



WORK STUDY REPORT
ON
REVIEW OF RESERVATION STAFF WORKING
AT RESERVATION OFFICES
UNDER CCM/PS
2018-19
(Part-II)

WORK STUDY TEAM

| | | |
|------------------|------|--------|
| SH. LALIT KUMAR | AWSO | LEADER |
| SH. RAJEEV YADAV | CWSI | MEMBER |

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GUIDANCE
BY
SH. ASHOK KUMAR AGARWAL
SWSO

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Central Planning Cell
Northern Railway,
Headquarters Office,
Baroda House,
New Delhi

EXECUTIVE SUMMARY

This study was allotted to Central Planning Cell, HQ Office on the directives of SDGM/NR with a view to identify redundant/obsolete activities of Reservation staff working in Reservation Offices under CCM/PM.

STAFF POSITION

The total sanctioned and on rolls strength of Reservation staff working in different reservation offices controlled by CCM/PM is as under:

| S.N. | Category | Grade | S/S | O/R | Var. |
|-------|-----------------|-----------------|-----|-----|------|
| 1 | CRS | 9300-34800-4600 | 76 | 20 | 56 |
| 2 | RS,ERS, E&RC- I | 9300-34800-4200 | 338 | 207 | 131 |
| 3 | E & RC II | 9300-34800-2800 | 223 | 73 | 150 |
| Total | | | 637 | 300 | 337 |

No. of posts identified as surplus for surrender: -

Gr. 'C' =388 posts

Gr. 'D' =Nil posts

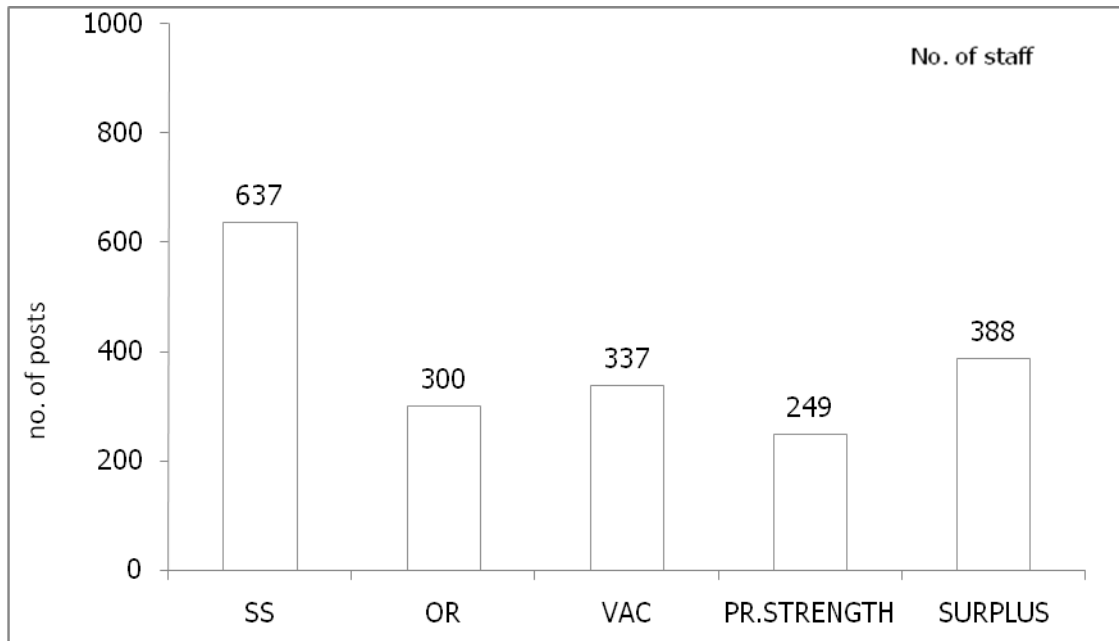
Total =388 posts

FINANCIAL IMPLICATIONS

Anticipated recurring savings = Rs. 3538.25 lacs per annum.

Capital saving = Nil

Total = Rs. 3538.25 lacs per annum



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SYNOPSIS

Indian Railway is the lifeline of the country. With humble beginning in 1853, it has served the nation as the principle mode of transport. The 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.

Railway is not only a public utility but also a commercial enterprise. Apart from providing uninterrupted services and discharging social service obligations, the Railways are also required to earn revenue to meet the different types of expenditures. It has to adoptive to the new technical changes and methods in the system of working to fulfill the expectations of the customers and to provide best services. The input of modernization, computerization and outsourcing has made tremendous changes in the working of Indian Railways. The introduction of high speed long distance trains have saved the journey time of passengers.

Every day more than a million of passengers buy tickets to carry out a reserved journey by train. The PRS had been a boon for the elite million member club of reserved passengers. With the introduction of Internet ticketing, e-ticketing and mobile ticketing, the prospect of procuring a ticket without ever standing in a queue has become a reality. With the resultant of increased number of users of internet/e-ticketing/mobile ticketing has reduced the workload of Railways PRS centers. Presently the internet/e-ticketing/mobile ticketing for reserved tickets handles about 65% of the total reserved tickets. Keeping in view above, SDGM/NR directed Central Planning Cell/HQ office to conduct a work study on "Review of Reservation staff working at different Reservation Offices/locations under CCM/PM/IRCA, New Delhi."

Consequently, the team conducted the study in all respects by examining the system physically through spot observations, analytical estimation as per work-study techniques, and application of yardstick and has identified 388 posts of Reservation staff working under CCM/PM/IRCA/NDLS as surplus to the existing requirement, which are recommended for surrender. The team also kept in view the total working conditions, nature of job etc. during the conduct of study and held discussions at various levels while assessing the bare requirement of Reservation staff.

Finally, the team is of the opinion that if the recommendations made in the report are accepted and implemented a net recurring saving to the tune of Rs. 3538.25 lacs per annum is likely to be achieved.

SUMMARY OF RECOMMENDATIONS

| Rec. No. | Recommendations | Refer para No. | Accepting/ implementing authority. |
|----------|--|----------------|--|
| 1 | <p>It is proposed that 388 posts of Reservation staff working at different Reservation offices controlled by CCM/PM are identified as surplus and recommended for surrendered.</p> <p>CRS Gr 9300-34800-4600 =38 RS/ERS/E&RC-IGr. 9300-34800-4200=208 E&RC-II Gr. 5200-20200-2800 =142 Total = 388 Posts.</p> | 3.4 | CCM/NR/NDLS CCM/PM/IRCA/ NDLS CPO/A/NRHQ/ NDLS |

ACKNOWLEDGEMENT

The team is highly thankful to Shri S.C.Prashad, CCM/PM, Shri Jayant Kalyan Dy.CCM/DB and other functionaries for their valuable guidance and co-operation in providing relevant data/information to the team during the conduct of study.

1.0 INTRODUCTION

Indian Railway carried out about 19 lakhs passengers in reserved accommodation every day. The computerized Passenger Reservation System (PRS) facilitates booking & cancellation of tickets from any of the 10144 terminals i.e. PRS booking windows provided at 3442 locations over Indian Railway.

- 1.1 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. Indian Railway is constant looking for new ideas to simplify and streamline procedures for the convenience of passengers. In this endeavor, several path breaking technologies have been introduced in the Railways system over the years. These technical innovations have included the Computerization of passenger tickets amongst several other facilities for passengers.
- 1.2 Utilization of existing resources at an optimum level is a vital principle of Railways, which can be best obtained through best managerial control over man, machine and material. To achieve more and more productivity/efficiency at an optimum level of safety, security, punctuality and reliability the railway administration reviews existing staff strength from time to time.
- 1.3 No doubt, the passenger reservation centers are directly linked with heavy revenue earning but the Internet Ticketing/e-ticketing/mobile ticketing introduced by IRCTC has drastically reduced the workload of computerized reservation counters. As the study is related to Reservation staff, it is essential to elaborate that this staff perform their duties by offering their services to passengers visiting computerized reservation centers by facilitating them with reserved accommodation.
- 1.4 Keeping in view above, a work study as assigned by SDGM on "Review of Reservation staff working at different Reservation Offices under CCM/PM/IRCA, NDLS." in order to optimize utilization of manpower and identify the surplus staff wherever existed for surrender/redeployment has been conducted.

