



WORK STUDY REPORT  
ON  
REVIEW OF RESERVATION (E&RC) STAFF WORKING  
AT RESERVATION OFFICES  
OVER MORADABAD DIVISION

2018-19

WORK STUDY TEAM

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### 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 over Moradabad division.

#### STAFF POSITION

The total sanctioned and on rolls strength of Reservation staff working at different locations over Moradabad division is as under:

SN	Category	Grade	S/S	O/R	Var.
1	CERS	9300-34800-4600	37	35	02
2	ERS, ERS, E&RC- I	9300-34800-4200	91	84	07
3	E & RC II	9300-34800-2800	38	42	-04
Total			166	161	05

No. of posts identified as surplus for surrender: -

Gr. 'C' =40 posts

Gr. 'D' =Nil posts

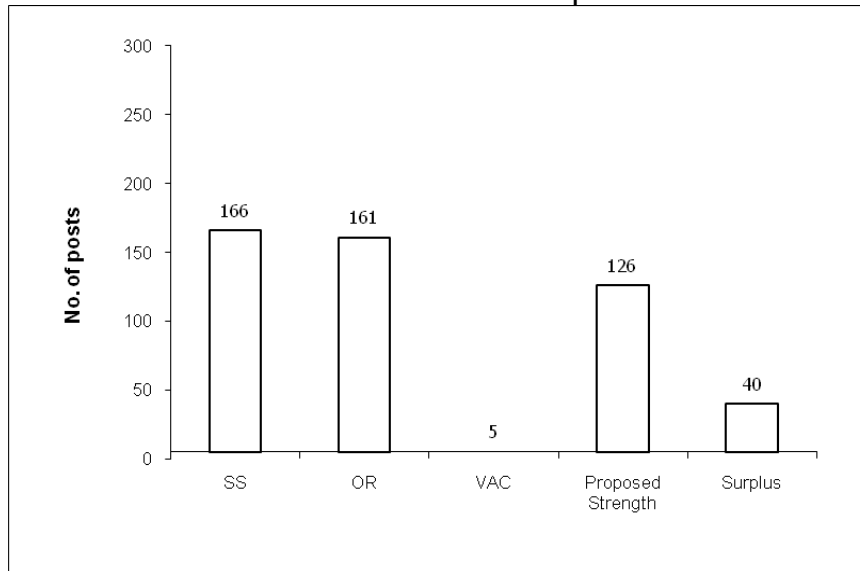
Total =40 posts

#### FINANCIAL IMPLICATIONS

Anticipated recurring savings = Rs. 380.41 lacs per annum.

Capital saving = Nil

Total = Rs. 380.41 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 (E&RC) staff working at Reservation Offices over Moradabad division."

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 40 posts of E&RC staff working over Moradabad division 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. 380.41 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 41 posts of Reservation staff working at different Reservation offices over Moradabad division are identified as surplus and recommended for surrendered.</p> <p>CERS</p> <p>Gr 9300-34800-4600           =07</p> <p>ERS/E&amp;RC-I</p> <p>Gr. 9300-34800-4200       =23</p> <p>E&amp;RC-II</p> <p>Gr. 5200-20200-2800       <u>=10</u></p> <p style="text-align: right;">Total   <u>= 40</u> Posts.</p>	3.4	ADRM/MB Sr.DCM/MB Sr. DPO/MB

### ACKNOWLEDGEMENT

The team is highly thankful to Shri Sharad Shrivastava, ADRM/MB, Shri Vivek Sharma Sr. DCM/MB, Shri Rajiv Bhatnagar, Sr. DPO/MB 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 and at Enquiry Offices.
- 1.4 Keeping in view above, a work study as assigned by SDGM on "Review of Reservation(E&RC) staff working at Reservation Offices over Moradabad division." 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.



## 2.0.0 BRIEF DESCRIPTION, STAFF POSITION, WORKLOAD, CRITICAL ANALYSIS, REQUIREMENT OF STAFF, AND RECOMMENDATIONS.

### 2.1.0 BRIEF DESCRIPTION

Moradabad is an important division of Northern Railway. It covers an area approx. 1478 route kilometer over the division. It is situated on B route of Howrah-Amritsar via MGS-LKO-SRE-UMB. It is also connected to Delhi directly via Gajrola and Hapur. The capital of Uttrakhand Dehradun and stations of tourist importance like Haridwar, Rishikesh also come under Moradabad division.

