

#### **WORK STUDY REPORT**

ON

## REVIEW OF RESERVATION (E&RC) STAFF WORKING

#### AT RESERVATION OFFICES

#### OVER DELHI DIVISION

2018-19

#### **WORK STUDY TEAM**

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

STUDY COMMENCED ON : 27.02.2018 STUDY COMPLETED ON : 25.06.2018

GUIDANCE BY SH. ASHOK KUMAR AGARWAL SWSO

No. 16-CP/05/WS/2018-19

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 over Delhi division.

## **STAFF POSITION**

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

SN	Category	Grade	S/S	O/R	Var.
1	CERS	9300-34800-4600	21	13	08
2	ERS	9300-34800-4200	175	125	50
3	E & RC	9300-34800-2800	229	256	-27
Total			425	394	31

No. of posts identified as surplus for surrender: -

Gr. 'C' =109 posts

Gr. 'D' = Nil posts

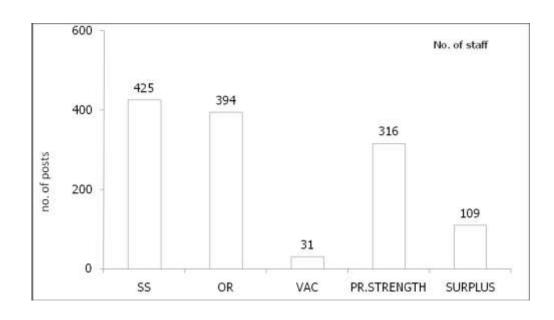
Total =109 posts

#### **FINANCIAL IMPLICATIONS**

Anticipated recurring savings = Rs. 955.78 lacs per annum.

Capital saving = Nil

Total = Rs. 955.78 lacs per annum



## **INDEX**

S.N.	Contents	Р	ages
		From	То
1	Synopsis	4	-
2	Summary of recommendations	5	-
3	Acknowledgement	6	-
4	Introduction	7	8
5	Brief description, staff position, critical analysis, requirement of staff and recommendations	09	36
6	Financial implication	37	38
8	Detailed work study report chart	39	-
9	List of annexure	40	-

#### **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 Delhi 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 109 posts of E&RC staff working over Delhi 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. 955.78 lacs per annum is likely to be achieved.

# **SUMMARY OF RECOMMENDATIONS**

Rec.	Recommendations	Refer	Accepting/
No.		para	implementing
		No.	authority.
1	It is proposed that 109 posts of Reservation staff working at different Reservation/Enquiry offices over Delhi Division are identified as surplus and recommended for surrendered.  CERS Gr 9300-34800-4600 =07  ERS Gr. 9300-34800-4200 =45  E&RC Gr. 5200-20200-2800 =57	3.4	ADRM/Admin/ DLI Sr.DCM/C/DLI Sr. DPO/DLI
	Total = 109		
	Posts.		

## **ACKNOWLEDGEMENT**

The team is highly thankful to Shri Vikas Purwar, ADRM/Admin/DLI, Shri Hemendra Kumar, Sr. DCM/C/DLI, Shri Devendra Kumar, Sr. DPO/C/DLI and other functionaries for their valuable guidance and cooperation in providing relevant data/information to the team during the conduct of study.

#### 1.0 INTRODUCTION

Reserve travel by Indian Railways is facilitated by the Passenger Reservation System(PRS). PRS provides reservation services to nearly 1.5 to 2.2 million passengers a day on over 2500 trains running throughout the country. The PRS Application CONCERT(Country-wide Network Computerized Enhance of Reservation and Ticketing) is the world's largest online reservation application, developed and maintained by CRIS. The system currently operates from 5 Data centers. The server clusters are connected together by a core network that enables universal terminals across country, through which the travelling public can reserve a berth on any train, between any pair of station for any date and class.

1.1 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.

**The E-ticket** (Electronic ticket) is a digital ticket equivalent to a paper ticket. No need to take a print out. It is purchased online and is emailed to the passenger.

The **I-ticket**(Internet ticket) is bought through website and delivered at the specific address.

The **mobile ticket** is a train ticket held on your mobile device in a rail travel app. The passenger has to download one of the apps and purchase a ticket on line.

- 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.
- 1.3 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.

- 1.4 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.
- 1.5 Keeping in view above, a work study as assigned by SDGM on "Review of Reservation(E&RC) staff working at Reservation Offices over Delhi division." in order to optimize utilization of manpower and identify the surplus staff wherever existed for surrender/redeployment has been conducted.

#### 1.6 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.

#### 1.7 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 <u>BRIEF DESCRIPTION, STAFF POSITION, WORKLOAD, CRITICAL ANALYSIS, REQUIREMENT OF STAFF AND RECOMMENDATIONS.</u>

#### 2.1.0 BRIEF DESCRIPTION

Delhi Division is one of the most important divisions of Northern Railway. Delhi is the political hub of the nation and is connected to all parts of the country. Delhi Division is spread over the states of Delhi, Haryana, Punjab and Utter Pradesh.

2.2.0 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 an 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 DELHI DIVISION

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

S.No	Station	No. of counters
1	New Delhi C.C.	05
2	Meerut Cantt(MUT)	01
3	Deoband(DBD)	01
4	Darululoom/DBD	01
5	Sonipat(SNP)	02
6	Rohtak(ROK)	02
7	Mini Secretariat/ROK	01
7	Kurukshetra(KKDE)	01
8	JIND(JHI)	01
9	Delhi Sarai Rohilla(DEE)	05
10	Balllabhgarh(BVH)	02
11	Faridabad(FDB)	04
12	Muradnagar(MUD)	01
13	Modinagar(MDNR)	01

14	Meertu City(MTC)	05
15	Ch. Charan Singh University/MTC	01
16	Muzzaffar Nagar(MOZ)	02
17	Panipat(PNP)	02
18	Karnal(KUN)	02
19	Bahadurgarh(BGH)	02
20	Delhi Cantt(DEC)	04
21	Gurugram(GGN)	04
22	Palam(PM)	03
23	Palwal(PWL)	01
24		01
25	Jhajjar(JHJ)	02
26	Greater Noida, Beta 1	01
	Kavi Nagar(P.O.Gzb)	
27	Udyog Vihar(P.O.GGN)	02
28	Hazrat Nizamuddin(HNZM C.C.)	02
29	Delhi(DLI C.C.)	02
30	Indra Puram/Shipra Sun City PO	01
31	ALFA(NOIDA)PO	01
32	Guleria 4(GGN)PO	01
33	Meerut Cantt MUT(Defence)	01
34	DRM Office/NDLS	01
35	Anand Vihar Terminal(ANVT)	05
36	Sahibabad(SBB)	02
37	Nangloi(NNO)	01
38	New Ghaziabad(GZN)	01
39	Meham Town/Rohtak	01
40	Khatauli(KAT)	01
41	Maur	01
42	Shakurbasti(SSB)	01
43	Narwana(NRW)	01
44	Central Administrative Tribunal(CAT)	01
45	NSG/Manesar	01
46	Dwarika Court	01
47	Noli	01
48	Vikas Puri DP	01
49	CR Park/PO	01
50	Saket Court	01
51	Nurela(NUR)	01
	Total	101
1		

The above statement reveals the locations where PRS terminals are functioning over Delhi 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 (AVTM) are provided or are proposed.

S.No.	Station	PRS Cum UTS	No. of ATVMs
		0.0	provided
1	Jakhal(JHL)	Provided	02
2	Mansa(MSZ)	Provided	02
3	Samalkha(SMK)	Provided	01
4	Shamli(SMQL)	Provided	03
5	Baraut(BTU)	Provided	02
6	Gohana(GHNA)	Provided	01
7	Gannaur(GNU)	Provided	02
8	Nurela(NUR)	Provided	02
9	Kaithal(KLE)	Provided	01
10	Pataudi Road(PTRD)	Provided	02
11	Shahbad	Provided	-
	Markanda(SHDM)		
12	Tohana(TUN)	-	-
13	New Delhi(NDLS)	-	05
14	Hazrat Nizammudin(NZM)	-	02
15	Anand Vihar	-	04
	Terminal(ANVT)		
16	Gurugram(GGN)	-	03
17	Delhi Sarai Rohilla(DEE)	-	03
18	Sahibabad(SBB)	-	02
19	Delhi Kishan Ganj(DKZ)	-	01
20	Delhi(DLI)	-	05
21	Shakurbasti(SSB)	-	02
22	Delhi Cantt(DEC)	-	03
23	Badli(BHD)	-	01
24	Sadar Bazar(DSB)	-	02
25	Sonipat(SNP)	-	03
26	Bagpat Road(BPM)	-	01
27	Nangloi(NNO)	-	02
28	Karnal(KUN)	-	03
29	Rohtak(ROK)	-	03
30	Tuglakabad(TKD)	-	02
31	Delhi Shahdara(DSA)	-	03
32	Faridabad(FDI)	-	03
33	Faridabad New	-	03
	Town(FDN)		
34	Sampla (SPZ)	-	01
35	Panipat (PNP)	-	03
36	Bahadur Garh(BGZ)	_	03

37	Tilak Bridge(TKJ)	-	02
38	Deoband(DBD)	-	02
39	Palam(PM)	-	02
40	Ghaziabad(GZB)	-	05
41	Vivek Vihar(VVB)	-	01
42	New Adarsh Nagar(ANDI)	-	01
43	Subsimandi(SZM)	-	02
44	Shivaji Bridge(CSB)	-	02
45	Khatauli(KAT)	-	02
46	Julana(JNA)	-	01
47	Budhlada(BLZ)	-	01
48	Meerut City(MTC)	-	03
49	Ballabh Garh(BVH)	-	03
50	JIND(JHI)	-	02
51	Narwana(NRW)	-	02
52	Palwal(PWL)	-	03
53	Uchana(UCA)	-	01
64	Kurukshetra(KKDE)	-	03
55	Meerut Cantt(MUT)	-	02
56	Modi Nagar(MDNR)	-	02
57	Tapri(TPZ)	-	01
58	Murad Nagar(MUD)	-	01
59	Muzaffar Nagar(MOZ)	-	03
60	NOLI	_	01
61	New Ghaziabad(GZN)	-	01
	Total		130

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.

#### 2.3.2 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.

#### 2.3.3 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	21	13	08
2	ERS	9300-34800-4200	175	125	50
3	E & RC	9300-34800-2800	229	256	-27
	Total		425	394	31

The above table reveals that: -

The total sanctioned of E& RCs staff is 425 where as on roll is 394 posts with 31 vacant posts.

## 2.3.4 WORKLOAD AND FACTUAL STATUS

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

Table-II

		l able-11		
SNP				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	114482	314	100	
2016-17	100758	276	11.98	
2017-18	100168	274	12.50	
(ii)				•
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	186564	511	100	
2016-17	169539	465	9.12	
2017-18	172405	472	7.58	
(iii)				•
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	94489135	258874	100	
2016-17	77594785	212588	17.87	
2017-18	87051675	238498	7.87	
PNP				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	153560	421	100	
2016-17	124904	342	18.66	
2017-18	108348	297	29.44	
(ii)				•
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	247854	679	100	
2016-17	202021	554	18.49	
2017-18	208378	571	15.92	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	112014743	306890	100	
2016-17	93942527	257377	16.13	
2017-18	85189005	233395	23.94	
KUN				•
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	102201	280	100	

