

**No. G.275/WSSR-121819/2018-19**



**WORK STUDY TO REVIEW THE**  
**COMMERCIAL STAFF STRENGTH OF**  
**BOOKING OFFICE AND PARCEL OFFICE**  
**IN SRR – CAN SECTION - PGT DIVISION**

**SOUTHERN RAILWAY**

**PLANNING BRANCH**

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**BOOKING OFFICE AND PARCEL OFFICE**  
**AT SRR -CAN**  
**PGT DIVISION**

**STUDIED BY**

**WORK STUDY TEAM**  
**OF**  
**PLANNING BRANCH**

**FEB 2019**

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**(i)**  
**ACKNOWLEDGEMENT**

The study team is thankful to the Officers of DRM/PGT, Sr.DCM/PGT, ACM/PGT, CCI/HQ/PGT & Supervisors of respective stations for their valuable suggestions and assistance in conducting the study successfully.

**(ii)**  
**TERMS OF REFERENCE**

Annual Program of work studies for the year 2018 -19 - to review the Commercial Staff strength of Booking Office and Parcel Office at SRR-CAN - PGT Division.

**(iii)**  
**METHODOLOGY**

The following methodology has been adopted while conducting the study.

1. Collection of data
2. Discussion with Officers and Supervisors.
3. Manpower requirement assessed on need basis.
4. Yardstick – wherever applicable

(iv)

**SUMMARY OF RECOMMENDATION****Recommendation :**

The following posts are found surplus between SRR-CAN BO & PO as detailed below, may be surrendered & credited to vacancy bank.

Sl. No	Designation	Pay band	No of posts
1	CC	5200-20200 GP 2000	6
2	Sr CC	5200-20200 GP 2800	9
3	CCC	5200-20200 GP 4200	6
4	CS	5200-20200 GP 4600	4
		Total	<b>25</b>

**CHAPTER – I****1.0 INTRODUCTION**

- 1.1 The Commercial Department of Indian Railways is the only Revenue earning department from all the three resources of goods, passengers and sundry earnings. The revenue from huge sources are assessed, collected and accounted.
- 1.2 The Commercial department of Railways is responsible for sales, marketing and servicing of passenger and goods services efficiently.
- 1.3 Parcel means goods entrusted to a Railway station for carriage by a passenger or parcel train and luggage means the goods of a passenger either carried by him in his charge or entrusted to a Railway Administration for carriage.
- 1.4 Booking Office and Parcel Office / SRR-CAN contributes significantly towards other coaching earnings of the Division.

**CHAPTER-II****2.0 PRESENT SCENARIO**

After commencement of work study a letter sent to Coordinating officer requesting to furnish necessary data for the work study. However despite number of reminders, there was no reply on any data for the work study received till date (22.01.2019). On 23.1.2019 work study team met Sr DCM PGT & CO (ACM/PGT) and appraised about non receipt of data for the work study. During the discussion the Sr DCM PGT has informed that necessary data's are to be collected from field units, accordingly the requisite data were collected from field unit and prepared the draft work study.

2.1 The details of Commercial activities of each station as given in the scope of the study along with the sanctioned strength are indicated below and the S.A.V.E. Statement is enclosed as **Annexure – I**.

**2.2 Staff Strength and their Deployment:****Booking Office / SRR-CAN**

S. No	Station	CS			CCC			Sr.CC			CC			Total		
		Sanction	Actual	Vacancy	Sanction	Actual	Vacancy	Sanction	Actual	Vacancy	Sanction	Actual	Vacancy	Sanction	Actual	Vacancy
1	CAN	3	4	-1	8	2	6	5	8	-3	5	6	-1	21	20	1
2	TLY	1	3	-2	5	4	1	4	3	1	3	0	3	13	10	3
3	JGE	0	0	0	1	1	0	1	0	1	0	1	-1	2	2	0
4	MHE	0	1	-1	3	1	2	1	2	-1	0	0	0	4	4	0
5	BDJ	1	1	0	3	7	-4	2	1	1	3	0	3	9	9	0
6	PYOL	0	0	0	1	1	0	1	0	1	0	1	-1	2	2	0
7	QLD	0	1	-1	3	2	1	1	2	-1	2	0	2	6	5	1
8	CLT	4	3	1	13	12	1	12	3	9	5	11	-6	34	29	5
9	KUL	1	0	1	0	1	-1	2	1	1	1	0	1	4	2	2
10	FK	0	1	-1	2	2	0	2	1	1	0	0	0	4	4	0
11	VLI	0	0	0	1	2	-1	1	1	0	0	0	0	2	3	-1
12	PGI	1	0	1	2	2	0	1	2	-1	1	1	0	5	5	0
13	TA	0	0	0	2	1	1	1	1	0	0	1	-1	3	3	0
14	TIR	2	2	0	5	3	2	3	5	-2	4	3	1	14	13	1
15	KTU	1	3	-2	3	6	-3	2	0	2	2	0	2	8	9	-1
16	PTB	1	2	-1	2	0	2	2	2	0	2	1	1	7	5	2
17	SRR	3	5	-2	9	10	-1	5	5	0	4	1	3	21	21	0
	TOTAL	18	26	-8	63	57	6	46	37	9	32	26	6	159	146	13

**2.3 Activity and Duration:**

1. a) Activities performed by Booking Clerks for issue/cancellation of tickets and any miscellaneous activity and duration for each activity.

Whenever a ticket comes for cancellation, the Booking clerk has to check the genuineness of the ticket first. Then he selects the format for cancellation and he has to feed the UTS number, Fare and number of tickets to be cancelled. Then the system will generate the cancelled ticket. The balance amount is handed over to the Party. Then the Booking Clerk should cross the ticket presented for cancellation and to preserve both.

b) When a Passenger approaches for a journey ticket, the booking clerk should ensure the Station to which the Passenger wants a ticket, and he verifies in the System for the particular station such as class, number of Adults, Number of Child, Senior Citizen if any and the fare for the same will be informed to the Passenger. After getting the fare, he /she enters the Station Code, Number of tickets, Class etc and route also and Press Enter key, for Printing 'Y' has to be pressed to get the Ticket. After printing the ticket, he has to hand over the ticket and also the balance amount if any to the Passenger.