- 2.1.0 A pilot project of Computerised Passenger Reservation System(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 were computerized and the system is called as PRS (Passenger Reservation System).

### 2.3.0 STATEMENT SHOWING PRS LOCATIONS SERVED BY MORADABAD DIVISION

#### 2.3.1 (i) Details of PRS Centers over MB division

S.No	Station	No. of counters available	No. of counters working	PRS Cum UTS	ATVMs
1	AMRO	01	01	-	Provided
2	AJI	01	01	Provided	
3	AO		01	Provided	
4	BLM		01	Provided	Provided
5	BE	04	03	-	Provided
6	BE Cantt	02	01	-	
7	BEG	02	01	-	
8	BJO	01	01	-	Provided
9	BSC	01	01	-	Provided
10	CH	02	01	-	Provided
11	CPS	01	01	Provided	Provided
12	DDN	07	04		Provided
13	DDN	01	01	NRH(PDPC)	
14	DPR	01	01	Proposed	Provided
15	DWO	01	01	Provided	
16	GJL	01	01	Proposed	Provided
17	GMS	01	01	Proposed	
19	HLDR	01	01	Provided	
20	HPU	01	01		Provided
21	HRI	02	01		Provided
22	HW	05	03		Provided
23	JOSHIMAT H	01	01		NRH
24	JWP	02	02		Provided
25	KJY	01	01	Proposed	
26	KTW	02	01	Proposed	Provided
27	LRJ	01	01	Proposed	Provided
30	MNDR	01	01		
31	MB	05	04		Provided
34	NBD	02	01		Provided
36	PKW	01	01		
40	RMU	03	02		Provided
42	RKSH	02	02		Provided
43	RK	02	01		Provided
44	RK(U)	01	01	-	-

45	RAC	01	01	Provided	Provided
50	SEO	01	01	Proposed	
51	SPN	01	02		Provided
52	SKNJ(HW)	01	01	-	
59	SPC	01	01	Proposed	
60	EQ Cell /DRM Office I		01		
61	Mussorie (MIE)	01	01		

The above statement reveals the locations where PRS terminals are functioning over Moradabad division. All these reservation terminals now have access to book tickets from any station to any station on Indian Railways.

2.3.1 (ii) Stations where PRS cum UTS and Automatic Ticket Vending Machine (ATVM) are provided or are proposed.

S.No.	Station	PRS Cum UTS	ATVMs	Remarks
1	AMRO	-	Provided	
2	AJI	Provided		
3	AO	Provided		
4	BLM	Provided	Provided	
5	BE	-	Provided	
6	BJO	-	Provided	
7	BSC	-	Provided	
8	CH	-	Provided	
9	CPS	Provided	Provided	
10	DDN		Provided	
11	DPR		Provided	
12	DWO	Provided		
13	GJL		Provided	
14	HLDR	Provided		
15	HPU		Provided	
16	HRI		Provided	
17	HW		Provided	
18	JWP		Provided	
19	KTW	Proposed	Provided	
20	LRJ	Proposed	Provided	
21	MB		Provided	
22	NGG	Provided	Provided	

23	NBD		Provided	
24	PMR	Provided		
25	RG	Provided		
26	RMU		Provided	
27	RKSH		Provided	
28	RK		Provided	
29	RAC	Provided	Provided	
30	RJK	Provided		
31	SHTS	Provided		
32	SAN	Provided	Provided	
33	SPN		Provided	
34	SPC	Provided	Provided	
35	TLH	Provided		
36	BBA	Provided		

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.

## 2.2 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 E&RC staff 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

SN	Category	Grade	S/S	O/R	Var.
1	CERS	9300-34800-4600	37	35	02
2	RS, E&RC- I	9300-34800-4200	91	84	07
3	E & RC II	9300-34800-2800	38	42	-04
Total			166	161	05

The above table reveals that: -

The total sanctioned of CERS/E& RCs is 166 where as on roll is 161 with 05 vacant posts.

## 2.9 WORKLOAD AND FACTUAL STATUS

The team collected the data of actual work done by different locations over Moradabad division.