2016 17		255	0.00	
2016-17	93037	255	8.92	
2017-18	93406	256	8.57	
(ii)	No. of consequences	No of account doubt	0/	Damada
Year	No. of passengers	No of passengers dealt	% reduction	Remarks
2015-16	dealt 213724	per day 586	100	
2015-16	195880	537	8.36	
2016-17		549	6.31	
	200550	549	0.31	
(iii)	Total counings	Fausings nou day	0/ wadvation	Domonulo
Year	Total earnings	Earnings per day	% reduction	Remarks
2015-16	from PRS (In Rs.) 71971575	(In Rs.) 197182	100	
2015-10	78389089	214765	+8.91	
2010-17	83267723	228131	+15.69	
KKDE	03207723	220131	T13.03	
(i)				
Year	No. of reservation	No. of reservation slips	% reduction	Remarks
real	slips dealt	dealt per day	70 reduction	Remarks
2015-16	68554	188	100	
2015-10	63961	175	6.91	
2010-17	49508	136	27.65	
	49300	130	27.03	
(ii) Year	No. of passengers	No of passengers dealt	% reduction	Remarks
real	dealt		70 reduction	Remarks
2015-16	124483	per day 341	100	
2015-10	116444	319	6.45	
2016-17				
	89659	246	27.85	
(iii) Year	Total earnings	Earnings per day	% reduction	Remarks
real			% reduction	Remarks
2015-16	from PRS (In Rs.) 48729542	(In Rs.) 133506	100	
2016-17	49405063	135356	+1.38	
2017-18	39581841	108444	18.72	
MOZ				
(i)	No. of reservation	No of veces retion cline	% reduction	Domonilo
Year		No. of reservation slips	% reduction	Remarks
2015-16	slips dealt	dealt per day	100	
	118627	325	100	
2016-17	106788	296	9.98	
2017-18	91539	251	22.8	
(ii) Year				
real	No of passangers	No of passonages doult	0/ roduction	Domarko
	No. of passengers	No of passengers dealt	% reduction	Remarks
201E 16	dealt	per day		Remarks
2015-16	dealt 182653	per day 501	100	Remarks
2016-17	dealt 182653 169147	per day 501 463	100 7.39	Remarks
2016-17 2017-18	dealt 182653	per day 501	100	Remarks
2016-17 2017-18 (iii)	dealt 182653 169147 146546	per day 501 463 402	100 7.39 19.76	
2016-17 2017-18	dealt 182653 169147 146546  Total earnings	per day 501 463 402  Earnings per day	100 7.39	Remarks
2016-17 2017-18 (iii) Year	dealt 182653 169147 146546  Total earnings from PRS (In Rs.)	per day 501 463 402  Earnings per day (In Rs.)	100 7.39 19.76 % reduction	
2016-17 2017-18 (iii) Year 2015-16	dealt 182653 169147 146546  Total earnings from PRS (In Rs.) 81264370	per day 501 463 402  Earnings per day (In Rs.) 222642	100 7.39 19.76 % reduction	
2016-17 2017-18 (iii) Year 2015-16 2016-17	dealt 182653 169147 146546  Total earnings from PRS (In Rs.) 81264370 76512380	per day 501 463 402  Earnings per day (In Rs.) 222642 209623	100 7.39 19.76 % reduction 100 5.84	
2016-17 2017-18 (iii) Year 2015-16 2016-17 2017-18	dealt 182653 169147 146546  Total earnings from PRS (In Rs.) 81264370	per day 501 463 402  Earnings per day (In Rs.) 222642	100 7.39 19.76 % reduction	
2016-17 2017-18 (iii) Year 2015-16 2016-17 2017-18 DBD	dealt 182653 169147 146546  Total earnings from PRS (In Rs.) 81264370 76512380	per day 501 463 402  Earnings per day (In Rs.) 222642 209623	100 7.39 19.76 % reduction 100 5.84	
2016-17 2017-18 (iii) Year 2015-16 2016-17 2017-18 <b>DBD</b> (i)	dealt 182653 169147 146546  Total earnings from PRS (In Rs.) 81264370 76512380 70829631	per day 501 463 402  Earnings per day (In Rs.) 222642 209623 194054	100 7.39 19.76 % reduction 100 5.84 12.84	Remarks
2016-17 2017-18 (iii) Year 2015-16 2016-17 2017-18 DBD	dealt 182653 169147 146546  Total earnings from PRS (In Rs.) 81264370 76512380 70829631  No. of reservation	per day 501 463 402  Earnings per day (In Rs.) 222642 209623 194054  No. of reservation slips	100 7.39 19.76 % reduction 100 5.84	
2016-17 2017-18 (iii) Year 2015-16 2016-17 2017-18 <b>DBD</b> (i)	dealt	per day 501 463 402  Earnings per day (In Rs.) 222642 209623 194054  No. of reservation slips dealt per day	100 7.39 19.76 % reduction 100 5.84 12.84	Remarks
2016-17 2017-18 (iii) Year 2015-16 2016-17 2017-18 <b>DBD</b> (i) Year	dealt	per day 501 463 402  Earnings per day (In Rs.) 222642 209623 194054  No. of reservation slips dealt per day 162	100 7.39 19.76 % reduction 100 5.84 12.84 % reduction	Remarks
2016-17 2017-18 (iii) Year 2015-16 2016-17 2017-18 <b>DBD</b> (i) Year 2015-16 2016-17	dealt 182653 169147 146546  Total earnings from PRS (In Rs.) 81264370 76512380 70829631  No. of reservation slips dealt 59073 48451	per day 501 463 402  Earnings per day (In Rs.) 222642 209623 194054  No. of reservation slips dealt per day 162 133	100 7.39 19.76 % reduction 100 5.84 12.84 % reduction	Remarks
2016-17 2017-18 (iii) Year 2015-16 2016-17 2017-18 <b>DBD</b> (i) Year 2015-16 2016-17 2017-18	dealt	per day 501 463 402  Earnings per day (In Rs.) 222642 209623 194054  No. of reservation slips dealt per day 162	100 7.39 19.76 % reduction 100 5.84 12.84 % reduction	Remarks
2016-17 2017-18 (iii) Year 2015-16 2016-17 2017-18 <b>DBD</b> (i) Year 2015-16 2016-17 2017-18 (ii)	dealt 182653 169147 146546  Total earnings from PRS (In Rs.) 81264370 76512380 70829631  No. of reservation slips dealt 59073 48451 53754	per day 501 463 402  Earnings per day (In Rs.) 222642 209623 194054  No. of reservation slips dealt per day 162 133 147	100 7.39 19.76 % reduction 100 5.84 12.84 % reduction 100 17.98 9.00	Remarks
2016-17 2017-18 (iii) Year 2015-16 2016-17 2017-18 <b>DBD</b> (i) Year 2015-16 2016-17 2017-18	dealt	per day 501 463 402  Earnings per day (In Rs.) 222642 209623 194054  No. of reservation slips dealt per day 162 133 147  No of passengers dealt	100 7.39 19.76 % reduction 100 5.84 12.84 % reduction	Remarks
2016-17 2017-18 (iii) Year 2015-16 2016-17 2017-18 <b>DBD</b> (i) Year 2015-16 2016-17 2017-18 (ii) Year	dealt	per day 501 463 402  Earnings per day (In Rs.) 222642 209623 194054  No. of reservation slips dealt per day 162 133 147  No of passengers dealt per day	100 7.39 19.76 % reduction 100 5.84 12.84 % reduction 100 17.98 9.00 % reduction	Remarks
2016-17 2017-18 (iii) Year 2015-16 2016-17 2017-18 DBD (i) Year 2015-16 2016-17 2017-18 (ii) Year	dealt	per day 501 463 402  Earnings per day (In Rs.) 222642 209623 194054  No. of reservation slips dealt per day 162 133 147  No of passengers dealt per day 215	100 7.39 19.76 % reduction 100 5.84 12.84 % reduction 100 17.98 9.00 % reduction	Remarks
2016-17 2017-18 (iii) Year 2015-16 2016-17 2017-18 DBD (i) Year 2015-16 2016-17 2017-18 (ii) Year 2015-16 2016-17	dealt	per day 501 463 402  Earnings per day (In Rs.) 222642 209623 194054  No. of reservation slips dealt per day 162 133 147  No of passengers dealt per day 215 181	100 7.39 19.76 % reduction 100 5.84 12.84 % reduction 100 17.98 9.00 % reduction	Remarks
2016-17 2017-18 (iii) Year  2015-16 2016-17 2017-18  DBD (i) Year  2015-16 2016-17 2017-18 (ii) Year  2015-16 2016-17 2017-18 (ii) Year	dealt	per day 501 463 402  Earnings per day (In Rs.) 222642 209623 194054  No. of reservation slips dealt per day 162 133 147  No of passengers dealt per day 215	100 7.39 19.76 % reduction 100 5.84 12.84 % reduction 100 17.98 9.00 % reduction	Remarks
2016-17 2017-18 (iii) Year 2015-16 2016-17 2017-18 DBD (i) Year 2015-16 2016-17 2017-18 (ii) Year 2015-16 2016-17	dealt	per day 501 463 402  Earnings per day (In Rs.) 222642 209623 194054  No. of reservation slips dealt per day 162 133 147  No of passengers dealt per day 215 181	100 7.39 19.76 % reduction 100 5.84 12.84 % reduction 100 17.98 9.00 % reduction	Remarks

	T	· ·		1
	from PRS (In Rs.)	(In Rs.)		
2015-16	33008450	90434	100	
2016-17	26857850	73583	18.63	
2017-18	32088555	87914	2.78	
MUT				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	81172	222	100	
2016-17	84152	231	+3.67	
2017-18	71117	195	12.38	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	124035	340	100	
2016-17	124499	341	+0.37	
2017-18	112042	307	9,66	
(iii)	112012	30,	3100	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	60522830	165816	100	
2015-16	64521154	1767770	+6.60	+
2016-17	58253835	159600	+6.60 3.74	+
	58253835	159600	3./4	
MTC				
(i)	No of ware wetter	No of warmenting alice	0/	Damada
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	232761	638	100	
2016-17	202682	555	12.92	
2017-18	170114	466	26.91	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	330195	905	100	
2016-17	285849	783	13.43	
2017-18	248832	682	24.64	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	144945245	397110	100	1
2016-17	156528785	428846	+7.99	
2017-18	134791105	369291	7.00	
CCU/MTC	151751105	309291	7.00	
(i)		L		<u> </u>
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	57659	158	100	+
2015-10	53704	147	6.85	
2017-18	41441	114	28.12	
(ii)	11111	111	20.12	
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	86904	238	100	+
2015-10	82080	225	5.55	+
2010-17	64531	178	25.74	+
(iii)	ICCTU	1/0	∠J./†	+
Year	Total earnings	Earnings per day	% reduction	Remarks
2015-16	from PRS (In Rs.) 43568255	(In Rs.) 119365	100	+
2015-16	43568255	114302	100 4.24	+
2017-18	34014275	93190	21.92	_1
MDNR				
(i)	No. of more all	N= -£	0/	D-mill
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	75059	206	100	
2016-17	69456	190	7.46	

2017-18	54810	150	26.97	
(ii)				_
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	107520	295	100	
2016-17	100733	276	6.31	
2017-18	82929	227	22.87	
(iii)	02323			
Year	Total earnings	Earnings per day	% reduction	Remarks
2015 16	from PRS (In Rs.)	(In Rs.)	100	
2015-16	55460194	151946	100	
2016-17	54459640	149205	1.80	
2017-18	44575260	122124	19.62	
GZN				
(i)				
Year	No. of reservation	No. of reservation slips	% reduction	Remarks
	slips dealt	dealt per day		
2015-16	58237	160	100	
2016-17	55556	152	4.46	
2017-18	54837	150	5.83	
(ii)	3 1037	130	5.05	
Year	No. of passengers	No of passengers dealt	% reduction	Remarks
i cai	dealt		70 I CUUCUUII	Keillaiks
2015 16		per day	100	
2015-16	90894	249	100	
2016-17	88734	243	2.37	
2017-18	89248	245	1.81	
(iii)				1
Year	Total earnings	Earnings per day	% reduction	Remarks
	from PRS (In Rs.)	(In Rs.)		
2015-16	44599340	122190	100	
2016-17	40536092	111058	9.11	
2017-18	40364220	110587	9.49	
SBB		<u> </u>		•
(i)				
Year	No. of reservation	No. of reservation slips	% reduction	Remarks
	slips dealt	dealt per day		
2015-16	135027	370	100	
2016-17	120560	330	10.71	
2017-18	119760	328	11.30	
(ii)	113700	320	11.50	
Year	No. of passengers	No of passengers dealt	% reduction	Remarks
real	dealt	per day	% reduction	Remarks
2015 16			100	_
2015-16	218048	597	100	
2016-17	209219	573	4.04	
2017-18	208585	571	4.33	
(iii)				•
Year	Total earnings	Earnings per day	% reduction	Remarks
	from PRS (In Rs.)	(In Rs.)		
2015-16	115286250	315852	100	
2016-17	107744114	295189	6.54	
2017-18	100758315	276050	12.60	
ANVT				
(i)				1
Year	No. of reservation	No. of reservation slips	% reduction	Remarks
	slips dealt	dealt per day		
2015-16	259368	711	100	
2016-17	229259	628	11.60	
2017-18	217891	597	15.99	
(ii)			0/ wadwatian	Remarks
(ii) Year	No. of passengers	No of passengers dealt	% reduction	Remarks
Year	dealt	per day		Kemans
Year 2015-16	dealt 354982	per day 973	100	Remarks
Year 2015-16 2016-17	dealt 354982 328540	per day 973 900	100 7.44	Kemans
Year 2015-16 2016-17 2017-18	dealt 354982	per day 973	100	IXCITIONS
Year 2015-16 2016-17	dealt 354982 328540	per day 973 900	100 7.44	Remarks

2015-16	190381271	521593	100	
2015-16	178302237	488499	6.34	
2010-17	166064047	454970	12.77	
DEE	100007077	T37370	12.//	
(i)				
Year	No. of reservation	No. of reservation slips	% reduction	Remarks
icai	slips dealt	dealt per day	70 100000011	Remarks
2015-16	298143	817	100	
2016-17	280478	768	5.92	
2017-18	256388	702	14.00	
(ii)	250500	, 02	11100	
Year	No. of passengers	No of passengers dealt	% reduction	Remarks
. 00.	dealt	per day	70 1000000	
2015-16	464003	1271	100	
2016-17	422319	1157	8.98	
2017-18	389525	1067	16.05	
(iii)	303020		20.00	
Year	Total earnings	Earnings per day	% reduction	Remarks
i cai	from PRS (In Rs.)	(In Rs.)	70 1 Caaction	remano
2015-16	220773603	604859	100	
2016-17	185910160	509343	15.79	
2017-18	182955130	501247	17.12	
DEC		J		1
(i)				
Year	No. of reservation	No. of reservation slips	% reduction	Remarks
. 00.	slips dealt	dealt per day	70 1000000	
2015-16	350373	960	100	
2016-17	283039	776	19.21	
2017-18	251738	690	28.15	
(ii)	2017.00	330	20.10	
Year	No. of passengers	No of passengers dealt	% reduction	Remarks
	dealt	per day		
2015-16	543989	1490	100	
2016-17	450296	1234	17.22	
2017-18	405968	1112	25.37	
(iii)				
Year	Total earnings	Earnings per day	% reduction	Remarks
	from PRS (In Rs.)	(In Rs.)		
2015-16	320498267	878077	100	
2016-17	265995260	728754	17.00	
2017-18	225331321	617346	29.69	
PM				
(i)				
Year	No. of reservation	No. of reservation slips	% reduction	Remarks
. 00.	slips dealt	dealt per day	70 1000000	
2015-16	221692	607	100	
2016-17	219740	602	0.88	
2017-18	198158	543	10.61	
(ii)				•
Year	No. of passengers	No of passengers dealt	% reduction	Remarks
	dealt	per day		
2015-16	343362	942	100	
2016-17	344937	945	0.45	
2017-18	312931	857	8.86	
(iii)				•
Year	Total earnings	Earnings per day	% reduction	Remarks
	from PRS (In Rs.)	(In Rs.)		
2015-16	223311133	611811	100	
2016-17	233948343	640954	+4.76	
2017-18	189553460	519325	15.11	
GGN				•
(i)				
Year	No. of reservation	No. of reservation slips	% reduction	Remarks
	slips dealt	dealt per day		
2015-16	259246	710	100	
2016-17	223751	613	13.69	
2017-18	234303	642	9.62	
		·		