1.5 TERMS OF REFERENCE:

The following terms of references were adopted for conducting the work-study: -

1. To review staff strength vis-à-vis existing workload.
2. To identify redundant/unproductive activities to eliminate wasteful expenditure.
3. To suggest ways and means to improve the system economically in view of modernization and system developments.

1.6 METHODOLOGY ADOPTED

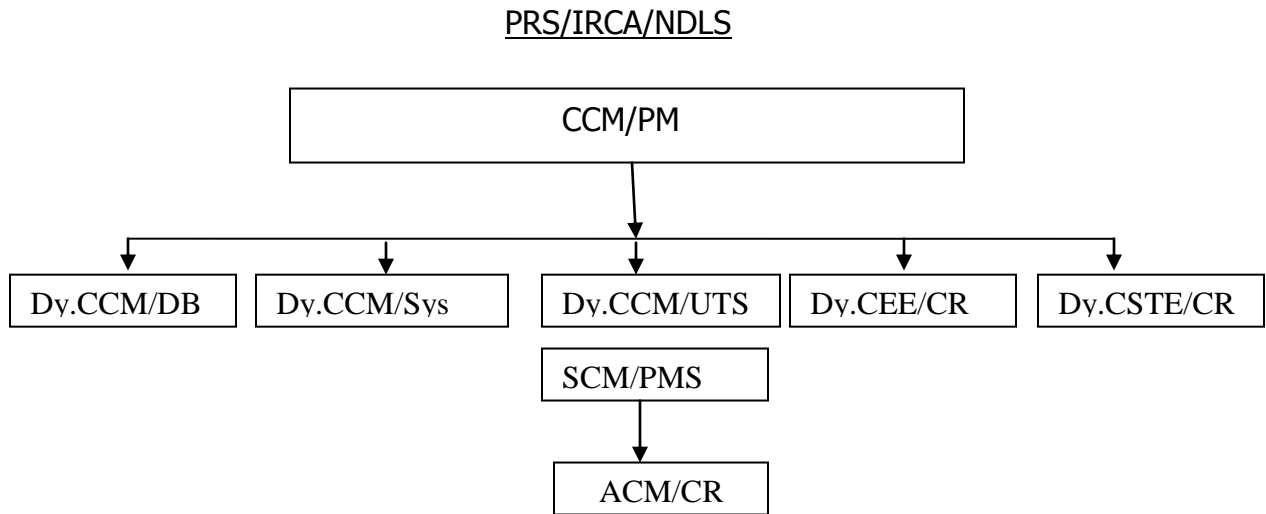
The team applied the following work study techniques for conducting the study: -

- 1.Data collection and its critical analysis.
2. Work sampling, analytical estimation, spot observations, physical checks and yard stick in vogue, if any, to assess the performance of the staff.
- 3.Held discussions at various levels.

2.0 BRIEF DESCRIPTION, STAFF POSITION, WORKLOAD, CRITICAL ANALYSIS, REQUIREMENT OF STAFF, OBSERVATIONS AND RECOMMENDATIONS.

2.1 BRIEF DESCRIPTION

2.2 The PRS/IRCA New Delhi and Delhi area locations is under the administrative control of CCM/PM/IRCA/NDLS. The organizational chart is mentioned below: -



The personnel department functions at N.Rly. HQ office and maintains the service records, leave records, salary pay bills of entire group 'C' and 'D' staff of IRCA.

2.3 SOME FACTS ABOUT COMPUTERIZED RESERVATION

A pilot project of PRS was launched on 15 November, 1985 over NR and first inaugurated at the IRCA building, New Delhi station in Feb. 1986. With the installation of the Integrated Multiple Train Passenger Reservation System (IMPRESS), an online transaction processing system developed by the IR in association with Computer Maintenance Corporation (CMC) Ltd at New Delhi. The objective was to provide reserved accommodation on any train from any counter, preparation of train charts and accounting of money collected. The application was subsequently implemented in 1987 at Mumbai, Chennai, Kolkata and Secunderabad.

With the addition of new locations and many redefinitions, the IMPRESS system fell short of the growing expectations of the travelling public. Hence a new application software i.e. Country wide Network for Computerised Enhance Reservation and

Ticketing(CONCERT) was developed by Centre for Railway Information System(CRIS) and implemented in September,1994. For the convenience of the public all the manual reservation centers have been computerized and the system is called as PRS (Passenger Reservation System). Computerized passenger reservation system was first installed on 15/11/1985.

2.4

STATEMENT SHOWING LOCATIONS SERVED BY IRCA NDLS

| S.No. | Location | No. of counters available | No. of counters functioning | Remarks |
|-------|------------------------|---------------------------|-----------------------------|---|
| 1 | New Delhi(IRCA) | 15 | 12 | |
| 2 | Delhi Main(DLI) | 07 | 06 | YTSK=10, Tis Hazari =02 counters and CAO/Const. Office=01 counter |
| 3 | Sarojini Nagar(SOJ) | 20 | 05 | 01 counter at IIT & 01 counter at JNU. |
| 4 | Ghaziabad(GZB) | 10 | 05 | |
| 5 | Kirti Nagar(KRTN) | 05 | 03 | YTSK=01 |
| 6 | Nizamuddin(NZM) | 08 | 04 | YTSK=02, 02 counters at Supreme Court & 01 counter at High Court. |
| 7 | New Azad Pur(NDAZ) | 06 | 04 | YTSK=04 |
| 8 | Delhi Shahdara(DSA) | 07 | 04 | |
| 9 | Karkardooma(KKDM) | 11 | 05 | YTSK=01 |
| 10 | Parliament House(PHBO) | 12 | 09 | 02 counters at PCI & 03 counters at Railway Board. |
| 11 | NOIDA | 08 | 04 | |

| | | | | |
|----|-------------------------------|----|----|----------------------------------|
| 12 | Okhla(OKA) | 10 | 04 | |
| 13 | Lajpat Nagar(LPNR) | 04 | 02 | |
| 14 | Subzimandi(SZM) | 05 | 02 | 02 counters at Delhi University. |
| 15 | Tuglakabad(TKD) | 07 | 04 | |
| 16 | Shakurbasti(SSB) | 06 | 03 | YTSK=02 |
| 17 | Rohini(PROH) | 03 | 02 | |
| 18 | AIIMS | 04 | 03 | |
| 19 | Inter National Tourist Bureau | 06 | 04 | |

The above statement reveals that at 19 locations of PRS terminals are functioning in Delhi Area of Northern Railway, which are under the administrative control of CCM/PM/IRCA/NDLS. All these reservation terminals now have access to book tickets from any station to any station on Indian Railways.

Northern Railway offers the facility of Advance Reservation to a passenger planning his journey well in advance through computerized railway network, from any originating station to any destination at any of the 410 locations of computerized reservation centers.

2.5 DEPLOYMENT OF RESERVATIONS STAFF

The Reservation staffs appointed by Railways are solely responsible for computerized reservation system at minor/major stations over Indian Railway. This staff is deployed in two shifts at reservation counters.

2.8 STAFF POSITION

During the course of study, the team collected category wise and grade wise sanctioned and on roll position of Reservation working at different computerized passenger reservation centers and which is placed as annexure-I in the report and summarized position is tabulated as under: -

Table-I

| S.N. | Category | Grade | S/S | O/R | Var. |
|-------|-----------------|-----------------|-----|-----|------|
| 1 | CRS | 9300-34800-4600 | 76 | 20 | 56 |
| 2 | RS,ERS, E&RC- I | 9300-34800-4200 | 338 | 207 | 131 |
| 3 | E & RC II | 9300-34800-2800 | 223 | 73 | 150 |
| Total | | | 637 | 300 | 337 |

The above table reveals that: -

The total sanctioned of Chief E&RS/RCs is 637 where as on roll is 300 with 337 vacant posts.

