DIVISION . |
| Area | DANAPUR |
| Division | DNR |
| Department | COMMERCIAL. |
| Terms of Reference | Assessment of Man Power requirement |
| Total No. of Recommendations | 01 |
| No. of posts recommended for surrender | 02 |
| Financial Implication | 16.32Lakh |

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ACKNOWLEDGEMENT

The team is grateful to Shri Pankaj Kumar, Sr.DCM/DNR, Shri Md. Naim Mohmad, CRS/BXR (incharge) and Shri Gopal singh CRS/ARA (incharge) and staff working with him for rendering their full co-operation during the course of study.

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/BXR&ARA of Commercial Department of Danapur Division with a view to identify the surplus manpower in this section.
- b) To assess the effective utilization of staff working in PRS at BXR & ARA
- c) To suggest for optimization of wages of PRS at BXR & ARA

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/DNR
- 4. Discussion with CRS/BXR(in charge)
- 5. Discussion with CRS/ARA(in charge)
- 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 at BXR& ARA in Commercial Department of Danapur 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 centers. Keeping in view above, SDGM/ECR has approved to conduct a work study of PRS staff at BXR & ARA of Danapur Division.
5. PRS staff in Commercial Department at BXR & ARA 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 18 PRS staffs are working against sanctioned strength 25.

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 at BXR & ARA of commercial department of Danapur Division are under control of Sr. DCM/DNR and assisted by CRS incharge including 18 staff. The sanctioned and actual staff strength as per Sr. DCM Letter no. COM/Eff./MPP/19 Danapur dated 12.03.2019 is given in Annexure -I

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

SDGM has approved a Work Study on "Review of staff strength of PRS at BXR & ARA of Commercial department of DNR Division with a view to assess the staff requirement as per the existing workload.

CHAPTER - II

PRESENT SCENERIO:

PRS staff at BXR & ARA of Commercial Department is working under the control of Sr.DCM/DNR and assisted by CRS(In charge)/BXR and CRS(In charge)/ARA To arrive at a factual conclusion on requirement of staff of DNR Division, the work study team collected the workload of all activities of PRS staff at BXR& ARA. 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 BXR & ARA.

- 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:

At PRS/BXR

(I) No of charts prepared daily = 35to 36 Trains (Approx)

Sanctioned strength = 10 MOR = 08 Vacancy = 02

No. of Running counters:-02

Duty roster 08 hr to 14 and 14 hr to 20hr

| | |
|---|------|
| Morning Shift(08-14) | = 02 |
| Evening Shift (14-20) | = 02 |
| Ex booking charting in two shift & ROPD , EDR feeding | = 02 |
| Batch Incharge | =01 |
| Leave Reserve and Rest Giver | = 01 |
| Total | = 08 |

At PRS/ARA

(I) No of charts prepared daily = 35to 36 Trains (Approx)

Sanctioned strength = 15 MOR = 10 Vacancy = 05

No. of Running counters:-03

Duty roster 08 hr to 14 and 14 hr to 20hr

| | |
|---|------|
| Morning Shift(08-14) | = 03 |
| Evening Shift (14-20) | = 03 |
| Ex booking charting in two shift & ROPD , EDR feeding | = 02 |
| Batch Incharge and Leave Reserve and Rest Giver | =02 |
| Total | = 10 |

Chapter-III

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

At PRS/BXR

BOS=10 MOR=08 Vacancy=02

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

There are 02 vital Counter as Counter no 01, & 02 in running condition at PRS/BXR. two shift duty are performed in counter, EDR feeding, charting and NI work.

The work study team assessed of staff as per spot observation and discussion with concerning authority on need base is best option.

Comparative Chart of number of passengers and earning of PRS/BXR

| TABLE - I | | |
|--------------------|-------------------------|-------------------|
| 2018– 19 | | |
| Month | No. of Passenger | Net amount |
| April – 2018 | 15059 | 7139610 |
| May – 2018 | 22530 | 11222015 |
| June – 2018 | 19849 | 10402868 |
| July – 2018 | 21041 | 10441174 |
| Aug – 2018 | 17686 | 8150145 |
| Sept – 2018 | 17335 | 7605825 |
| Oct – 2018 | 16295 | 6692375 |
| Nov – 2018 | 15139 | 6979864 |
| Dec – 2018 | 15333 | 7620360 |
| Jan – 2019 | 15254 | 6996220 |
| Feb – 2019 | 14975 | 7029880 |
| Total | 190496 | 90280336 |
| Average | 17318 | 8207303 |
| Average/Day | 474 | 24499 |

| TABLE - II | | |
|--------------------|-------------------------|-------------------|
| 2017 - 18 | | |
| Month | No. of Passenger | Net amount |
| April – 2017 | 15400 | 7141965 |
| May – 2017 | 20121 | 9522785 |
| June – 2017 | 22115 | 10963226 |
| July – 2017 | 18006 | 8740979 |
| Aug – 2017 | 16931 | 7675461 |
| Sept – 2017 | 14746 | 6322069 |
| Oct – 2017 | 16002 | 7479638 |
| Nov – 2017 | 16206 | 7228045 |
| Dec – 2017 | 17542 | 8200245 |
| Jan – 2018 | 14911 | 6852750 |
| Feb – 2018 | 13286 | 6006355 |
| March – 2018 | 19425 | 9548620 |
| Total | 204691 | 95789108 |
| Average | 17058 | 7982426 |
| Average/Day | 569 | 266081 |