(ii)	T			
Year	No. of passengers	No of passengers dealt	% reduction	Remarks
. 00.	dealt	per day	70 . 0000000	110
2015-16	384993	1055	100	
2016-17	337733	925	12.27	
2017-18	360018	986	6.48	
(iii)		•		
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	215532762	590501	100	
2016-17	189672960	519652	11.99	
2017-18	199749830	547260	7.32	
PWL				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	58087	159	100	
2016-17	53900	148	7.20	
2017-18	47369	130	18.45	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	97966	268	100	
2016-17	89985	247	8.14	
2017-18	82013	225	16.28	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	49077314	134458	100	
2016-17	46047700	126458	6.17	
2017-18	42898340	11753	12.59	
BVH		•		
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	157619	432	100	
2016-17	138999	381	11.81	
2017-18	133761	366	15.13	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	289117	792	100	
2016-17	252461	692	12.67	
2017-18	218191	598	24.53	
(iii)				•
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	122757205	336321	100	
2016-17	115964740	317712	5.53	
2017-18	111843805	206421	8.89	
FDB		<u> </u>		
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	217163	595	100	
2016-17	202988	556	6.52	
2017-18	196094	537	9.70	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	410732	1125	100	
2016-17	38249	1048	6.87	
	32840	990	12.00	
2017-18	32070	550		
	32040	330		
2017-18	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks

				1
2016-17	171984968	471192	6.18	
2017-18	165104490	452341	9.90	
PRGN				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	108834	298	100	
2016-17	100772	276	7.40	
2017-18	82924	227	23.80	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	171010	469	100	
2016-17	159823	438	6.54	
2017-18	135759	372	20.61	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
(iii)		(2		
2015-16	98667190	270321	100	
2016-17	93082255	255020	5.66	1
2010-17	77376890	211991	21.57	1
NUR	77370030	211991	21.3/	1
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	92833	254	100	+
2015-10			+17.01	+
2016-17	108628 116619	298		
	110019	320	+25.62	
(ii)	<u> </u>		0/ 1 .:	
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	169029	463	100	
2016-17	346704	950	+105	
2017-18	222279	609	+31.50	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	76468243	209502	100	
2016-17	92838320	254352	+21.40	
2017-18	92604660	253711	+21.10	
JHI	J200 1000	255711	121.10	
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	41751	114	100	+
2015-10	38193	105	8.52	
2010-17	34262	94	17.94	
(ii)	37202	94	17.37	
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	86973	238.28	100	+
2015-16			9.93	+
2016-17	78332 73741	214.60	9.93 15.21	+
	/3/41	202.03	13.21	
(iii)	Total assesings	Enroines new Jerr	المارية مارية	Down-il.
Year	Total earnings	Earnings per day	% reduction	Remarks
2015 16	from PRS (In Rs.)	(In Rs.)	100	+
2015-16	38049990	104246.54	100	+
2016-17	34901635	95620.91	8.27	+
2017-18	334259000	93860.27	9.96	1
ROK	+			
	No. of reservation	No. of reservation slips	% reduction	Remarks
(i) Year				1
Year	slips dealt	dealt per day		+
Year 2015-16	slips dealt 99850	274	100	
Year 2015-16 2016-17	slips dealt 99850 89066	274 244	10.80	
Year 2015-16	slips dealt 99850	274		

Year	No. of passengers	No of passengers dealt	% reduction	Remarks
2015 16	dealt	per day	100	
2015-16	189673	520	100	
2016-17	172737	473	8.92	
2017-18	163058	447	14.00	
(ii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	88174780	241575	100	
2016-17	84769405	232245	3.86	
2017-18	78777745	215829	10.65	
ROK Mini				
sec.				
(i)				•
Year	No. of reservation	No. of reservation slips	% reduction	Remarks
	slips dealt	dealt per day .		
2015-16	14865	48	100	Sunday
				closed.
2016-17	12170	39	18.12	
2017-18	12478	40	16.05	
(ii)	22.70		20.00	
Year	No. of passengers	No of passengers dealt	% reduction	Remarks
rear	dealt	per day	70 1 Caaction	Remains
2015-16	12969	41	100	
2016-17	25496	81	+96.59	
2017-18	33364	107	+127.25	
(iii)	33304	107	1127.23	
Year	Total earnings	Earnings per day	% reduction	Remarks
i Cai	from PRS (In Rs.)	(In Rs.)	70 Teduction	Keiliaiks
2015-16	14348760	45843	100	
2015-16				
	13396591	42801	6.63	
2017-18 <b>Meham</b>	13978127	44659	2.58	
menam Town				
(i) Vaar	No. of reservation	No. of reservation slips	% reduction	Remarks
Year			% reduction	Remarks
2015-16	slips dealt 3469	dealt per day 12	100	Opened in
2015-16	3486		100	March'2014
		11 11	<u> </u>	Sunday
2017-18	3497	11	-	closed.
/ii)				cioseu.
(ii) Year	No of passongers	No of passengers dealt	% reduction	Remarks
i eai	No. of passengers dealt	per day	70 reduction	Kemarks
201E 16		' '	100	
2015-16	6047	19 20	100	
2016-17	6132		+1.40	
2017-18	6129	20	+1.35	
(iii)	T. 1. 1		0/ 1 1	
Year	Total earnings	Earnings per day	% reduction	Remarks
2015 16	from PRS (In Rs.)	(In Rs.)	100	
2015-16	4084345	11236	100	
2016-17	4017250	11006	1.64	
2017-18	4068055	1131	0.39	
SSB				
(i)				
Year	No. of reservation	No. of reservation slips	% reduction	Remarks
	slips dealt	dealt per day		
2015-16	-	-	-	Opened in
				July'2015.
2016-17	81648	224	-	
2017-18	75933	208	-	
(ii)	1			
Year	No. of passengers	No of passengers dealt	% reduction	Remarks
	dealt	per day		
2015-16	128376	352	=	
2016-17	128376 119384	352 327	<u> </u>	

/···>	1			
(iii)	Tatal assessment	F	0/	Damada
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	-	-	=	
2016-17	46710396	352	-	
2017-18	43446668	327	-	
NNO				
(i) Year	No of recomption	No of veces sties sline	0/ nadvation	Domonules
	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	92319	253	100	
2016-17	69284	190	32.53	
2017-18	67311	184	27.08	
(ii)		<u>,                                      </u>		
Year	No. of passengers dealt	No of passengers dealt per day	100	Remarks
2015-16	172963	474	24.11	
2016-17	131253	360	31.10	
2017-18	119170	327		
(iii)		<u>,                                      </u>		
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	14350705	39317	100	
2016-17	5423386	14859	62.20	
2017-18	7817204	21417	45.52	
BGZ				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	88055	241	100	
2016-17	87255	239	0.90	
2017-18	86293	236	2.00	
(ii)				•
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	150789	413	100	
2016-17	141030	386	6.47	
2017-18	131271	360	12.94	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	70176496	192264	100	
2016-17	74310250	203589	+5.89	
2017-18	63163713	173051	9.99	
JHJ				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Sunday closed. So
2015-16	11744	38	100	days taken
2016-17	11863	38	+1.01	313
2017-18	13505	43	+14.99	excluding
(ii)				52
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Sundays. PRS cum
2015-16	24586	79	13.15	UTS to be
2016-17	21352	68	7.52	proposed.
2017-18	22737	72		
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	
2015-16	13111805	41891	100	
2016-17	11953106	38189	8.83	
2017-18	12872512	41126	1.82	
(i)		1		
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	
2015-16	22957	73	100	
		-		

2015 1-	1			
2016-17	19161	61	16.53	
2017-18	17861	57	22.19	
(ii) Year	No. of passengers	No of passengers dealt	% reduction	
real	dealt	per day	70 reduction	
2015-16	34996	112	100	
2016-17	31072	99	11.21	
2017-18	29558	64	15.53	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	
2015-16	18541833	59239	100	
2016-17	16272682	51989	12.23	
2017-18	17818260	56927	3.90	
KAT				Conde
(i) Year	No. of reservation	No of reconstion cline	% reduction	Sunday closed. So
	slips dealt	No. of reservation slips dealt per day		days taken
2015-16	13540	43	100	313
2016-17	13173	42	2.70	excluding 52
2017-18	12387	40	8.50	Sundays.
(ii) Year	No. of passengers	No of passengers dealt	% reduction	PRS cum
i cai	dealt	per day	70 TEUUCUUH	UTS to be
2015-16	21543	69	100	proposed.
2016-17	20880	67	3.07	
2017-18	19778	63	8.19	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	
2015-16	9591747	30645	100	
2016-17	9677527	30919	+0.89	
2017-18	9564325	30557	0.28	
BTU				
(i)				
				Sunday
Year	No. of reservation	No. of reservation slips	% reduction	closed. So
Year	slips dealt	dealt per day		closed. So days taken
Year 2015-16	slips dealt 28662	dealt per day 92	100	closed. So days taken 313
Year 2015-16 2016-17	slips dealt 28662 27633	dealt per day 92 88	100 3.59	closed. So days taken
Year 2015-16	slips dealt 28662 27633 23303 No. of passengers	dealt per day 92 88 74 No of passengers dealt	100	closed. So days taken 313 excluding
Year  2015-16 2016-17 2017-18 Year	slips dealt 28662 27633 23303 No. of passengers dealt	dealt per day 92 88 74 No of passengers dealt per day	100 3.59 18.69 % reduction	closed. So days taken 313 excluding 52 Sundays.
Year  2015-16 2016-17 2017-18	slips dealt 28662 27633 23303 No. of passengers dealt 49870	dealt per day 92 88 74 No of passengers dealt per day 159	100 3.59 18.69 % reduction	closed. So days taken 313 excluding 52 Sundays. PRS cum
Year  2015-16  2016-17  2017-18  Year  2015-16	slips dealt 28662 27633 23303 No. of passengers dealt	dealt per day 92 88 74 No of passengers dealt per day	100 3.59 18.69 % reduction 100 7.40 19.39	closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be
Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17	slips dealt 28662 27633 23303 No. of passengers dealt 49870 46176	dealt per day 92 88 74 No of passengers dealt per day 159 148	100 3.59 18.69 % reduction 100 7.40	closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be
Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 Year	slips dealt	dealt per day 92 88 74 No of passengers dealt per day 159 148 128 Earnings per day	100 3.59 18.69 % reduction 100 7.40 19.39	closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be
Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18	slips dealt 28662 27633 23303 No. of passengers dealt 49870 46176 40200 Total earnings from PRS (In Rs.)	dealt per day 92 88 74 No of passengers dealt per day 159 148 128 Earnings per day (In Rs.)	100 3.59 18.69 % reduction 100 7.40 19.39 % reduction	closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be
Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 Year  2015-16	slips dealt 28662 27633 23303 No. of passengers dealt 49870 46176 40200 Total earnings from PRS (In Rs.)	dealt per day 92 88 74 No of passengers dealt per day 159 148 128 Earnings per day (In Rs.)	100 3.59 18.69 % reduction 100 7.40 19.39 % reduction	closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be
Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 SMQL	slips dealt 28662 27633 23303 No. of passengers dealt 49870 46176 40200 Total earnings from PRS (In Rs.) 21590695 19991384	dealt per day 92 88 74 No of passengers dealt per day 159 148 128 Earnings per day (In Rs.) 68980 63870	100 3.59 18.69 % reduction 100 7.40 19.39 % reduction 100 7.40	closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be
Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 SMQL (i)	slips dealt 28662 27633 23303 No. of passengers dealt 49870 46176 40200 Total earnings from PRS (In Rs.) 21590695 19991384 20975995	dealt per day 92 88 74 No of passengers dealt per day 159 148 128 Earnings per day (In Rs.) 68980 63870 67015	100 3.59 18.69 % reduction 100 7.40 19.39 % reduction 100 7.40 2.84	closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be proposed.
Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 SMQL	slips dealt	dealt per day 92 88 74 No of passengers dealt per day 159 148 128 Earnings per day (In Rs.) 68980 63870 67015  No. of reservation slips	100 3.59 18.69 % reduction 100 7.40 19.39 % reduction 100 7.40	closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be proposed.  One counter
Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 SMQL (i) Year	slips dealt	dealt per day 92 88 74 No of passengers dealt per day 159 148 128 Earnings per day (In Rs.) 68980 63870 67015  No. of reservation slips dealt per day	100 3.59 18.69 % reduction 100 7.40 19.39 % reduction 100 7.40 2.84	closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be proposed.  One counter opens on
Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 SMQL (i) Year	slips dealt	dealt per day 92 88 74 No of passengers dealt per day 159 148 128 Earnings per day (In Rs.) 68980 63870 67015  No. of reservation slips dealt per day 96	100 3.59 18.69 % reduction 100 7.40 19.39 % reduction 100 7.40 2.84	closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be proposed.  One counter opens on Sunday. So
Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 SMQL (i) Year  2015-16 2016-17	slips dealt	dealt per day 92 88 74 No of passengers dealt per day 159 148 128 Earnings per day (In Rs.) 68980 63870 67015  No. of reservation slips dealt per day 96 89	100 3.59 18.69 % reduction  100 7.40 19.39 % reduction  100 7.40 2.84  % reduction	closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be proposed.  One counter opens on
Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18  SMQL (i) Year  2015-16 2016-17 2017-18	slips dealt	dealt per day 92 88 74 No of passengers dealt per day 159 148 128 Earnings per day (In Rs.) 68980 63870 67015  No. of reservation slips dealt per day 96	100 3.59 18.69 % reduction 100 7.40 19.39 % reduction 100 7.40 2.84	closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be proposed.  One counter opens on Sunday. So days taken 339
Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 SMQL (i) Year  2015-16 2016-17	slips dealt	dealt per day 92 88 74 No of passengers dealt per day 159 148 128 Earnings per day (In Rs.) 68980 63870 67015  No. of reservation slips dealt per day 96 89 82 No of passengers dealt	100 3.59 18.69 % reduction  100 7.40 19.39 % reduction  100 7.40 2.84  % reduction	closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be proposed.  One counter opens on Sunday. So days taken
Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18  SMQL (i) Year  2015-16 2016-17 2017-18 (ii) Year	slips dealt	dealt per day  92  88  74  No of passengers dealt per day  159  148  128  Earnings per day (In Rs.)  68980 63870 67015  No. of reservation slips dealt per day  96  89  82  No of passengers dealt per day	100 3.59 18.69 % reduction  100 7.40 19.39 % reduction  100 7.40 2.84  % reduction  100 6.54 13.91 % reduction	closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be proposed.  One counter opens on Sunday. So days taken 339 excluding 26 Sundays. PRS cum
Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18  SMQL (i) Year  2015-16 2016-17 2017-18 (ii) Year  2015-16	slips dealt	dealt per day 92 88 74 No of passengers dealt per day 159 148 128 Earnings per day (In Rs.) 68980 63870 67015  No. of reservation slips dealt per day 96 89 82 No of passengers dealt	100 3.59 18.69 % reduction  100 7.40 19.39 % reduction  100 7.40 2.84  % reduction  100 6.54 13.91 % reduction	closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be proposed.  One counter opens on Sunday. So days taken 339 excluding 26 Sundays. PRS cum UTS to be
Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18  SMQL (i) Year  2015-16 2016-17 2017-18 (ii) Year  2015-16 2016-17 2017-18 (ii) Year	slips dealt	dealt per day 92 88 74 No of passengers dealt per day 159 148 128 Earnings per day (In Rs.) 68980 63870 67015  No. of reservation slips dealt per day 96 89 82  No of passengers dealt per day 146	100 3.59 18.69 % reduction  100 7.40 19.39 % reduction  100 7.40 2.84  % reduction  100 6.54 13.91 % reduction	closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be proposed.  One counter opens on Sunday. So days taken 339 excluding 26 Sundays. PRS cum
Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18  SMQL (i) Year  2015-16 2016-17 2017-18 (ii) Year  2015-16	slips dealt	dealt per day  92  88  74  No of passengers dealt per day  159  148  128  Earnings per day (In Rs.)  68980  63870  67015  No. of reservation slips dealt per day  96  89  82  No of passengers dealt per day  146  157	100 3.59 18.69 % reduction  100 7.40 19.39 % reduction  100 7.40 2.84  % reduction  100 6.54 13.91 % reduction	closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be proposed.  One counter opens on Sunday. So days taken 339 excluding 26 Sundays. PRS cum UTS to be
Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18 Year  2015-16 2016-17 2017-18  SMQL (i) Year  2015-16 2016-17 2017-18 (ii) Year  2015-16 2016-17 2017-18 (ii) Year	slips dealt	dealt per day  92  88  74  No of passengers dealt per day  159  148  128  Earnings per day (In Rs.)  68980  63870  67015  No. of reservation slips dealt per day  96  89  82  No of passengers dealt per day  146  157	100 3.59 18.69 % reduction  100 7.40 19.39 % reduction  100 7.40 2.84  % reduction  100 6.54 13.91 % reduction	closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be proposed.  One counter opens on Sunday. So days taken 339 excluding 26 Sundays. PRS cum UTS to be