C) When a TTE approaches the Booking Counter, for remittance, the Booking Clerk duly getting the Cash Remittance Memo with Cash and verifies it. Then he goes to Main menu and select the appropriate option for remittance. After printing the ticket, the Booking Clerk has to enter the amount, date, ticket number in the CRM (both) (Miscellaneous ticket)

2. Activities performed by Supervisors daily, period ending and monthly:

The Chief Booking Supervisor on arrival, he has to sign in the Muster Roll and ensure availability of other Staff. After that he has to verify the availability of tickets Rolls for the day. Then he has to ensure the remittance of Cash in the Bank with Cashier and the days' Reports are taken by Accounts Supervisor for Closing of Accounts. After that he has to check the functioning of ATVMS and the working of facilitations, the ticket Stock for UTS and ATVM is maintained by him only. Miscellaneous activities such as Public Enquiry from Office of the Divisional Commercial Manager, Amenities of the Staff should be monitored by him. On arrival



of the Bank Chalan, CBSR has to prepare the Cash remittance Note and sealing of Cash Bag dispatch the same to SMR's Office.

During Period ending, the preparation of SN2 should be ensured by him. And also during Month end Preparation of Balance sheet, Preparation of Returns, to be dispatched promptly to TPJ should also be monitored by him.

Finally, all the ICV items for daily use has to be received and supplied to the Staff then and there also one of his prime duties done by him.

3. Activities performed by Accounts Staff (individual wise) and duration for each activity:

Accounts Supervisor, on arrival should sign the Muster Roll first and also Private Cash declaration. Then he has to check whether Accounts Reports for the day is ready. Then he has to take all the related reports for Accounts. Then with the help of the reports he has to make a summary in the Daily Cash Book column wise. After that he has to check the CRMS available with the TTE Money Statement.

Then he has to prepare the Voucher Remittance Statement for all the Vouchers available duly checking the Statements. After that he has to check the Cancelled, Special cancelled tickets available, with the relevant statements. Then he has to prepare the Daily Balance Sheet in the System and tally it. He has to account all the EAs in the System to get ready for the monthly Balance sheet.

In the meanwhile, he has to prepare SN2 for 3 periods in a month. An also he has to prepare Balance Sheet and Returns every month.

#### 2.4 **Mode of Remittance of Station Earnings :-**

All the Counter Cash in Shifts were handed over to the Cashier with DTC, Concessions, vouchers and TTE CRMS. The same were consolidated and entries were made in the HOB Register. On the following day Statement will be taken for cash Remittance and tallied with Cash book and the amount to be remitted into the Bank will be entered in the Bank Challan Book in triplicate. The Cash will be remitted in the bank and duly signed receipt of the Challan will be given by the Bank. After verifying the records, the Chalan, Vouchers and Cheque were entered in the Voucher Remittance Note and will be kept in a Cash Bag and sealed.

Then the sealed cash bag will be handed over to Station Master on duty with entry in the Cash remittance Book. After receipt of the CR Note duly attested, the same was pasted in the CR Note after verification.

## 2.5 Staff Deployment

Unit	Station	Staff		Shift	Counters	Distribution of staff	Total
Parcel	SRR	Sanction	8	1x1	Out ward	O/W	1
		Availabl e	6	1x3		Platform	3
						RG	1
						CPS	1
	Total						6
UTS	SRR	Sanction	12	2X3	2	UTS	6
		Availabl e	11	Cash		RG	2
						LR	1
						CASH	1
						CBS	1
	Total						11
UTS	PTB	Sanction	7	1X3	1	UTS	3
		Availabl e	6	08HRS TO 16 HRS	1	IUTS	1
						RG	1
						CS	1
Total							6
UTS	TIR	Sanction	14	1X3		UTS-1	3
		Availabl e	13	1X2		UTS-2	2
				1X3		Parcel	3
						RG	2
						LR	1
						CASH/LR	1
						CBS	1
	Total						13

UTS	CLT	Sanction	34	2	3		6
		Availabl e	20	2	1		2
				3	1		3
				1	1		1
						CASH	2
						RG/LR	5
						CS	1
						TOTAL	20
Parcel	CLT	Availabl e	6	3	1	booking	3
				1	1	Delivery	1
						LDG/ UNLDG	1
						CPS/LR	1
						TOTAL	6
UTS	TA	Sanction	3	2	1		2
		Availabl e	3			RG/LR & RG to VLI FOR 2 DAYS	1
						Total	3
UTS	KTU	Sanction	8	3	1		3
		Availabl e	7	2	1		2
						RG	1
						CS	1
						Total	7
IUTS/ Parcel	PGI	Sanction	5	3	1	Booking	3
		Availabl e	6	1	1	IUTS	1
						RG	1
						LR	1
						Total	6
UTS/Parcel	FK	Sanction	4	3	1	Booking	3
		Availabl e	4	1	1	Delivery/ CS/RG/LR	1
						Total	4
UTS	VLI	Sanction	2	1	1	IUTS (05.30- 13.30)	1
		Availabl e	2	1	1	UTS (13.00- 21.00)	1
						Total	2

UTS	KUL	Sanction	3	1	1	UTS (04.30-12.30)	1
		Availabl e	2	1	1	UTS (12.30-20.30)	1
UTS	QLD	Sanction	5	3	1	IUTS	3
		Availabl e	5			RG	1
						CS/LR	1
						Total	5
UTS	PYOL	Sanction	2	1	1	UTS (06.00-14.00)	1
		Availabl e	2	1	1	UTS (13.00-21.00)	1
						Total	2
UTS	BDJ	Sanction	11	3	1	UTS	3
		Availabl e	9	2	1	UTS (6-14 & 14-22)	2
						RG	1
						LR	2
						CS/Parcel/ Goods	1
						Total	9
UTS	MHE	Sanction	4	3	1	UTS	3
		Availabl e	4			RG/RG to JGE	1
						TOTAL	4
UTS	JGE	Sanction	2	1	1	UTS(05.30-13.30)	1
		Availabl e	2	1	1	UTS (13.00-21.00)	1
						TOTAL	2
UTS	TLY	Sanction	12	3	1	UTS	3
		Availabl e	10	2	1	UTS	2
						Parcel	1
						RG	1
						LR	1
						CS/Cash	1
						Sports	1
						TOTAL	10