| TABLE - III | | |
|--------------------|-------------------------|-------------------|
| 2016 – 17 | | |
| Month | No. of Passenger | Net amount |
| April– 2016 | 16419 | 7344350 |
| May– 2016 | 22183 | 10681325 |
| June– 2016 | 19476 | 9386940 |
| July – 2016 | 18633 | 8695800 |
| Aug – 2016 | 17136 | 7766275 |
| Sept – 2016 | 15393 | 6716470 |
| Oct – 2016 | 14270 | 6156555 |
| Nov – 2016 | 15695 | 7345950 |
| Dec – 2016 | 14997 | 6782025 |
| Jan – 2017 | 14240 | 6153724 |
| Feb – 2017 | 13567 | 5968825 |
| Mar - 2017 | 17139 | 7903932 |
| Total | 199148 | 90902171 |
| Average | 16596 | 7575181 |
| Average/Day | 533 | 252506 |

3.1 It is clear from the comparative data provided at 3.0 (Table – I, II, & III) that the present work load is decreasing day by day due to e-ticket. Almost 70-75% passengers are taking e - ticket, as they are preferring e-ticket. In the near 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).as per yard stick 03-04 staff are utilized for PRS work at BXR. On the basis of yard stick ,calculation of staff is not proper.

Hence, calculation of requirement of PRS staff on need base is best option.

Requirement of staff at PRS/ BXR on need base:-

(I) No of charts prepared daily = 35to 36 Trains (Approx)

Sanctioned strength = 10 MOR = 08 Vacancy = 02

No. of Running counters:-02

Duty roster 08 hr to 14 and 14 hr to 20hr

| | |
|---|------|
| Morning Shift(08-14) | = 02 |
| Evening Shift (14-20) | = 02 |
| Ex booking charting in two shift & ROPD , EDR feeding | = 02 |
| CRS incharge /Batch incharge including other miscellaneous work | =01 |
| Leave Reserve and Rest Giver | = 02 |
| Total requirement | = 09 |
| Sanctioned strength =10 | |
| Excess staff =10-09 | = 01 |

At PRS/ARA

BOS=15 MOR=10 Vacancy=05

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

There are 03 vital Counter as Counter no 01,02 & 03 in running condition at PRS/ARA. two shift duty are performed in counter , EDR feeding , charting and NI work.

The work study team assessed of staff as per spot observation and discussion with concerning authority on need base is best option.

Comparative Chart of number of passengers and earning of PRS/ARA

| TABLE - I | | |
|--------------------|-------------------------|-------------------|
| 2018– 19 | | |
| Month | No. of Passenger | Net amount |
| April – 2018 | 21671 | 10008550 |
| May – 2018 | 34358 | 16836299 |
| June – 2018 | 29991 | 15554627 |
| July – 2018 | 31977 | 14508605 |
| Aug – 2018 | 27286 | 12198495 |
| Sept – 2018 | 24348 | 10398435 |
| Oct – 2018 | 23243 | 9105505 |
| Nov – 2018 | 24485 | 10963116 |
| Dec – 2018 | 24654 | 11649414 |
| Jan – 2019 | 23984 | 10991965 |
| Feb – 2019 | 21911 | 9549895 |
| Total | 287908 | 122764906 |
| Average | 26173 | 1116446 |
| Average/Day | 872 | 372015 |

| TABLE - II | | |
|--------------------|-------------------------|-------------------|
| 207 - 18 | | |
| Month | No. of Passenger | Net amount |
| April – 2017 | 25076 | 11638058 |
| May – 2017 | 34598 | 15743520 |
| June – 2017 | 36796 | 18011478 |
| July – 2017 | 28831 | 13579840 |
| Aug – 2017 | 28296 | 12832675 |
| Sept – 2017 | 23421 | 9794975 |
| Oct – 2017 | 29584 | 11150944 |
| Nov – 2017 | 32810 | 12128145 |
| Dec – 2017 | 32059 | 12633565 |
| Jan – 2018 | 24598 | 9813613 |
| Feb – 2018 | 24709 | 9429695 |
| March – 2018 | 27066 | 1260854 |
| Total | 271471 | 117513200 |
| Average | 30163 | 13057022 |
| Average/Day | 1005 | 435234 |

| TABLE - III | | |
|--------------------|-------------------------|-------------------|
| 2016 – 17 | | |
| Month | No. of Passenger | Net amount |
| April– 2016 | 28292 | 12614355 |
| May– 2016 | 37955 | 17798014 |
| June– 2016 | 34175 | 16121410 |
| July – 2016 | 32987 | 16023688 |
| Aug – 2016 | 29553 | 13666949 |
| Sept – 2016 | 26207 | 11511740 |
| Oct – 2016 | 23670 | 10534899 |
| Nov – 2016 | 27446 | 12336260 |
| Dec – 2016 | 26122 | 11292072 |
| Jan – 2017 | 23285 | 10273355 |
| Feb – 2017 | 21885 | 10023199 |
| Mar - 2017 | 26685 | 12126541 |
| Total | 338261 | 154322422 |
| Average | 28188 | 12860202 |
| Average/Day | 940 | 428673 |

3.2 It is clear from the comparative data provided at 3.0 (Table – I, II, & III) that the present work load is decreasing day by day due to e-ticket. Almost 70-75% passengers are taking e - ticket, as they are preferring e-ticket. In the near 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).as per yard stick 05-06staff are utilized for PRS work at ARA. On the basis of yard stick ,calculation of staff is not proper.