2015 16	200 42020	05200	100	1
2015-16	28943930	85380	100	
2016-17	26040011	76814	10.03	
2017-18	26014327	76738	10.12	
NOLI	1			
(i) Year	No. of reservation	No. of reservation slips	% reduction	Opened in
rear	slips dealt	dealt per day	70 Teduction	July'2016.
2015-16	32407	96	100	Sunday
2015-10	30287	89	6.54	closed. So
2010-17	27899	82	13.91	days taken
(ii)	2/099	02	13.91	313
Year	No. of passengers	No of passengers dealt	% reduction	excluding
rear	dealt	per day	70 Teduction	52
2015-16	15891	51	100	Sundays.
2015-10				PRS cum
2016-17	18924	60 72	+19.08	UTS to be
	22638	/2	+23.36	proposed.
(iii)	Tatal assessment	Familiana mandan	0/	╡ ' '
Year	Total earnings	Earnings per day	% reduction	
2015.16	from PRS (In Rs.)	(In Rs.)	100	_
2015-16	7859381	25110	100	
2016-17	10383855	33175	+32.12	_
2017-18	11468309	36640	+45.91	
NRW				
(i)				
Year	No. of reservation	No. of reservation slips	% reduction	Sunday
	slips dealt	dealt per day		closed. So
2015-16	8644	28	100	days taken
2016-17	10233	33	+18.30	313
2017-18	10664	34	+23.36	excluding
(ii)		· · ·		52
Year	No. of passengers	No of passengers dealt	% reduction	Sundays.
	dealt	per day		PRS cum
2015-16	15891	51	100	UTS to be
2016-17	18924	60	+19.08	proposed.
2017-18	22638	72	+23.36	
(iii)				
Year	Total earnings	Earnings per day	% reduction	
	from PRS (In Rs.)	(In Rs.)	70 . 00000.011	
2015-16	7859381	25110	100	
2016-17	10383855	33175	+32.12	
2017-18	11468309	36640	+45.91	
2017 10	11100303	300 10	. 13131	
TUN				
(i)				
Year	No. of reservation	No. of reservation slips	% reduction	Remarks
i Cui	slips dealt	dealt per day	70 reduction	Remarks
2015-16	-	- ucait per day		Opened in
2016-17	2776	09		August'
2017-18	5685	18		2016.
(ii)	3003	10		Sunday
	No of passongers	No of passangers doubt	% reduction	closed. So
Year	No. of passengers	No of passengers dealt	% reduction	days taken
2015 16	dealt	per day		313
2015-16		- 10	-	excluding
2016-17	5028	16	-	52
2017-18	11433	37		Sundays.
(iii)	+		0/ / · ·	PRS cum
Year	Total earnings	Earnings per day	% reduction	UTS to be
	from PRS (In Rs.)	(In Rs.)		proposed.
2015-16	<u> </u>	-	-	
2016-17	2532735	8092	-	_
2017-18	5565365	17781	-	
.JHL				
(i)				Remarks
	No. of reservation	No. of reservation slips	% reduction	
Year				
	slips dealt	dealt per day		
2015-16	11478	dealt per day 37	100	Sunday
			100 16.20	Sunday closed. So