2.9 WORKLOAD AND FACTUAL STATUS

The team collected the data of actual work done by different locations in Delhi Area under controlled by CCM/PM, New Delhi.

Table-II

| NDLS/IRCA | | | | | Remarks |
|------------------|----------------------------------|--|---------------|----------------------|---------|
| Year | No. of reservation slips dealt | No. of reservation slips dealt per day | Workload | | |
| | | | Existing in % | % reduction/increase | |
| 2014-15 | 1210998 | 3318 | 100.00 | - | |
| *2015-16 | 941624 | 2580 | 77.75 | 22.75 | |
| 2016-17 | 766401 | 2100 | 63.29 | 36.71 | |
| April'17-Feb'18 | 591398 | 1771 | 53.37 | 46.63 | |
| Year | No. of passengers dealt | No of passengers dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 2310656 | 6331 | 100.00 | - | |
| *2015-16 | 1479779 | 4054 | 64.00 | 36 | |
| 2016-17 | 1424341 | 3902 | 61.63 | 38.37 | |
| April'17-Feb'18 | 1546126 | 4629 | 73.11 | 26.89 | |
| Year | Total earnings from PRS (In Rs.) | Earnings per day (In Rs.) | Existing in % | % reduction/increase | |
| 2014-15 | 977270521 | 2677454 | 100 | - | |
| *2015-16 | 794568032 | 2176899 | 81.30 | 18.70 | |
| 2016-17 | 626089228 | 1715313 | 64.00 | 36 | |
| April'17-Feb'18 | 516132538 | 1545307 | 57.71 | 42.29 | |
| DLI | | | | | |
| Year | No. of reservation slips dealt | No. of reservation slips dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 639751 | 1753 | 100 | - | |
| *2015-16 | 509427 | 1396 | 79.63 | 20.37 | |
| 2016-17 | 451706 | 1238 | 70.60 | 29.40 | |
| April'17-Feb'18 | 329992 | 988 | 56.36 | 43.64 | |
| Year | No. of passengers dealt | No of passengers dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 988651 | 2709 | 100 | - | |
| *2015-16 | 816588 | 2237 | 82.57 | 17.43 | |
| 2016-17 | 660517 | 1810 | 66.81 | 33.19 | |
| April'17-Feb'18 | 341014 | 1021 | 37.68 | 62.32 | |
| Year | Total earnings from PRS (In Rs.) | Earnings per day (In Rs.) | Existing in % | % reduction/increase | |
| 2014-15 | 526004948 | 1441109 | 100 | - | |
| *2015-16 | 519683428 | 1423790 | 98.79 | 1.21 | |
| 2016-17 | 292416700 | 801142 | 55.59 | 44.41 | |
| April'17-Feb'18 | 213602018 | 639527 | 44.37 | 65.63 | |
| SOJ | | | | | |
| Year | No. of reservation slips dealt | No. of reservation slips dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 530401 | 1415 | 100 | - | |
| *2015-16 | 476330 | 1305 | 92.22 | 7.78 | |
| 2016-17 | 387519 | 1062 | 75.00 | 25 | |
| April'17- | 288842 | 865 | 61.13 | 38.87 | |

| | | | | | |
|-----------------|----------------------------------|--|---------------|----------------------|--|
| Feb'18 | | | | | |
| Year | No. of passengers dealt | No of passengers dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 934192 | 2560 | 100 | - | |
| *2015-16 | 845783 | 2317 | 90.50 | 09.50 | |
| 2016-17 | 687729 | 1884 | 73.59 | 26.41 | |
| April'17-Feb'18 | 516067 | 1545 | 60.35 | 39.65 | |
| Year | Total earnings from PRS (In Rs.) | Earnings per day (In Rs.) | Existing in % | % reduction/increase | |
| 2014-15 | 565561200 | 1549482 | 100 | - | |
| *2015-16 | 511513635 | 1401402 | 90.44 | 9.56 | |
| 2016-17 | 398486882 | 1091745 | 70.45 | 29.55 | |
| April'17-Feb'18 | 317988836 | 952062 | 61.44 | 38.56 | |
| GZB | | | | | |
| Year | No. of reservation slips dealt | No. of reservation slips dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 382778 | 1049 | 100 | - | |
| *2015-16 | 314800 | 863 | 82.26 | 17.74 | |
| 2016-17 | 265180 | 727 | 69.30 | 30.70 | |
| April'17-Feb'18 | 235136 | 704 | 67.11 | 32.89 | |
| Year | No. of passengers dealt | No of passengers dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 577670 | 1583 | 100 | - | |
| *2015-16 | 489012 | 1340 | 84.64 | 15.36 | |
| 2016-17 | 424077 | 1162 | 73.40 | 26.60 | |
| April'17-Feb'18 | 391782 | 1173 | 74.09 | 25.91 | |
| Year | Total earnings from PRS (In Rs.) | Earnings per day (In Rs.) | Existing in % | % reduction/increase | |
| 2014-15 | 215259459 | 589752 | 100 | - | |
| *2015-16 | 167725045 | 459521 | 77.91 | 22.09 | |
| 2016-17 | 151072289 | 413897 | 70.18 | 29.82 | |
| April'17-Feb'18 | 124483804 | 372706 | 63.19 | 36.81 | |
| KRTN | | | | | |
| Year | No. of reservation slips dealt | No. of reservation slips dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 377351 | 1034 | 100 | - | |
| *2015-16 | 356472 | 977 | 94.48 | 5.52 | |
| 2016-17 | 309577 | 848 | 82.01 | 17.99 | |
| April'17-Feb'18 | 238313 | 714 | 69.05 | 30.95 | |
| Year | No. of passengers dealt | No of passengers dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 699610 | 1917 | 100 | - | |
| *2015-16 | 666926 | 1827 | 95.30 | 5.70 | |
| 2016-17 | 583369 | 1598 | 83.35 | 16.65 | |
| April'17-Feb'18 | 448380 | 1342 | 70.00 | 30.00 | |
| Year | Total earnings from PRS (In Rs.) | Earnings per day (In Rs.) | Existing in % | % reduction/increase | |
| 2014-15 | 314322802 | 861158 | 100 | - | |
| *2015-16 | 304545885 | 834372 | 96.88 | 3.12 | |
| 2016-17 | 270674829 | 741575 | 86.11 | 13.89 | |
| April'17-Feb'18 | 205167749 | 614275 | 71.33 | 28.67 | |
| | | | | | |

