



WORK STUDY TO REVIEW THE
MINISTERIAL STAFF STRENGTH AT
CCM/O/HQ (EXCLUDING CLAIMS &
CATERING)

SOUTHERN RAILWAY

PLANNING BRANCH

G.275 / WSSR- 451718 / 2019-20

WORK STUDY TO REVIEW THE
MINISTERIAL STAFF STRENGTH AT
CCM/O/HQ

STUDIED BY

WORKSTUDY TEAM
OF
PLANNING BRANCH

JUNE 2019

RRR.
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(i)
ACKNOWLEDGEMENT

The work study team conveys its sincere thanks to DY.CCM/PS-I (Co-ordinating Officer), Dy.CCM/FM&R, Dy.CCM/PM, CCI/PM/MMC (Co-ordinating Supervisor), staff of FM&RATES, ,PASSENGER MARKETING, CCM/O/HQ for their co-operation and assistance for conducting and completing the work study.

(ii)
AUTHORITY

Annual Programme of work studies for the year 2017-18 as approved by SDGM.

(iii)
TERMS OF REFERENCE

Work study to review the Ministerial staff strength at CCM/O/HQ.

(iv)
METHODOLOGY

The work study team has applied the following techniques in conducting the work study.

- 1) Collection of Data of Individual Section work load and the present staff strength.
- (2) Observation of working procedure and allocation.
- (3) Analysis of present work load and staff requirement on need base.
- (4) Discussion with Chief OS, OS & other staff of CCM/O/HQ

***.

SUMMARY OF RECOMMENDATIONS**REVISED RECOMMENDATION**

The following ten posts are identified excess to the requirement which may be surrendered and credited to the vacancy bank

Sl.No	Category	Surplus
1	OS	1
2	Sr.Clerk	2
3	Jr.Clerk	4
4	Ch.Typist	3
	Total	10

1.0 INTRODUCTION**1.1 Functions of the Commercial Department.**

1.2 The Commercial Department is responsible for the sale of transportation provided by a railway, for creating and developing traffic, for securing and maintaining cordial relations with the travelling and trading public and for cultivating good public relations generally. The fixing of rates, fares and other charges and the correct collection, accountable and remittance of traffic receipts are also among its functions.

Principal Chief Commercial Manager

1.3 The Head of the Commercial Department is the Principal Chief Commercial Manager who is responsible for the implementation of Commercial policy and efficient working of the Commercial Department of the Railway.

1.4 Important functions of Commercial Department:

- (a) Passenger Traffic
- (b) Goods Traffic
- (c) Parcels and Luggage Traffic
- (d) Ticket checking
- (e) Commercial Publicity
- (f) Passenger Amenities
- (g) Catering facilities to passengers on board and at Stations
- (h) Collection of Railway Earnings, Accountal and remittance to Government.
- (i) Preparation of various returns, Balance sheets etc.

1.5 This work study is intended to analyse the present work load and to assess the requirement of Ministerial staff strength at Commercial Branch/Hqrs.

1.6: Various Information Technology inducted in Commercial Department.

- (a) Passenger Reservation System
- (b) Unreserved Ticketing System
- (c) E- Ticketing, I – Ticketing & E-catering
- (d) FOIS – Freight Operations Information System
- (e) PMS – Parcels Management System
- (f) ATVM (Automated Ticket Vending Machine)

1.7 : Various Contracts awarded by Commercial Department

- (a) Parcel leasing contract for AGCs, SLRs, & VPH
- (b) Commercial publicity contracts
- (c) Contract for Collection and remittance of station earnings
- (d) Contract for Catering stalls, Book stalls & Pantry cars etc.
- (e) Parcel Handling contracts
- (f) Two-wheeler parking contracts
- (g) Contract for Pay & Use Toilets at Stations
- (h) Contract for Cleaning at Stations
- (i) Contract for provision of ATMs
- (j) Contract for AC waiting Hall at Stations

CHAPTER – II

2.0 PRESENT SCENARIO

2.1 Staff Position:

(a) Freight Marketing & Rates

(b) Passenger Marketing

There is no separate sanction for the above sections. Only combined sanction is available. The details are given below.