Table-II

<b>MB</b>			Workload		Remarks
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	297609	815	100	-	
2016-17	275283	754	92.51	7.49	
April'17-Feb'18	232166	695	85.27	14.73	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	448400	1228	100	-	
2016-17	401563	1100	89.57	10.43	
April'17-Feb'18	335945	1006	81.92	12.08	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	142735279	391056	100	-	
2016-17	140155511	383988	98.18	1.88	
April'17-Feb'18	120765830	330865	84.60	15.40	
<b>BE</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	244860	671	100	-	
2016-17	239068	655	97.61	2.39	
April'17-Feb'18	165506	453	67.51	32.49	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	374705	1027	100	-	
2016-17	323863	887	86.36	13.64	
April'17-Feb'18	234187	642	62.51	37.49	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	174178760	477202	100	-	
2016-17	151028561	413777	55.59	44.41	
April'17-Feb'18	94302401	282343	59.16	40.84	
<b>RMU</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	124379	341	100	-	
2016-17	113701	312	91.49	8.51	
April'17-Feb'18	95952	287	84.16	15.84	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	216048	592	100	-	
2016-17	193935	531	93.98	6.02	
April'17-Feb'18	391866	1606	62.73	37.27	
Year	Total earnings from	Earnings per day	Existing in %	%	

	PRS (In Rs.)	(In Rs.)		reduction/increase	
*2015-16	60689722	166273	100	-	
2016-17	59420194	162795	97.90	02.10	
April'17-Feb'18	54616736	163523	98.34	01.66	
<b>HW</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	192647	528	100	-	
2016-17	179894	493	93.37	06.63	
April'17-Feb'18	161651	484	91.66	08.34	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	281395	771	100	-	
2016-17	256791	712	92.34	07.66	
April'17-Feb'18	229526	687	89.10	10.90	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	72316769	198128	100	-	
2016-17	74974082	205408	103.65	-03.65	Increased
April'17-Feb'18	60185726	180196	90.94	09.06	
<b>HPU</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	59139	162	100	-	
2016-17	51597	141	87.03	12.97	
April'17-Feb'18	43837	131	80.86	19.14	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	83281	245	100	-	
2016-17	78038	214	87.34	12.66	
April'17-Feb'18	64411	193	78.77	21.23	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	39197930	107392	100	-	
2016-17	34398515	94243	87.75	12.25	
April'17-Feb'18	29805225	89237	83.09	16.91	
<b>AMRO</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	58951	162	100	-	
2016-17	52540	144	88.00	12	
April'17-Feb'18	40118	120	74.07	25.93	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	94741	260	100	-	
2016-17	84708	232	89.23	10.77	
April'17-Feb'18	68800	206	79.23	20.73	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	35262382	96609	100	-	
2016-17	33688880	92298	95.53	04.47	

April'17-Feb'18	27758731	83110	86.02	13.98	
<b>RK</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	171228	469	100	-	
2016-17	141969	389	82.94	17.06	
April'17-Feb'18	108337	324	69.08	30.92	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	253309	694	100	-	
2016-17	214394	587	84.58	15.42	
April'17-Feb'18	166637	458	65.99	34.01	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	13154171	360387	100	-	
2016-17	110418817	302517	83.94	16.04	
April'17-Feb'18	81556290	244181	67.75	32.25	
<b>RKSH</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	87346	239	100	-	
2016-17	73410	201	84.10	15.90	
April'17-Feb'18	66112	198	82.84	17.16	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	133717	366	100	-	
2016-17	113997	312	85.24	14.76	
April'17-Feb'18	111130	333	90.98	09.02	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	57895170	158617	100	-	
2016-17	53947039	147800	93.18	06.82	
April'17-Feb'18	36720083	109940	69.31	30.69	
<b>DDN</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	353653	969	100	-	
2016-17	291134	798	82.35	17.65	
April'17-Feb'18	169600	695	71.72	28.28	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	679005	1860	100	-	
2016-17	561263	1538	82.68	17.32	
April'17-Feb'18	328877	1348	72.47	27.53	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	324545648	889166	100	-	
2016-17	276644795	757931	85.24	14.76	
April'17-Feb'18	148966562	610519	68.66	31.34	
<b>MIE</b>					
Year	No. of reservation	No. of reservation	Existing in %	%	

