



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

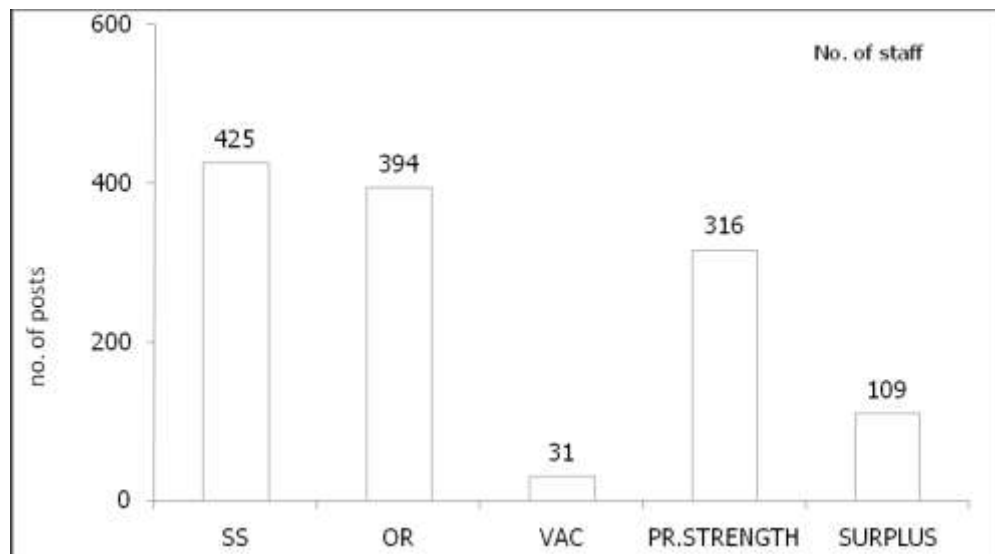
Total = 109 posts

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	Pages	
		From	To
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. No.	Recommendations	Refer para No.	Accepting/ implementing authority.
1	<p>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.</p> <p>CERS Gr 9300-34800-4600 =07 ERS Gr. 9300-34800-4200 =45 E&RC Gr. 5200-20200-2800 =<u>57</u> Total = <u>109</u> Posts.</p>	3.4	ADRM/Admin/ DLI Sr.DCM/C/DLI Sr. DPO/DLI

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 co-operation 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 of Computerized Enhance 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.

- 1.2 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 BRIEF DESCRIPTION, STAFF POSITION, WORKLOAD, CRITICAL ANALYSIS, REQUIREMENT OF STAFF AND RECOMMENDATIONS.

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	Jhajjar(JHJ)	01
25	Greater Noida, Beta 1	02
26	Kavi Nagar(P.O.Gzb)	01
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

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 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 Markanda(SHDM)	Provided	-
12	Tohana(TUN)	-	-
13	New Delhi(NDLS)	-	05
14	Hazrat Nizamuddin(NZM)	-	02
15	Anand Vihar Terminal(ANVT)	-	04
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 Town(FDN)	-	03
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

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	93037	255	8.92	
2017-18	93406	256	8.57	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	213724	586	100	
2016-17	195880	537	8.36	
2017-18	200550	549	6.31	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	71971575	197182	100	
2016-17	78389089	214765	+8.91	
2017-18	83267723	228131	+15.69	
KKDE				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	68554	188	100	
2016-17	63961	175	6.91	
2017-18	49508	136	27.65	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	124483	341	100	
2016-17	116444	319	6.45	
2017-18	89659	246	27.85	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	48729542	133506	100	
2016-17	49405063	135356	+1.38	
2017-18	39581841	108444	18.72	
MOZ				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	118627	325	100	
2016-17	106788	296	9.98	
2017-18	91539	251	22.8	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	182653	501	100	
2016-17	169147	463	7.39	
2017-18	146546	402	19.76	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	81264370	222642	100	
2016-17	76512380	209623	5.84	
2017-18	70829631	194054	12.84	
DBD				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	59073	162	100	
2016-17	48451	133	17.98	
2017-18	53754	147	9.00	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	78629	215	100	
2016-17	66235	181	15.76	
2017-18	73875	202	6.04	
(iii)				
Year	Total earnings	Earnings per day	% reduction	Remarks