Vear	2017-18	7954	25	30.70	days taken
Year         No. of passengers dealt         % reduction per day         excluding 52 and year.         PRS cum         PRS cum<		7954	25	30.70	
Cealt   Per day   Sundays.   Sundays.   Sundays.   PRS cum   UTS to be   Proposed.		No. of passongers	No of passongers dealt	0/- roduction	
2016-17   21959   70   17.14   2017-18   18268   58   31.07   2017-18   18268   58   31.07   2017-18   2015-16   2015-16   2150585   36742   100   2015-16   20956   67   100   313   2015-16   20956   67   100   313   2017-18   18258   58   12.87   2017-18   18258   58   12.87   2017-18   38459   123   7.08   2017-18   1787990   57099   2.29   2017-18   1787990   57099   2.29   2017-18   17871990   57099   2.29   2017-18   558   18   4.11   2017-18   558   18   4.11   2017-18   558   18   4.11   2017-18   558   18   4.11   2017-18   558   18   4.11   2017-18   558   18   4.11   2017-18   558   18   4.11   2017-18   558   18   4.11   2017-18   558   18   4.11   2017-18   5470   18   5.80   580   2015-16   10801   35   100   2015-16   10801   35   100   2015-17   10580   34   2.04   2015-16   621330   19851   100   2015-17   5182680   16559   16.58				% reduction	52
Vear			85		
(iii)  Year Total earnings from PRS (In Rs.)  2015-16 11501585 36742 100  MSZ  (i)  Year No. of reservation slips dealt dealt per day 2015-16 20956 67 100 313 2016-17 19218 61 8.29 excluding 2017-18 18258 58 12.87 Sundays. PRS cum UTS to be proposed.  Year No. of passengers dealt dealt per day 2017-18 1321 100 2016-17 38996 125 5.78 2017-18 38459 123 7.08 (iii)  Year Total earnings From PRS (In Rs.) (In Rs.)  2015-16 17478906 55843 100 2016-17 18787980 57124 2.29 2017-18 1787990 57099 2.29  MAUR  (i)  Year No. of reservation slips dealt dealt per day (I)  Year Total earnings From PRS (In Rs.) (In Rs.)  2015-16 17478906 55843 100 2016-17 1879890 57124 2.29 2017-18 17871990 57099 2.29  MAUR  (i)  Year No. of reservation slips dealt dealt per day dealt per day (I)  Year No. of reservation slips dealt dealt per day dealt per day (I)  Year No. of reservation slips dealt dealt per day dealt per day (I)  Year No. of reservation slips dealt dealt per day (I)  Year No. of reservation slips dealt dealt per day (I)  Year No. of passengers No of passengers dealt per day (I)  Year No. of passengers No of passengers dealt per day (I)  Year No. of passengers No of passengers dealt per day (I)  Year No. of passengers No of passengers dealt per day (I)  Year No. of passengers No of passengers dealt per day (I)  Year No. of passengers No of passengers dealt per day (I)  Year No. of passengers No of passengers dealt per day (I)  Year No. of passengers No of passengers dealt per day (I)  Year No. of passengers No of passengers dealt per day (I)  Year No. of passengers No of passengers dealt per day (I)  Year No. of passengers No of passengers dealt per day (I)  Year No. of passengers No of passengers dealt per day (I)  Year No. of passengers No of passengers dealt per day (I)  Year No. of passengers No of passengers dealt per day (I)  Year No. of passengers No of passengers dealt per day (I)  Year No. of passengers No of passengers dealt per day (I)  Year No. of passengers No of passengers dealt per day (I)  Year No. of passenger	2016-17	21959			
Year	2017-18	18268	58	31.07	
From PRS (In Rs.)   (In Rs.)   36742   100	(iii)				proposed.
MSZ	Year			% reduction	
MSZ         (i)         No. of reservation slips of dealt per day         % reduction slips of days taken         Sunday closed. So days taken           2015-16         20956         67         100         313           2015-16         20956         67         100         313           2017-18         18258         58         12.87         52           (ii)         Year         No. of passengers dealt per day         % reduction per day         52         Sundays. PRS cum UTS to be proposed.           2015-16         41391         132         100         1785 cum UTS to be proposed.           2017-18         38459         123         7.08         100         1785 cum UTS to be proposed.           Year         Total earnings from PRS (In Rs.)         Earnings per day (In Rs.)         % reduction from PRS (In Rs.)         % reduction from PRS (In Rs.)         Sunday closed. So days taken and proposed.           (iii)         Year         No. of reservation slips dealt per day dealt per day         % reduction grow reduction grow proposed.         Sunday closed. So days taken and proposed.           (iii)         Year         No. of reservation slips dealt per day         % reduction grow proposed.         Sunday closed. So days taken and proposed.           (iii)         Year         No. of passengers dealt per day         % redu	2015-16	11501585	36742	100	1
Year	MSZ				
Year	(i)				Sunday
Slips dealt   Dealt per day   Compared to the per day   Compared to	_ ` /	No. of reservation	No. of reservation slips	% reduction	closed. So
2015-16					
2016-17	2015-16			100	´313
Total earnings   From PRS (In Rs.)   From PRS (In Rs.)			61		excluding
(ii)         Year         No. of passengers dealt per day         % reduction per day         Sundays. PRS cum UTS to be proposed.           2015-16         41391         132         100           2016-17         38996         125         5.78           2017-18         38459         123         7.08           (iii)         Total earnings from PRS (In Rs.)         (In Rs.)         % reduction           2015-16         17478906         55843         100           2016-17         17879890         57124         2.29           2017-18         17871990         57099         2.29           MAUR         Sundays (i)         Sundays (osed. So days taken slips dealt dealt per day         % reduction           2015-16         5807         19         100         2016-17           2017-18         5470         18         5.80         Sundays (osed. So days taken slips dealt dealt per day         Sundays (osed. So days taken slips dealt slips dealt slips dealt slips dealt dealt per day         7         6         7         8         7         9         8         8         9         1         1         1         5         2         1         1         1         5         2         2         1         1         1					
Year		10230	30	12.07	Sundays.
Color		No. of passengers	No of passengers dealt	% reduction	
2015-16	i Cai			70 Teduction	UTS to be
2016-17   38996   125   5.78   2017-18   38459   123   7.08	201E 16			100	proposed.
2017-18   38459   123   7.08				F 70	┨ ` `
(iii)         Year         Total earnings from PRS (In Rs.)         Earnings per day (In Rs.)         % reduction           2015-16         17478906         55843         100           2016-17         17879890         57124         2.29           2017-18         17871990         57099         2.29           MAUR           (i)         Sunday closed. So days taken slips dealt per day         % reduction slips dealt per day         closed. So days taken slips dealt per day           2015-16         5807         19         100         excluding 52           2017-18         5470         18         5.80         Sundays. PRS cum UTS to be proposed.           (ii)         Year         No. of passengers dealt per day         % reduction per day         UTS to be proposed.           2015-16         10801         35         100           2015-16         10801         35         100           2016-17         10580         34         2.04           2017-18         10814         35         -           (iii)         Total earnings from PRS (In Rs.)         (In Rs.)         % reduction           Year         Total earnings from PRS (In Rs.)         (In Rs.)         % reduction           2015-16					4
Year         Total earnings from PRS (In Rs.)         Earnings per day (In Rs.)         % reduction           2015-16         17478906         55843         100           2016-17         17879890         57124         2.29           2017-18         17871990         57099         2.29           MAUR           (i)         Sunday           Year         No. of reservation slips dealt         % reduction dealt per day         days taken all per day           2015-16         5807         19         100         2016-17           2017-18         5470         18         5.80         Sundays. PRS cum UTS to be proposed.           (ii)         Year         No. of passengers dealt per day         % reduction per day         UTS to be proposed.           2015-16         10801         35         100           2016-17         10580         34         2.04           2017-18         10814         35         -           (iii)         Total earnings from PRS (In Rs.)         Earnings per day (In Rs.)         % reduction (In Rs.)           2015-16         6213330         19851         100           2016-17         5182680         16559         16.558		38459	123	7.08	4
from PRS (In Rs.)         (In Rs.)           2015-16         17478906         55843         100           2016-17         17879890         57124         2.29           2017-18         17871990         57099         2.29           MAUR (i) Year No. of reservation slips dealt per day Sl		Tatal assertana	Familiana and day	0/	4
2016-17         17879890         57124         2.29           2017-18         17871990         57099         2.29           MAUR         Sunday           (i)         Sunday         closed. So           Year         No. of reservation slips dealt         % reduction         days taken           313         2015-16         5807         19         100         excluding           2016-17         5568         18         4.11         52         Sundays.         PRS cum           (ii)         Year         No. of passengers dealt per day         % reduction         PRS cum         UTS to be proposed.           2015-16         10801         35         100         UTS to be proposed.           2015-16         10801         35         100         UTS to be proposed.           (iii)         Year         Total earnings from PRS (In Rs.)         Earnings per day (In Rs.)         % reduction         % reduction           (iii)         Year         Total earnings from PRS (In Rs.)         (In Rs.)         % reduction           2015-16         6213330         19851         100           2016-17         5182680         16559         16.58		from PRS (In Rs.)	(In Rs.)	% reduction	
MAUR	2015-16				
MAUR         Sunday           (i)         Year         No. of reservation slips dealt         % reduction         days taken 313           2015-16         5807         19         100         excluding 52           2016-17         5568         18         4.11         52           2017-18         5470         18         5.80         PRS cum UTS to be proposed.           (ii)         Year         No. of passengers dealt per day         % reduction         Vex reduction         PRS cum UTS to be proposed.           2015-16         10801         35         100         UTS to be proposed.           2015-16         10801         35         100         UTS to be proposed.           (iii)         Year         Total earnings from PRS (In Rs.)         Earnings per day (In Rs.)         % reduction         % reduction           2015-16         6213330         19851         100           2016-17         5182680         16559         16.58	2016-17	17879890	57124	2.29	
(i)         closed. So           Year         No. of reservation slips dealt         % reduction           2015-16         5807         19         100           2016-17         5568         18         4.11         52           2017-18         5470         18         5.80         PRS cum           (ii)         Year         No. of passengers dealt per day         % reduction         PRS cum           2015-16         10801         35         100           2016-17         10580         34         2.04           2017-18         10814         35         -           (iii)         Year         Total earnings from PRS (In Rs.)         Earnings per day (In Rs.)         % reduction           2015-16         6213330         19851         100           2016-17         5182680         16559         16.58	2017-18	17871990	57099	2.29	
(i)         closed. So           Year         No. of reservation slips dealt         % reduction           2015-16         5807         19         100           2016-17         5568         18         4.11         52           2017-18         5470         18         5.80         PRS cum           (ii)         Year         No. of passengers dealt per day         % reduction         PRS cum           2015-16         10801         35         100           2016-17         10580         34         2.04           2017-18         10814         35         -           (iii)         Year         Total earnings from PRS (In Rs.)         Earnings per day (In Rs.)         % reduction           2015-16         6213330         19851         100           2016-17         5182680         16559         16.58	MAUR				Sunday
Year         No. of reservation slips dealt         W reduction dealt per day         days taken 313           2015-16         5807         19         100         excluding 52           2016-17         5568         18         4.11         52           2017-18         5470         18         5.80         PRS cum UTS to be proposed.           (ii)         Year         No. of passengers dealt per day         % reduction with reduction per day         W reduction of proposed.           2015-16         10801         35         100           2016-17         10580         34         2.04           2017-18         10814         35         -           (iii)         Year         Total earnings from PRS (In Rs.)         Earnings per day (In Rs.)         % reduction           2015-16         6213330         19851         100           2016-17         5182680         16559         16.58					
2015-16         5807         19         100         excluding           2016-17         5568         18         4.11         52           2017-18         5470         18         5.80         PRS cum           (ii)         Year         No. of passengers dealt per day         % reduction         VTS to be proposed.           2015-16         10801         35         100           2016-17         10580         34         2.04           2017-18         10814         35         -           (iii)         Year         Total earnings from PRS (In Rs.)         Earnings per day (In Rs.)         % reduction           2015-16         6213330         19851         100           2016-17         5182680         16559         16.58				% reduction	
2016-17         5568         18         4.11         52           2017-18         5470         18         5.80         PRS cum           (ii)         Year         No. of passengers dealt dealt         % reduction         PRS cum           2015-16         10801         35         100           2016-17         10580         34         2.04           2017-18         10814         35         -           (iii)         Year         Total earnings from PRS (In Rs.)         Earnings per day (In Rs.)         % reduction           2015-16         6213330         19851         100           2016-17         5182680         16559         16.58	2015-16			100	excluding
2017-18         5470         18         5.80         Sundays. PRS cum UTS to be proposed.           (ii)         Year         No. of passengers dealt per day         % reduction         UTS to be proposed.           2015-16         10801         35         100           2016-17         10580         34         2.04           2017-18         10814         35         -           (iii)         Year         Total earnings from PRS (In Rs.)         Earnings per day (In Rs.)         % reduction           2015-16         6213330         19851         100           2016-17         5182680         16559         16.58			_		
Year         No. of passengers dealt dealt         % reduction per day         Wreduction per day           2015-16         10801         35         100           2016-17         10580         34         2.04           2017-18         10814         35         -           (iii)         Year         Total earnings from PRS (In Rs.)         Earnings per day (In Rs.)         % reduction           2015-16         6213330         19851         100           2016-17         5182680         16559         16.58			_		
Year         No. of passengers dealt dealt         % reduction         UTS to be proposed.           2015-16         10801         35         100           2016-17         10580         34         2.04           2017-18         10814         35         -           (iii)         Form PRS (In Rs.)         (In Rs.)         % reduction           2015-16         6213330         19851         100           2016-17         5182680         16559         16.58					
2015-16   10801   35   100				% reduction	
2016-17     10580     34     2.04       2017-18     10814     35     -       (iii)     Year Total earnings from PRS (In Rs.)     Earnings per day (In Rs.)     % reduction       2015-16     6213330     19851     100       2016-17     5182680     16559     16.58					ргорозса.
2017-18     10814     35     -       (iii)     Year     Total earnings from PRS (In Rs.)     Earnings per day (In Rs.)     % reduction       2015-16     6213330     19851     100       2016-17     5182680     16559     16.58					
(iii)       Year     Total earnings from PRS (In Rs.)     Earnings per day (In Rs.)     % reduction       2015-16     6213330     19851     100       2016-17     5182680     16559     16.58			34		_
Year         Total earnings from PRS (In Rs.)         Earnings per day (In Rs.)         % reduction           2015-16         6213330         19851         100           2016-17         5182680         16559         16.58		10814	35	-	
from PRS (In Rs.)         (In Rs.)           2015-16         6213330         19851         100           2016-17         5182680         16559         16.58					
from PRS (In Rs.)         (In Rs.)           2015-16         6213330         19851         100           2016-17         5182680         16559         16.58	Year		Earnings per day	% reduction	
2016-17 5182680 16559 16.58		from PRS (In Rs.)	(In Rs.)		
2016-17 5182680 16559 16.58	2015-16	6213330	19851		
	2017-18	5449685	17411	12.29	

The above table reveals that the workload of reservation counters has been reduced drastically. The team has considered year 2015-16 as base year.

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

I-Tickets						
Year	No. of	%	No. of	%	Earning	%
	tickets	increase	passengers	increase	In Rs.	increase
	(In lacs)		(In lacs)		(In crores)	
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
2017-18	20.70	5447.36	26.96	120.35	300.25	43514.49
E-Tickets						
Year	No. of		No. of	%	Earning	%
	tickets		passengers	increase	In Rs.	increase
	(In lacs		(In lacs		(In crores	
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
2017-18	2445.78	133.66	4313.14	131.21	18446.00	136.65

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

#### 3.0.0 **CRITICAL ANALYSIS**

- 3.1.0 The work-study is confined to review the effective and economical utilization of Reservation staff working Commercial department over Delhi division. The team collected the data/information from 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. Table-II shows the actual workload of Reservation counters over Delhi Division and table-III shows the increasing trend of workload of I-ticketing/E-ticketing.
- 3.2.0 The IRCTC has developed web portal for 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
- 3.3.0 The yardstick for assessing the working of Reservation staff on

card based ATVMs have also been commissioned.

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 of E&RC staff.

- 3.4.0 As per Railway Board' letter no. 2010/TG-1/20P/Counter dt. 05.04.2018, Director /Passenger Marketing has advised to monitor the locations whose transactions are less than 100 per counter per shift. The Railway Board has advised to provide PRS cum UTS counters at such locations for selling both reserved as well as unreserved tickets by the UTS operator.
- 3.5.0 The total no. of requisition slips dealt in 2015-16 and 2016-17 are 3776312 & 3516202 respectively which shows about 7% reduction in workload. The workload has further reduced to about 13% in 2017-18 and reducing continuously. The Commercial department in Delhi division has given terminals to Defense/Post Office/Out agency/Non Railway heads at different locations.

### 3.6.0 REQUIREMENT OF STAFF AND RECOMMENDATIONS

#### 3.7.0 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.

#### 3.8.0 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 vide Railway Board's letter no. 2010/TG-I/20/P/Counter dt. 01/06/2011.

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.

#### 3.9.0 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.	SNP	Avg. no. of requisition slips dealt per day=276, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	1.53	
		CRS Incharge/ Charting/ROPD/Shift supervisor etc.	01	
		Face to face enquiry 01 in each shift i.e 1X3=03	03	
		Sub total	05.53	
		RG on 5.53 @ 16.50%	0.91	
		Sub total	6.44	
		LR on 6.44 @ 12.5%	0.80	
		G.Total	7.24 or say 07 staff.	
2.	PNP	Avg. no. of requisition slips dealt per day=342, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	1.90	YTSK=01
		CRS Incharge/ Charting/ROPD/Shift supervisor etc.	01	
		Face to face enquiry 01 in each shift i.e. 1X3=03	03	
		Sub total	5.90	
		RG on 5.90 @ 16.50%	0.97	
		Sub total	6.87	
		LR on 6.87 @ 12.5%	0.85	
		G.Total.	7.72 or say 08	
3.	KUN	Avg. no. of requisition slips dealt per day=255, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	1.41	
		CRS Incharge/ Charting/ROPD/Shift supervisor etc.	01	
		Face to face enquiry 01 in each shift	03	