	slips dealt	slips dealt per day		reduction/increase	
*2015-16	13968	38	100	-	
2016-17	11652	32	84.21	15.79	
April'17-Feb'18	9760	29	76.31	23.69	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	23040	61	100	-	
2016-17	20244	55	90.16	09.84	
April'17-Feb'18	17426	52	85.24	14.76	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	14469615	39643	100	-	
2016-17	12271560	33608	84.80	15.20	
April'17-Feb'18	11075117	33159	83.64	16.36	
<b>Shantikunj</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	39600	108	100	-	
2016-17	32400	89	89	11	
April'17-Feb'18	26400	79	79	21	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	61200	168	100	-	
2016-17	54000	148	88	12	
April'17-Feb'18	48033	144	85.71	14.29	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	17490000	52274	100	-	
2016-17	18000000	49315	86.47	13.53	
April'17-Feb'18	16500000	49401	94.50	05.50	
<b>Jwalapur</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	97041	286	100	-	
2016-17	83511	229	80.06	19.94	
April'17-Feb'18	72763	218	76.33	23.67	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	151104	414	100	-	
2016-17	127524	349	84.29	15.71	
April'17-Feb'18	119857	358	86.47	13.53	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	58549488	160410	100	-	
2016-17	52636840	144211	89.90	10.10	
April'17-Feb'18	47751105	142967	89.12	10.88	
<b>NBD</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	55320	152	100	-	
2016-17	51744	142	93.42	06.58	
April'17-	45199	135	88.80	11.20	



Feb'18					
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	84132	230	100	-	
2016-17	83196	228	99.13	0.87	
April'17-Feb'18	72240	216	93.91	08.09	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	30556380	83716	100	-	
2016-17	32596764	89306	85.97	14.03	
April'17-Feb'18	28758378	86102	102.85	-02.85	
<b>BJO</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	48801	134	100	-	
2016-17	41418	113	84.32	15.68	
April'17-Feb'18	36248	109	81.34	18.66	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	73450	201	100	-	
2016-17	63576	174	86.56	13.44	
April'17-Feb'18	57447	172	85.57	14.43	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	33490174	91753	100	-	
2016-17	28057525	76870	83.77	16.23	
April'17-Feb'18	27156712	81308	86.10	13.90	
<b>CH</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	47612	130	100	-	
2016-17	43756	120	92.30	07.70	
April'17-Feb'18	40215	120	92.30	07.70	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	78368	215	100	-	
2016-17	546175	207	96.27	03.73	
April'17-Feb'18	70335	211	98.13	01.87	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	29798347	81639	100	-	
2016-17	28046415	76839	94.12	95.88	
April'17-Feb'18	24583365	73603	90.15	09.85	
<b>BSC</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16		<b>180</b>	100	-	
2016-17	39144	<b>107</b>	59.44	40.56	
April'17-Feb'18	31321	<b>98</b>	59.40	40.60	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	65840	180	100	-	

2016-17	58708	161	89.44	10.56	
April'17-Feb'18	46775	140	77.77	22.23	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	29260535	80165	100	-	
2016-17	29502765	80829	100.82	-0.82	
April'17-Feb'18	25381563	75993	94.79	05.21	
<b>PKW</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	33626	82	100	-	
2016-17	30113	83	98.79	01.21	
April'17-Feb'18	24297	73	89.03	10.97	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	46817	128	100	-	
2016-17	42807	117	91.40	08.60	
April'17-Feb'18	34887	104	81.25	18.75	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	21334858	58452	100	-	
2016-17	19810520	54275	92.85	07.15	
April'17-Feb'18	16579920	49640	84.92	15.08	
<b>SPN</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	156507	429	100	-	
2016-17	134170	368	85.78	14.22	
April'17-Feb'18	111288	333	77.62	22.38	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	229295	628	100	-	
2016-17	208880	572	91.08	08.92	
April'17-Feb'18	174654	523	83.28	16.72	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	79996185	219168	100	-	
2016-17	75924235	208012	94.90	05.10	
April'17-Feb'18	63803875	191030	87.16	12.84	
<b>HRI</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	92449	253	100	-	
2016-17	85485	234	92.49	07.51	
April'17-Feb'18	77161	231	91.30	08.70	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	149525	410	100	-	
2016-17	139012	381	92.92	07.08	
April'17-Feb'18	127820	383	93.41	06.59	
Year	Total earnings from	Earnings per day	Existing in %	%	

