



WORK STUDY REPORT
ON
REVIEW OF RESERVATION STAFF WORKING
IN COMMERCIAL DEPTT
OVER AMBALA DIVISION
2018-19

WORK STUDY TEAM

SH. LALIT KUMAR	AWSO	LEADER
SH. RAM PARSHAD	CWSI	MEMBER
SH. YOGESH BADHWAR	CWSI	MEMBER

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GUIDANCE
BY
SH. ASHOK KUMAR AGARWAL
SWSO

No. 16-CP/14/WS/2018-19

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 Ambala division.

STAFF POSITION

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

S.N.	Category	Grade	S/S	O/R	Var.
1	CRS	9300-34800-4600	30	26	04
2	RS	9300-34800-4200	74	57	17
3	E & RC	9300-34800-2800	31	33	+02
Total			135	116	19

No. of posts identified as surplus for surrender: -

Gr. 'C' =34 posts

Gr. 'D' =Nil posts

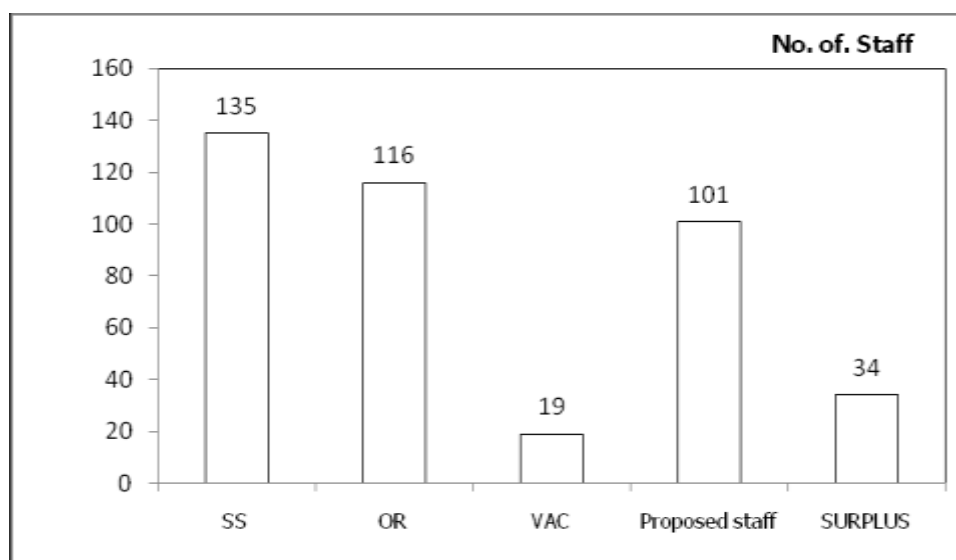
Total =34 posts

FINANCIAL IMPLICATIONS

Anticipated recurring savings = Rs. 293.91 lakh per annum.

Capital saving = Nil

Total = Rs. 293.91 lakh per annum



I N D E X

S.N.	Contents	Pages	
		From	To
1	Synopsis	4	4
2	Summary of recommendations	5	5
3	Acknowledgement	6	6
4	Introduction	7	8
5	Brief description, staff position, Workload, Critical analysis, proposed staff and recommendations.	9	36
6	Financial implications	37	37
	Productivity	38	38
7	Work Study Detailed Chart	39	39
8	List of Annexure	39	39

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 Ambala 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 34 posts of E&RC staff working over Ambala 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. 293.91 Lakh 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 34 posts of Reservation staff working at different locations over Ambala division in different categories & grades are identified as surplus and recommended for surrender as follow:</p> <table border="1"> <thead> <tr> <th>Sr No</th><th>Category</th><th>Grade</th><th>Surplus Posts</th></tr> </thead> <tbody> <tr> <td>1</td><td>RS</td><td>9300-34800-4200</td><td>17</td></tr> <tr> <td>2</td><td>E&RC</td><td>5200-20200-2800</td><td>17</td></tr> <tr> <td></td><td>Total</td><td></td><td>34 Posts</td></tr> </tbody> </table>	Sr No	Category	Grade	Surplus Posts	1	RS	9300-34800-4200	17	2	E&RC	5200-20200-2800	17		Total		34 Posts	2.6.3	ADRM/UMB Sr.DCM/UMB Sr. DPO/UMB
Sr No	Category	Grade	Surplus Posts																
1	RS	9300-34800-4200	17																
2	E&RC	5200-20200-2800	17																
	Total		34 Posts																

ACKNOWLEDGEMENT

The team is highly thankful to Shri Kuldeep Singh, ADRM/UMB, Mrs. Praveen Gaur Dwivedi, Sr. DCM/UMB, Sh Ajay Kumar Handa DCM/UMB, Shri Rajeev Bajaj, Sr. DPO/UMB and other functionaries for their valuable guidance and co-operation in providing relevant data/information to the team during the conduct of study.

1.0.0 INTRODUCTION

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

1.2.0 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.

1.3.0 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.

- 1.4.0 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.
- 1.5.0 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.
- 1.6.0 Keeping in view above, a work study as assigned by SDGM on "Review of Reservation (E&RC) staff working at Reservation Offices over Ambala division." in order to optimize utilization of manpower and identify the surplus staff wherever existed for surrender/redeployment has been conducted.

1.7.0 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.

1.8.0 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

Ambala is an important division of Northern Railway. It covers an area approx. 1478 route kilometer over the division. It is situated on route of Delhi-Kalka via UMB-CDG, Delhi-BTI via Jind and Delhi- Saharanpur via MTC, Ambala- Amb Andora via NLDM. It is also connected to LDH directly via CDG. The stations of tourist/business importance like KLK, Shimla, Chandigarh, Ambala etc also come under Ambala division.