UTS	CAN	Sanction	17	3	1	UTS	3
		Availabl e	14	2	1	UTS	2
				3	1	UTS/East	3
						RG	2
						LR	2
						CASH	1
						CBS	1
						Total	14
Parcel	CAN	Sanction	6	3	1	Parcel	3
		Availabl e	5			RG	1
						CPS/LR	1
						Total	5

## 2.6 JTBS : Jan Sadaran Ticket Booking Sevaks:

The following stations are having JTBS facilities for passengers:

**1. CAN 2. TLY 3. BDJ 4. CLT 5. PGI 6. TIR 7.KTU 8.SRR**

## 2.7 Details of various Statements Generated in UTS System

1. TTE Money Receipts
2. Sundries and other Earnings
3. Concession (Passengers)
4. Military vouches
5. RTC Concessions
6. M-17 Continuity
7. M-9 Classification
8. SPL Cancellation ( Season tickets)
9. Izzat Concession
10. Service Tax
11. Cancelled Tickets
12. SPL cancelled Tickets
13. Non-Issued Tickets
14. TC –Money Receipts
15. Police Vouchers
16. CST
17. Blank Paper Tickets
18. Summary of Transaction
19. Ticket Information

- 20. Concession Passenger(Season)
- 21. Pay VR Report
- 22. ATVM Reports
- 23. JTBS Reports
- 24. Balance Sheets
- 25. SN2

## **2.8 Details of various Registers maintained at SRR-CAN Booking Office**

- 1. Handing over Book(HOB)
- 2. Daily Trains Cash Book(DTCB)
- 3. Proof Book
- 4. HOC/TOC Register
- 5. Non-Issued Register
- 6. Special cancellation Register
- 7. Coaching Cash Summary Book
- 8. Sundry Statement Register
- 9. SN-2 Register
- 10. JTBS Register
- 11. EA Received Register
- 12. Outstanding Register
- 13. SMG Register
- 14. Missing Tickets Register
- 15. BPT Register
- 16. Bank Challan Book
- 17. Cash Bag Deposit Register
- 18. C.R. Note Book
- 19. Ticket Stock Register
- 20. SMC Register (Smart Cards)
- 21. Missing Tickets Register
- 22. PCDR Register
- 23. ATVM Facilitator Register
- 24. Rooster Book
- 25. JTBS Log Register
- 26. Special Events Register
- 27. System Failure Register

- 28. Special Events Register
- 29. Tools and Plants Register
- 30. Uniform Register
- 31. Time Table Register
- 32. TIA Inspection Register
- 33. Auditor Inspection Register
- 34. Officer Inspection Register
- 35. LEO Register
- 36. Safe Custody Register
- 37. Money Receipt Register
- 38. Staff Grievances Register(GEN)
- 39. User ID Register
- 40. DCI Inspection Register
- 41. Pass/PTO Register
- 42. Staff Grievances Register (SC&ST)
- 43. Staff Grievances Register(OBC)
- 44. UTS CMS Log Book
- 45. Printer Failure Register
- 46. SOB

## 2.9 **Registers / Records kept at the Parcel office/ SRR-CAN**

### **Outwards:**

- 1. Outward parcel cash book - Local
- 2. Outward parcel cash book - Foreign
- 3. Luggage cash book - Local
- 4. Luggage cash book - Foreign
- 5. Main cash book
- 6. Parcel on hand book.
- 7. Unloading Register.
- 8. Loading Register- Train wise and Destination wise – 10 Nos.
- 9. UTM (M&DG Report)
- 10. Over carried Register.
- 11. TP Register.
- 12. Cash Acknowledgement Register.

**Inwards:**

1. Parcel delivery book - Local
2. Parcel delivery book - Foreign
3. Perishable delivery book.
4. Weighment system delivery book.
5. Lease delivery book.
6. Lease Loading Register.
7. Vehicle Removal Memo (VRM).
8. Wharfage cash book.
9. Shortage cash book.
10. Parcel on hand register – Local
11. Parcel on hand register – Foreign
12. Reweighment Register.
13. Messages book.
14. NR Register.
15. Auction register.
16. Inventory register.
17. OD register.
18. Parcel coaching cash book.
19. Outsourcing register - 2 Nos.
20. Officers' Inspection Register.
21. CCI Inspection Register.
22. Undelivered parcel Register.
23. Unconnected parcel Register.
24. Sundry stock.
25. Daily earnings Register.
26. Indemnity Bond Register.
27. EA accountal Register.
28. Statistics register.
29. Private cash Declaration register.
30. ICV stock register.
31. WDRF register.
32. Sales tax / Seizure register.
33. Stamp register.
34. Un remarked lease parcel register.
35. Lease remittance register.
36. Lease contract staff on duty register.
37. Commodity wise register – Outward.
38. Commodity wise register – Inward.
39. TIA Inspection Register.
40. T&P register.