| | | | | | |
|-----------------|----------------------------------|--|---------------|----------------------|--|
| NZM | | | | | |
| Year | No. of reservation slips dealt | No. of reservation slips dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 390153 | 1069 | 100 | - | |
| *2015-16 | 275816 | 756 | 70.72 | 29.28 | |
| 2016-17 | 233876 | 641 | 59.96 | 40.04 | |
| April'17-Feb'18 | 296017 | 886 | 82.88 | 17.12 | |
| Year | No. of passengers dealt | No of passengers dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 1129638 | 3095 | 100 | - | |
| *2015-16 | 505657 | 1385 | 44.74 | 55.26 | |
| 2016-17 | 408593 | 1119 | 36.15 | 63.85 | |
| April'17-Feb'18 | 446883 | 1338 | 43.23 | 56.67 | |
| Year | Total earnings from PRS (In Rs.) | Earnings per day (In Rs.) | Existing in % | % reduction/increase | |
| 2014-15 | 330995556 | 906837 | 100 | - | |
| *2015-16 | 257476887 | 705416 | 77.78 | 22.22 | |
| 2016-17 | 217887481 | 596952 | 65.82 | 34.18 | |
| April'17-Feb'18 | 191566079 | 573551 | 63.24 | 36.76 | |
| NDAZ | | | | | |
| Year | No. of reservation slips dealt | No. of reservation slips dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 423561 | 1161 | 100 | - | |
| *2015-16 | 308417 | 845 | 72.78 | 27.22 | |
| 2016-17 | 270793 | 742 | 63.91 | 36.09 | |
| April'17-Feb'18 | 225013 | 674 | 58.05 | 41.95 | |
| Year | No. of passengers dealt | No of passengers dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 779359 | 2135 | 100 | 100 | |
| *2015-16 | 580395 | 1590 | 74.47 | 25.53 | |
| 2016-17 | 512042 | 1403 | 65.71 | 34.29 | |
| April'17-Feb'18 | 425045 | 1273 | 59.62 | 40.38 | |
| Year | Total earnings from PRS (In Rs.) | Earnings per day (In Rs.) | Existing in % | % reduction/increase | |
| 2014-15 | 385766110 | 1056893 | 100 | - | |
| *2015-16 | 268092402 | 734500 | 69.49 | 30.51 | |
| 2016-17 | 240419717 | 658674 | 62.32 | 37.68 | |
| April'17-Feb'18 | 197632925 | 591715 | 55.98 | 44.02 | |
| DSA | | | | | |
| Year | No. of reservation slips dealt | No. of reservation slips dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 273415 | 749 | 100 | - | |
| *2015-16 | 264490 | 725 | 96.79 | 03.21 | |
| 2016-17 | 248949 | 682 | 91.05 | 08.95 | |
| April'17-Feb'18 | 222612 | 667 | 89.05 | 10.95 | |
| Year | No. of passengers dealt | No of passengers dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 527967 | 1447 | 100 | - | |
| *2015-16 | 447122 | 1225 | 84.65 | 15.35 | |
| 2016-17 | 428037 | 1173 | 81.06 | 18.94 | |
| April'17-Feb'18 | 391339 | 1172 | 80.99 | 19.11 | |
| Year | Total earnings from PRS (In Rs.) | Earnings per day (In Rs.) | Existing in % | % reduction/increase | |

| | | | | | |
|-----------------|----------------------------------|--|---------------|----------------------|--|
| 2014-15 | 208824082 | 572121 | 100 | - | |
| *2015-16 | 204081950 | 559129 | 97.72 | 02.28 | |
| 2016-17 | 199714790 | 547164 | 95.63 | 04.37 | |
| April'17-Feb'18 | 178438560 | 534247 | 93.38 | 06.62 | |
| KKDM | | | | | |
| Year | No. of reservation slips dealt | No. of reservation slips dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 400253 | 1097 | 100 | - | |
| *2015-16 | 353653 | 969 | 88.33 | 11.67 | |
| 2016-17 | 291134 | 798 | 72.74 | 27.26 | |
| April'17-Feb'18 | 225277 | 674 | 61.44 | 38.56 | |
| Year | No. of passengers dealt | No of passengers dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 789293 | 2163 | 100 | - | |
| *2015-16 | 679005 | 1860 | 85.99 | 14.11 | |
| 2016-17 | 561263 | 1538 | 71.10 | 28.90 | |
| April'17-Feb'18 | 439913 | 1317 | 60.88 | 39.12 | |
| Year | Total earnings from PRS (In Rs.) | Earnings per day (In Rs.) | Existing in % | % reduction/increase | |
| 2014-15 | 368706895 | 1010156 | 100 | - | |
| *2015-16 | 324545648 | 889166 | 88.02 | 11.98 | |
| 2016-17 | 276644795 | 757931 | 75.03 | 24.97 | |
| April'17-Feb'18 | 203570672 | 609493 | 60.33 | 39.67 | |
| PHBO | | | | | |
| Year | No. of reservation slips dealt | No. of reservation slips dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 118710 | 325 | 100 | - | |
| *2015-16 | 115060 | 315 | 96.92 | 03.08 | |
| 2016-17 | 103885 | 285 | 87.96 | 12.04 | |
| April'17-Feb'18 | 82360 | 247 | 76.00 | 24.00 | |
| Year | No. of passengers dealt | No of passengers dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 201731 | 553 | 100 | - | |
| *2015-16 | 199331 | 546 | 98.73 | 01.67 | |
| 2016-17 | 177782 | 487 | 88.06 | 11.94 | |
| April'17-Feb'18 | 143714 | 430 | 77.75 | 22.25 | |
| Year | Total earnings from PRS (In Rs.) | Earnings per day (In Rs.) | Existing in % | % reduction/increase | |
| 2014-15 | 67698605 | 185476 | 100 | - | |
| *2015-16 | 65037895 | 178186 | 96.06 | 03.94 | |
| 2016-17 | 55254080 | 151381 | 81.61 | 12.39 | |
| April'17-Feb'18 | 43198270 | 129336 | 69.73 | 30.27 | |
| NOIDA | | | | | |
| Year | No. of reservation slips dealt | No. of reservation slips dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 342925 | 940 | 100 | - | |
| *2015-16 | 309951 | 849 | 90.31 | 09.69 | |
| 2016-17 | 271440 | 744 | 79.14 | 20.86 | |
| April'17-Feb'18 | 213883 | 640 | 68.08 | 31.92 | |
| Year | No. of passengers dealt | No of passengers dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 565912 | 1550 | 100 | - | |
| *2015-16 | 539390 | 1478 | 95.35 | 04.65 | |

| | | | | | |
|-----------------|----------------------------------|--|---------------|----------------------|-----------|
| 2016-17 | 470163 | 1288 | 83.09 | 16.91 | |
| April'17-Feb'18 | 402112 | 1204 | 77.67 | 22.33 | |
| Year | Total earnings from PRS (In Rs.) | Earnings per day (In Rs.) | Existing in % | % reduction/increase | |
| 2014-15 | 277122970 | 759241 | 100 | - | |
| *2015-16 | 265506942 | 727416 | 95.80 | 04.20 | |
| 2016-17 | 232162935 | 636063 | 83.77 | 16.23 | |
| April'17-Feb'18 | 199769535 | 598112 | 78.77 | 21.23 | |
| OKA | | | | | |
| Year | No. of reservation slips dealt | No. of reservation slips dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 324106 | 888 | 100 | - | |
| *2015-16 | 317159 | 869 | 97.86 | 02.14 | |
| 2016-17 | 284291 | 779 | 87.72 | 12.28 | |
| April'17-Feb'18 | 231143 | 692 | 77.92 | 22.08 | |
| Year | No. of passengers dealt | No of passengers dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 451005 | 1236 | 100 | - | |
| *2015-16 | 567748 | 1555 | 125.80 | -25.80 | Increased |
| 2016-17 | 497878 | 1364 | 110.35 | -10.35 | Increased |
| April'17-Feb'18 | 410508 | 1229 | 99.43 | 0.57 | |
| Year | Total earnings from PRS (In Rs.) | Earnings per day (In Rs.) | Existing in % | % reduction/increase | |
| 2014-15 | 274094635 | 750944 | 100 | - | |
| *2015-16 | 272321808 | 748553 | 99.68 | 0.32 | |
| 2016-17 | 252549766 | 691918 | 92.13 | 07.87 | |
| April'17-Feb'18 | 207665765 | 621754 | 82.79 | 17.21 | |
| LPNR | | | | | |
| Year | No. of reservation slips dealt | No. of reservation slips dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 152233 | 417 | 100 | - | |
| *2015-16 | 138807 | 380 | 91.12 | 08.82 | |
| 2016-17 | 130273 | 357 | 85.61 | 14.39 | |
| April'17-Feb'18 | 109020 | 326 | 78.17 | 21.83 | |
| Year | No. of passengers dealt | No of passengers dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 280926 | 770 | 100 | - | |
| *2015-16 | 253130 | 694 | 90.12 | 09.88 | |
| 2016-17 | 233766 | 640 | 83.11 | 16.89 | |
| April'17-Feb'18 | 197165 | 590 | 76.62 | 23.38 | |
| Year | Total earnings from PRS (In Rs.) | Earnings per day (In Rs.) | Existing in % | % reduction/increase | |
| 2014-15 | 149090790 | 408468 | 100 | - | |
| *2015-16 | 132426650 | 362812 | 88.82 | 11.18 | |
| 2016-17 | 128187925 | 351200 | 85.97 | 14.03 | |
| April'17-Feb'18 | 100932830 | 302194 | 73.98 | 26.02 | |
| SZM | | | | | |
| Year | No. of reservation slips dealt | No. of reservation slips dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 221761 | 608 | 100 | - | |
| *2015-16 | 216429 | 593 | 97.53 | 02.47 | |
| 2016-17 | 188228 | 516 | 84.86 | 15.14 | |
| April'17- | 164543 | 493 | 81.08 | 18.92 | |