	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)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	60522830	165816	100	
2016-17	64521154	1767770	+6.60	
2017-18	58253835	159600	3.74	
MTC				
(i)				
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	
2016-17	156528785	428846	+7.99	
2017-18	134791105	369291	7.00	
CCU/MTC				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	57659	158	100	
2016-17	53704	147	6.85	
2017-18	41441	114	28.12	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	86904	238	100	
2016-17	82080	225	5.55	
2017-18	64531	178	25.74	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	43568255	119365	100	
2016-17	41720350	114302	4.24	
2017-18	34014275	93190	21.92	
MDNR				
(i)				
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)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	55460194	151946	100	
2016-17	54459640	149205	1.80	
2017-18	44575260	122124	19.62	
GZN				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	58237	160	100	
2016-17	55556	152	4.46	
2017-18	54837	150	5.83	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	90894	249	100	
2016-17	88734	243	2.37	
2017-18	89248	245	1.81	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	44599340	122190	100	
2016-17	40536092	111058	9.11	
2017-18	40364220	110587	9.49	
SBB				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	135027	370	100	
2016-17	120560	330	10.71	
2017-18	119760	328	11.30	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	218048	597	100	
2016-17	209219	573	4.04	
2017-18	208585	571	4.33	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	115286250	315852	100	
2016-17	107744114	295189	6.54	
2017-18	100758315	276050	12.60	
ANVT				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	259368	711	100	
2016-17	229259	628	11.60	
2017-18	217891	597	15.99	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	354982	973	100	
2016-17	328540	900	7.44	
2017-18	302697	829	14.72	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks

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

(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
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				
(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	
2017-18	32840	990	12.00	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	183315177	502233	100	

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)				
2015-16	98667190	270321	100	
2016-17	93082255	255020	5.66	
2017-18	77376890	211991	21.57	
NUR				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	92833	254	100	
2016-17	108628	298	+17.01	
2017-18	116619	320	+25.62	
(ii)				
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				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	41751	114	100	
2016-17	38193	105	8.52	
2017-18	34262	94	17.94	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	86973	238.28	100	
2016-17	78332	214.60	9.93	
2017-18	73741	202.03	15.21	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	38049990	104246.54	100	
2016-17	34901635	95620.91	8.27	
2017-18	334259000	93860.27	9.96	
ROK				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	99850	274	100	
2016-17	89066	244	10.80	
2017-18	84096	230	15.77	
(ii)				

Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
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 slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	14865	48	100	Sunday closed.
2016-17	12170	39	18.12	
2017-18	12478	40	16.05	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	12969	41	100	
2016-17	25496	81	+96.59	
2017-18	33364	107	+127.25	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	14348760	45843	100	
2016-17	13396591	42801	6.63	
2017-18	13978127	44659	2.58	
Meham Town				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	3469	12	100	Opened in March'2014. Sunday closed.
2016-17	3486	11	-	
2017-18	3497	11	-	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	6047	19	100	
2016-17	6132	20	+1.40	
2017-18	6129	20	+1.35	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	Remarks
2015-16	4084345	11236	100	
2016-17	4017250	11006	1.64	
2017-18	4068055	1131	0.39	
SSB				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	-	-	-	Opened in July'2015.
2016-17	81648	224	-	
2017-18	75933	208	-	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	Remarks
2015-16	128376	352	-	
2016-17	119384	327	-	
2017-18				

(iii)					
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 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)					
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)					
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 days taken 313 excluding 52 Sundays. PRS cum UTS to be proposed.	
2015-16	11744	38	100		
2016-17	11863	38	+1.01		
2017-18	13505	43	+14.99		
(ii)					
Year	No. of passengers dealt	No of passengers dealt per day	% reduction		
2015-16	24586	79	13.15		
2016-17	21352	68	7.52		
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)					
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction		
2015-16	22957	73	100		