2.10 The main commodities dealt at Parcel office are:



Tread rubber, Arecanets, fish, Two wheelers, electrical goods readymade dresses,  
Registered News papers, Egg, Betel leaves, Cloths

### **Registers maintained at inward Parcel Office**

- Local delivery book
- Foreign delivery book
- Re weighment register
- Sunday stock register
- Inward cash book
- Inward hoc register
- Partial delivery certificate register
- Disposal point
- Lost property
- Auction sales register
- NR cell register

### **Register maintained in outward Parcel Office**

- Local Outward Cash Book
- Foreign Outward Cash Book
- Local Lt
- Foreign Lt
- Hcd
- General
- South Gr Book
- North Gr Book
- TP Hoc Register
- Unloading Register
- UTM
- Lt Delivery Register
- Perishables Delivery Register
- Lease Delivery Register
- RNP Delivery Register

### **Activity Inward**

- Checking All The Inward Parcels Unloaded And Making Entry In The Respective Delivery Books.
- Checking The Scales In Booking, Re Weighment
- Marking Delivery In Delivery Books
- Including Removal Of Parcel

- Collection Of Wharfage If Any
- Detecting Undercharges Etc
- Checking Railway Receipts
- Checking Of Total Cash Collection And Remittance

### **Accounts & Returns Activity :**

- ✓ Checking Of PWB Issued, Accounted And Correct Remittance Local, Foreign, LLT, FLT, HCD, CR
- ✓ Accounting In Respective Registers
- ✓ Checking The Remittance Particulars Shift Wise Raising Charges Of Short Collection
- ✓ Summing Up Of Head-wise Collection Period Ending, Month Ending
- ✓ Preparation Of Returns
- ✓ Staff Management, Attending Enquiry Complaints
- ✓ Preparation Of NDA/NHA/LAP/Absentees Statement
- ✓ Issue Of Passes, PTO
- ✓ Maintenance Of Disposal Point Register, Lost Property Office Register, Receipt Of Undelivered Parcels From The Sections
- ✓ Maintenance Of Auctioning.

### **Inward**

- ✓ Wharfage Returns
- ✓ Foreign Undercharge Returns
- ✓ Local Under Charge Returns

### **Outward**

- ✓ Local Outward Returns Checking With Accounts Foils
- ✓ Foreign Outward Returns Checking With Accounts Foils
- ✓ Local Lt Outward Returns Checking With Accounts Foils
- ✓ Foreign Lt Outward Returns Checking With Accounts Foils
- ✓ Hcd Outward Returns Checking With Accounts Foils
- ✓ Cancellation Charge Returns
- ✓ Lease Returns Local
- ✓ Lease Returns Foreign
- ✓ Service Tax Returns
- ✓ Cash Value Receipt Returns
- ✓ Excess Booking Returns
- ✓ Demurrage Charge Returns
- ✓ Penalty Charge, Punitive Charge Returns
- ✓ Miscellaneous Cash Collected Return
- ✓ Outstanding.
- ✓ Weighment Of Parcels
- ✓ Checking The Forwarding Notes

- ✓ Calculation Of Freight
- ✓ Issuance Of Railway Receipts
- ✓ Accounting Freight ,Development Charge, Service Tax And Remittance

#### **Transshipment And Dispatch :**

- ✓ Attending The SLR Of Each Train
- ✓ Inventory Of Parcels Unloaded
- ✓ Making Entry in Unloading Register, TP Register, Inward Register In Both Ends Of Trains
- ✓ Supervision Of Loading Of Parcels No, Mark Etc And Making Entry in GR Book

#### **Parcel Leased Traffic :**

One SLR and One SLRD by Train no.22852 between MAQ & SRC.

Parcel Handling Contractors are available at TIR, SRR, CLT & CAN for handling parcels.

In other stations, Licensed Coolie porters are engaged for handling parcels.

### **CHAPTER – III**

#### **3.0 CRITICAL ANALYSIS**

- 3.1 The Commercial Department is the main revenue collecting entry for Indian Railways. The harnessed resource is accounted and credited to the general revenues as gross receipts.
- 3.2 As a major employer, the main crunch in the building is the expenditure on establishment for Zonal Railways. This needs pruning at stages possible and mostly

in non-safety categories. Though, there have been modifications, improvement in technology, application and facilitation, these have to be translated in terms of manpower planning. Wherever technological advancement has been enforced, the same should be implemented and result achieved.

- 3.3 Since the workload at booking office and parcel office counter is not uniform in nature i.e., during peak hours, the issue of ticket is continuous and during non-peak hours, the counters are idle, the staff requirement is arrived on need base wherever necessary.

-

It is seen from Railway Board letter no. 2013/TG IV/10/PA/Policy dated 23.09.2013 (enclosed as **Annexure - V**) that the yardstick for booking office has been enhanced to 1000 tickets per shift per counter in peak hour from the earlier yardstick of 800. Even though the sample survey shows i.e it is feasible to issue 1100 to 1200 per shift per counter during peak hours.

3.4 **Booking Office - Group "C"**

1000 UTS tickets in a shift of 8 hours

1200 platform tickets in a shift of 8 hours

120 season tickets in a shift of 8 hours

**Parcel Office - Group "C"**

50 Way Bills booked in a shift of 8 hours

100 deliveries made in a shift of 8 hours

3.5 **Requirement of Staff at SRR-CAN Calculated based on 2016-17 & 2017-18 years:-**

3.5.1 **SRR:**

SRR is having both Booking UTS counters and Parcel office.

**Requirement of Staff /SRR:**

There are two counters available. Both the counters are operated round the clock.

Hence,  $2 \times 3 = 6$  staff required to man the counters.

Average number of UTS tickets issued per day is  $(2135963+1907374)/730 = 5539$ .

No. of shifts required to issue 5539 tickets per day is  $5539/1000 = 5.34$

Average number Season tickets (UTS) issued per day is  $(13446+12231)/730=35.17$

No. of shifts required to issue 35.17 season tickets =  $35.17/120=0.29$  shift.

Total number of shifts required as per yard stick for both UTS tickets and UTS season tickets per day is  $5.34+0.29=5.63$  shifts.

At present there are 6 staff available in Parcel office against the sanctioned strength of 8.

Out wards parcel office issues around 45 PWBs per day. As per yard stick 50 PWBs are to be dealt in a shift of 8 hours. Hence,  $45/50=0.9$  shift.

Inward parcel office delivers around 45 cases per day. As per yard stick 100 deliveries to be made in a shift of 8 hours. Hence, to deal 45 deliveries,  $45/100=0.45$  shift is required.