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

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

2.2.0 STATEMENT SHOWING CMI WISE, STATION WISE STAFF POSITION OF CRS, RS AND E&RC OF COMMERCIAL DEPTT OVER UMB DIVISION

Table No. I

S. No	Section of CMI	Station	CRS			RS			E & RC			Total		
			S/S	O/R	Vac	S/S	O/R	Vac	S/S	O/R	Vac	S/S	O/R	Vac
1	CMI/SRE	SRE	3	1	2	6	3	3	4	5	+1	13	9	4
2		YJUD	1	1	0	3	2	1	1	2	+1	5	5	0
3		NAHAN	0	0	0	1	1	0	0	0	0	1	1	0
4		BARARA	0	0	0	1	0	1	0	0	0	1	0	1
5	CMI/UMB	UMB	5	4	1	10	11	+1	7	5	2	22	20	2
6		UBC	1	0	1	1	2	+1	1	0	1	3	2	1
7	CMI/CCN	DRM	1	1	0	3	3	0	5	5	0	9	9	0
8	CMI/PC	Office	2	2	0	1	1	0	0	0	0	3	3	0
9	CMI/PRS	UMB	1	1	0	0	0	0	0	0	0	1	1	0
10	CMI/CDG	CDG	4	4	0	14	10	4	3	4	+1	21	18	3
11		CBO/CDG	2	2	0	5	7	+2	3	1	2	10	10	0
12		SASN	0	0	0	1	0	1	0	0	0	1	0	1
13	CMI/SML	KLK	1	1	0	3	3	0	1	1	0	5	5	0
14		SML	1	1	0	3	1	2	1	2	+1	5	4	1
15		DMP	0	0	0	1	1	0	0	0	0	1	1	0
16		SOLAN	0	0	0	0	1	+1	0	0	0	0	1	+1
17	CMI/PTA	PTA	2	4	+2	5	1	4	0	1	+1	7	6	1
18		RPJ	1	1	0	0	0	0	0	0	0	1	1	0
19	CMI/DUI	DUI	0	1	+1	1	1	0	1	0	1	2	2	0
20		SAG	1	0	1	0	0	0	0	1	+1	1	1	0
21	CMI/BTI	BTI	1	1	0	5	3	2	1	1	0	7	5	2
22		BNN	0	0	0	1	0	1	0	1	+1	1	1	0
23		MET	0	0	0	1	0	1	0	1	+1	1	1	0
24	CMI/ABS	ABS	0	0	0	2	0	2	1	3	+2	3	3	0
25	CMI/RPAR	NLDM	0	0	0	1	1	0	0	0	0	1	1	0
26		UHL	1	0	1	0	1	+1	0	0	0	1	1	0
27		HAMIRPUR	1	0	1	0	0	0	0	0	0	1	0	1
28		BLSP	1	0	1	0	0	0	0	0	0	1	0	1
29		AADR	0	0	0	1	0	1	0	0	0	1	0	1
30		RPAR	0	0	0	1	1	0	1	0	1	2	1	1
31	CMI/SIR	SIR	0	0	0	1	2	+1	1	0	1	2	2	0
32		GVG	0	1	+1	1	0	1	0	0	0	1	1	0
33		KNN	0	0	0	1	1	0	0	0	0	1	1	0
Total			30	26	4	74	57	17	31	33	+2	135	116	19

The above table reveals that on roll strength of reservation staff is 116 against the sanctioned strength of 135 and 19 posts are lying vacant.

2.3.0 STATENMENT SHOWING PRS LOCATIONS/COUNTERS OVER AMBALA DIVISION

S. No	Section of CMI	Station	No. of available counters
1	CMI/SRE	SRE	03
2		JUD	02
4		BARARA	01
5	CMI/UMB	UMB	02
6		UMB	01
7		UBC	01
8	CMI/CDG	CDG	04
9		CDG	01
10		CBO/CDG Sec-17	04
11		SASN/Mohali	01
12	CMI/SML	KLK	02
13		KLK	01
14		SML	03
15		DMP	01
16		SOLAN	01
17	CMI/PTA	PTA	02
18		RPJ	01
19	CMI/DUI	DUI	01
20		SAG	01
21	CMI/BTI	BTI	02
22		BNN	01
25		MET	01
26	CMI/ABS	ABS	01
27	CMI/RPAR	NLDM	01
28		UHL	01
29		AADR	01
30		RPAR	01
31	CMI/SIR	SIR	01
32		GVG	01
33		KNN	01
	Total		45

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

2.3.1 Non Cash Locations

S N	Location	No of Counters	Remarks
1	JUDW	01	Manned by W/S staff
2	DCW/PTA	01	
3	DRM OFF UMB	01	Manned by Comm Staff

2.3.2 UTS cum PRS Stations:

S. No	Section of CMI	Station	No. available counters	Remarks
1	CMI/SRE	BARARA	01	UTS/PRS
2	CMI/RPAR	Kurali	01	
3		Kiratpur Sahab	01	
4		Anandpur Sahab	01	
5		AADR	01	
6	CMI/PTA	Nabha	01	
7	CMI/BTI	Tapa	01	
8		PUL	01	
9		LHA	01	
10	CMI/ABS	GDB	01	
11		Malout	01	
12	CMI/SAG	Sunam	01	