	PRS (In Rs.)	(In Rs.)		reduction/increase	
*2015-16	46819060	128271	100	-	
2016-17	46138585	126407	98.54	01.46	
April'17-Feb'18	42330900	126739	98.80	01.20	
<b>KTW</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	55656	<b>152</b>	100	-	
2016-17	38988	<b>107</b>	70.39	29.61	
April'17-Feb'18	34100	<b>102</b>	67.10	32.90	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	82368	226	100	-	
2016-17	56892	156	69.03	30.97	
April'17-Feb'18	51755	155	68.58	31.42	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	35374560	96917	100	-	
2016-17	27173880	74449	76.81	23.89	
April'17-Feb'18	23784090	71210	73.47		
<b>DPR</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	35856	<b>98</b>	100	-	
2016-17	36367	<b>100</b>	102	-02.00	Increased
April'17-Feb'18	28275	<b>85</b>	86.73	13.27	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	57407	157	100	-	
2016-17	53062	145	92.35	07.65	
April'17-Feb'18	44138	132	84.07	15.93	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	25428445	69667	100	-	
2016-17	24300937	66578	95.56	04.44	
April'17-Feb'18	24069629	72065	103.44	-03.44	Increased
<b>SEO</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	15126	<b>41</b>	100	-	
2016-17	15385	<b>46</b>	112.19	-12.19	
April'17-Feb'18	12042	<b>36</b>	87.80	12.20	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	24863	68	100	100	
2016-17	25112	69	101.47	-01.47	
April'17-Feb'18	19817	59	61.13	38.87	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	11540295	31617	100	-	

2016-17	11690945	32030	101.30	-01.30	Increased
April'17-Feb'18	9176280	27474	86.89	13.11	
<b>KJY</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	17426	<b>48</b>	100	-	
2016-17	15305	<b>50</b>	104.16	-04.16	Increased
April'17-Feb'18	13309	<b>40</b>	83.33	16.67	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	27007	74	100	-	
2016-17	24415	67	90.54	09.46	
April'17-Feb'18	23172	69	93.24	06.76	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	13957889	38241	100	-	
2016-17	13256253	36319	94.97	05.03	
April'17-Feb'18	12167850	36430	95.26	04.74	
<b>GARH</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	12708	<b>35</b>	100	-	
2016-17	12248	<b>34</b>	97.14	02.86	
April'17-Feb'18	8090	<b>24</b>	68.57	31.43	
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	18979	52	100	-	
2016-17	18893	52	98.11	-01.89	
April'17-Feb'18	13287	40	77	23	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	8220486	22522	100	-	
2016-17	8335230	22836	101.34	-01.34	Increased
April'17-Feb'18	6181890	18507	82.17	17.55	
<b>GJL</b>					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% reduction/increase	
*2015-16	20761	<b>57</b>	100	-	
2016-17	20377	<b>56</b>	98.24	01.76	
April'17-Feb'18	17234	<b>47</b>	82.45		
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% reduction/increase	
*2015-16	32625	89	100	-	
2016-17	32686	90	101.12	-01.12	Increased
April'17-Feb'18	28417	85	95.50		
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% reduction/increase	
*2015-16	14144085	38751	100	-	
2016-17	14103865	38641	99.71	0.29	
April'17-Feb'18	13172615	39439	101.77	-01.77	Increased

\*Year 2015-16 has been taken as base year.

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

<b>I-Tickets</b>						
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
<b>E-Tickets</b>						
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 in Commercial Department over Moradabad division. The team collected the data/information from reservation offices and IRCTC to compare the arisings of passenger traffic/earnings. Due to introduction of I-ticketing, E-ticketing and mobile ticketing from IRCTC has reduced the workload of PRS centers. In Para 2.9 table-II shows the actual workload of Reservation counters over Moradabad Division 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 unreserved ticketing through mobiles phones which has been launched at several major stations will certainly ease the rush

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 Moradabad division the Commercial department has given terminals to Defence/Post Office/Out agency/Non Railway heads at about 18 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) Feeding of data in the system for display/announcement 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 locations.

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 considered the yard stick i.e. 180 requisition slip/day/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 existing working conditions. The workload of the year 2016-17 has been taken for the calculation of requirement.