Total number of staff required for Parcel office is  $0.9+0.45 = 1.35$  staff.

Man Power requirement for SRR:

Booking office	-	Counters	-	6 staff
Cash	-		-	1 staff
CBS/Incharge	-		-	1 staff
Accounts	-		-	1 staff
Parcel office	-		-	2 staff
CPS incharge	-		-	1 staff
Total	-		-	12 staff
RG	16.66 %	-	-	2 staff
LR	15 %	-	-	2.1 staff
Total		-	-	16.1 staff say 16 staff

	Sanction	Actual	Requirement	Surplus
SRR	21	17	16	5

### 3.5.2 PTB:

PTB is having IUTS counters only.

#### Requirement of Staff /PTB:

There are two counters available. one counter is operated round the clock and one counter is operated in 08-16 hrs one shift.

Hence, 4 staff required to man the counters.

Average number of UTS tickets issued per day is  $(33446+390972)/730 = 993$ .

No. of shifts required to issue 993 tickets per day is  $993/1000 = 0.99$

Average number Season tickets (UTS) issued per day is  $(3431+2905)/730=8.67$

No. of shifts required to issue 8.67 season tickets =  $8.67/120=0.07$  shift.

Out wards parcel office issues around 1 PWB per day and Inward parcel office delivers around 10/day. As per yard stick  $(1/50 + 10 /100) =0.12$  shift

Total number of shifts required as per yard stick for both IUTS tickets, UTS season tickets, Parcel and PRS (allowed one staff) per day is  $0.99+0.07+0.12+1=2.18$  shifts and

Man Power requirement for PTB:

Booking office	- Counters	-	3 staff
CBS/Incharge		-	1 staff
RG		-	0.66 staff
LR		-	0.7
Total		-	5.36 staff say 6 staff

	Sanction	Actual	Requirement	Surplus
PTB	7	6	6	1

### 3.5.3 KTU:

KTU is having both Booking & IUTS counters.

#### **Requirement of Staff /KTU:**

There are two counters available. One counter is operated round the clock and one counter is operated in two shifts.

Hence, 5 staff is required to man the counters.

Average number of UTS tickets issued per day is  $(628181+583802)/730 =1660$ .

No. of shifts required to issue 1660 tickets per day is  $1660/1000 = 1.66$

Average number Season tickets (UTS) issued per day is  $(13758+13326)/730=37.10$

No. of shifts required to issue 37 season tickets =  $37/120=0.31$  shift.

Out wards parcel office issues around 8 PWBs per day and Inward parcel office delivers around 6 per day. As per yard stick  $(8/50+6/100)=0.22$  shift

Total number of shifts required as per yard stick for both IUTS tickets, UTS season tickets , Parcel and PRS(allowed one staff) per day is  $1.66+0.31+0.22+1=3.13$  say 4 shifts and 4 staff are allowed.

Man Power requirement for KTU:

Booking office	- Counters	-	4 staff
CBS/Incharge		-	1.00
RG		-	0.83
LR		-	0.87

Total - 6.7 say 7 staff

	Sanction	Actual	Requirement	Surplus
KTU	8	7	7	1

#### 3.5.4 TA :

TA is having both Booking & IUTS counters .

##### **Requirement of Staff /TA:**

There is one counter available. One counter is operated in two shifts.

Hence, 2 staff required to man the counters.

Average number of UTS tickets issued per day is  $(403798+382824)/730 = 1077$

No. of shifts required to issue 1077 tickets per day is  $1077/1000 = 1.08$

Average number Season tickets (UTS) issued per day is  $(5371+4687)/730=13.77$

No. of shifts required to issue 14 season tickets =  $14/120 = 0.12$  shift

Total number of shifts required as per yard stick for UTS tickets, UTS season tickets , and PRS per day is  $1.08+0.12+0.8=2$  shifts and  
2 staff is allowed.

(No parcel traffic handled in this station)

Man Power requirement for TA:

Booking office - Counter - 2 staff  
RG/LR - 1 staff

Total - 3 staff

	Sanction	Actual	Requirement	Surplus
TA	3	2	3	0

#### 3.5.5 TIR:

TIR is having Booking ,UTS counters and Parcel office.

##### **Requirement of Staff /TIR:**

There are two counters available. One counter is operated round the clock and one counter is operated in two shifts. Hence, 5 staff is required to man the counters.

Average number of UTS tickets issued per day is  $(1326172+1301980)/730 = 3600$ .

No. of shifts required to issue 993 tickets per day is  $3600/1000 = 3.6$

Average number Season tickets (UTS) issued per day is  $(22775+22766)/730=62.38$

No. of shifts required to issue 63 season tickets =  $63/120=0.53$  shift.

Out wards parcel office issues around  $(13949+13939)/730 = 38$  PWBs per day and Inward parcel office delivers around  $(54730+44217)/730 = 135$  cases per day. As per yard stick  $38/50+135/100=1.73$  shift

Total number of shifts required as per yard stick for both UTS tickets, UTS season tickets and Parcel per day is  $3.6+0.53+1.73=5.87$

Man Power requirement for TIR:

Booking office & Parcel office	-	6 staff
Cash	-	1.00
CBS/Incharge	-	1.00
RG	-	1.33
LR-	-	1.40
Total	-	10.73 staff say 11 staff

	Sanction	Actual	Requirement	Surplus
TIR	14	13	11	3

### 3.5.6 PGI :

PGI is having both Booking & IUTS counters.

#### Requirement of Staff /PGI:

There are two counters available. One counter is operated round the clock and one counter is operated in 08-16 hrs one shift.

Hence, 4 staff required to man the counters.

Average number of UTS tickets issued per day is  $(502654+498399)/730 = 1371$ .

No. of shifts required to issue 993 tickets per day is  $1371/1000 = 1.37$

Average number Season tickets (UTS) issued per day is  $(9520+8837)/730=25.14$

No. of shifts required to issue 25.17 season tickets =  $26/120=0.21$  shift.