2.2 SAVE statement as per APO/T/HQ as on 01.08.2017.

Category	Sanction	Actual	Vacanc y	Exces s
Ch.OS	18	16	2	0
OS	49	42	7	0
Sr.Clerk	14	3	11	0
Jr. Clerk	12	7	5	0
Total	93	68	25	-

2.3 Staff Strength as per field attendance/work allocation statements as on 16/08/2017 (PM) & 06/10/2017(FM&R)

Category	Sanction	Actual	Vacanc y	Exces s
Ch.OS	18	15	3	0
OS	49	44	5	0
Sr.Clerk	14	4	10	0
Jr. Clerk	12	1	11	0
Total	93	64	29	0

Sanction strength is considered from Personnel branch statement and Actual strength is considered from the unit for manpower calculations.

All Group-D staff sanction is combined with all branches of CCM/O/HQ. Since, the work study concentrates on FM&R,PM office, the Actual staff strength is taken for Manpower calculation.

2.4 Details of Sections:

(a) Freight Marketing & Rates:

The following sections are available in this unit.

(i) General :

Staff on Roll: 2 - Ch.OS**Duties of Ch. OS :****Ch.OS – (1)**

- ❖ Office Management
- ❖ Attending to officers as and when called
- ❖ Group Control
- ❖ RTI Staff related
- ❖ DAR
- ❖ Bio Metric
- ❖ Hindi – Translation – Rajabhasha File
- ❖ Commercial Apprentices
- ❖ Circulars/Organising functions if any.
- ❖ Swatch Bharat

Ch.OS – (2):

- ❖ Staff Management and incharge of Maintenance of Attendance register.
- ❖ Preparation of monthly leave/absentee statement
- ❖ Housekeeping Management
- ❖ MCDO preparation.
- ❖ GM's narrative report
- ❖ Supply of stationary items and other miscellaneous work.

(ii) Staff section:

There were 2 OS and 1 Clerk (Total 3 staff) available. Out of 3, one staff (OS) retired on 31.11.2017.

OS

- ❖ Hiring of vehicles and passing of vehicle bills. This work was looked after by Sri M. Thirunavukarasu, OS who retired.

OS

- ❖ CUG Bills

- ❖ Since, is a Sports person, Duty from 11.00-15.00 Hrs, Often goes on SCL.

Clerk

- ❖ Inspection report of all Officers, MR, MSR, MPs reference, Sr.DCM meeting, CCM & GM's conference.

(iii) Reception & Dispatch: One OS, One Sr. Clerk and one clerk are available.

OS:

- ❖ Dispatch of all letters, files to Headquarters, Divisions, CDO & other outstation including Goods refund section.

Sr.Clerk:

- ❖ Incharge of registration of Tapal entry in Computer, Distribution and maintenance in R & D section, feeding of date to date tapal registration cases in the Railnet.

Clerk:

- ❖ Dispatch of all letters, files to Headquarters, Divisions, CDO & other outstation including Goods refund section.

Registers maintained by this section:

1. MMC Registers for dispatching letter to offices in MMC.
2. CDO/Local tapals register.
3. Register for RPAD.
4. Siding register – Inwards
5. Parcel register
6. FOIS/RO/POS (including commercial inspection letters).
7. Rates Miscellaneous/Rates Quotation Letters.
8. Rates Special
9. Rate Tariff, Rates Branch section.
10. Service Tax & GST

11. Right to Information Act (RTI/A)
12. Railway Board letters
13. CA iii/MP/Court case and other reference register.
14. Headquarters and Division letters register.