| | | | | | |
|-----------------|----------------------------------|--|---------------|----------------------|-----------|
| Feb'18 | | | | | |
| Year | No. of passengers dealt | No of passengers dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 409982 | 1123 | 100 | - | |
| *2015-16 | 386509 | 1059 | 94.30 | 05.70 | |
| 2016-17 | 354780 | 972 | 86.55 | 13.45 | |
| April'17-Feb'18 | 292844 | 877 | 78.09 | 21.91 | |
| Year | Total earnings from PRS (In Rs.) | Earnings per day (In Rs.) | Existing in % | % reduction/increase | |
| 2014-15 | 175396021 | 480537 | 100 | - | |
| *2015-16 | 169606440 | 464675 | 96.69 | 03.31 | |
| 2016-17 | 154811420 | 424141 | 88.26 | 11.74 | |
| April'17-Feb'18 | 131590916 | 393985 | 81.98 | 18.02 | |
| TKD | | | | | |
| Year | No. of reservation slips dealt | No. of reservation slips dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 331598 | 909 | 100 | - | |
| *2015-16 | 331737 | 909 | 100 | - | |
| 2016-17 | 302655 | 829 | 91.19 | 08.81 | |
| April'17-Feb'18 | 248120 | 743 | 81.73 | 18.27 | |
| Year | No. of passengers dealt | No of passengers dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 600291 | 1645 | 100 | - | |
| *2015-16 | 603731 | 1654 | 100.54 | -0.54 | Increased |
| 2016-17 | 546175 | 1496 | 90.94 | 09.06 | |
| April'17-Feb'18 | 459368 | 1375 | 83.58 | 16.42 | |
| Year | Total earnings from PRS (In Rs.) | Earnings per day (In Rs.) | Existing in % | % reduction/increase | |
| 2014-15 | 246342767 | 674912 | 100 | - | |
| *2015-16 | 252323563 | 691297 | 102.42 | -02.42 | Increased |
| 2016-17 | 236953610 | 649188 | 96.18 | 03.82 | |
| April'17-Feb'18 | 1768791580 | 529578 | 78.46 | 21.54 | |
| SSB | | | | | |
| Year | No. of reservation slips dealt | No. of reservation slips dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 308522 | 845 | 100 | 100 | |
| *2015-16 | 256893 | 704 | 83.31 | 16.69 | |
| 2016-17 | 215107 | 589 | 69.70 | 30.30 | |
| April'17-Feb'18 | 142829 | 428 | 50.65 | 49.35 | |
| Year | No. of passengers dealt | No of passengers dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 590776 | 1619 | 100 | - | |
| *2015-16 | 468832 | 1284 | 79.30 | 20.70 | |
| 2016-17 | 418265 | 1146 | 70.78 | 29.22 | |
| April'17-Feb'18 | 280675 | 840 | 51.88 | 48.12 | |
| Year | Total earnings from PRS (In Rs.) | Earnings per day (In Rs.) | Existing in % | % reduction/increase | |
| 2014-15 | 241040322 | 660384 | 100 | 100 | |
| *2015-16 | 163402291 | 447678 | 67.79 | 32.21 | |
| 2016-17 | 153779935 | 421315 | 63.79 | 36.21 | |
| April'17-Feb'18 | 119684293 | 358336 | 54.26 | 45.74 | |
| PROH | | | | | |
| Year | No. of reservation | No. of reservation | Existing in % | % | |

| | slips dealt | slips dealt per day | | reduction/increase | |
|-----------------|----------------------------------|--|---------------|----------------------|-----------|
| 2014-15 | 179535 | 492 | 100 | - | |
| *2015-16 | 179525 | 492 | 100 | - | |
| 2016-17 | 153289 | 420 | 85.36 | 14.64 | |
| April'17-Feb'18 | 120788 | 362 | 73.57 | 26.43 | |
| Year | No. of passengers dealt | No of passengers dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 353243 | 968 | 100 | - | |
| *2015-16 | 350801 | 961 | 99.27 | 0.73 | |
| 2016-17 | 306830 | 841 | 86.88 | 13.12 | |
| April'17-Feb'18 | 237678 | 711 | 73.45 | 26.55 | |
| Year | Total earnings from PRS (In Rs.) | Earnings per day (In Rs.) | Existing in % | % reduction/increase | |
| 2014-15 | 162998795 | 446572 | 100 | - | |
| *2015-16 | 164662572 | 451130 | 101.02 | -01.02 | Increased |
| 2016-17 | 153779935 | 421315 | 94.34 | 05.66 | |
| April'17-Feb'18 | 136167583 | 407687 | 91.29 | 08.71 | |
| AIIMS | | | | | |
| Year | No. of reservation slips dealt | No. of reservation slips dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 85882 | 235 | 100 | - | |
| *2015-16 | 84585 | 232 | 98.72 | 01.28 | |
| 2016-17 | 83608 | 229 | 97.44 | 02.56 | |
| April'17-Feb'18 | 71994 | 216 | 91.91 | 08.09 | |
| Year | No. of passengers dealt | No of passengers dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 156557 | 429 | 100 | - | |
| *2015-16 | 153136 | 420 | 97.90 | 02.10 | |
| 2016-17 | 152728 | 418 | 97.43 | 02.57 | |
| April'17-Feb'18 | 130017 | 390 | 90.90 | 09.10 | |
| Year | Total earnings from PRS (In Rs.) | Earnings per day (In Rs.) | Existing in % | % reduction/increase | |
| 2014-15 | 64854590 | 177684 | 100 | - | |
| *2015-16 | 69188415 | 189557 | 106.68 | -06.68 | Increased |
| 2016-17 | 70880548 | 194193 | 109.29 | -09.29 | Increased |
| April'17-Feb'18 | 55003065 | 164680 | 92.68 | 07.32 | |
| ITB | | | | | |
| Year | No. of reservation slips dealt | No. of reservation slips dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 134514 | 369 | 100 | - | |
| *2015-16 | 122230 | 335 | 90.78 | 09.22 | |
| 2016-17 | 110184 | 302 | 81.84 | 18.16 | |
| April'17-Feb'18 | 75072 | 225 | 60.97 | 39.03 | |
| Year | No. of passengers dealt | No of passengers dealt per day | Existing in % | % reduction/increase | |
| 2014-15 | 206580 | 566 | 100 | - | |
| *2015-16 | 189665 | 520 | 91.87 | 08.13 | |
| 2016-17 | 169220 | 464 | 81.98 | 18.02 | |
| April'17-Feb'18 | 114847 | 344 | 60.77 | 39.23 | |
| Year | Total earnings from PRS (In Rs.) | Earnings per day (In Rs.) | Existing in % | % reduction/increase | |
| 2014-15 | 174112595 | 477021 | 100 | - | |
| *2015-16 | 169120522 | 463343 | 97.13 | 02.87 | |

| | | | | | |
|-----------------|-----------|--------|-------|-------|--|
| 2016-17 | 159450640 | 436851 | 91.57 | 08.43 | |
| April'17-Feb'18 | 135767785 | 406490 | 85.21 | 14.79 | |

*Year 2015-16 has been taken as base year i.e. 100%

The above table reveals that the workload of reservation counters has been reduced drastically.