Out wards parcel office issues around 25 PWBs per day and Inward parcel office delivers around 50 cases per day. As per yard stick  $25/50+50/100=0.5$  shift

Total number of shifts required as per yard stick for both UTS tickets, UTS season tickets, Parcel,PRS per day is  $1.37+0.21+0.5+0.92= 3$  shifts and 3 staff are allowed.



Man Power requirement for PGI:

Booking office - Counters - 3 staff  
 CBS/Incharge - 1 staff  
 LR/RG - 1 staff  
 Total - 5 staff

	Sanction	Actual	Requirement	Surplus
PGI	5	5	5	0

### 3.5.7 VLI:

VLI is having only UTS counters (No parcel bookings and PRS )

#### Requirement of Staff /VLI:

There are two counters available. one counter is operated in two shift. Hence, 2 staff required to man the counters.

Average number of UTS tickets issued per day is  $(58631+55106)/730 = 156$

No. of shifts required to issue 156 tickets per day is  $156/1000 = 0.16$

Average number Season tickets (UTS) issued per day is  $(2863+2609)/730=7.5$

No. of shifts required to issue 7.5 season tickets =  $7.5/120=0.07$  shift.

No Parcel traffic at VLI

Total number of shifts required as per yard stick for both UTS tickets and UTS season tickets per day is  $0.16+0.07=0.23$  say 1 shifts and 1 staff is allowed including LR & RG.

Man Power requirement for VLI:

Booking office - Counter - 1 staff

	Sanction	Actual	Requirement	Surplus
VLI	2	2	1	1

### 3.5.8 FK:

FK is having Parcel Booking & IUTS counters.

#### Requirement of Staff /FK:

There is one counter available. one counter is operated round the clock  
Hence, 3 staff required to man the counters.

Average number of UTS tickets issued per day is  $(386043+383139)/730 = 1053$ .

No. of shifts required to issue 993 tickets per day is  $1053/1000 = 1.06$

Average number Season tickets (UTS) issued per day is  $(7910+7242)/730=20.76$

No. of shifts required to issue 20.76 season tickets =  $20.76/120=0.18$  shift.

Out wards parcel office issues around 3 PWBs per day and Inward parcel office delivers around 116 cases per day. As per yard stick  $(3/50+116/100)=1.22$  shift

Total number of shifts required as per yard stick for both UTS tickets, UTS season tickets , Parcel and PRS per day is  $1.06+0.18+1.22+0.56= 3$  shifts and 3 staff are allowed.

Man Power requirement for FK:

Booking office	- Counters	-	3 staff
LR/RG		-	1 staff
Total		-	4 staff

	Sanction	Actual	Requirement	Surplus
FK	4	4	4	0

### 3.5.9 KUL :

KUL is having Parcel Booking & IUTS counters.

#### Requirement of Staff /KUL :

One counter is operated in two shifts. Hence, 2 staff required to man the counters.

Average number of UTS tickets issued per day is  $(93598+83292)/730 = 242$ .

No. of shifts required to issue 242 tickets per day is  $242/1000 = 0.25$

Average number Season tickets (UTS) issued per day is  $(277+246)/730=0.72$

No. of shifts required to issue 0.72 season tickets =  $0.72/120=0.01$  shift.

Out wards parcel office issues around 1 PWBs per day and Inward parcel office delivers around 27 cases per day. As per yard stick  $1/50+27/100=0.29$  shift.

Total number of shifts required as per yard stick for both UTS tickets, UTS season tickets , Parcel and PRS is  $0.25+0.01+0.29+0.45= 1$  shifts and 1 staff are allowed.

Man Power requirement for KUL:

Booking office	- Counters	-	1 staff
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LR/RG - 1 staff

Total - 2 staff

Man Power requirement for KUL:

	Sanction	Actual	Requirement	Surplus
KUL	4	2	2	2

### 3.5.10 : CLT :

CLT is having UTS counters and Parcel offices.

#### **Requirement of Staff /CLT:**

There are three Counters in the main entry and two in Second Entry, apart from this one split counter in each entry is functioning. In this Station, 3 ATVM and 10 JTBS are functioning.

Average number of UTS tickets issued per day is  $(3196501+3007971)/730 = 8500$ .

No. of shifts required to issue 8500 tickets per day is  $8500/1000 = 8.5$  shifts

Average number Season tickets (UTS) issued per day is  $(43347+43103)/730 = 118$

No. of shifts required to issue 118 season tickets  $= 118/120 = 0.98$  shift or Say 1 Shift

Total number of shifts required as per yard stick for UTS tickets, UTS season tickets per day is  $8.5 + 1 = 9.5$  say 4 shifts and 4 staff are allowed.

Booking Counter	: 10 Staff
Cash	: 1
Accounts	: 1
CBS/ Incharge	: 1
RG	: 2.16
LR	: 2.27

Total Staff : 17.43 say 18 Staff

Out ward parcel office issues around 90 PWBs per day and Inward parcel office delivers around = 350 per day.

As per yard stick,  $90/50 + 350/100 = 4.4$  shift.

Inward and Outward PWB	: 5 Staff
RG	: 0.83
CPS/ Incharge	: 1.00
LR	: 1.02
Total Staff	: 7.85 Staff say 8 staff
Total Booking Office & Parcel Office (18+8)	: 26 Staff

	Sanction	Actual	Requirement	Surplus
CLT	34	20	26	8

### 3.5.11 QLD :

QLD is having IUTS counter

**Requirement of Staff /QLD:**

One counter is operated round the clock

Hence, 3 staff required to man the counters.

Average number of UTS tickets issued per day is  $(431830+416971)/730 = 1162$ .

No. of shifts required to issue 1162 tickets per day is  $1162/1000 = 1.16$  shifts

Average number Season tickets (UTS) issued per day is  $(16948+15836)/730=44.9$

No. of shifts required to issue 44.9 season tickets  $=45/120=0.38$  shift

Out wards parcel office issues around 2 PWBs per day and Inward parcel office delivers around 5 per day.