I.e. 1X3=03   Sub total		_		ľ	•
RG on 5.41 @ 16.59%   6.30   1.1R on 6.30   1.1R on 6.30   0.12   1.1R on 6.30   0.12   5%   6.30   1.28   7.08 or say 0.70			i.e. 1X3=03		
Sub total   LR on 6.30 @ 12.5%   0.778   0.708 or say   0.708   0.708   0.708   0.708   0.708   0.708   0.708   0.708   0.708   0.708   0.708   0.708   0.708   0.708   0.708   0.708   0.708   0.86   0.80   0.86   0.80			Sub total	5.41	
LR on 6.30 @ 12.5%   7.08 or say 07			RG on 5.41 @ 16.5%	0.89	
Avg. no. of requisition slips dealt per day=155, Yard stick is 180 requisition slips per shift. So requirement of staff for counters			Sub total	6.30	
Avg. no. of requisition slips dealt per day=155, Yard stick is 180 requisition slips per shift. So requirement of staff for counters			LR on 6.30 @ 12.5%	0.78	
Avg. no. of requisition slips dealt per day=155, Yard stick is 180 requisition slips per shift. So requirement of staff for counters				7.08 or sav	
4.         KKDE         Avg. no. of requisition slips dealt per day=155, Yard stick is 180 requisition slips per shift. So requirement of staff for counters         CRS Incharge/ Charting/ROPD/Shift         01           CRS Incharge/ Charting/ROPD/Shift supervisor etc.         Face to face enquiry (01 in each shift i.e. 1X3=03)         03         4.86           RG on 4.86 @ 16.5%         0.80         0.80         0.70         6.36 or say 06           Sub total         6.36 or say 06         6.36 or say 06         6.36 or say 06         1.64         LR/RG for day=296, Yard stick is 180 requisition slips per shift. So requirement of staff for counters         1.64         LR/RG for BSC to be provided.           CRS Incharge         01         01         01         01         01         02         02         01         02         02         03         03         02         03         03         03         03         03         04         05         04         04         04         05         05         05         05         05         05         05         05         05					
CRS Incharge/ Charting/ROPD/Shift supervisor etc.   Face to face enquiry (01 in each shift i.e 1X3=03)   Sub total   4.86   RG on 4.86 @ 16.5%   0.80   Sub total   5.66   LR on 5.66 @ 12.5%   0.70   6.36 or say 06   C. Total   C. T	4.	KKDE	day=155, Yard stick is 180 requisition slips per shift. So requirement of staff		
Face to face enquiry (01 in each shift i.e 1X3=03)   Sub total   4.86   RG on 4.86 @ 16.5%   0.80   Sub total   5.66 @ 12.5%   0.70   G.Total.   6.36 or say 06     Sub total   6.36 or say 06   1.64   ER/RG for day=296, Yard stick is 180 requisition slips per shift. So requirement of staff for counters   01   Charting/ROPD/Shift supervisor etc.   01   Charting/ROPD/Shift supervisor etc.   01   Face to face enquiry 01 in each shift i.e. 1X3=03   I.009   Sub total   6.64   RG on 5.64 @ 16.5%   1.09   Sub total   7.73   I.R on 7.73 @ 12.5%   0.96   G.Total   8.69 or say 09			CRS Incharge/ Charting/ROPD/Shift	01	
Sub total			Face to face enquiry (01 in each shift	03	-
RG on 4.86 @ 16.5%   0.80     Sub total				4.86	
Sub total   1.66   1.2.5%   0.70   0.70   0.70   0.70   0.70   0.70   0.70   0.70   0.70   0.70   0.636 or say   0.6   0.64   0.65					
LR on 5.66 @ 12.5%   0.70					
G.Total.   6.36 or say					1
Avg. no. of requisition slips dealt per day=296, Yard stick is 180 requisition slips per shift. So requirement of staff for counters   CRS Incharge					+
5.       MOZ       Avg. no. of requisition slips dealt per day=296, Yard stick is 180 requisition slips per shift. So requirement of staff for counters       1.64       LR/RG for BSC to be provided.         CRS Incharge       01       01       01         Charting/ROPD/Shift supervisor etc.       01       03       03       03         i.e. 1X3=03       Sub total       6.64       03       09       09         Sub total       7.73       1.09       0.96			G. I Oldi.		
CRS Incharge	5.	MOZ	day=296, Yard stick is 180 requisition slips per shift. So requirement of staff		BSC to be
Charting/ROPD/Shift supervisor etc.   Face to face enquiry 01 in each shift   1.e. 1X3=03   1.09				01	
Face to face enquiry 01 in each shift i.e. 1X3=03     Sub total					
Sub total			Face to face enquiry 01 in each shift		_
RG on 5.64 @ 16.5%   1.09   7.73   1.0   1.09   5.0b total   7.73   1.0   1.09   1.00   1.0				6.64	
Sub total					_
LR on 7.73 @ 12.5%   0.96					
6. DBD Avg. no. of requisition slips dealt per day=133, Yard stick is 180 requisition slips per shift. So requirement of staff to operate one counter.  To operate one counter in Darul Ulum Face to face enquiry 01 in each 02 shifts i.e 1X2=02  CRS Incharge 01 Sub total 05 RG on 04 @ 16.5% Sub total 4.66 LR on 5.66 (4.66+01=5.66) @ 12.5% G.Total 6.36 or say 06 staff  7 MUT Avg. no. of requisition slips dealt per day=231, Yard stick is 180 requisition slips per shift. So requirement of staff for counters  CRS Incharge/ROPD/Shift supervisor etc. Face to face enquiry 01 in each shift i.e. 1X3=03					
6. DBD Avg. no. of requisition slips dealt per day=133, Yard stick is 180 requisition slips per shift. So requirement of staff to operate one counter.  To operate one counter in Darul Ulum Face to face enquiry 01 in each 02 shifts i.e 1X2=02 CRS Incharge Sub total RG on 04 @ 16.5% Sub total LR on 5.66 (4.66+01=5.66) @ 12.5% 0.70 G.Total  Avg. no. of requisition slips dealt per day=231, Yard stick is 180 requisition slips per shift. So requirement of staff for counters CRS Incharge/ROPD/Shift supervisor etc. Face to face enquiry 01 in each shift i.e. 1X3=03  The staff deployed in Darul Ulum Darul Ulum O1 01 01 02 02 03 04 05 05 0.66 0.66 0.70 0.70 0.36 0.36 or say 06 staff 0.30 0.30 0.30 0.30 0.30 0.30 0.30 0.					
day=133, Yard stick is 180 requisition slips per shift. So requirement of staff to operate one counter.  To operate one counter in Darul Ulum Face to face enquiry 01 in each 02 shifts i.e 1X2=02 CRS Incharge Sub total RG on 04 @ 16.5% Sub total LR on 5.66 (4.66+01=5.66) @ 12.5% G.Total  Avg. no. of requisition slips dealt per day=231, Yard stick is 180 requisition slips per shift. So requirement of staff for counters CRS Incharge/ROPD/Shift supervisor etc. Face to face enquiry 01 in each shift i.e. 1X3=03			G. I otal		
Face to face enquiry 01 in each 02 shifts i.e 1X2=02  CRS Incharge  Sub total  RG on 04 @ 16.5%  Sub total  LR on 5.66 (4.66+01=5.66) @ 12.5%  G.Total  Avg. no. of requisition slips dealt per day=231, Yard stick is 180 requisition slips per shift. So requirement of staff for counters  CRS Incharge/ROPD/Shift supervisor etc.  Face to face enquiry 01 in each shift i.e. 1X3=03	6.	DBD	day=133, Yard stick is 180 requisition slips per shift. So requirement of staff	1.00	deployed in Darul Ulum
Shifts i.e 1X2=02			To operate one counter in Darul Ulum	01	on Sunday.
Sub total   05     RG on 04 @ 16.5%   0.66     Sub total   4.66     LR on 5.66 (4.66+01=5.66) @ 12.5%   0.70     G.Total   6.36 or say 06 staff     Of the staff   06.36 or say 06 staff     Of the staff   1.28     Of the				02	
Sub total   05     RG on 04 @ 16.5%   0.66     Sub total   4.66     LR on 5.66 (4.66+01=5.66) @ 12.5%   0.70     G.Total   6.36 or say 06 staff     Of the staff   06.36 or say 06 staff     Of the staff   1.28     Of the			CRS Incharge	01	
RG on 04 @ 16.5% Sub total LR on 5.66 (4.66+01=5.66) @ 12.5% G.Total  Avg. no. of requisition slips dealt per day=231, Yard stick is 180 requisition slips per shift. So requirement of staff for counters CRS Incharge/ROPD/Shift supervisor etc. Face to face enquiry 01 in each shift i.e. 1X3=03					
Sub total  LR on 5.66 (4.66+01=5.66) @ 12.5%					1
LR on 5.66 (4.66+01=5.66) @ 12.5%					1
G.Total  G.36 or say 06 staff  Avg. no. of requisition slips dealt per day=231, Yard stick is 180 requisition slips per shift. So requirement of staff for counters  CRS Incharge/ROPD/Shift supervisor etc.  Face to face enquiry 01 in each shift i.e. 1X3=03					1
7 MUT  Avg. no. of requisition slips dealt per day=231, Yard stick is 180 requisition slips per shift. So requirement of staff for counters  CRS Incharge/ROPD/Shift supervisor etc.  Face to face enquiry 01 in each shift i.e. 1X3=03					1
Avg. no. of requisition slips dealt per day=231, Yard stick is 180 requisition slips per shift. So requirement of staff for counters  CRS Incharge/ROPD/Shift supervisor etc.  Face to face enquiry 01 in each shift i.e. 1X3=03			J. i Stai		
etc. Face to face enquiry 01 in each shift 03 i.e. 1X3=03	7	MUT	day=231, Yard stick is 180 requisition slips per shift. So requirement of staff		
i.e. 1X3=03			CRS Incharge/ROPD/Shift supervisor	01	
Sub total 5.28			i.e. 1X3=03		
			Sub total	5.28	

day=555, Yard stick is 180 requisition slips per shift. So requirement of staff for counters   CRS Incharge			Tag. 5 ag 6 : 5 = 2:	1007	T
LR on 6.15 @ 12.5%   0.67   G.70 talk   0.691 or say or start   0.7 staff					
S.   MTC					1
MTC					-
day=555, Yard stick is 180 requisition slips per shift. So requirement of staff for counters   CRS Incharge			G.Total.		
CRS Incharge   Chartring/ ROPD/Shift supervisor etc.   O3     Face to face enquiry 01 in each shift   i.e. 1X3=03     For announcement/Power cabin 01 in each shift   i.e. 1X3=03     Sub total	8	MTC	day=555, Yard stick is 180 requisition slips per shift. So requirement of staff	3.08	The staff deployed in CCS University
Charting/ ROPD/Shift supervisor etc.   03   7   7   7   7   7   7   7   7   7				01	avails rest
Face to face enquiry 01 in each shift   i.e. 1X3=03					on Sunday.
For announcement/Power cabin 01 in each shift i.e. 1X3=03   Sub total   14.08   RG on 14.08 @ 16.5%   2.32   32   32   32   33   32   34   34			Face to face enquiry 01 in each shift		
Sub total			For announcement/Power cabin 01 in	03	
RG on 14.08 @ 16.5%   2.32   16.40   16.40   17.40   2.17   17.40   17.40   17.40   17.40   17.40   19.57 or say 20 staff.   29.57 or say 20 sta				14.08	1
Sub total					
To operate one counter in CCS university   Sub total   17.40   17.40   18.00   17.40   19.57 or say   20 staff.   19.57 or counters					
Sub total			To operate one counter in CCS		
LR on 17.40 @ 12.5%   2.17   19.57 or say 20 staff.			•	17.40	1
G.Total.   19.57 or say 20 staff.   1.00					1
day=190, Yard stick is 180 requisition slips per shift. So requirement of staff for counters   Face to face enquiry (01 in each two shifts i.e 1X2=02)   Sub total   3.00   RG on 3.00 @ 16.5%   0.49   Sub total   3.49   LR on 3.49 @ 12.5%   0.43   3.92 or say 04 staff.				19.57 or say	
Sub total   3.00   RG on 3.00 @ 16.5%   0.49   Sub total   3.49   LR on 3.49 @ 12.5%   0.43   G.Total   3.92 or say 04 staff.	9	MDNR	day=190, Yard stick is 180 requisition slips per shift. So requirement of staff for counters Face to face enquiry (01 in each two		-
RG on 3.00 @ 16.5%   3.49     LR on 3.49 @ 12.5%   0.43     G.Total   3.92 or say   04 staff.     10   GZN			,		
Sub total					
LR on 3.49 @ 12.5%   0.43   3.92 or say					
G.Total  Avg. no. of requisition slips dealt per day=152, Yard stick is 180 requisition slips per shift. So requirement of staff for counters  G.Total  O1  SBB  Avg. no. of requisition slips dealt per day=330, Yard stick is 180 requisition slips per shift. So requirement of staff for counters  CRS Incharge/ROPD/Shift supervisor etc.  Face to face enquiry (01 in each three shifts i.e 1X3=03)  Sub total  RG on 5.83 @ 16.5%  Sub total  LR on 6.79 @ 12.5%  G.Total  Reg/L  1.83  RG/L  be properation of staff for counters  O1  SBB  Avg. no. of requisition slips dealt per day=330, Yard stick is 180 requisition slips per shift. So requirement of staff for counters  CRS Incharge/ROPD/Shift supervisor on three shifts i.e 1X3=03)  Sub total  RG on 5.83 @ 16.5%  Sub total  LR on 6.79 @ 12.5%  G.Total  7.63 or say					
Avg. no. of requisition slips dealt per day=152, Yard stick is 180 requisition slips per shift. So requirement of staff for counters  G.Total  Avg. no. of requisition slips dealt per G. Cum Rese supe by G. Cum Rese supe by G. Cum Avg. no. of requisition slips dealt per day=330, Yard stick is 180 requisition slips per shift. So requirement of staff for counters  CRS Incharge/ROPD/Shift supervisor etc.  Face to face enquiry (01 in each three shifts i.e 1X3=03)  Sub total  RG on 5.83 @ 16.5%  Sub total  LR on 6.79 @ 12.5%  G.Total  G.Total  G.Total  Rese supe by G.  1.83  RG/L  be properation of the properation of the percent of the properation of the percent o					
day=152, Yard stick is 180 requisition slips per shift. So requirement of staff for counters  G.Total  Avg. no. of requisition slips dealt per day=330, Yard stick is 180 requisition slips per shift. So requirement of staff for counters  CRS Incharge/ROPD/Shift supervisor etc.  Face to face enquiry (01 in each three shifts i.e 1X3=03)  Sub total  RG on 5.83 @ 16.5%  Sub total  LR on 6.79 @ 12.5%  G.Total  be proposed by Rights and the proposed by Rig					
G.Total  Avg. no. of requisition slips dealt per day=330, Yard stick is 180 requisition slips per shift. So requirement of staff for counters  CRS Incharge/ROPD/Shift supervisor etc.  Face to face enquiry (01 in each three shifts i.e 1X3=03)  Sub total  RG on 5.83 @ 16.5%  Sub total  LR on 6.79 @ 12.5%  G.Total  Rese supe by G.  1.83  RG/L  be properation of the properation of the part o	10	GZN	day=152, Yard stick is 180 requisition slips per shift. So requirement of staff	01	RG/LR will be provided by Enquiry Cum
Avg. no. of requisition slips dealt per day=330, Yard stick is 180 requisition slips per shift. So requirement of staff for counters  CRS Incharge/ROPD/Shift supervisor etc.  Face to face enquiry (01 in each three shifts i.e 1X3=03)  Sub total  RG on 5.83 @ 16.5%  Sub total  LR on 6.79 @ 12.5%  G.Total  RG/L  RG/L  RG/L  BRG/L  B				01	Reservation supervisor by GZB.
etc. Face to face enquiry (01 in each three shifts i.e 1X3=03)  Sub total  RG on 5.83 @ 16.5%  Sub total  LR on 6.79 @ 12.5%  G.Total  5.83  6.79  0.96  0.84  7.63 or say	11	SBB	day=330, Yard stick is 180 requisition slips per shift. So requirement of staff	1.83	RG/LR will be provided by NBD.
three shifts i.e 1X3=03)  Sub total  RG on 5.83 @ 16.5%  Sub total  ER on 6.79 @ 12.5%  G.Total  5.83  0.96  0.96  0.84  7.63 or say				01	
RG on 5.83 @ 16.5% 0.96 Sub total 6.79 LR on 6.79 @ 12.5% 0.84 G.Total 7.63 or say				03	
RG on 5.83 @ 16.5% 0.96 Sub total 6.79 LR on 6.79 @ 12.5% 0.84 G.Total 7.63 or say				5.83	
Sub total       6.79         LR on 6.79 @ 12.5%       0.84         G.Total       7.63 or say					
LR on 6.79 @ 12.5%				6.79	
G.Total 7.63 or say				0.84	]
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1					
12 ANVT Avg. no. of requisition slips dealt per day=628, Yard stick is 180 requisition slips per shift. So requirement of staff	12	ANVT	day=628, Yard stick is 180 requisition		