2.3.3 NON RAIL HEAD LOCATIONS

1	BILASPUR	01	Manned by Rly staff
2	MANDI	01	Manned by Non-Rly staff
3	REKONG PEO	01	
4	HAMIRPUR	01	Manned by Rly staff
5	NAHAN	01	

2.3.4 INDIA POST LOCATIONS

1	India Post/PRS PGI CDG	01	Manned by Post Office Staff
2	India Post/PRS Sec 47 CDG	01	
3	India Post/PRS Sec 22 CDG	01	
4	India Post/PRS Sec 17 CDG	01	
5	India Post/PRS Panchkula	01	
6	India Post/PRS PTA	01	
7	India Post/PRS Sec 55 Mohali	01	

2.3.5 DEFENCE LOCATIONS

1	Kharga PRS/UMB	01	Manned by Defence Staff
2	Chandi Mandir	01	
3	Bathinda Cantt	01	
4	Nethpa Jhakri Cantt	01	

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

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

2.4.0 WORKLOAD:-

The team collected the workload in terms of number of reservation slips dealt, number of passengers booked and earning of last three F Yrs from different PRS locations over Ambala division. The detailed position of workload is tabulated as under.

Table-II

1. Saharanpur (SRE)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt/day	% (-) reduction/(+) increase
*2015-16	251748	690	100
2016-17	222861	611	-11.45%
2017-18	211806	580	-15.94%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt/day	% (-)reduction/(+)increase
*2015-16	437242	1198	--
2016-17	394624	1081	-9.76
2017-18	381571	1045	-12.77
(iii) Total earnings			
Year	Total earnings (In Rs.)	Earning/day (In Rs.)	% (-) reduction/(+) increase
*2015-16	168259210	460984	--
2016-17	158584565	434478	-5.75
2017-18	150706728	412895	-10.43
2. Yamuna Nagar (YJUD)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt/day	% (-) reduction/(+) increase
*2015-16	135089	370	--
2016-17	122245	335	-9.46%
2017-18	125717	344	-7.03%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt/day	% (-) reduction/(+) increase
*2015-16	270801	742	--
2016-17	247088	677	-8.76%
2017-18	253781	695	-6.33%
(iii) Total earning			
Year	Total earnings (In Rs.)	Earning/day (In Rs.)	% (-) reduction/(+) increase
*2015-16	80536915	220649	--
2016-17	90637671	248322	+12.54%
2017-18	94240060	255452	+15.77%

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

3. Ambala Cantt (UMB)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt/day	% (-) reduction/ (+) increase
*2015-16	266617	730	100.00
2016-17	251876	690	-5.48
2017-18	236949	649	-11.09
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt/day	% (-) reduction/ (+) increase
*2015-16	426603	1169	100.00
2016-17	387640	1062	-9.15
2017-18	349189	957	-18.13
(iii) Total earnings			
Year	Total earnings (In Rs.)	Earning/day (In Rs.)	% (-) reduction/ (+) increase
*2015-16	199289794	545999	100.00
2016-17	208055753	570016	+4.39
2017-18	148756715	407553	-25.35
4. Ambala City (UBC)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt/day	% (-) reduction/ (+) increase
*2015-16	76820	210	100.00
2016-17	65702	180	-14.28
2017-18	58218	160	-23.80
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt/day	% (-) reduction/ (+) increase
*2015-16	152096	417	100.00
2016-17	130446	357	-12.93
2017-18	116796	320	-77.11
(iii) Total earnings			
Year	Total earnings (In Rs.)	Earning/day (In Rs.)	% (-) reduction/ (+) increase
*2015-16	63802011	174800	100.00
2016-17	56383840	154476	-11.62
2017-18	50923100	139515	-20.18

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

5. Chandigarh (CDG)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt per day	% (-) reduction/(+) increase
*2015-16	315483	864	100
2016-17	297891	816	-5.55%
2017-18	289756	794	-8.10%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt per day	% (-) reduction/(+) increase
*2015-16	538628	1476	100.00
2016-17	493442	1352	-8.40%
2017-18	479622	1314	-10.97%
(iii) Total earnings			
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% (-) reduction/(+) increase
*2015-16	250036730	685032	100.00
2016-17	239930702	657344	-4.04%
2017-18	219887454	602431	-12.05%
6. Chief booking off Chandigarh (CBO/CDG)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt per day	% (-) reduction/(+) increase
*2015-16	255672	700	100.00
2016-17	207967	570	-18.57%
2017-18	178738	490	-30.00%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt per day	% (-) reduction/(+) increase
*2015-16	492210	1349	100.00
2016-17	405969	1112	-17.57%
2017-18	355896	975	-27.72%
(iii) Total earnings			
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% (-) reduction/(+) increase
*2015-16	248246071	680126	100.00
2016-17	207230326	567754	-16.52%
2017-18	169814281	465245	-31.59%

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

7. Kalka (KLK)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt per day	% (-) reduction/ (+) increase
*2015-16	108238	297	100
2016-17	107831	295	-0.67%
2017-18	100400	275	- 7.40%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt per day	% (-) reduction/ (+) increase
*2015-16	166109	455	100
2016-17	162200	444	-2.42%
2017-18	149912	411	-9.67%
(iii) Total earnings			
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% (-) reduction/ (+) increase
*2015-16	80166046	219633	100
2016-17	80867954	221556	+ 0.87%
2017-18	73219290	200600	-8.66%
8. Shimla (SML)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt per day	% (-) reduction/ (+) increase
*2015-16	71584	196	100
2016-17	62545	171	-12.75%
2017-18	51009	140	-28.57%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt per day	% (-) reduction/ (+) increase
*2015-16	143303	393	100
2016-17	126075	345	-12.21%
2017-18	105738	290	-26.20%
(iii) Total earnings			
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% (-) reduction/ (+) increase
*2015-16	75585863	207085	100
2016-17	65495018	179438	-13.35%
2017-18	54165150	148398	-28.33%