Total number of shifts required as per yard stick per day  $=2/50+5/100=0.09$

Total number of shifts required per day for UTS tickets, UTS season tickets ,Parcel & PRS per day is  $1.16 +0.38 +0.09+1 =2.63$  shifts.

Booking Counter : 3 Staff  
CBS/ Incharge : 1 staff  
LR and RG : 1.45 Staff

Total Staff : 5.45 say 6 staff

	Sanction	Actual	Requirement	Surplus
QLD	6	5	6	0

**3.5.12 PYOL**

**PYOL** is having IUTS counter

**Requirement of Staff /PYOL:**

One counter is operated in two shifts. Hence, 2 staff required to man the counters.

Average number of UTS tickets issued per day is  $(142643+119883)/730 =359$ .

No. of shifts required to issue 360 tickets per day is  $360/1000 = 0.36$  shifts

Average number Season tickets (UTS) issued per day is  $(2206+2013)/730 =6$

No. of shifts required to issue 6 season tickets  $=6/120=0.05$  shift

Total number of shifts required as per yard stick for both UTS tickets, UTS season tickets Parcel & PRS per day is  $0.36+0.05+0.59=1$  shifts and 1 staff are allowed.

Booking Counter : 1 Staff  
LR/RG/Incharge : 1 staff

	Sanction	Actual	Requirement	Surplus
PYOL	2	2	2	0

### 3.5.13 **BDJ :**

BDJ is having both parcel Booking & UTS counter

#### **Requirement of Staff /BDJ:**

One counter is operated round the clock and One counter is operated in two shifts.

Hence, 5 staff required to man the counters.

Average number of UTS tickets issued per day is =2143

No. of shifts required to issue 2143 tickets per day is  $2143/1000 = 2.15$  shifts

Average number Season tickets (UTS) issued per day is  $(30502+29423)/730=82.1$

No. of shifts required to issue 82.1 season tickets  $=82.1/120=0.684$  shift

Out wards parcel office issues around 3.2 PWBs per day and Inward parcel office delivers around 5 per day. As per yard stick,  $3.2/50+5/100=0.114$  shift

Total number of shifts required as per yard stick for both UTS tickets, UTS season tickets & Parcel per day is  $2.15+0.68+0.15=2.98$  say 3 shifts and 3 staff are allowed.

Booking Counter	: 3 Staff
CBS/ Incharge	: 1
RG	: 0.67
LR	: 0.93
Total Staff	: 5.6 say 6 Staff

	Sanction	Actual	Requirement	Surplus
BDJ	9	5	6	3

### 3.5.14 **MHE :**

MHE is having Parcel Booking & IUTS counter

#### **Requirement of Staff /MHE:**

One counter is operated round the clock

Hence, 3 staff is required to man the counters.

Average number of UTS tickets issued per day is  $(299181+258155)/730 =763$

No. of shifts required to issue 763 tickets per day is  $763/1000 = 0.77$  shifts

Average number Season tickets (UTS) issued per day is  $(5707+5249)/730=15$

No. of shifts required to issue 15 season tickets  $=15/120=0.13$  shift

Out wards parcel office issues  $(345+338)/730=0.93$  PWB per day and Inward parcel office delivers  $(714+857)/730=2.15$  per day. As per yard stick,  $1/50+3/100=0.03$

shift

Total number of shifts required as per yard stick for both UTS tickets, UTS season tickets & Parcel per day is  $0.77+0.13+0.03=0.93$  say 1 shifts and 1 staff is allowed.

Booking Counter : 1 Staff  
CBS/ Incharge : 1 staff  
LR/RG : 1 Staff

Total Staff : 3 Staff

	Sanction	Actual	Requirement	Surplus
MHE	4	4	3	1

### 3.5.15 JGE :

JGE is having Booking UTS counter

#### **Requirement of Staff /JGE:**

One counter is operated in two shifts

Hence, 2 staff required to man the counters.

Average number of UTS tickets issued per day is  $(36565+30983)/730 = 92.5$

No. of shifts required to issue 92.5 tickets per day is  $92.5/1000 = 0.09$  shifts

Average number Season tickets (UTS) issued per day is  $(596+533)/730=1.55$

No. of shifts required to issue 2 season tickets  $=2/120=0.02$  shift

Total number of shifts required as per yard stick for both UTS tickets & UTS season tickets per day is  $0.09+0.02=0.11$  say 1 shifts and 1 staff are allowed.

Booking Counter including LR & RG : 1 Staff

Total Staff : 1 Staff

Note: The issue of ticket in this station is very less, hence it may be handed over **to SMs,**

	Sanction	Actual	Requirement	Surplus
JGE	2	2	1	1

### 3.5.16 TLY :

TLY is having Booking UTS counter and Parcel

**Requirement of Staff /TLY:**

One counter is operated round the clock and One counter is operated in two shifts  
Hence, 5 staff required to man the counters.

Average number of UTS tickets issued per day is =4410

No. of shifts required to issue 4410 tickets per day is  $4410/1000 = 4.4$  shifts

Average number Season tickets (UTS) issued per day is  $(22995)/365=63$

No. of shifts required to issue 63 season tickets = $63/120=0.53$  shift

Out wards parcel office issues around 22 PWBs per day and Inward parcel office delivers around 30 per day. As per yard stick,  $22/50+30/100=0.74$  shift

Total number of shifts required as per yard stick for both UTS tickets, UTS season tickets & Parcel per day is  $4.4+0.53+0.74=5.67$  shifts .

Booking Counter	: 6 Staff
Cash	: 1
CBS/ Incharge	: 1
RG	: 1.33
LR	: 1.39
Total Staff	: 10.72 say 11 Staff

	Sanction	Actual	Requirement	Surplus
TLY	13	10	11	2

**3.5.17 CAN :**

CAN is having Booking UTS counter and parcel office

**Requirement of Staff /CAN:**

One counter is operated round the clock, One counter is operated in two shifts One and counter in eastern entry operated round the clock.

Hence, 8 staff required to man the counters.