Letters received & Dispatch :-

1. MMC Register :

During,

- ❖ September 2017 : 19
- ❖ October 2017 : 37
- ❖ November 2017 : 28
- ❖ December 2017 : 21

2. CDO Local Tapal

- ❖ July 2017 : 190
- ❖ August 2017 : 188
- ❖ September 2017 : 200
- ❖ October 2017 : 147
- ❖ November 2017 : 110
- ❖ December 2017 : 98

3. RPAD (Registered Post with Ack.due letters)

- ❖ July 2017 : 30
- ❖ August 2017 : 41
- ❖ September 2017 : 27
- ❖ October 2017 : 53
- ❖ November 2017 : 24
- ❖ December 2017 : 44

(iv) Rates General: There are 5 staff (1 Ch. OS & 4 OS) available in this section.

Ch.OS:

- ❖ All Railway Rates Tribunal cases pertaining to S.Railway.

- ❖ Classification of Goods
- ❖ Transportation Products
- ❖ Dynamic Pricing Policy and Terminal charges
- ❖ Wagons leasing schemes
- ❖ Audit paras

OS:

- ❖ E-demand, E-Registration Policies, Goods shed working hours.
- ❖ Stations open for Train load traffic Policy
- ❖ Demurrage and Wharfage & waiver policy.
- ❖ Demurrage and Wharfage for department wagons.
- ❖ Permission orders for waiver of Demurrage.
- ❖ Charges on undelivered consignment
- ❖ Goods Haulage charges
- ❖ Charges for Special trains.
- ❖ Dummy wagon charges.
- ❖ Cane handling and haulage charges
- ❖ Charges for Ballast trains, Stacking of Goods at Railway Premised policy and charges.

OS:

- ❖ Co-ordination of Commercial Committee meeting.
- ❖ Rates for Railway Material and Stores
- ❖ Chennai Harbour agreement and its Audit para cases
- ❖ E-payment for Freight Policy and its implementation. Execution of agreement
- ❖ Renewal of LC/BG for E-payment customers periodically.
- ❖ Assisting FOIS inspector.

OS:

- ❖ Calibration of Tank wagons, Concession for exhibits, Fodder and relief materials.
- ❖ Rates for Military Traffic, Revision of Red Tariff rules
- ❖ Charging of Postal and Non-Postal vehicles
- ❖ Civil restriction on booking of commodities.
- ❖ Furnishing of information to public

- ❖ Monthly weighment system for Newspapers/Magazines
- ❖ Concession for Magazines and Newspapers

OS:

- ❖ Licensing of Railway land for stacking of consignments – policy
- ❖ Setting up of warehousing facilities at Rail Terminals
- ❖ Re-booking and Diversion Policy
- ❖ Private Container Operations Policy
- ❖ SFTO, Auto mobile Hub
- ❖ Haulage charges for Container traffic
- ❖ Wagon leasing scheme (WLS)
- ❖ Punitive charges for overloading/Mis-declaration
- ❖ Operation of Road Railer at MLPM Concor wagons

(v) Sidings section:

- ❖ **Staff strength: Ch.OS -1, OS – 2 Total: 3 staff**

Ch.OS:

- ❖ Incharge of the section.
- ❖ Sidings of PGT and TPJ divisions including related matters such as trip trails and execution of agreement.
- ❖ Tele conference.
- ❖ Liberalization of Siding rule and weighbridge.
- ❖ Audit para

OS :

- ❖ Sidings of MAS, MDU divisions including related matters such as trip trails and execution of agreement.
- ❖ Policy on EOL (Engine On load).
- ❖ Disputed debits CRIS matters.
- ❖ Agreement.
- ❖ Policy on through distance private freight terminals.

OS:

- ❖ Sidings of SA, TVC divisions including related matters such as trip trails and execution of agreement.
- ❖ General Policy on Sidings, GM`s narrative report.
- ❖ Premier customers POL policy.
- ❖ Electrification of Siding.

- ❖ Additional free time.
- ❖ Staff of siding.