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

9. Dharampur Himachal (DMP)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt per day	% (-) reduction/ (+) increase
*2015-16	23641	65	100
2016-17	21066	58	- 10.76%
2017-18	11854	32	- 50.76%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt per day	% (-) reduction/ (+) increase
*2015-16	40749	112	100
2016-17	36148	99	-11.60%
2017-18	20331	56	-50.00%
(iii) Total earnings			
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% (-) reduction/ (+) increase
*2015-16	26643741	72997	100
2016-17	26883892	73654	+ 0.90%
2017-18	13398675	36709	-49.71%
10. Solan (Solan)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt per day	% (-) reduction/ (+) increase
*2015-16	22271	61	100
2016-17	19301	53	-13.11%
2017-18	15726	43	-29.50%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt per day	% (-) reduction/ (+) increase
*2015-16	45325	124	100
2016-17	31538	86	-30.64%
2017-18	25217	69	-44.35%
(iii) Total earnings			
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% (-) reduction/ (+) increase
*2015-16	20863945	57161	100
2016-17	20562210	56335	-1.44%
2017-18	14906199	40839	-28.55%

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

11. Patiala (PTA)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt per day	% (-) reduction/ (+) increase
*2015-16	187772	521	--
2016-17	159298	436	- 16.31%
2017-18	126039	345	- 33.78%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt per day	% (-) reduction/ (+) increase
*2015-16	351756	964	--
2016-17	303719	832	-13.69%
2017-18	261819	717	-25.62%
(iii) Total earnings			
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% (-) reduction/ (+) increase
*2015-16	138880343	380494	--
2016-17	110296539	302182	+ 20.58%
2017-18	97273543	266503	-29.95%
12. Rajpura (RPJ)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt per day	% (-) reduction/ (+) increase
*2015-16	35876	98	--
2016-17	32317	89	-9.18%
2017-18	31591	87	-11.22%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt per day	% (-) reduction/ (+) increase
*2015-16	77195	211	--
2016-17	69417	190	-9.95%
2017-18	63377	173	-18.00%
(iii) Total earnings			
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% (-) reduction/ (+) increase
*2015-16	43682809	119679	--
2016-17	44493922	121901	+1.86%
2017-18	41827945	114597	-4.24%

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

13. Dhuri (DUI)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt per day	% (-) reduction/ (+) increase
*2015-16	21551	59	100
2016-17	18674	51	- 13.55%
2017-18	17393	48	- 18.64%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt per day	% (-) reduction/ (+) increase
*2015-16	44645	122	100
2016-17	38185	105	-13.93%
2017-18	37161	102	-16.39%
(iii) Total earnings			
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% (-) reduction/ (+) increase
*2015-16	19206999	52622	100
2016-17	16448794	45065	-14.36%
2017-18	15329960	42000	-20.18%
14. Sangrur (SAG)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt per day	% (-) reduction/ (+) increase
*2015-16	40570	111	100
2016-17	30180	83	-25.22%
2017-18	26023	71	-36.03%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt per day	% (-) reduction/ (+) increase
*2015-16	71134	195	100
2016-17	56615	155	-20.51%
2017-18	51736	142	-27.17%
(iii) Total earnings			
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% (-) reduction/ (+) increase
*2015-16	31268303	85667	100
2016-17	25429166	69667	-18.29%
2017-18	22886511	62703	-26.80%

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

15. Bathinda (BTI)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt per day	% (-) reduction/ (+) increase
*2015-16	153519	421	100
2016-17	151437	415	- 1.42%
2017-18	125064	343	- 18.52%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt per day	% (-) reduction/ (+) increase
*2015-16	264232	724	100
2016-17	250369	686	-5.24%
2017-18	207903	570	-21.27%
(iii) Total earnings			
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% (-) reduction/ (+) increase
*2015-16	114663505	314147	100
2016-17	114303541	313160	-0.31%
2017-18	88515508	242508	-22.80%
16. Barnala (BNN)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt per day	% (-) reduction/ (+) increase
*2015-16	37030	101	100
2016-17	33179	91	-9.90%
2017-18	31948	88	-12.87%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt per day	% (-) reduction/ (+) increase
*2015-16	74064	203	100
2016-17	65739	180	-11.33%
2017-18	64473	177	-12.80%
(iii) Total earnings			
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% (-) reduction/ (+) increase
*2015-16	35265472	96618	100
2016-17	31704707	86862	-10.09%
2017-18	31596335	86565	-10.40%

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

17. Abohar (ABS)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt per day	% (-) reduction/ (+) increase
*2015-16	6483	18	100
2016-17	5042	14	-22.22%
2017-18	4251	12	-33.33%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt per day	% (-) reduction/ (+) increase
*2015-16	126274	346	100
2016-17	110319	302	-12.71%
2017-18	98223	269	-22.25%
(iii) Total earnings			
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% (-) reduction/ (+) increase
*2015-16	49348414	135201	100
2016-17	44905490	123029	-9.00%
2017-18	39619400	108546	-19.71%

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

18. Malerkotla (MET)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt per day	% (-) reduction/ (+) increase
*2016-17	32849	90	100
2017-18	31007	85	- 5.55%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt per day	% (-) reduction/ (+) increase
*2016-17	65296	179	100
2017-18	61884	170	-5.02%
(iii) Total earnings			
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% (-) reduction/ (+) increase
*2016-17	29411769	80580	100
2017-18	28267136	77444	-3.89%

*Year 2016-17 has been taken as base year.

