

**REVIEW
OF
STAFF STRENGTH
OF
PRS/RJPB
OF
COMMERCIAL DEPARTMENT
WORKING AT
DANAPUR DIVISION**

(ECR/Effi/WSR/DNR/18-19/32-)

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EXECUTIVE SUMMARY

Study No.	ECR/Effi/WSR/DNR/18-19/31
Subject	REVIEW OF STAFF STRENGTH OF PRS/ RJPB 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	01
Financial Implication	08.16 lakh

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ACKNOWLEDGEMENT

The team is grateful to Shri Pankaj Kumar, Sr.DCM/DNR, Shri Sandeep kumar CRS/RJPB (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/RJPB 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 RJPB
- c) To suggest for optimization of wages of PRS at RJPB

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/RJPB(in charge)
5. Discussions at various levels of staff to arrive at fruitful result.
6. 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 RJPB 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 RJPB of Danapur Division.
5. PRS staff in Commercial Department at RJPB 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 20 PRS staffs are working against sanctioned strength 21.

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 RJPB of commercial department of Danapur Division are under control of Sr. DCM/DNR and assisted by CRS incharge including 20 staff. The sanctioned and actual staff strength as per Sr. DCM Letter no. COM/Eff./MPP/19 Danapur dated 28.03.2019 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 RJPB 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 RJPB of Commercial Department is working under the control of Sr.DCM/DNR and assisted by CRS(In charge)/RJPB. 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 RJPB. 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 RJPB

- 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/RJPB

(I) No of charts prepared daily = 13to 15 Trains (Approx)

Sanctioned strength = 21 MOR = 20 Vacancy = 01

No. of Running counters:-06(including current counter)

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

Morning Shift(08-14) = 06

Evening Shift (14-20) = 06

Ex booking charting in two shift & ROPD, EDR feeding / Batch Incharge =02

Rest Giver = 03

Leave Reserve = 02

CRS/ Incharge

=01

Total = 20

Chapter-III

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

At PRS/RJPB

BOS=21 MOR=20 Vacancy=01

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

There are 06 vital Counter as Counter no 01, 02,03,04,05 are general counter and 01 no current in running condition at PRS/RJPB. 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/RJPB

TABLE - I			
2018-19			
Month	No. of Requisition	No of Passenger	Net amount
April – 2018	19943	28385	12865772
May – 2018	22516	33096	15445735
June – 2018	20698	30410	14302716
July – 2018	25261	35727	16633966
Aug – 2018	22433	30469	13582405
Sept – 2018	20739	30098	13312440
Oct – 2018	18249	24998	9891420
Nov – 2018	18539	24842	11070805
Dec – 2018	19257	26937	12512734
Jan – 2019	22261	30381	13596690
Feb – 2019	17418	26096	13971915
Total	224614	321439	147186598
Average	20419	29222	13380560
Average/Day	680	974	446019

TABLE - II			
2017 - 18			
Month	No. of Requisition	No. of Passenger	Net amount
April – 2017	20823	30954	15250424
May – 2017	24519	35829	15736900
June – 2017	23541	34669	15855960
July – 2017	23522	34026	16538532
Aug – 2017	23018	31842	14212970
Sept – 2017	22184	30747	12857520
Oct – 2017	21357	28227	11952724
Nov – 2017	22155	29688	12256175
Dec – 2017	19919	27922	12265373
Jan – 2018	19056	25347	11378732
Feb – 2018	17803	26009	11916970
March – 2018	20957	31122	14787428
Total	258854	366382	165009708
Average	21571	30352	13750809
Average/Day	719	1018	458360

TABLE - III			
2016 – 17			
Month	No. of Requisition	No. of Passenger	Net amount
April– 2016	23263	36591	15697225
May– 2016	28026	40742	17211568
June– 2016	26388	39974	17899590
July – 2016	27751	39078	17483631
Aug – 2016	26951	37961	17686800
Sept – 2016	24958	35380	15169690
Oct – 2016	23183	31415	12372905
Nov – 2016	24530	32042	14686450
Dec – 2016	22510	28859	11521580
Jan – 2017	21741	29241	13199310
Feb – 2017	20623	29479	13076245
Mar - 2017	21079	30387	13719142
Total	294003	442529	179726156
Average	24500	36878	14977180
Average/Day	806	1212	492400

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 06-07 staff are utilized for PRS work at . 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/ RJPB on need base:-

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

Sanctioned strength = 21 MOR = 20 Vacancy = 01

No. of Running counters:-06(including current counter)

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

Morning Shift(08-14) = 06

Evening Shift (14-20) = 06

Ex booking charting in two shift & ROPD , EDR feeding / Batch incharge =02

CRS incharge =01

Rest Giver = 03

Leave Reserve =02

Total requirement = 20

Sanctioned strength =21

Excess staff =21-20 = 01

Work study team are observed that 20 PRS staff are required for PRS office RJPB .As on need base 01 staff is excess than requirement. Hence, work study team observed and discussed with concerning authority, that 01 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 RJPB = 21

Total Staff required = 20

Excess Staff = 21- 20 = 01 Staff

Hence, 01 posts of ECRC may be recommended for surrender and financial saving will be Rs.08.16 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 @ 12 %	Total pay per month per staff (Rs.)	No. of post	Annual financial savings (Rs.)
1.	ECRC	5200-20200	2800	5	60750	7290	68040	01	8.16480 (8.16 Lac)

CHAPTER VI

Summary:-

After critically examining the work load of various categories of PRS/RJPB 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	PRS staff Level-5,6,7	21	20	20	01	01 excess posts of ECRC may be surrendered
Total		25	18	23	02	

Total post proposed for surrender = 01

Sanction Strength of PRS/RJPB Staff of commercial department of DNR
Division as on 28.03.19

S. No.	Department/ Station	Category	Scale	Grade pay	Level	Sanctioned Strength	Men on Roll	Vacancy
1	Commercial/ RJPB	CRS	9300- 34800	4600	7	05	04	1
2		RS	9300- 34800	4200	6	07	12	+05
3		ECRC	5200- 20200	2800	5	09	04	05
TOTAL						21	20	01



EAST CENTRAL RAILWAY

WORK STUDY REPORT

TO

**Assess the utility of Staff strength of PRS/RJPB
Commercial Department of DNR Division.**

EFFICIENCY CELL

EAST CENTRAL RAILWAY

HAJIPUR

Study No. ECR/Efficiency/WSR/DNR/18-19/32

EAST CENTRAL RAILWAY

Office of the

**General Manager (Vig.)
Hajipur**

No.: - ECR/Efficiency/WSR/DNR/18-19/32

Dated:-22.04.19

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

**Sub.:- Work study report on adequacy of staff strength of
PRS/RJPB 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 RJPB of commercial department of Danapur Division. The work study team has recommended 01 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 16 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