CRS   Shift supervisor/ROPD etc. one in each two shifts i.e. morning and evening   Night shift supervisory + Current   Counter   Face to face enquiry (01 in each three shifts i.e. 1X3=03   For announcement/Power Cabin(01 in each three shifts i.e. 1X3=03   Sub total   13.48   RG on 13.48 @ 16.5%   2.22   Sub total   15.70   LR on 15.70 @ 12.5%   1.96   G.Total   17.66 or say 18.    13 DEE					
Shift supervisor/ROPD etc. one in each two shifts i.e. morning and evening			for counters		
each two shifts i.e. morning and evening			CRS	01	
Night shift supervisory + Current counter   Face to face enquiry (01 in each three shifts i.e 1X3=03     For announcement/Power Cabin(01 in each three shifts i.e 1X3=03     Sub total			each two shifts i.e. morning and	02	
Face to face enquiry (01 in each three shifts i.e 1X3=03			Night shift supervisory + Current	01	
For announcement/Power Cabin(01 in each three shifts i.e 1X3=03			Face to face enquiry (01 in each	03	
RG on 13.48 @ 16.5%   2.22   Sub total   15.70   LR on 15.70 @ 12.5%   1.96   G.Total   17.66 or say 18.			For announcement/Power Cabin(01 in	03	
RG on 13.48 @ 16.5%   2.22   Sub total   15.70     LR on 15.70 @ 12.5%   1.96     G.Total   17.66 or say 18.     13   DEE			Sub total	13.48	1
LR on 15.70 @ 12.5%   1.96   17.66 or say 18.			RG on 13.48 @ 16.5%	2.22	1
LR on 15.70 @ 12.5%   1.96   17.66 or say 18.			Sub total	15.70	1
DEE					1
day=768, Yard stick is 180 requisition slips per shift. So requirement of staff for counters  CRS Incharge For shift supervisor/ROPD/Charting For current counter 01 in each shift i.e. 1X3=03 Face to face enquiry (01 in each shift i.e 1X3=03) Sub total LR on 14.26 @ 16.5% Sub total LR on 16.61 @ 12.5% G.Total  14  DEC  Avg. no. of requisition slips dealt per day=775, Yard stick is 180 requisition slips per shift. So requirement of staff for counters CRS Incharge For shift supervisor/ROPD/Charting CRS Incharge For shift supervisor/ROPD/Charting For shift supervisor/ROPD/Charting For shift supervisor/ROPD/Charting For shift supervisor/ROPD/Charting Sub total LR on 10 @ 16.5%				17.66 or say	
For shift supervisor/ROPD/Charting For current counter 01 in each shift i.e. 1X3=03 Face to face enquiry (01 in each shift i.e 1X3=03) Sub total RG on 14.26 @ 16.5% Sub total 14.26 RG on 16.61 @ 12.5% Sub total 16.61 LR on 16.61 @ 12.5% G.Total  18.68 or say 19  14 DEC Avg. no. of requisition slips dealt per day=775, Yard stick is 180 requisition slips per shift. So requirement of staff for counters CRS Incharge For shift supervisor/ROPD/Charting Face to face enquiry (01 in each shift i.e 1X3=03) Sub total RG on 10 @ 16.5% 1.65	13	DEE	day=768, Yard stick is 180 requisition slips per shift. So requirement of staff	4.26	YTSK=02
For shift supervisor/ROPD/Charting For current counter 01 in each shift i.e. 1X3=03 Face to face enquiry (01 in each shift i.e 1X3=03) Sub total RG on 14.26 @ 16.5% Sub total 14.26 RG on 16.61 @ 12.5% Sub total 16.61 LR on 16.61 @ 12.5% G.Total  18.68 or say 19  14 DEC Avg. no. of requisition slips dealt per day=775, Yard stick is 180 requisition slips per shift. So requirement of staff for counters CRS Incharge For shift supervisor/ROPD/Charting Face to face enquiry (01 in each shift i.e 1X3=03) Sub total RG on 10 @ 16.5% 1.65			CRS Incharge	01	1
For current counter 01 in each shift i.e. 1X3=03  Face to face enquiry (01 in each shift i.e 1X3=03)  Sub total  RG on 14.26 @ 16.5%  Sub total  LR on 16.61 @ 12.5%  G.Total  18.68 or say 19  14  DEC  Avg. no. of requisition slips dealt per day=775, Yard stick is 180 requisition slips per shift. So requirement of staff for counters  CRS Incharge For shift supervisor/ROPD/Charting Face to face enquiry (01 in each shift i.e 1X3=03) Sub total  RG on 10 @ 16.5%  14.26  RG on 10 in each shift i.e 1X3=03  Sub total RG on 10 @ 16.5%  15.55  16.55				03	
Face to face enquiry (01 in each shift i.e 1X3=03)  Sub total  RG on 14.26 @ 16.5%  Sub total  LR on 16.61 @ 12.5%  G.Total  Avg. no. of requisition slips dealt per day=775, Yard stick is 180 requisition slips per shift. So requirement of staff for counters  CRS Incharge  For shift supervisor/ROPD/Charting Face to face enquiry (01 in each shift i.e 1X3=03)  Sub total  RG on 10 @ 16.5%  14.26  RG on 14.26  2.35  2.07  4.19			For current counter 01 in each shift		
Sub total   14.26   RG on 14.26 @ 16.5%   2.35   Sub total   16.61   LR on 16.61 @ 12.5%   2.07   G.Total   18.68 or say 19   19    14   DEC   Avg. no. of requisition slips dealt per day=775, Yard stick is 180 requisition slips per shift. So requirement of staff for counters   CRS Incharge   01   For shift supervisor/ROPD/Charting   02   Face to face enquiry (01 in each shift i.e 1X3=03)   Sub total   10   RG on 10 @ 16.5%   1.65			Face to face enquiry (01 in each shift	03	
RG on 14.26 @ 16.5%   2.35     Sub total   16.61     LR on 16.61 @ 12.5%   2.07     G.Total   18.68 or say 19     14   DEC   Avg. no. of requisition slips dealt per day=775, Yard stick is 180 requisition slips per shift. So requirement of staff for counters   CRS Incharge   01     For shift supervisor/ROPD/Charting   02     Face to face enquiry (01 in each shift i.e 1X3=03)   Sub total   10     RG on 10 @ 16.5%   1.65			Sub total	14.26	
Sub total			RG on 14.26 @ 16.5%	2.35	
G.Total  18.68 or say 19  Avg. no. of requisition slips dealt per day=775, Yard stick is 180 requisition slips per shift. So requirement of staff for counters  CRS Incharge For shift supervisor/ROPD/Charting Face to face enquiry (01 in each shift i.e 1X3=03) Sub total RG on 10 @ 16.5%  18.68 or say 19  4.19				16.61	
G.Total  18.68 or say 19  Avg. no. of requisition slips dealt per day=775, Yard stick is 180 requisition slips per shift. So requirement of staff for counters  CRS Incharge For shift supervisor/ROPD/Charting Face to face enquiry (01 in each shift i.e 1X3=03) Sub total RG on 10 @ 16.5%  18.68 or say 19  4.19			LR on 16.61 @ 12.5%	2.07	
day=775, Yard stick is 180 requisition slips per shift. So requirement of staff for counters  CRS Incharge  CRS Incharge  For shift supervisor/ROPD/Charting  Face to face enquiry (01 in each shift i.e 1X3=03)  Sub total  RG on 10 @ 16.5%  1.65			G.Total	19	
For shift supervisor/ROPD/Charting 02 Face to face enquiry (01 in each shift 03 i.e 1X3=03) Sub total 10 RG on 10 @ 16.5% 1.65	14	DEC	day=775, Yard stick is 180 requisition slips per shift. So requirement of staff	4.19	
Face to face enquiry (01 in each shift i.e 1X3=03)  Sub total 10  RG on 10 @ 16.5% 1.65			CRS Incharge	01	
i.e 1X3=03) Sub total 10 RG on 10 @ 16.5% 1.65				02	
RG on 10 @ 16.5% 1.65			i.e 1X3=03)		
			Sub total		
Cult tatal			RG on 10 @ 16.5%	1.65	
Sub total   11.65			Sub total	11.65	
To operate one counter at Saket Court 01					
To operate one counter at Dwarika 01 Court			To operate one counter at Dwarika		
Sub total 13.65			Sub total	13.65	
LR on 13.61 @ 12.5% 1.70					
G.Total 15.35 or say 15			G.Total		
15 PM Avg. no. of requisition slips dealt per 3.34 PRS cum	15	PM	Avg. no. of requisition slips dealt per day=602, Yard stick is 180 requisition slips per man per shift. So requirement of staff for counters	3.34	PRS cum UTS proposed
day=602, Yard stick is 180 requisition slips per man per shift. So UTS proposed			CRS Incharge/ Shift supervisor/ROPD etc.	02	
day=602, Yard stick is 180 requisition  slips per man per shift. So  requirement of staff for counters  UTS  proposed					

	_	T 00 0 45 504	T a aa	
		RG on 5.00 @ 16.5%	0.82	
		Sub total	5.82	
		LR on 5.82 @ 12.5%	0.72	
		G.Total	6.54 or say 07	
16	GGN	Avg. no. of requisition slips dealt per day=613, Yard stick is 180 requisition slips per man per shift. The existing workload is very less so the team recommends PRS cum UTS.	3.40	YTSK=04
		CRS/Shift supervisor/ROPD	02	
		Face to face enquiry (01 in each shift i.e 1X3=03)	03	
		Sub total	05	
		RG on 8.40 @ 16.5%	1.38	
		Sub total	9.78	
		LR on 9.78 @ 12.5%	1.22	
		G.Total	11	
17	PWL	Avg. no. of requisition slips dealt per	1.00	
17	TWL	day=148, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	1.00	
		CRS Incharge/ROPD/Shift supervisor etc.	01	
		Face to face enquiry (01 in each three shifts i.e 1X3=03)	03	
		Sub total	5.00	
		RG on 5.00 @ 16.5%	0.82	
		Sub total	5.82	
		LR on 5.82 @ 12.5%	0.72	
		G.Total	6.54 or say 07	
18	BVH	Avg. no. of requisition slips dealt per day=381, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	2.11	
		CRS Incharge/ROPD/Shift supervisor etc.	01	
		Face to face enquiry (01 in each three shifts i.e 1X3=03)	03	
		Sub total	6.11	
		RG on 6.11 @ 16.5%	1.00	
		Sub total	7.11	
		LR on 7.11 @ 12.5%	0.88	
		G.Total	7.99 or say 08	
19	FDB	Avg. no. of requisition slips dealt per day=556, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	3.08	
		CRS Incharge/ROPD/Shift supervisor etc.	01	
		Face to face enquiry (01 in each three shifts i.e 1X3=03)	03	
		Sub total	7.08	
		RG on 7.08 @ 16.5%	1.16	
		Sub total	8.24	
		LR on 8.24 @ 12.5%	1.03	
		G.Total	9.27 or say	
		31.000	09	