19. Una Himachal (UHL)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt per day	% (-) reduction/ (+) increase
*2015-16	25807	71	100
2016-17	22848	63	-11.26%
2017-18	21420	59	-16.90%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt per day	% (-) reduction/ (+) increase
*2015-16	48621	133	100
2016-17	39467	108	-18.79%
2017-18	48190	132	-0.75%
(iii) Total earnings			
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% (-) reduction/ (+) increase
*2015-16	18766957	51416	100
2016-17	15599805	42739	-16.87%
2017-18	17836533	48867	-4.95%

20. Nangal Dam (NLDM)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt per day	% (-) reduction/ (+) increase
*2015-16	35848	98	100
2016-17	30327	83	- 15.30%
2017-18	27802	76	- 22.44%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt per day	% (-) reduction/ (+) increase
*2015-16	68491	188	100
2016-17	55865	153	-18.61%
2017-18	53388	146	-22.34%
(iii) Total earnings			
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% (-) reduction/ (+) increase
*2015-16	24682029	67622	100
2016-17	19990830	54769	-19.00%
2017-18	19921040	54578	-19.28%

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

21. Roop Nagar (RPAR)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt per day	% (-) reduction/ (+) increase
*2015-16	46151	126	--
2016-17	42128	115	-8.73%
2017-18	39191	107	-15.07%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt per day	% (-) reduction/ (+) increase
*2015-16	103477	283	--
2016-17	88732	243	-14.13%
2017-18	82140	225	-20.49%
(iii) Total earnings			
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% (-) reduction/ (+) increase
*2015-16	37564750	102917	--
2016-17	34127585	93500	-9.15%
2017-18	32479835	88986	-13.53%

22. Sirhind (SIR)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt per day	% (-) reduction/ (+) increase
*2015-16	23128	63	--
2016-17	19664	54	- 14.28%
2017-18	19223	53	- 15.87%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt per day	% (-) reduction/ (+) increase
*2015-16	46676	128	--
2016-17	41063	113	-11.71%
2017-18	40126	110	-14.06%
(iii) Total earnings			
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% (-) reduction/ (+) increase
*2015-16	19541848	53539	--
2016-17	17821495	48826	-8.80%
2017-18	17130870	46934	-12.33%

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

23. Mandi Govind Garh (GVG)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt per day	% (-) reduction/ (+) increase
*2015-16	30397	83	--
2016-17	26596	73	-12.04%
2017-18	25964	71	-14.45%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt per day	% (-) reduction/ (+) increase
*2015-16	55992	153	--
2016-17	49529	136	-11.11%
2017-18	48475	133	-13.07%
(iii) Total earnings			
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% (-) reduction/ (+) increase
*2015-16	24183500	66256	--
2016-17	22581205	61866	-6.62%
2017-18	21590745	59153	-10.72%
24. Khanna (KNN)			
(i) No of Slips dealt			
Year	No. of res slips dealt	No. of res slips dealt per day	% (-) reduction/ (+) increase
*2015-16	28217	77	--
2016-17	26685	73	-5.19%
2017-18	27563	76	-1.29%
(ii) No. of Passengers dealt			
Year	No. of Passengers dealt	No. of Passengers dealt per day	% (-) reduction/ (+) increase
*2015-16	56204	154	--
2016-17	52815	145	-5.84%
2017-18	57886	159	+3.24%
(iii) Total earnings			
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	% (-) reduction/ (+) increase
*2015-16	24917674	68268	--
2016-17	24446569	66977	-1.89%
2017-18	25587455	70103	+2.68%

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

The above table reveals that the workload of reservation counters in the PRS over Ambala division has been reduced considerably.

2.5.0 **CRITICAL ANALYSIS**

- 2.5.1 The work-study is confined to review the effective and economical utilization of Reservation staff working Commercial department over Ambala division. The team collected the data/information from reservation offices to compare the arising of passenger traffic/Reservation slips dealt/earnings. Due to introduction of I-ticketing, E-ticketing and mobile ticketing from IRCTC has reduced the workload of PRS centers. In Para 2.4.0 table-II shows the actual workload of Reservation counters over Ambala Division.
- 2.5.2 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.
- 2.5.3 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) as per Rly Board's directive issued vide letter No.2010/TG-I/20/P/Counters Dt 01.06.2011. 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.
- 2.5.4 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.
- 2.5.5 The total no. of requisition slips dealt in 2015-16, 2016-17 and 2017-18 are 2199512, 2010509 and 1834652 respectively which shows **8.59% reduction in workload** in the year 2016-17 further it has been reduced to **16.60%** in work load in year 2017-18 with respect to base year 2015-16. It is a reducing trend of Reservation work load through PRS counters over UMB division.
- 2.5.6 Paperless unreserved ticketing through mobiles phone applications which has been launched at several major stations have eased the rush on crowded counters. Currency coin cum Card Operated Automatic Ticket Vending Machines are functioning successfully over Ambala Division. In addition to this about 2600 smart card based ATVMs have also been commissioned. In Ambala division the Commercial department has given terminals to Defence, Post Office, out agency, on Non Railway heads at about 12 locations.

2.6.0 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.

2.6.1 MEASURING TECHNIQUES

The workload and factual status as given in Para 2.4.0 table-II 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 has considered the yard stick i.e. 180 requisition slip/day/shift for assessing the bare requirement of staff for reservation counters as per Rly Board letter No.2010/TG-I/20/P/Counters 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.