Hence calculation of requirement of PRS staff on need base is best option.

Requirement of staff at PRS/ ARA on need base:-

(I) No of charts prepared daily = 35to 36 Trains (Approx)

Sanctioned strength = 15 MOR = 10 Vacancy = 05

No. of Running counters:-03

Duty roster 08 hr to 14 and 14 hr to 20hr

| | |
|---|------|
| Morning Shift(08-14) | = 03 |
| Evening Shift (14-20) | = 03 |
| Ex booking charting in two shift & ROPD , EDR feeding | = 02 |
| CRS incharge /Batch Incharge | =02 |
| Rest giver for ARA/BEA/DUKE | =02 |
| and Leave Reserve | =02 |

Total requirement = 14

Sanctioned strength =15

Excess staff =15-14= 01

Work study team are observed that 09 PRS staff are required for PRS office BXR and 14 PRS staff are required for PRS office ARA .As on need base 02 staff (01 for BXR and 01 for ARA)are excess than requirement. Hence, work study team observed and discussed with concerning authority, that 02 vacant posts of ECRC may be recommended for surrendered .

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 BXR & ARA = 10+15=25

Total Staff required = 09+14=23

Excess Staff = 25- 23 = 02 Staff

Hence, 02 posts of ECRC may be recommended for surrender and financial saving will be Rs.16.32 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 @ 7 % | Total pay per month per staff (Rs.) | No. of post | Annual financial savings (Rs.) |
|--------|----------|--------------------|-----------|-------|--------------------|----------|-------------------------------------|-------------|--------------------------------|
| 1. | ECRC | 5200-20200 | 2800 | 2 | 60750 | 7290 | 68040 | 02 | 1632960 (16.32 Lac) |

CHAPTER VI

Summary:-

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

| S.No | Designation | BOS | Man on Roll | Requirement as per WS | Proposed surrender | Remark |
|-------|-------------|-----|-------------|-----------------------|--------------------|---|
| 1 | ECRC | 25 | 18 | 23 | 02 | 02 excess posts of ECRC /BXR & ARA may be surrendered |
| Total | | 25 | 18 | 23 | 02 | |

Total post proposed for surrender = 02

Sanction Strength of PRS/BXR & ARA Staff of commercial department of DNR Division as on 12.03.19

| S. No. | Department/ Station | Category | Scale | Grade pay | Level | Sanctioned Strength | Men on Roll | Vacancy |
|--------|------------------------|----------|------------|--------------|-------|------------------------|-------------------|---------|
| 1 | Commercial/ BXR | CRS | 9300-34800 | 4600 | 7 | 2 | 1 | 1 |
| 2 | | RS | 9300-34800 | 4200 | 6 | 4 | 4 | 0 |
| 3 | | ECRC | 5200-20200 | 2800 | 5 | 4 | 3 | 1 |
| 4 | Commercial/ ARA | CRS | 9300-34800 | 4600 | 7 | 3 | 1 | 2 |
| 5 | | RS | 9300-34800 | 4200 | 6 | 8 | 6 | 2 |
| 6 | | ECRC | 5200-20200 | 2800 | 5 | 4 | 3 | 1 |
| TOTAL | | | | | | 25 | 18 | 07 |



**EAST CENTRAL RAILWAY
WORK STUDY REPORT
TO**

**Assess the utility of Staff strength of PRS/BXR &
ARA of
Commercial Department of DNR Division.**

**EFFICIENCY CELL
EAST CENTRAL RAILWAY
HAJIPUR**

Study No. ECR/Efficiency/WSR/DNR/18-19/31

EAST CENTRAL RAILWAY

Office of the

**General Manager (Vig.)
Hajipur**

No.: - ECR/Efficiency/WSR/DNR/18-19/31

Dated:-09.04.19

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

**Sub.:- Work study report on adequacy of staff strength of
PRS/BXR & ARA of Commercial Department of Danapur
Division.**

In connection to the above it is intimated that a work study has been conducted on adequacy of staff strength of PRS/BXR & ARA of commercial department of Danapur Division. The work study team has recommended 02 excess 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 20 pages.

(A. Khalifa)
Efficiency Officer
For SDGM

Copy to: (i) PCPO/ HJP for kind information please.
(ii) PCCM/HJP for kind information please.
(iii) ADRM/DNR for kind information please.
(iv) Sr.DPO/DNR for kind information please.

For SDGM