Table-III

Statement showing workload of I-tickets and E-tickets off loaded to IRCTC

| I-Tickets | | | | | | |
|------------------|-----------------------------|------------|--------------------------------|------------|----------------------------------|------------|
| Year | No. of tickets (In lacs) | % increase | No. of passengers (In lacs) | % increase | Earning In Rs. (In crores) | % increase |
| 2014-15 | 0.38 | 100 | 2.24 | 100 | 0.69 | 100 |
| 2015-16 | 1.41 | 371.05 | 3.87 | 172.76 | 18.88 | 2736.23 |
| 2016-17 | 6.03 | 1586.84 | 7.92 | 353.57 | 82.97 | 12024.63 |
| April'17-Feb'18 | 18.35 | 4828.94 | 23.73 | 1059.37 | 263.48 | 38185.50 |
| E-Tickets | | | | | | |
| Year | No. of tickets (In lacs) | | No. of passengers (In lacs) | | Earning In Rs. (In crores) | Remarks |
| 2014-15 | 1829.84 | 100 | 3287.76 | 100 | 20617.11 | 100 |
| 2015-16 | 1991.39 | 108.82 | 3593.58 | 109.30 | 23376.15 | 113.38 |
| 2016-17 | 2086.92 | 114.04 | 3722.95 | 113.23 | 24402.24 | 118.35 |
| April'17-Feb'18 | 2221.44 | 121.40 | 3916.02 | 119.10 | 25602.34 | 124.18 |

The above table reveals that the trend of I-tickets/E-tickets/mobile tickets booking is increasing sharply.

3.0 **CRITICAL ANALYSIS**

The work-study is confined to review the effective and economical utilization of Reservation staff working under CCM/PM/IRCA/NDLS. The Reservation staff working at counters have been covered in the Part-II and the staff working other than Reservation counters has already covered in the Part-I. The team collected the data/information from IRCA reservation offices and IRCTC to compare the arisings of passenger traffic/earnings. The introduction of I-ticketing, E-ticketing and mobile ticketing from IRCTC has started reducing the workload of PRS centers. In Para 2.9 table-II shows the actual workload of Reservation counters in Delhi Area and IRCA/NDLS and table-III shows the workload of I-ticketing/E-ticketing.

The IRCTC has enhanced the E-ticketing system which has the capacity to book 15000 tickets per minute. Booking of e-tickets through International Credit/Debit Cards has also been enabled to encourage the cashless economy.

Paperless unserved ticketing through mobiles phones which has been launched at several major stations will certainly ease the rush at crowded counters. Currency coin cum Card Operated Automatic Ticket Vending Machines is successfully functioning at about 450 locations over Indian Railways. In addition to this about 2600 smart card based ATVMs have also been commissioned.

In Delhi Area, the Commercial department has also given terminals to the private parties for computerized reservation. These are called Yatri Ticket Suvidha Kendra(YTSK) and functioning at about 30 locations.

3.1 REQUIREMENT OF STAFF AND RECOMMENDATIONS

3.2 Duties of Reservation staff

The following activities are carried out by Reservation staff at any Rail Reservation Centre: -

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

3.3 MEASURING TECHNIQUES

The workload and factual status as given in Para 2.9 with critical analysis of earning oriented performances are towards down trend. The Ministry of Railways has set up IRCTC with the basic purpose to serve passengers with entire catering and tourism activity. This undertaking has been fully operational from August 2001 and spread its wings in booking of railway tickets through i-ticketing/e-

ticketing/mobile ticketing in full swing from the year 2005, which has resulted into reduced workload of PRS/IRCA/NDLS.

The team collected the data of actual work done by reservation staff deployed on counters to assess the actual utilization after introduction of I-ticketing/e-ticketing/mobile ticketing and change in existing working system. The team has considered the available yard stick i.e. 180 requisition slips/man/shift for assessing the bare requirement of staff for reservation counters.

The team has assessed the requirement on the basis of existing workload, kept the local working conditions into consideration and exercised physical observations along with discussions at various levels to economize the system after reducing all wastages and streamlining the activities of Reservation staff.

3.4 YARDSTICK

The yardstick for assessing the working of Reservation staff on counter duty is 180 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 considering workload of year 2016-17.

| S.No. | Name of PRS Centers | Activity | No. of staff required | Remarks |
|-------|---------------------|---|-----------------------|----------------------------|
| 1. | DLI | Avg. no. of requisition slips dealt per day=1238, Yard stick is 180 requisition slips per shift. So requirement of staff for counters | 06.87 | |
| | | CRS Incharge | 01 | |
| | | Shift supervisors for cash, charting, ROPD, Balance sheet etc. | 04 | |
| | | For record | 01 | |
| | | Sub total | 12.87 | |
| | | RG on 12.87 @ 16.50% | 2.12 | |
| | | For 02 counters working at Tis Hazari from 10-17 hrs. | 02 | Sunday close. |
| | | For 01 counter at CAO/Const. Office functions from 10-17 hrs. | 01 | Saturday and Sunday Close. |
| | | Total | 17.99 | |
| | | LR on 17.99 @ 12.5% | 2.24 | |
| | | G.Total | 20.23 or say 20 | |
| 2. | NDAZ | Avg. no. of requisition slips dealt per day=742, Yard stick is 180 requisition slips per shift. So requirement of staff for counters | 4.12 | |

| | | | | |
|----|-------|--|-----------------|--|
| | | CRS Incharge | 01 | |
| | | Shift supervisors for two shifts cash, ROPD, Balance sheet etc. | 02 | |
| | | For record | 01 | |
| | | Sub total | 08.12 | |
| | | RG on 8.12 @ 16.50% | 1.33 | |
| | | Sub total | 9.45 | |
| | | LR on 9.45 @ 12.5% | 1.18 | |
| | | G.Total. | 10.63 or say 11 | |
| 3. | DSA | Avg. no. of requisition slips dealt per day=682, Yard stick is 180 requisition slips per shift. So requirement of staff for counters | 3.78 | |
| | | CRS Incharge | 01 | |
| | | Shift supervisors for two shifts cash, ROPD, Balance sheet etc. | 02 | |
| | | For record | 01 | |
| | | Sub total | 7.78 | |
| | | RG on 7.78 @ 16.5% | 1.28 | |
| | | Sub total | 9.06 | |
| | | LR on 9.06 @ 12.5% | 1.13 | |
| | | G.Total. | 10.19 or say 10 | |
| 4. | KRTN | Avg. no. of requisition slips dealt per day=848, Yard stick is 180 requisition slips per shift. So requirement of staff for counters | 4.71 | |
| | | CRS Incharge | 01 | |
| | | Shift supervisors for two shifts cash, ROPD, Balance sheet etc. | 02 | |
| | | For record | 01 | |
| | | Sub total | 8.71 | |
| | | RG on 8.71 @ 16.5% | 1.43 | |
| | | Sub total | 10.14 | |
| | | LR on 10.14 @ 12.5% | 1.26 | |
| | | G.Total. | 11.40 or say 11 | |
| 5. | NOIDA | Avg. no. of requisition slips dealt per day=744, Yard stick is 180 requisition slips per shift. So requirement of staff for counters | 4.13 | |
| | | CRS Incharge | 01 | |
| | | Shift supervisors for two shifts cash, ROPD, Balance sheet etc. | 02 | |
| | | For record | 01 | |
| | | Sub total | 8.13 | |
| | | RG on 8.13 @ 16.5% | 1.34 | |
| | | Sub total | 9.47 | |
| | | LR on 9.47 @ 12.5% | 1.18 | |
| | | G.Total | 10.65 or say 11 | |
| 6. | GZB | Avg. no. of requisition slips dealt per day=727, Yard stick is 180 requisition slips per shift. So requirement of staff for counters | 4.03 | |
| | | CRS Incharge | 01 | |