2.6.2 YARDSTICK AND REQUIREMENT OF STAFF

The yardstick for assessing the working of Reservation staff on counter duty is 180 requisition Slips/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 2017-18 has been taken into consideration for the calculation of requirement of staff.

1. Saharanpur (SRE)	Yard stick	No. of staff required	Remarks
Avg. no. of requisition slips dealt per day=580	180 requisition slips/Counter /shift	3.22	
CRS Incharge		01	
Charting/ROPD etc.		01	
Face to face enquiry 01 in each shift i.e. 1X3=03		03	
Sub total		8.22	
RG @ 16.50%		1.36	
LR @ 12.5%		1.02	
G. Total		10.6 say 11	
2. Yamuna Nagar (YJUD)			
Avg. no. of requisition slips dealt/day=344	180 requisition slips/Counter /shift	1.91	
CRS Incharge		01.00	
Face to face enquiry		02.00	
Sub total		4.91	
RG @ 16.50%		0.81	
LR @ 12.5%		0.61	
Total.		6.33 Say 6	
3. Ambala Cantt (UMB)			
Avg. no. of requisition slips dealt per day=649	180 requisition slips/Counter /shift	03.60	
CRS Incharge		02.00	
Charting ROPD/Shift supervisor etc.		03.00	
Cash & EDR and stock record		01.00	
Current counters		03.00	
Face to face enquiry 01 in each shift i.e. 1X3=03		03.00	
Sub total		15.60	
RG @ 16.5%		02.57	
LR on @ 12.5%		01.95	
G. Total.		20.12say 20	

4. Ambala City (UBC)			
Avg. no. of requisition slips dealt per day=160	180 requisition slips/Counter /shift	0.88	
RG @ 16.5%		0.15	
LR @ 12.5%		0.11	
G. Total.		1.14 say 01	
5. Chandigarh Station (CDG)			
Avg. no. of requisition slips dealt per day=794	180 requisition slips/Counter /shift	4.41	
CRS Incharge		1.00	
Cash /EDR, Accountal Stock etc.		2.00	
Charting ROPD etc.		1.00	
Face to face enquiry 01 in each shift i.e. 1X3=03		3.00	
Current counters 1x3 shifts		03.00	
Sub total		14.41	
RG @ 16.5%		2.37	
LR @ 12.5%		1.80	
G. Total		18.58 say 19	
6. Chief Booking Office Chandigarh (CBO/CDG)			
Avg. no. of requisition slips dealt per day=490	180 requisition slips/Counter /shift	2.72	
CRS Incharge		1.00	
ROPD/Accountal etc.		2.00	
Total		5.72	
RG @ 16.5%		0.94	
LR @ 12.5%		0.72	
G. Total SAS Nagar		7.38 say 7 1.0	
7. Kalka (KLK)			
Avg. no. of requisition slips dealt per day=275	180 requisition slips/Counter /shift	1.52	Face to face Enquiry by CTI staff
CRS Incharge		1.00	
Charting/ROPD		1.00	
Cash/EDR etc.		1.00	
Sub total		4.52	
RG @ 16.5%		0.74	
LR @ 12.5%		0.56	
G. Total.		5.82 say 6	

8. Shimla (SML)			
Avg. no. of requisition slips dealt per day=140	180 requisition slips/Counter /shift	0.77	Face to face Enquiry by CTI staff
CRS Incharge/ ROPD/Shift supervisor etc.		1.00	
At Shimla mall		1.00	
Cash/EDR etc.		1.00	
Sub total		3.77	
RG @ 16.5%		0.62	
LR @ 12.5%		0.47	
G. Total.		4.86 say 5	
9. Dharampur Himachal (DMP)			
Avg. no. of requisition slips dealt per day=32 *Ref Rly Bd' has directed vide letter no. 2010/ TG-I/20P/ Counter dt. 05.04.2018, at those PRS location whose transactions are less than 100 per counter per shift to provide PRS cum UTS counters at those locations for selling both reserved as well as unreserved tickets by the UTS operator	--	Nil	* PRS cum UTS proposed & should be dealt by UTS operator
10. Solan			
Avg. no. of requisition slips dealt per day=43 *Ref Rly Bd' has directed vide letter no. 2010/ TG-I/20P/ Counter dt. 05.04.2018, at those PRS location whose transactions are less than 100 per counter per shift to provide PRS cum UTS counters at those locations for selling both reserved as well as unreserved tickets by the UTS operator	--	Nil	* PRS cum UTS proposed & should be dealt by UTS operator
11. Patiala (PTA)			
Avg. no. of requisition slips dealt per day=345	180 requisition slips/Counter /shift	1.91	Face to face Enquiry by CTI staff
CRS Incharge		01.00	
Cash/ROPD etc.		01.00	
Sub total		3.91	
RG @ 16.5%		0.65	
LR @ 12.5%		0.48	
G. Total.		5.04 Say 5	