Average number of UTS tickets issued per day is  $(3822660+3559959)/730 =10113$

No. of shifts required to issue 10113 tickets per day is  $10113/1000 = 10.12$  shifts

Average number Season tickets (UTS) issued per day is  $(41035+40458)/730=112$

No. of shifts required to issue 112 season tickets = $112/120=0.94$  shift or Say 1 Shift

Total number of shifts required as per yard stick for both UTS tickets, UTS season tickets per day is  $10.12+1=11.12$  say 11 shifts and 11 staff are allowed.

Booking Counter	: 11 Staff
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Cash : 1 Staff  
 CBS/ Incharge : 1 Staff  
 RG : 2 Staff  
 LR : 2 Staff

Total Staff : 17 Staff

Out wards parcel office issues around = 90 PWBs per day and Inward parcel office delivers around =  $35=35/2=18$  cases per day. As per yard stick,  $108/50=2.2$  shift or Say 3 shifts and 3 Staff are allowed.

Inward and Outward PWB : 3 Staff  
 Luggage & Cloak /LR/RG : 1 Staff

Total Staff : 4 Staff

Total Booking Office & Parcel Office (17+4) :21 **Staff**

	Sanction	Actual	Requirement	Surplus
CAN	21	19	21	0

#### Platform Tickets issued :

Staff requirement for Platform tickets =Total no. of Platform tickets issued  
 between SRR-CAN ( 240 x15 )  
 = 3600/ (1200)  
 = 3 Staff

#### 3.7 Total requirement of commercial staff for SRR-CAN is summarized as under:-

Sl. No	Unit Name	Sanction	Actual	Requirement	Surplus
1	SRR	21	17	16	5
2	PTB	7	6	6	1
3	KTU	8	7	7	1
4	TA	3	2	3	0
5	TIR	14	13	11	3
6	PGI	5	5	5	0
7	VLI	2	2	1	1
8	FK	4	4	4	0
9	KUL	4	2	2	2
10	CLT	34	29	26	8
11	QLD	6	5	6	0
12	PYOL	2	2	2	0
13	BDJ	9	5	6	3
14	MHE	4	4	3	1



15	JGE	2	2	1	1
16	TLY	13	10	11	2
17	CAN	21	19	21	0
	<b>Total</b>	<b>159</b>	<b>134</b>	<b>131</b>	<b>28</b>
18	PF Tickets (SRR-CAN)	0	0	3	-3
Overall Requirement				132	25

**Recommendation :**

The following posts are found surplus between SRR-CAN BO & PO as detailed below, may be surrendered & credited to vacancy bank.

Sl. No	Designation	Pay band	No of posts
1	CC	5200-20200 GP 2000	6
2	Sr CC	5200-20200 GP 2800	9
3	CCC	5200-20200 GP 4200	6
4	CS	5200-20200 GP 4600	4
		<b>Total</b>	<b>25</b>

**CHAPTER – IV****4.0 PLANNING BRANCH'S REMARKS ON CO-ORDINATING OFFICER'S VIEWS**

The work study draft report was handed over on 14.02.2019, to the Co-ordinating Officer to offer his remarks if any within 15 days.

A reminder was also sent on 28.02.2019 to offer his remarks at the earliest on 07.03.2019, and contacted over phone so many times, but no remarks has been offered.

The remarks were not offered upto 05.04.2019. Hence, the work study report is released without the remarks of Co-ordinating Officer.

**CHAPTER – V****5.0 FINANCIAL SAVINGS**

5.1 If the recommendations made in the study report are implemented, the annual recurring financial savings will be as under:

Sl. No	Designation	Pay band	No of posts	Money value (Rs.)	Annual Financial savings (Rs.)
1	CC	5200-20200 GP 2000	6	49486	3562992
2	Sr CC	5200-20200 GP 2800	9	66218	7151490
3	CCC	5200-20200 GP 4200	6	80551	5799672
2	CS	5200-20200 GP 4600	4	102079	4899792
		Total	25		21413946

**ANNEXURE-I****SAVE STATEMENT OF SRR-CAN BOOKING OFFICE AND PARCEL OFFICE**

S. No	Station	CS			CCC			Sr.CC			CC			Total		
		Sanction	Actual	Vacancy	Sanction	Actual	Vacancy	Sanction	Actual	Vacancy	Sanction	Actual	Vacancy	Sanction	Actual	Vacancy
1	CAN	3	4	-1	8	2	6	5	8	-3	5	6	-1	21	20	1
2	TLY	1	3	-2	5	4	1	4	3	1	3	0	3	13	10	3
3	JGE	0	0	0	1	1	0	1	0	1	0	1	-1	2	2	0
4	MHE	0	1	-1	3	1	2	1	2	-1	0	0	0	4	4	0
5	BDJ	1	1	0	3	7	-4	2	1	1	3	0	3	9	9	0
6	PYOL	0	0	0	1	1	0	1	0	1	0	1	-1	2	2	0
7	QLD	0	1	-1	3	2	1	1	2	-1	2	0	2	6	5	1
8	CLT	4	3	1	13	12	1	12	3	9	5	11	-6	34	29	5
9	KUL	1	0	1	0	1	-1	2	1	1	1	0	1	4	2	2
10	FK	0	1	-1	2	2	0	2	1	1	0	0	0	4	4	0
11	VLI	0	0	0	1	2	-1	1	1	0	0	0	0	2	3	-1
12	PGI	1	0	1	2	2	0	1	2	-1	1	1	0	5	5	0
13	TA	0	0	0	2	1	1	1	1	0	0	1	-1	3	3	0
14	TIR	2	2	0	5	3	2	3	5	-2	4	3	1	14	13	1
15	KTU	1	3	-2	3	6	-3	2	0	2	2	0	2	8	9	-1
16	PTB	1	2	-1	2	0	2	2	2	0	2	1	1	7	5	2
17	SRR	3	5	-2	9	10	-1	5	5	0	4	1	3	21	21	0
	TOTAL	18	26	-8	63	57	6	46	37	9	32	26	6	159	146	13