2016-17	19161	61	16.53	
2017-18	17861	57	22.19	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% 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				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	
2015-16	13540	43	100	
2016-17	13173	42	2.70	
2017-18	12387	40	8.50	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	
2015-16	21543	69	100	Sunday closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be 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)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Sunday closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be proposed.
2015-16	28662	92	100	
2016-17	27633	88	3.59	
2017-18	23303	74	18.69	
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	
2015-16	49870	159	100	
2016-17	46176	148	7.40	
2017-18	40200	128	19.39	
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	
2015-16	21590695	68980	100	
2016-17	19991384	63870	7.40	
2017-18	20975995	67015	2.84	
SMQL				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	
2015-16	32407	96	100	
2016-17	30287	89	6.54	
2017-18	27899	82	13.91	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	
2015-16	49352	146	100	One counter opens on Sunday. So days taken 339 excluding 26 Sundays. PRS cum UTS to be proposed.
2016-17	53085	157	+7.56	
2017-18	48288	142	02.15	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	

2015-16	28943930	85380	100	
2016-17	26040011	76814	10.03	
2017-18	26014327	76738	10.12	
NOLI				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Opened in July'2016. Sunday closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be proposed.
2015-16	32407	96	100	
2016-17	30287	89	6.54	
2017-18	27899	82	13.91	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	
2015-16	15891	51	100	
2016-17	18924	60	+19.08	
2017-18	22638	72	+23.36	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	
2015-16	7859381	25110	100	
2016-17	10383855	33175	+32.12	
2017-18	11468309	36640	+45.91	
NRW				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Sunday closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be proposed.
2015-16	8644	28	100	
2016-17	10233	33	+18.30	
2017-18	10664	34	+23.36	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	
2015-16	15891	51	100	
2016-17	18924	60	+19.08	
2017-18	22638	72	+23.36	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	
2015-16	7859381	25110	100	
2016-17	10383855	33175	+32.12	
2017-18	11468309	36640	+45.91	
TUN				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	-	-	-	Opened in August' 2016. Sunday closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be proposed.
2016-17	2776	09		
2017-18	5685	18		
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	
2015-16	-	-	-	
2016-17	5028	16	-	
2017-18	11433	37		
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	
2015-16	-	-	-	
2016-17	2532735	8092	-	
2017-18	5565365	17781	-	
JHL				
(i)				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	Remarks
2015-16	11478	37	100	Sunday closed. So
2016-17	9618	31	16.20	

2017-18	7954	25	30.70	days taken 313 excluding 52 Sundays. PRS cum UTS to be proposed.
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	
2015-16	26504	85	100	
2016-17	21959	70	17.14	
2017-18	18268	58	31.07	
(iii)				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% reduction	
2015-16	11501585	36742	100	
MSZ				
(i)				Sunday closed. So days taken 313 excluding 52 Sundays. PRS cum UTS to be proposed.
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	
2015-16	20956	67	100	
2016-17	19218	61	8.29	
2017-18	18258	58	12.87	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	
2015-16	41391	132	100	
2016-17	38996	125	5.78	
2017-18	38459	123	7.08	
(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 313 excluding 52 Sundays. PRS cum UTS to be proposed.
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	% reduction	
2015-16	5807	19	100	
2016-17	5568	18	4.11	
2017-18	5470	18	5.80	
(ii)				
Year	No. of passengers dealt	No of passengers dealt per day	% reduction	
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	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 tickets (In lacs)	% increase	No. of passengers (In lacs)	% increase	Earning In Rs. (In crores)	% increase
2014-15	0.38	100	2.24	100	0.69	100
2015-16	1.41	371.05	3.87	172.76	18.88	2736.23
2016-17	6.03	1586.84	7.92	353.57	82.97	12024.63
2017-18	20.70	5447.36	26.96	120.35	300.25	43514.49
E-Tickets						
Year	No. of tickets (In lacs)		No. of passengers (In lacs)	% increase	Earning In Rs. (In crores)	% increase
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 card based ATVMs have also been commissioned.