12. Rajpura (RPJ)			
<p>Avg. no. of requisition slips dealt per day=87</p> <p>*Ref Rly Bd' has directed vide letter no. 2010/ TG-I/20P/ Counter dt. 05.04.2018, at those PRS location whose transactions are less than 100 per counter per shift to provide PRS cum UTS counters at those locations for selling both reserved as well as unreserved tickets by the UTS operator</p>	--	Nil	* PRS cum UTS proposed & should be dealt by UTS operator
13. Dhuri (DUI)			
<p>Avg. no. of requisition slips dealt per day=48</p> <p>*Ref Rly Bd' has directed vide letter no. 2010/ TG-I/20P/ Counter dt. 05.04.2018, at those PRS location whose transactions are less than 100 per counter per shift to provide PRS cum UTS counters at those locations for selling both reserved as well as unreserved tickets by the UTS operator</p>	--	Nil	* PRS cum UTS proposed & should be dealt by UTS operator
14. Sangrur (SAG)			
<p>Avg. no. of requisition slips dealt per day=71</p> <p>*Ref Rly Bd' has directed vide letter no. 2010/ TG-I/20P/ Counter dt. 05.04.2018, at those PRS location whose transactions are less than 100 per counter per shift to provide PRS cum UTS counters at those locations for selling both reserved as well as unreserved tickets by the UTS operator</p>	--	Nil	* PRS cum UTS proposed & should be dealt by UTS operator
15. Bathinda (BTI)			
Avg. no. of requisition slips dealt per day =343.	180 requisition slips/Counter /shift	1.90	
CRS Incharge		1.00	
Charting/ROPD/Shift supervisor etc.		1.00	
Face to face enquiry (01 in each shift i.e. 1X2=02)		2.00	
Sub total		5.90	
RG @ 16.5%		0.97	
LR @ 12.5%		0.73	
G. Total.		6.70 Say 7	

16. Barnala (BNN)			
<p>Avg. no. of requisition slips dealt per day=88,</p> <p>*Ref Rly Bd' has directed vide letter no. 2010/ TG-I/20P/ Counter dt. 05.04.2018, at those PRS location whose transactions are less than 100 per counter per shift to provide PRS cum UTS counters at those locations for selling both reserved as well as unreserved tickets by the UTS operator</p>	--	Nil	* PRS cum UTS proposed & should be dealt by UTS operator
17. Abohar (ABS)			
<p>Avg. no. of requisition slips dealt per day=12</p> <p>*Ref Rly Bd' has directed vide letter no. 2010/ TG-I/20P/ Counter dt. 05.04.2018, at those PRS location whose transactions are less than 100 per counter per shift to provide PRS cum UTS counters at those locations for selling both reserved as well as unreserved tickets by the UTS operator</p>	--	Nil	* PRS cum UTS proposed & should be dealt by UTS operator
18. Malerkotla (MET)			
<p>Avg. no. of requisition slips dealt per day=85</p> <p>*Ref Rly Bd' has directed vide letter no. 2010/ TG-I/20P/ Counter dt. 05.04.2018, at those PRS location whose transactions are less than 100 per counter per shift to provide PRS cum UTS counters at those locations for selling both reserved as well as unreserved tickets by the UTS operator</p>	--	Nil	* PRS cum UTS proposed & should be dealt by UTS operator
19. Una Himachal (UHL)			
<p>Avg. no. of requisition slips dealt per day=59</p> <p>*Ref Rly Bd' has directed vide letter no. 2010/ TG-I/20P/ Counter dt. 05.04.2018, at those PRS location whose transactions are less than 100 per counter per shift to provide PRS cum UTS counters at those locations for selling both reserved as well as unreserved tickets by the UTS operator</p>	--	NIL	* PRS cum UTS proposed & should be dealt by UTS operator

20. Nangal Dam (NLDM)			
<p>Avg. no. of requisition slips dealt per day=76</p> <p>*Ref Rly Bd' has directed vide letter no. 2010/ TG-I/20P/ Counter dt. 05.04.2018, at those PRS location whose transactions are less than 100 per counter per shift to provide PRS cum UTS counters at those locations for selling both reserved as well as unreserved tickets by the UTS operator</p>	--	Nil	* PRS cum UTS proposed & should be dealt by UTS operator
21. Roop Nagar (RPAR)			
<p>Avg. no. of requisition slips dealt per day=107</p>	180 requisition slips/Counter /shift	0.59	
Total (including LR, RG)		1.00	
22. Sirhind (SIR)			
<p>Avg. no. of requisition slips dealt per day=53</p> <p>*Ref Rly Bd' has directed vide letter no. 2010/ TG-I/20P/ Counter dt. 05.04.2018, at those PRS location whose transactions are less than 100 per counter per shift to provide PRS cum UTS counters at those locations for selling both reserved as well as unreserved tickets by the UTS operator</p>	--	Nil	* PRS cum UTS proposed & should be dealt by UTS operator
23. Mandi Gobind Garh (GVG)			
<p>Avg. no. of requisition slips dealt per day=71</p> <p>*Ref Rly Bd' has directed vide letter no. 2010/ TG-I/20P/ Counter dt. 05.04.2018, at those PRS location whose transactions are less than 100 per counter per shift to provide PRS cum UTS counters at those locations for selling both reserved as well as unreserved tickets by the UTS operator</p>	--	Nil	* PRS cum UTS proposed & should be dealt by UTS operator

24. Khanna (KNN)			
<p>Avg. no. of requisition slips dealt per day=76</p> <p>*Ref Rly Bd' has directed vide letter no. 2010/ TG-I/20P/ Counter dt. 05.04.2018, at those PRS location whose transactions are less than 100 per counter per shift to provide PRS cum UTS counters at those locations for selling both reserved as well as unreserved tickets by the UTS operator</p>	--	Nil	* PRS cum UTS proposed & should be dealt by UTS operator
25. Bilaspur, Hamirpur and Nahan (Non Rly head location):			
<p>Bilaspur, Hamirpur and Nahan: comes under the supervision of CMI/RPAR and SRE. These locations are far away from Railway stations, the team was apprised that reservations facilities has been provided by Commercial Department to public residing at distant locations and one reservation staff is deployed at each reservation centers. The work study team is of the opinion that the existing system may continue.</p>	1 staff at each location	03	
<p>For Divisional office UMB being a divisional HQ :</p> <p>Commercial control</p> <p>CMI/PC</p> <p>CMI/PRS</p>		<p>5.00</p> <p>3.00</p> <p>1.00</p>	