| | | | | |
|---|------|--|-----------------|----------------|
| | | Shift supervisors for charting ,cash & ROPD etc. | 04 | |
| | | For record | 01 | |
| | | Sub total | 10.03 | |
| | | RG on 10.03 @ 16.5% | 1.65 | |
| | | Sub total | 11.68 | |
| | | LR on 11.68 @ 12.5% | 1.46 | |
| | | G.Total. | 13.14 or say 13 | |
| 7 | KKDM | Avg. no. of requisition slips dealt per day=798, Yard stick is 180 requisition slips per shift. So requirement of staff for counters | 4.43 | |
| | | CRS Incharge | 01 | |
| | | Shift supervisors for cash ,balance sheet & ROPD etc. | 02 | |
| | | For record | 01 | |
| | | Sub total | 8.43 | |
| | | RG on 8.43 @ 16.5% | 1.39 | |
| | | Sub total | 9.82 | |
| | | LR on 9.82 @ 12.5% | 1.22 | |
| | | G.Total. | 11.04 or say 11 | |
| 8 | SZM | Avg. no. of requisition slips dealt per day=516, Yard stick is 180 requisition slips per shift. So requirement of staff for counters | 2.86 | |
| | | CRS Incharge | 01 | |
| | | Shift supervisors for cash & ROPD etc. | 02 | |
| | | For record | 01 | |
| | | Sub total | 6.86 | |
| | | RG on 6.86 @ 16.5% | 1.33 | |
| | | For two counters in two shift at Delhi University Premises i.e. 8-14 hrs & 11-17 hrs | 02 | Sunday closed. |
| | | Sub total | 9.99 | |
| | | LR on 9.99 @ 12.5% | 1.24 | |
| | | G.Total. | 11.23 or say 11 | |
| 9 | NZM | Avg. no. of requisition slips dealt per day=641, Yard stick is 180 requisition slips per shift. So requirement of staff for counters | 3.56 | |
| | | CRS Incharge | 01 | |
| | | Shift supervisors for cash, ROPD, POS etc. | 02 | |
| | | For Charting (There are about 60 trains for which charted are printed out.) | 04 | |
| | | For record | 01 | |
| | | Sub total | 11.56 | |
| | | RG on 11.56 @ 16.5% | 1.90 | |
| | | For 02 counters working at Supreme Court from 10-17 hrs. | 02 | Sunday close. |
| | | For 01 counter working at High Court from 10-17 hrs. | 01 | Sunday close. |
| | | Sub total | 16.46 | |

| | | | | |
|----|-------|---|-----------------|---------------|
| | | LR on 16.46 @ 12.5% | 2.05 | |
| | | G.Total | 18.51 or say 19 | |
| 10 | OKA | Avg. no. of requisition slips dealt per day=779, Yard stick is 180 requisition slips per shift. So requirement of staff for counters | 4.32 | |
| | | CRS Incharge | 01 | |
| | | Shift supervisors for cash, ROPD, POS, Statements and balance etc. | 02 | |
| | | For record | 01 | |
| | | Sub total | 8.32 | |
| | | RG on 8.32 @ 16.5% | 1.37 | |
| | | Sub total | 9.69 | |
| | | LR on 9.69 @ 12.5% | 1.21 | |
| | | G.Total | 10.90 or say 11 | |
| 11 | SOJ | Avg. no. of requisition slips dealt per day=1062, Yard stick is 180 requisition slips per shift. So requirement of staff for counters | 5.90 | |
| | | CRS Incharge | 01 | |
| | | Shift supervisors for cash, ROPD, POS, Statements and Balance sheet etc. | 02 | |
| | | For record | 01 | |
| | | Sub total | 9.90 | |
| | | RG on 9.90 @ 16.5% | 1.63 | |
| | | For 02 counters working at IIT & JNU from 10-17 hrs. | 02 | Sunday close. |
| | | Sub total | 13.53 | |
| | | LR on 13.53 @ 12.5% | 1.69 | |
| | | G.Total | 15.22 or say 15 | |
| 12 | PROH | Avg. no. of requisition slips dealt per day=420, Yard stick is 180 requisition slips per shift. So requirement of staff for counters | 2.33 | |
| | | CRS Incharge | 01 | |
| | | Shift supervisors for cash, ROPD, POS, Statements and Balance sheet etc. | 02 | |
| | | For record | 01 | |
| | | Sub total | 6.33 | |
| | | RG on 6.33 @ 16.5% | 1.04 | |
| | | Sub total | 7.37 | |
| | | LR on 7.37 @ 12.5% | 0.92 | |
| | | G.Total | 8.29 or say 08 | |
| 13 | AIIMS | Avg. no. of requisition slips dealt per day=229, Yard stick is 180 requisition slips per shift. So requirement of staff for counters | 1.27 | |
| | | CRS Incharge | 01 | |
| | | Shift supervisors for verification, cash, ROPD, POS, Statements and Balance sheet etc. | 02 | |
| | | For record | 01 | |

| | | | | |
|----|-----------|---|-----------------|--|
| | | Sub total | 5.27 | |
| | | RG on 5.27 @ 16.5% | 0.86 | |
| | | Sub total | 6.13 | |
| | | LR on 6.13 @ 12.5% | 0.76 | |
| | | G.Total | 6.89 or say 07 | |
| 14 | SSB | Avg. no. of requisition slips dealt per day=589, Yard stick is 180 requisition slips per shift. So requirement of staff for counters | 3.27 | |
| | | CRS Incharge | 01 | |
| | | Shift supervisors for cash, ROPD, POS, Statements and Balance sheet etc. | 02 | |
| | | For record | 01 | |
| | | Sub total | 7.27 | |
| | | RG on 7.27 @ 16.5% | 1.19 | |
| | | Sub total | 8.46 | |
| | | LR on 8.46 @ 12.5% | 1.05 | |
| | | G.Total | 9.51 or say 10 | |
| 15 | TKD | Avg. no. of requisition slips dealt per day=829, Yard stick is 180 requisition slips per shift. So requirement of staff for counters | 4.60 | |
| | | CRS Incharge | 01 | |
| | | Shift supervisors for cash, ROPD, POS, Statements and Balance sheet etc. | 02 | |
| | | For record | 01 | |
| | | Sub total | 8.60 | |
| | | RG on 8.60@ 16.5% | 1.41 | |
| | | Sub total | 10.01 | |
| | | LR on 10.01 @ 12.5% | 1.25 | |
| | | G.Total | 11.26 or say 11 | |
| 16 | IRCA/NDLS | Avg. no. of requisition slips dealt per day=2100, Yard stick is 180 requisition slips per shift. So requirement of staff for counters | 11.66 | |
| | | CRS Incharge | 01 | |
| | | Shift supervisors for cash, ROPD, POS, Statements, Balance sheet and other misc work etc. | 05 | |
| | | For record | 01 | |
| | | Sub total | 18.66 | |
| | | RG on 18.66 @ 16.5% | 3.07 | |
| | | Sub total | 21.73 | |
| | | LR on 21.73 @ 12.5% | 2.71 | |
| | | G.Total | 24.44 or say 24 | |
| 17 | LPNR | Avg. no. of requisition slips dealt per day=357, Yard stick is 180 requisition slips per shift. So requirement of staff for counters | 1.98 | |
| | | CRS Incharge | 01 | |
| | | Shift supervisors for cash, ROPD, POS, Statements and Balance sheet | 02 | |

| | | | | |
|----|------|---|-----------------|----------------|
| | | etc. | | |
| | | For record | 01 | |
| | | Sub total | 5.98 | |
| | | RG on 5.98 @ 16.5% | 0.98 | |
| | | Sub total | 6.96 | |
| | | LR on 6.96 @ 12.5% | 0.87 | |
| | | G.Total | 7.83 or say 8 | |
| 18 | PHBO | Avg. no. of requisition slips dealt per day=285, Yard stick is 180 requisition slips per shift. But due to the importance of the location this yard stick has not been applied and the requirement of staff for counters has been assessed on the basis of actual deployment of staff for 07 counter daily. | 08 | |
| | | CRS Incharge | 01 | |
| | | For record | 01 | |
| | | Shift supervisors for cash, ROPD, POS, Statements and Balance sheet etc. | 02 | |
| | | Sub total | 12 | |
| | | RG on 12 @ 16.5% | 1.98 | |
| | | Sub total | 13.98 | |
| | | For 02 counters working at PCI & 03 counters working at Railway Board. | 05 | Sunday closed. |
| | | Sub total | 18.98 | |
| | | LR on 18.98 @ 12.5% | 2.37 | |
| | | G.Total | 21.35 or say 21 | |
| 19 | ITB | Avg. no. of requisition slips dealt per day=302, Yard stick is 180 requisition slips per shift. But due to the importance of the location this yard stick has not been applied and the requirement of staff for counters has been assessed on the basis of actual deployment of staff at counters daily. The timings are 06.00-23.00 hrs. | 09 | |
| | | CRS Incharge | 01 | |
| | | Record | 01 | |
| | | Shift supervisors for cash, ROPD, POS, Statements and Balance sheet etc. | 02 | |
| | | Sub total | 13 | |
| | | RG on 13@ 16.5% | 2.14 | |
| | | Sub total | 15.14 | |
| | | LR on 15.14 @ 12.5% | 1.89 | |
| | | G.Total | 17.03 or say 17 | |