3.3.0 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 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	5.41	
		RG on 5.41 @ 16.5%	0.89	
		Sub total	6.30	
		LR on 6.30 @ 12.5%	0.78	
		G.Total.	7.08 or say 07	
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	0.86	
		CRS Incharge/ Charting/ROPD/Shift supervisor etc.	01	
		Face to face enquiry (01 in each shift i.e 1X3=03)	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	
		G.Total.	6.36 or say 06	
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	
		Charting/ROPD/Shift supervisor etc.	01	
		Face to face enquiry 01 in each shift i.e. 1X3=03	03	
		Sub total	6.64	
		RG on 5.64 @ 16.5%	1.09	
		Sub total	7.73	
		LR on 7.73 @ 12.5%	0.96	
		G.Total	8.69 or say 09	
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.	1.00	The staff deployed in Darul Ulum avails rest on Sunday.
		To operate one counter in Darul Ulum	01	
		Face to face enquiry 01 in each 02 shifts i.e 1X2=02	02	
		CRS Incharge	01	
		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	
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	1.28	
		CRS Incharge/ROPD/Shift supervisor etc.	01	
		Face to face enquiry 01 in each shift i.e. 1X3=03	03	
		Sub total	5.28	

		RG on 5.28 @ 16.5%	0.87	
		Sub total	6.15	
		LR on 6.15 @ 12.5%	0.67	
		G.Total.	6.91 or say 07 staff	
8	MTC	Avg. no. of requisition slips dealt per day=555, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	3.08	The staff deployed in CCS University avails rest on Sunday.
		CRS Incharge	01	
		Charting/ ROPD/Shift supervisor etc.	03	
		Face to face enquiry 01 in each shift i.e. 1X3=03	03	
		For announcement/Power cabin 01 in each shift i.e. 1X3=03	03	
		Sub total	14.08	
		RG on 14.08 @ 16.5%	2.32	
		Sub total	16.40	
		To operate one counter in CCS university	01	
		Sub total	17.40	
		LR on 17.40 @ 12.5%	2.17	
		G.Total.	19.57 or say 20 staff.	
9	MDNR	Avg. no. of requisition slips dealt per day=190, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	1.00	
		Face to face enquiry (01 in each two shifts i.e 1X2=02)	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	
		G.Total	3.92 or say 04 staff.	
10	GZN	Avg. no. of requisition slips dealt per day=152, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	01	RG/LR will be provided by Enquiry Cum Reservation supervisor by GZB.
		G.Total	01	
11	SBB	Avg. no. of requisition slips dealt per day=330, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	1.83	RG/LR will be provided by NBD.
		CRS Incharge/ROPD/Shift supervisor etc.	01	
		Face to face enquiry (01 in each three shifts i.e 1X3=03)	03	
		Sub total	5.83	
		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 08	
12	ANVT	Avg. no. of requisition slips dealt per day=628, Yard stick is 180 requisition slips per shift. So requirement of staff	3.48	

		for counters		
		CRS	01	
		Shift supervisor/ROPD etc. one in each two shifts i.e. morning and evening	02	
		Night shift supervisory + Current counter	01	
		Face to face enquiry (01 in each three shifts i.e 1X3=03	03	
		For announcement/Power Cabin(01 in each three shifts i.e 1X3=03	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	Avg. no. of requisition slips dealt per day=768, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	4.26	YTSK=02
		CRS Incharge	01	
		For shift supervisor/ROPD/Charting	03	
		For current counter 01 in each shift i.e. 1X3=03	03	
		Face to face enquiry (01 in each shift i.e 1X3=03)	03	
		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	
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	4.19	
		CRS Incharge	01	
		For shift supervisor/ROPD/Charting	02	
		Face to face enquiry (01 in each shift i.e 1X3=03)	03	
		Sub total	10	
		RG on 10 @ 16.5%	1.65	
		Sub total	11.65	
		To operate one counter at Saket Court	01	
		To operate one counter at Dwarika Court	01	
		Sub total	13.65	
		LR on 13.61 @ 12.5%	1.70	
		G.Total	15.35 or say 15	
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
		CRS Incharge/ Shift supervisor/ROPD etc	02	
		Sub total	05	

		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 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 09	