2.6.3 SUMMARY OF SANCTION STRENGTH, PROPOSED STAFF AND SURPLUS POSTS:

S. No	Section of CMI	Station	S/S	Proposed Staff	Surplus Posts
1	CMI/SRE	SRE	13	11	02
2		YJUD	05	06	-01
3		NAHAN	01	01	0
4		BARARA	01	0	01
5	CMI/UMB	UMB	22	20	02
6		UBC	03	01	02
7	CMI/CCN	DRM Off UMB	09	05	04
8	CMI/PC		03	03	0
9	CMI/PRS		01	01	0
10	CMI/CDG	CDG	21	19	02
11		CBO/CDG	10	07	3
12		SASN/Mohali	01	01	0
13	CMI/SML	KLK	05	06	-01
14		SML	05	05	0
15		DMP	01	0	01
16		SOLAN	00	0	0
17	CMI/PTA	PTA	07	05	02
18		RPJ	01	0	01
19	CMI/DUI	DUI	02	0	02
20		SAG	01	0	01
21	CMI/BTI	BTI	07	07	0
22		BNN	01	0	01
23		MET	01	0	01
24	CMI/ABS	ABS	03	0	03
25	CMI/RPAR	NLDM	01	0	01
26		UHL	01	0	01
27		HAMIRPUR	01	01	0
28		BLSP	01	01	0
29		AADR	01	0	01
30		RPAR	02	01	01
31	CMI/SIR	SIR	02	0	02
32		GVG	01	0	01
33		KNN	01	0	01
Total			135	101	34

The above table reveals that the proposed requirement of staff comes to 101 against the sanctioned strength of 135 and 34 posts of reservation staff in different category and grades identified as surplus and recommended for surrender

RECOMMENDATION NO.1

It is proposed that 34 posts of Reservation staff working at different locations over Ambala division in different categories & grades are identified as surplus and recommended for surrendered as follow:

Sr No.	Category	Grade	Surplus Posts
1	RS	9300-34800-4200	17
2	E&RC	5200-20200-2800	17
	Total		34 Posts

3.00 FINANCIAL IMPLICATIONS

3.1.0 The annual expenditure as per 7th CPC on Reservation staff working at different locations over Ambala division is as under:-

SN	Category	Grade Rs.	Refer Recom. No.	No. of surplus posts	Monthly value per posts in ■	Anticipated annual recurring saving in ■
1	RS	9300-34800-4200	1	17	79073/-	16130892/-
2	E&RC	5200-20200-2800	1	17	65003/-	13260612/-
		Total		34		29391504/-

Gr. 'C' =34 posts

Gr. 'D' =Nil posts

Total =34 posts

Anticipated recurring savings = Rs. 293.91 lakh per annum.

Capital saving = Nil

Total = Rs. 293.91 lakh per annum

4.0.0 PRODUCTIVITY

4.1.0 The total annual expenditure on Sanctioned strength of Reservation staff working over UMB division

SN	Category	Grade Rs.	Monthly value per posts in ■■	S/S	Total annual expenditure in ■■
1	CRS	9300-34800-4600	100206/-	30	36074160/-
2	RS	9300-34800-4200	79073/-	74	70216824/-
3	E&RC	5200-20200-2800	65003/-	31	24181116/-
Total				135	130472100/-

The above table reveals that the railway incurs ■■ 130472100/- per annum on the sanctioned strength of 135 posts of Reservation staff.

4.1.1 The total annual expenditure on proposed strength of Reservation staff working over UMB division

SN	Category	Grade Rs.	Monthly value per posts in ■■	Proposed staff	Total annual expenditure in ■■
1	CRS	9300-34800-4600	100206/-	30	36074160/-
2	RS	9300-34800-4200	79073/-	57	54085932/-
3	E&RC	5200-20200-2800	65003/-	14	10920504/-
Total				101	101080596/-

The above table reveals that after the implementation of the work study report recommendation, the annual expenditure on the proposed staff will come to ■■101080596/-Therefore the annual expenditure will be reduced from ■■130472100/-to ■■101080596/-

WORK STUDY REPORT DETAILED CHART

Department: Commercial

Name of study: Review of Reservation staff working at Reservation centers/PRS over Ambala division.

Activity Centre: Reservation Offices over Ambala 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 etc	The CRS/RS and E& R C staff are deployed at reservation counters for booking of reserved tickets and Enquiry counters.	S/S=135 O/R=116 Vacancy =19	S/S=135 Proposed =101 Surplus =34	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.	Authority letter No. 16-CP/14/WS/2018-19 dt. 28.06.2018	I
2.	Statement showing Sanction and on roll position of Reservation staff working over Ambala division	II

STATEMENT SHOWING CATEGOTYWISE, GRADEWISE STAFF POSITION OF
RESERVATION STAFF WORKING OVER AMBALA DIVISION:

S.N.	Category	Grade	S/S	O/R	Var.
1	CRS	9300-34800-4600	30	26	04
2	RS	9300-34800-4200	74	57	17
3	E & RC	9300-34800-2800	31	33	-02
Total			135	116	19