3.5 SUMMARY OF EXISTING AND PROPOSED STAFF

| S.No. | Location | S/S | O/R | Proposed strength | Identified surplus |
|-------|------------------------------|-----|-----|-------------------|--------------------|
| 1 | New Delhi/IRCA | 140 | 42 | 24 | 116 |
| 2 | Delhi Main | 57 | 25 | 20 | 37 |
| 3 | Sarojini Nagar | 60 | 15 | 15 | 45 |
| 4 | Ghaziabad | 31 | 17 | 13 | 18 |
| 5 | Kirti Nagar | 35 | 13 | 11 | 24 |
| 6 | Nizamuddin | 30 | 21 | 19 | 11 |
| 7 | New Azad Pur | 29 | 14 | 11 | 18 |
| 8 | Delhi Shahdara | 23 | 14 | 10 | 13 |
| 9 | Karkardooma | 32 | 16 | 11 | 21 |
| 10 | NOIDA | 26 | 14 | 11 | 15 |
| 11 | Okhla | 30 | 13 | 11 | 19 |
| 12 | Lajpat Nagar | 15 | 07 | 08 | 07 |
| 13 | Sabji Mandi | 20 | 13 | 11 | 09 |
| 14 | Tuglakabad | 22 | 13 | 11 | 11 |
| 15 | Shakurbasti | 23 | 13 | 10 | 13 |
| 16 | Rohini | 15 | 08 | 08 | 07 |
| 17 | AIIMS | 12 | 08 | 07 | 05 |
| 18 | International Tourist Bureau | 21 | 15 | 17 | 04 |
| 19 | Parliament House | 16 | 19 | 21 | -05 |
| Total | | 637 | 300 | 249 | 388 |

RECOMMENDATION NO.1

It is proposed that 388 posts of Reservation staff working at different Reservation offices controlled by CCM/PM are identified as surplus and recommended for surrendered.

| | |
|-----------------------------------|--------------|
| CRS Gr. 9300-34800-4600 | =38 |
| RS/ERS/E&RC-I Gr. 9300-34800-4200 | =208 |
| E&RC-II Gr. 5200-20200-2800 | =142 |
| Total | = 388 Posts. |

4.00 FINANCIAL IMPLICATIONS

4.1.0 The annual expenditure as per 7th CPC on Reservation staff working at Reservation offices in Delhi Area controlled by CCM/PM is as under:-

| S.No. | Category | Grade Rs. | Montly value per post | S/S | Monthly expenditure | Annual expenditure |
|-------|---------------|-----------------|-----------------------|-----|---------------------|--------------------|
| 1 | CRS | 9300-34800-4600 | 100206 | 76 | 7615656 | 91387872.00 |
| 2 | RS/ERS/E&RC-I | 9300-34800-4200 | 79073 | 338 | 26726674 | 320720088.00 |
| 3 | E&RC-II | 5200-20200-2800 | 65003 | 223 | 14494669 | 173948028.00 |
| Total | | | | 637 | | 586055988.00 |

The above table reveals that the annual expenditure being incurred on 637 sanctioned strength of Reservation staff working at Reservation Offices controlled by CCM/PM is Rs. 586055988.00

4.2.0 Proposed strength: The annual expenditure on the proposed strength of Reservation staff for Reservation Offices in Delhi Area controlled by CCM/PM is as under:-

| S.No. | Category | Grade Rs. | Monthly value per post | Proposed strength | Monthly expenditure | Annual expenditure |
|-------|---------------|-----------------|------------------------|-------------------|---------------------|--------------------|
| 1 | CRS | 9300-34800-4600 | 100206 | 38 | 3807828 | 45693936.00 |
| 2 | RS/ERS/E&RC-I | 9300-34800-4200 | 79073 | 130 | 10279490 | 123353880.00 |
| 3 | E&RC-II | 5200-20200-2800 | 65003 | 81 | 5265243 | 63182916.00 |
| Total | | | | 249 | | 232230732.00 |

The above table reveals that total annual expenditure on 249 proposed posts of Reservation Staff working in Delhi Area at Reservation Offices controlled by CCM/PM will be reduced to ₹ 232230732 instead of ₹ 586055988.00 and net saving of ₹ 353825256.00 per annum.

3.3.0 ANTICIPATED RECURRING SAVINGS

| SN | Category | Pay scale + Grade pay ₹ | No. of posts | Rec. No | Monthly value per post ₹ . | Total annual recurring saving ₹ . |
|-------|---------------|----------------------------|-----------------|------------|----------------------------------|---|
| 1 | CRS | 9300-34800- 4600 | 38 | 1 | 100206 | 45693936.00 |
| 2 | RS/ERS/E&RC-I | 9300-34800- 4200 | 208 | 1 | 79073 | 197366208.00 |
| 3 | E&RC-II | 5200-20200- 2800 | 142 | 1 | 65003 | 110765112.00 |
| Total | | | 388 | | | 353825256.00 |

No. of posts identified as surplus: -

Group 'C' = 388 posts

Group 'D' = Nil posts

Total = 388 posts

Anticipated recurring saving = ₹ 3538.25 lacs per annum

Capital saving = Nil

Total saving = ₹ 3538.25 lacs per annum

WORK STUDY REPORT DETAILED CHART

Department : Commercial

Name of study : Review of Reservation staff working in Delhi Area at
Reservation Offices under CCM/PM/IRCA/NDLS(PART-II).

Activity Centre: Reservation Offices in Delhi Area.

| S. No | Sub-activity | Brief description of workload | Actual staff deployed | Work Study recommendation | Representative Workload |
|-------|---|--|--------------------------------|--|--|
| 1 | The reservation clerks are deployed to perform all activities pertaining to computerized reservation system | The CRS/RS/ERS /E&RC staff are deployed at reservation counters for booking of reserved tickets. | S/S=637 O/R=300 Var =337 | The proposed requirement of staff at Reservation Offices is 249 and 388 staff are identified as surplus. | The workload of Reservation Offices has decreased due to introduction of I-tickets/e-tickets/mobile tickets and opening of YTSK. |

LIST OF ANNEXURES

| S.N. | Description | Annexure No. |
|------|--|--------------|
| 1 | Existing staff position of Reservation staff working in Delhi Area at Reservation Offices under CCM/PM/IRCA/NDLS | I |
| 2 | Work study letter no. 16-CP/35/WS/2017-18 dt. 28/11/17 | II |

Annexure-I

The position of Reservation staff working in different reservation offices controlled by CCM/PM is as under:

| S.N. | Category | Grade | S/S | O/R | Var. |
|-------|-----------------|-----------------|-----|-----|------|
| 1 | CRS | 9300-34800-4600 | 76 | 20 | 56 |
| 2 | RS,ERS, E&RC- I | 9300-34800-4200 | 338 | 207 | 131 |
| 3 | E & RC II | 9300-34800-2800 | 223 | 73 | 150 |
| Total | | | 637 | 300 | 337 |