S.No.	Name of PRS Centers	Activity	No. of staff required	Remarks
1.	MB	Avg. no. of requisition slips dealt per day=754, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	4.18	
		CRS Incharge	01	
		Charting/ROPD/Shift supervisor etc.	03	
		Face to face enquiry 02 in each shift i.e 2X3=06	06	
		Sub total	14.18 +01 staff of AMRO=15.18	
		RG on 15.18 @ 16.50%	2.50	
		Sub total	17.68	
		LR on 17.68 @ 12.5%	2.21	
		G.Total	19.89 or say 20 staff.	
2.	BE	Avg. no. of requisition slips dealt per day=655, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	3.63	
		CRS Incharge	01	
		Charting/ROPD/Shift supervisor etc.	03	
		Face to face enquiry 01 in each shift i.e. 1X3=03	03	
		Sub total	10.63	
		RG on 10.63@ 16.50%	1.75	
		Sub total	12.38	
		LR on 12.38 @ 12.5%	1.54	
		G.Total.	13.92 or say 14	
3.	RMU	Avg. no. of requisition slips dealt per day=312, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	1.73	
		CRS Incharge	01	
		Charting/ROPD/Shift supervisor etc.	01	

		Face to face enquiry 01 in each shift i.e. 1X3=03	03	
		Sub total	6.73	
		RG on 6.73 @ 16.5%	1.11	
		Sub total	7.84	
		LR on 7.84 @ 12.5%	0.98	
		G.Total.	8.82 or say 09	
4.	HW	Avg. no. of requisition slips dealt per day=493, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	2.73	
		CRS Incharge	01	
		Charting/ROPD/Shift supervisor etc.	02	
		Face to face enquiry (02 in each shift i.e 2X3=06)	06	
		Sub total	11.73	
		RG on 11.73 @ 16.5%	1.93	
		Sub total	13.66	
		LR on 13.66+01 staff of Shantikunj=14.66 @ 12.5%	1.83	
		G.Total.	16.49 or say 16	
5.	HPU	Avg. no. of requisition slips dealt per day=141, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	1.00	LR/RG for BSC to be provided.
		CRS Incharge/ Charting/ROPD/Shift supervisor etc.	01	
		Face to face enquiry 01 in each shift i.e. 1X3=03	03	
		Sub total	05 +01 staff of BSC=06	
		RG on 6 @ 16.5%	0.99	
		Sub total	6.99	
		LR on 6.99 @ 12.5%	0.87	
		G.Total	7.86 or say 8	
6.	AMRO	Avg. no. of requisition slips dealt per day=144, Yard stick is 180 requisition slips per shift. So requirement of staff to operate one counter.	1.00	RG/LR will be provided by CRS/MB.
		G.Total	1.00	
7	RK( including Roorkee University)	Avg. no. of requisition slips dealt per day=389, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	2.16	
		CRS Incharge/Charting/ROPD/Shift supervisor etc.	01	
		For one counter in University in general shift	01	
		Sub total	4.16	
		RG on 4.16 @ 16.5%	0.68	
		Sub total	4.84	
		LR on 4.84 @ 12.5%	0.60	
		G.Total.	5.44 or say 5 staff	
8	Jwalapur	Avg. no. of requisition slips dealt per day=229, Yard stick is 180 requisition slips per shift. So requirement of staff	1.27	



		for counters		
		CRS Incharge/ ROPD/Shift supervisor etc.	01	
		Sub total	2.27	
		RG on 2.27 @ 16.5%	0.37	
		Sub total	2.64	
		LR on 2.64 @ 12.5%	0.33	
		G.Total.	2.97 or say 03 staff.	
9	CH	Avg. no. of requisition slips dealt per day=120, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	0.66	
		CRS Incharge/Charting/ROPD/Shift supervisor etc.	01	
		Face to face enquiry (01 in each shift i.e 1X3=03)	03	
		Sub total	4.66	
		RG on 4.66@ 16.5%	0.76	
		Sub total	5.42	
		LR on 5.42 @ 12.5%	0.67	
		G.Total	6.09 or say 6 staff.	
10	DDN	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	
		Charting/ROPD/Shift supervisor etc.	02	
		Face to face enquiry (01 in each shift i.e 1X3=03)	03	
		Sub total	10.43	
		RG on 10.00 @ 16.5%	1.72	
		Sub total	12.15	
		LR on 12.15+01 staff of MIE=13.15 @ 12.5%	1.64	
		G.Total	13.79 or say 14	
11	NBD	Avg. no. of requisition slips dealt per day=142, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	01	
		RG/LR	01	
		G.Total	02	
12	BJO	Avg. no. of requisition slips dealt per day=113, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	01	RG/LR will be provided by NBD.
		G.Total	01	
13	BSC	Avg. no. of requisition slips dealt per day=107, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	01	LR/RG to be provided by CRS/HPU
		G.Total	01	
14	PKW	Avg. no. of requisition slips dealt per day are 83 which are very low against the prevailing yard stick of 180 requisition slips per man per shift.	-	PRS cum UTS should be provided.