	<u> </u>			
20	Greater	Avg. no. of requisition slips dealt per	1.53 or say	RG/LR will
20	Noida Beta	day=276, Yard stick is 180 requisition	02 staff	be provided
		· · ·	UZ SLAII	•
	1(PRGN)	slips per man per shift. So		by CDC/CZB
21	NUR	requirement of staff for counters  Avg. no. of requisition slips dealt per	5.27	CRS/GZB.
21	NUK	1	5.27	
		day=950, Yard stick is 180 requisition		
		slips per man per shift. So		
		requirement for counters	0.1	-
		CRS Incharge	01	-
		Chiff and a land DODD at	01	-
		Shift supervisor/ ROPD etc.	01	-
		Sub total	07.27	
		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	
22	Jind	Avg. no. of requisition slips dealt per	1.00	
		day=105, Yard stick is 180 requisition		
		slips per man per shift. So		
		requirement for counter		]
		CRS Incharge/ROPD/Shift supervisor	01	
		etc.		
		Face to face enquiry in 02 shifts i.e. 8-	02	
		16 & 16.24 1X2=02		
		Sub total	4.00	
		RG on 4.00 @ 16.5%	0.66	
		Sub total	4.66	
		LR on 4.66 @ 12.5%	0.58	
		G.Total	5.25 or say 5	
23	ROK	Avg. no. of requisition slips dealt per	1.35	Staff
		day=244, Yard stick is 180 requisition		deployed at
		slips per shift. So requirement for		Meham
		counters		Town and
		CRS Incharge/ROPD/Shift supervisor	01	Mini
		etc.		Secretariat
		Face to face enquiry in 02 shifts i.e. 8-	03	avail rest
		16 & 16.24 1X3=02		on Sunday.
		Sub total	5.35	]
		RG on 5.35 @ 16.5%	0.88	1
		Sub total	6.23	1
		For 01 counter at Meham Town	01	1
		For 01 counter at Mini Secretariat	01	1
				1
			l 8.23	
		Sub total	8.23 1.02	
		Sub total LR on 8.23 @ 12.5%	1.02	
24	SSB	Sub total LR on 8.23 @ 12.5% G.Total	1.02 9.25 or say 9	
24	SSB	Sub total LR on 8.23 @ 12.5% G.Total Avg. no. of requisition slips dealt per	1.02	
24	SSB	Sub total LR on 8.23 @ 12.5% G.Total Avg. no. of requisition slips dealt per day=224, Yard stick is 180 requisition	1.02 9.25 or say 9	
24	SSB	Sub total  LR on 8.23 @ 12.5%  G.Total  Avg. no. of requisition slips dealt per day=224, Yard stick is 180 requisition slips per shift. So requirement for	1.02 9.25 or say 9	
24	SSB	Sub total  LR on 8.23 @ 12.5%  G.Total  Avg. no. of requisition slips dealt per day=224, Yard stick is 180 requisition slips per shift. So requirement for counters	1.02 9.25 or say 9 1.24	
24	SSB	Sub total LR on 8.23 @ 12.5% G.Total Avg. no. of requisition slips dealt per day=224, Yard stick is 180 requisition slips per shift. So requirement for counters CRS Incharge/ROPD/Shift supervisor	1.02 9.25 or say 9	
24	SSB	Sub total  LR on 8.23 @ 12.5%  G.Total  Avg. no. of requisition slips dealt per day=224, Yard stick is 180 requisition slips per shift. So requirement for counters  CRS Incharge/ROPD/Shift supervisor etc.	1.02 9.25 or say 9 1.24	
24	SSB	Sub total LR on 8.23 @ 12.5% G.Total Avg. no. of requisition slips dealt per day=224, Yard stick is 180 requisition slips per shift. So requirement for counters CRS Incharge/ROPD/Shift supervisor etc. Face to face enquiry in 03 shifts	1.02 9.25 or say 9 1.24	
24	SSB	Sub total LR on 8.23 @ 12.5% G.Total Avg. no. of requisition slips dealt per day=224, Yard stick is 180 requisition slips per shift. So requirement for counters CRS Incharge/ROPD/Shift supervisor etc. Face to face enquiry in 03 shifts 1X3=03	1.02 9.25 or say 9 1.24 01	
24	SSB	Sub total LR on 8.23 @ 12.5% G.Total Avg. no. of requisition slips dealt per day=224, Yard stick is 180 requisition slips per shift. So requirement for counters CRS Incharge/ROPD/Shift supervisor etc. Face to face enquiry in 03 shifts 1X3=03 Sub total	1.02 9.25 or say 9 1.24 01 03 5.24	
24	SSB	Sub total  LR on 8.23 @ 12.5%  G.Total  Avg. no. of requisition slips dealt per day=224, Yard stick is 180 requisition slips per shift. So requirement for counters  CRS Incharge/ROPD/Shift supervisor etc.  Face to face enquiry in 03 shifts  1X3=03  Sub total  RG on 5.24 @ 16.5%	1.02 9.25 or say 9 1.24 01 03 5.24 0.86	
24	SSB	Sub total LR on 8.23 @ 12.5% G.Total Avg. no. of requisition slips dealt per day=224, Yard stick is 180 requisition slips per shift. So requirement for counters CRS Incharge/ROPD/Shift supervisor etc. Face to face enquiry in 03 shifts 1X3=03 Sub total	1.02 9.25 or say 9 1.24 01 03 5.24	

		G.Total	6.86 or say 7
25	NNO	Avg. no. of requisition slips dealt per day=190, Yard stick is 180 requisition slips per shift. So requirement for counters	1.05
		CRS Incharge/ROPD/Shift supervisor etc.	01
		Face to face enquiry in 03 shifts i.e. 1X3=03	03
		Sub total	5.05
		RG on 5.05 @ 16.5%	0.83
		Sub total	5.80
		LR on 5.80 @ 12.5%	0.73
		G.Total	6.53 or say 7
26	BGZ	Avg. no. of requisition slips dealt per day=239, Yard stick is 180 requisition slips per shift. So requirement for counters	2.13
		CRS Incharge/ROPD/Shift supervisor etc.	01
		Face to face enquiry in 03 shifts i.e. 1X3=03	03
		Sub total	6 .13
		RG on 6.13 @ 16.5%	1.01
		Sub total	7.14
		LR on 7.14 @ 12.5%	0.89
		G.Total	8.03 or say 8

3.10.0 Apart from the above 26 locations, the E&RC staff is exclusively deployed at current counters, enquiry offices and power cabins at NDLS,DLI,HNZM and GZB. The requirement of staff for these station is described as under:-

1	NDLS			
		CERS	01	The staff
		*Face to face enquiry at Pahar <b>Ganj</b>	13	deployed in
		<b>side</b> 02 in shifts 8-16&16-24 i.e.		night at
		2X2=04 and 01 in 00-08 total =05.		Pahar Ganj
		** at <b>Ajmeri gate</b> side 02 in shifts		side on
		8-16 &16-24 i.e. 2X2=04 and 01 in		current
		00-08 total =05.		counter will
		For announcement at Power cabin		also work
		one in each shift i.e.1X3=03, Total		ECS and as
		=13		supervisor.
		For Electronic charting system 01 in	02	**The staff
		shifts 8-16 &16-24 i.e. 1X2=02		deployed in
		For 02 current counters at Pahar Ganj	05	night shift
		side- 02 in shifts 8-16& 16-24 i.e.		on Enquiry
		2X2=04 and 01 in shift 00-8.00,		at Ajmeri
		For 02 current counters at Ajmeri	04	gate side
		gate side- 02 in shifts 8-16& 16-24		will also
		i.e. 2X2=04.		work on
		For MCO counter in shift 9-17	01	Current
		Supervosors at Pahar <b>Ganj side</b> 01	02	counter.
		in shifts 8-16&16-24 i.e. 1X2=02		*** The

		Sub total	28	staff
		RG on 28 @ 16.5%	4.62	working at
		Sub total	32.63	CAT avails
		***For counter working at CAT	01	rest on
		Sub total	33.63	Sunday.
			4.20	- Sunau,
		LR on 33.63 @ 12.5%		-
		G.Total	37.83 or say	
	5.7	0500	38	
2	DLI	CERS	01	
		Face to face enquiry at main entry 01	09	
		in each shift i.e. 1X3=03, At second		
		entry 1X3=03, For announcement at		
		Power cabin one in each shift		
		i.e.1X3=03, Total =09		
		For 02 current counters 02 in 02	05	
		shifts i.e. morning and evening and		
		01 for current counter in night.		
		Total=05		
		For EDR	01	
		Sub total	16	
		RG on 16 @ 16.5%	2.64	1
		Sub total	18.64	1
		LR on 18.64 @ 12.5%	2.33	1
		G.Total	20.97 or say	
		- Cirotai	21	
3	HNZM	CRS Incharge	01	
		For 01 current counter at main entry	03	1
		01 in each shift i.e. 1X3=03		
		For 01 current counter at 2 <sup>nd</sup> entry	02	1
		01 in each two shift i.e. 1X2=02	02	
		At Power cabin for announcement 01	03	1
		in each shift i.e. 1X3=03	0.5	
		Face to face enquiry at main entry 01	03	1
		in each shift i.e. 1X3=03	US	
			03	1
		Face to face enquiry at 2nd entry 01	0.5	
		in each shift i.e. 1X3=03	01	-
		For ROPD/Accounts	01	-
		Sub total	14	-
		RG on 14.00 @ 16.5%	2.31	
		Sub total	16.31	_
		LR on 16.31 @ 12.5%	2.03	
		G.Total	18.34 or say	
			18	
4	GZB	CRS In charge	01	
		Face to face enquiry 02 in each two	05	
		shifts i.e. 2X2=04, one in night shift		
		=01,		
		For announcement/Power cabin 01 in	03	1
		each shift i.e. 1X3=03		
		Sub total	08	1
		RG on 11 i.e. GZB=08, GZN=01,	1.81	1
		PRGN=02 @ 16.5%	1.01	
		Sub total	12.81	1
		LR on 12.81 @ 12.5%	1.60	1
		G.Total	14.41 or say	1
		G. Total	14.41 or say	
L			17 SIdil.	İ

3.11.0 Apart from above PRS locations there are some locations whose workload is very less and vide Railway Board' letter no. 2010/TG-1/20P/Counter dt. 05.04.2018, Director/Passenger Marketing has advised to monitor such locations whose transactions are less than 100 per counter per shift. The Railway Board has advised to provide PRS cum UTS counters at such locations for selling both reserved as well as unreserved tickets. The details of such locations are given as under:-

S.No.		No. of requisitions		Remarks
	the location	slips per counter per	in to	
		shift	account	
1	JHJ	38	2016-17	-
2	MUD	61	2016-17	-
3	KAT	42	2016-17	-
4	BTU	88	2016-17	-
5	SMQL	89	2016-17	-
6	NOLI	22	2017-18	Opened in July'16
7	NRW	33	2016-17	-
8	TUN	18	2017-18	Opened in Aug'16
9	JHL	31	2016-17	-
10	MSZ	61	2016-17	-
11	MAUR	18	2016-17	-

The work study team has not proposed any E&RC staff for the above locations due to below 100 transactions per counter per shift. The PRS cum UTS counter should be provided at such locations to avoid under utilizations of E&RC staff and the above work should be dealt by the UTS operator as per Railway Board's guidelines.

#### 3.12.0 SUMMARY OF EXISTING AND PROPOSED STAFF

S.No.	Location	S/S	O/R	Proposed	Identified
				strength	surplus
1	SNP			07	
2	PNP			08	
3	KUN			07	
4	KKDE			06	
5	MOZ			09	
6	DBD			06	
7	MUT			07	
8	MTC	]		20	
9	MDNR	425	394	04	
10	GZN			01	
11	GZB			14	
12	SBB			08	
13	ANVT			18	
14	DLI			21	
15	NDLS			38	

16	DEE			19	
17	DEC			15	
18	PM			07	
19	GGN			11	
20	SSB			07	
21	PWL			07	
22	BVH			08	
23	FDB			09	
24	PRGN			02	
25	NUR			10	
26	JIND			05	
27	HNZM			18	
28	ROK			09	
29	BGZ			08	
30	NNO			07	
	Total	425	394	316	109

## **RECOMMENDATION NO.1**

It is proposed that 109 posts of Reservation staff working at different locations over Delhi division are identified as surplus and recommended for surrender.

CERS Gr. 9300-34800-4600 =07 ERS Gr. 9300-34800-4200 =45 E&RC Gr. 5200-20200-2800 =57

Total = 109 Posts.

#### 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 Delhi division is as under:-

S.No.	Category	Grade Rs.	Monthly	S/S	Monthly	Annual
			value per post		expenditure	expenditure
1	CERS	9300- 34800-4600	100206	21	2104326	25251912.00
2	ERS	9300- 34800-4200	79073	175	13837775	166053300.00
3	E&RC	5200- 20200-2800	65003	229	14885687	178628244.00
	Total			425		369933456.00

The above table reveals that the annual expenditure being incurred on 425 sanctioned strength of Reservation staff working at different locations over Moradabad division is Rs. 369933456.00

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	14	1402884	16834608.00
2	ERS	9300- 34800-4200	79073	130	10279490	123353880.00
3	E&RC	5200- 20200-2800	65003	172	11180516	134166192.00
	Total			316		274354680.00

The above table reveals that total annual expenditure on 316 proposed posts of Reservation Staff working at different locations will be reduced to \$\infty\$274354680.00 instead of \$\infty\$369933456.00 with net saving of \$\infty\$95578776.00 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	9300-34800- 4200	45	1	79073	42699420.00
3	E&RC	5200-20200- 2800	57	1	65003	44462052.00
	Total		109			95578776.00

No. of posts identified as surplus: -

Group 'C' = 109 posts

Group 'D' = Nil posts

Total = 109 posts

Anticipated recurring saving =■ 955.78 lacs per annum

Capital saving = Nil

Total saving = ■955.78 lacs per annum

# WORK STUDY REPORT DETAILED CHART

Department : Commercial

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

Delhi division.

Activity Centre: Reservation Offices over Delhi division.

S. No	Sub-activity	Brief description of workload	Actual staff deployed	Work Study recommendati on	Representati ve Workload
1	The reservation clerks are deployed to perform all activities pertaining to computerized reservation system Enquiry counters	The CERS/ ERS/E&RC staff are deployed at reservation counters for booking of reserved tickets and Enquiry counters.	S/S=425 O/R=394 Var =31	The proposed requirement of staff at Reservation Offices is 316 and 109 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	Annexu
		No.
1	Existing staff position of Reservation staff working	I
	at Reservation Offices over Delhi Division.	
2	Work study letter no. 16-CP/42/WS/2017-18/16-CP/WS/05/2018-19	II

## Annexure-I

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

S.No.	Category	Grade	S/S	O/R	Var.
1	CERS	9300-34800-4600	21	13	08
2	ERS	9300-34800-4200	175	125	50
3	E & RC	9300-34800-2800	229	256	-27
		Total	425	394	31