20	Greater Noida Beta 1(PRGN)	Avg. no. of requisition slips dealt per day=276, Yard stick is 180 requisition slips per man per shift. So requirement of staff for counters	1.53 or say 02 staff	RG/LR will be provided by CRS/GZB.
21	NUR	Avg. no. of requisition slips dealt per day=950, Yard stick is 180 requisition slips per man per shift. So requirement for counters	5.27	
		CRS Incharge	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 day=105, Yard stick is 180 requisition slips per man per shift. So requirement for counter	1.00	
		CRS Incharge/ROPD/Shift supervisor etc.	01	
		Face to face enquiry in 02 shifts i.e. 8-16 & 16.24 1X2=02	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 day=244, Yard stick is 180 requisition slips per shift. So requirement for counters	1.35	Staff deployed at Meham Town and Mini Secretariat avail rest on Sunday.
		CRS Incharge/ROPD/Shift supervisor etc.	01	
		Face to face enquiry in 02 shifts i.e. 8-16 & 16.24 1X3=02	03	
		Sub total	5.35	
		RG on 5.35 @ 16.5%	0.88	
		Sub total	6.23	
		For 01 counter at Meham Town	01	
		For 01 counter at Mini Secretariat	01	
		Sub total	8.23	
		LR on 8.23 @ 12.5%	1.02	
		G.Total	9.25 or say 9	
24	SSB	Avg. no. of requisition slips dealt per day=224, Yard stick is 180 requisition slips per shift. So requirement for counters	1.24	
		CRS Incharge/ROPD/Shift supervisor etc.	01	
		Face to face enquiry in 03 shifts 1X3=03	03	
		Sub total	5.24	
		RG on 5.24 @ 16.5%	0.86	
		Sub total	6.10	
		LR on 6.10 @ 12.5%	0.76	

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

		Sub total	28	staff working at CAT avails rest on Sunday.
		RG on 28 @ 16.5%	4.62	
		Sub total	32.63	
		***For counter working at CAT	01	
		Sub total	33.63	
		LR on 33.63 @ 12.5%	4.20	
		G.Total	37.83 or say 38	
2	DLI	CERS	01	
		Face to face enquiry at main entry 01 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	09	
		For 02 current counters 02 in 02 shifts i.e. morning and evening and 01 for current counter in night. Total=05	05	
		For EDR	01	
		Sub total	16	
		RG on 16 @ 16.5%	2.64	
		Sub total	18.64	
		LR on 18.64 @ 12.5%	2.33	
		G.Total	20.97 or say 21	
3	HNZM	CRS Incharge	01	
		For 01 current counter at main entry 01 in each shift i.e. 1X3=03	03	
		For 01 current counter at 2 nd entry 01 in each two shift i.e. 1X2=02	02	
		At Power cabin for announcement 01 in each shift i.e. 1X3=03	03	
		Face to face enquiry at main entry 01 in each shift i.e. 1X3=03	03	
		Face to face enquiry at 2nd entry 01 in each shift i.e. 1X3=03	03	
		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 shifts i.e. 2X2=04, one in night shift =01,	05	
		For announcement/Power cabin 01 in each shift i.e. 1X3=03	03	
		Sub total	08	
		RG on 11 i.e. GZB=08, GZN=01, PRGN=02 @ 16.5%	1.81	
		Sub total	12.81	
		LR on 12.81 @ 12.5%	1.60	
		G.Total	14.41 or say 14 staff.	

- 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.	Name of the location	No. of requisitions slips per counter per shift	Year taken in to account	Remarks
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 strength	Identified surplus
1	SNP	425	394	07	
2	PNP			08	
3	KUN			07	
4	KKDE			06	
5	MOZ			09	
6	DBD			06	
7	MUT			07	
8	MTC			20	
9	MDNR			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 7th CPC on Reservation staff working at different locations over Delhi division is as under:-

S.No.	Category	Grade Rs.	Monthly value per post	S/S	Monthly expenditure	Annual expenditure
1	CERS	9300-34800-4600	100206	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 ■274354680.00 instead of ■369933456.00 with net saving of ■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 recommendation	Representative 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 vendors.

LIST OF ANNEXURES

S.N.	Description	Annexure No.
1	Existing staff position of Reservation staff working at Reservation Offices over Delhi Division.	I
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