		The team proposes that PRS cum UTS should be provided.		
15	SPN	Avg. no. of requisition slips dealt per day=368, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	2.04	
		CRS Incharge	01	
		Charting/ROPD/Shift supervisor etc.	01	
		Face to face enquiry (01 in each shift i.e 1X3=03)	03	
		Sub total	7.06	
		RG on 7.06 @ 16.5%	1.16	
		Sub total	8.22	
		LR on 8.22 @ 12.5%	1.02	
		G.Total	9.24 or say 9	
16	HRI	Avg. no. of requisition slips dealt per day=234, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	1.30	
		CRS Incharge/ Charting/ROPD/Shift supervisor etc.	01	
		Face to face enquiry (01 in each shift i.e 1X3=03)	03	
		Sub total	5.30	
		RG on 5.30 @ 16.5%	0.87	
		Sub total	6.17	
		LR on 6.17 @ 12.5%	0.77	
		G.Total	6.94 or say 07	
17	MIE	Avg. no. of requisition slips dealt per day=37, Yard stick is 180 requisition slips per shift. Keeping the importance of place in view 01 staff in general shift will be provided.	01.00	Sunday closed. LR will be managed by CRS/DDN.
		G.Total	01.00	
18	LRJ	Avg. no. of requisition slips dealt per day=60, Yard stick is 180 requisition slips per man per shift. The existing workload is very less so the team recommends PRS cum UTS.	-	PRS cum UTS proposed
19	KTW	Avg. no. of requisition slips dealt per day=107, Yard stick is 180 requisition slips per man per shift. The existing workload is very less so the team recommends PRS cum UTS.	-	PRS cum UTS proposed
20	DPR	Avg. no. of requisition slips dealt per day=100, Yard stick is 180 requisition slips per man per shift. The existing workload is very less so the team recommends PRS cum UTS.	-	PRS cum UTS proposed
21	SEO	Avg. no. of requisition slips dealt per day=46, Yard stick is 180 requisition slips per man per shift. The existing workload is very less so the team recommends PRS cum UTS.	-	PRS cum UTS proposed
22	KRJ	Avg. no. of requisition slips dealt per day=45, Yard stick is 180 requisition slips per man per shift. The existing	-	PRS cum UTS proposed

		workload is very less so the team recommends PRS cum UTS.		
23	GRH	Avg. no. of requisition slips dealt per day=34, Yard stick is 180 requisition slips per man per shift. The existing workload is very less so the team recommends PRS cum UTS.	-	PRS cum UTS proposed
24	GJL	Avg. no. of requisition slips dealt per day=56, Yard stick is 180 requisition slips per man per shift. The existing workload is very less so the team recommends PRS cum UTS.	-	PRS cum UTS proposed
25	RKSH	Avg. no. of requisition slips dealt per day=201, Yard stick is 180 requisition slips per man per shift.	1.11	
		CRS Incharge/ Charting/ROPD/Shift supervisor etc.	01	
		Sub total	2.11	
		RG on 2.11 @ 16.5%	0.34	
		Sub total	2.45	
		LR on 2.45 @ 12.5%	0.30	
		G.Total	2.75 or say 3.00	
26	EQ Cell/DRM Office	Avg. no. of requisition slips dealt per day=58, Yard stick is 180 requisition slips per man per shift. Keeping the importance of place in view 01 staff in general shift is proposed.	01(For counter) 03(For EQ Cell) RG/LR=01 Total=05	Counter works in single shift having Saturday/ Sunday Off.
27	Shanti Kunj	Avg. no. of requisition slips dealt per day=89, Yard stick is 180 requisition slips per shift. Keeping the importance of place in view 01 staff in general shift is proposed.	01	Sunday closed and LR will be provided by CRS/HW

## 3.5 SUMMARY OF EXISTING AND PROPOSED STAFF

S.No.	Location	S/S	O/R	Proposed strength	Identified surplus
1	MB			20	
2	BE			14	
3	RMU			09	
4	HW			16	
5	HPU			08	
6	AMRO			01	
7	RK			05	
8	JWP			03	
9	CH			06	
10	DDN			14	
11	NBD			02	
12	BJO			01	
13	BSC			01	
14	PKW			-	
15	SPN			09	
16	HRI			07	
17	MIE			01	
18	LRJ			-	
19	KTW			-	
20	DPR			-	
21	SEO			-	
22	KJY			-	
23	GRH			-	
24	GJL			-	
25	RKSH			03	
26	Shantikunj			01	
27	EQ &Counter in DRM Office			05	
Total		166	161	126	40

## RECOMMENDATION NO.1

It is proposed that 40 posts of Reservation staff working at different locations over Moradabad division are identified as surplus and recommended for surrendered.

CERS Gr. 9300-34800-4600	=07
ERS/E&RC-I Gr. 9300-34800-4200	=23
E&RC-II Gr. 5200-20200-2800	=10

Total	= 40 Posts.
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## 4.00 FINANCIAL IMPLICATIONS

4.1.0 The annual expenditure as per 7<sup>th</sup> CPC on Reservation staff working at different locations over Moradabad division is as under:-

S.No.	Category	Grade Rs.	Monthly value per post	S/S	Monthly expenditure	Annual expenditure
1	CERS	9300-34800-4600	100206	37	3707622	44491464.00
2	ERS/E&RC-I	9300-34800-4200	79073	91	7195643	86347716.00
3	E&RC-II	5200-20200-2800	65003	38	2470114	29641368.00
Total				166		160480548.00

The above table reveals that the annual expenditure being incurred on 166 sanctioned strength of Reservation staff working at different locations over Moradabad division is Rs. 160480548.00

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	CERS	9300-34800-4600	100206	30	3006180	36074160.00
2	ERS/E&RC-I	9300-34800-4200	79073	68	5376964	64523568.00
3	E&RC-II	5200-20200-2800	65003	28	1820084	21841008.00
Total				126		122438736.00

The above table reveals that total annual expenditure on 126 proposed posts of Reservation Staff working at different locations will be reduced to ₹ 122438736.00 instead of ₹ 160480548.00 net saving of ₹ 38041812.00 per annum.

## 4.3.0 ANTICIPATED RECURRING SAVINGS

SN	Category	Pay scale + Grade pay ₹	No. of posts	Rec. No	Monthly value per post ₹ .	Total annual recurring saving ₹ .
1	CERS	9300-34800- 4600	07	1	100206	8417304.00
2	ERS/E&RC-I	9300-34800- 4200	23	1	79073	21824148.00
3	E&RC-II	5200-20200- 2800	10	1	65003	7800360.00
Total			40			38041812.00

No. of posts identified as surplus: -

Group 'C' = 40 posts

Group 'D' = Nil posts

Total = 40 posts

Anticipated recurring saving = ₹ 380.41 lacs per annum

Capital saving = Nil

Total saving = ₹ 380.41 lacs per annum

### WORK STUDY REPORT DETAILED CHART

Department : Commercial

Name of study : Review of Reservation staff working at PRS Centers over Moradabad division.

Activity Centre: Reservation Offices over Moradabad division.

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 Enquiry counters	The CRS/RS/ERS /E&RC staff are deployed at reservation counters for booking of reserved tickets and Enquiry counters.	S/S=166 O/R=161 Var =05	The proposed requirement of staff at Reservation Offices is 126 and 40 staff are identified as surplus.	The workload of Reservation Offices has decreased due to introduction of I-tickets/e-tickets/mobile tickets and allotting terminals to private venders.

LIST OF ANNEXURES

S.N.	Description	Annexure No.
1	Existing staff position of Reservation staff working over MB Division.	I
2	Work study letter no. 16-CP/42/WS/2017-18 dt. 22/02/17	II



Annexure-I

The position of Reservation staff working at different locations over Moradabad division is as under:

S.N.	Category	Grade	S/S	O/R	Var.
1	CERS	9300-34800-4600	37	35	02
2	ERS, E&RC- I	9300-34800-4200	91	84	07
3	E & RC II	9300-34800-2800	38	42	-04
Total			166	161	05