Files Handling in the section :

- ❖ Policy files – 30(Each file has minimum 20 Volume)

Siding Files :

- ❖ TVC : 22
- ❖ TPJ : 11
- ❖ SA : 16
- ❖ MAS : 25
- ❖ MDU : 5
- ❖ PGT : 13
- ❖ Each file minimum 10 volumes

Steps involved in Siding Work :

- ❖ Notification
- ❖ Intimation to Siding Owners
- ❖ Charges worked out for individual siding
- ❖ Sent for Accounts vetting
- ❖ Notify to all Siding owners after vetting occurred
- ❖ SMS to Division / Consolidated Notification
- ❖ Advise each Division with charges
- ❖ Ensuring implementation of charges
- ❖ Acknowledgement

The said steps are carried out once in a year.

Railway Board :

Various Policy Particulars to be conveyed to Railway Board whenever required by Railway Board (Monthly, Tri-monthly, Half yearly and Yearly)

- ❖ New Policies introduced :
- ❖ EOL (Engine On load)
- ❖ PFT (Private Freight Terminal)
- ❖ Peripheral Yard or Through distance scheme
- ❖ IBKPT (Independent Booking Point)

Maintenance of Registers:

- ❖ Inward letters along with Files
- ❖ Dispatching of Files to Officers/Department
- ❖ Executing of Agreement
- ❖ Revision of Siding Charges 1) Letter to Party Intimation 2) Final Siding charges
- ❖ Audit letters

(vi) Rates Miscellaneous & Rates Quotations (RM & RQ):

❖ **Staff strength: Ch.OS – 1, OS – 1.**

❖ **Ch.OS – 1:**

❖ Incharge of RM & RQ section.

❖ **OS:**

- ❖ Quotation of current Rates for coaching and Goods traffic and charges for consignments infringing maximum moving dimension (ODC) consignment and charges for ODC consignment.
- ❖ Deals with miscellaneous rates references from other than quotation from the public and from Accounts Branch and the matters regarding classification rates, freight charges under dispute.
- ❖ Receiving applications from public as well as Official for seeking information of quotation of Freight rates purpose. e.g. Various commodities like Cement, Iron, Household articles etc.
- ❖ Reply will be given to Officials on free of cost (quotation rate) and for Public, on collection of quotation fee a sum of Rs.885/- per quotation.
- ❖ Miscellaneous works such as linking of correction slips of different types of tariff, ODC charges.

Registers maintained at RM & RQ:

1. RM & RQ register

(a) Quotation payment register for public.

(b) Quotation payment register for officials.

(v) GST Cell:

❖ **Staff strength: Ch.OS – 1**

❖ **Ch.OS:**

❖ Dealing with GST, Imprest cash, computers and Rail net Maintenance of Xerox machine.

❖ Bill processing for Hiring of vehicles used for Officials.

Registers maintained:

1. Service tax certificate register.
2. File movement register.
3. Request received for STCTG register.
4. Miscellaneous register.
5. GST, Miscellaneous register
6. Imprest cash register.

(vi) Rates Special:

❖ **Staff strength: Ch.OS -1, OS -1 Total = 2 staff.**

❖ **Ch.OS:**

- ❖ Incentive schemes.
- ❖ Station to Station rates schemes
- ❖ Electronic in-motion weighbridge,
- ❖ Permissible Carrying Capacity.
- ❖ Running of Freight trains on excepted CC+6
- ❖ Universalized CC + 6 and CC + 8 routes.
- ❖ Policy guidelines on weighment.
- ❖ Adjustment on freight rates.
- ❖ Punitive charges from FCI.
- ❖ Masters Circulars on the above subjects.
- ❖ Audit para.

❖ **OS:**

- ❖ Monitoring of Overloading of goods.
- ❖ Preparation of statement to CTE/MAS
- ❖ Performance of weigh bridges.
- ❖ Compilation of statements to Railway Board.
- ❖ EWB statement to CRSE/Freight.
- ❖ Quarterly statement on CC + 8 routes to CTE/MAS.
- ❖ Assistance towards issue of Master Circulars and reply to para from Audit.

(vii) Rates Tariff:**Staff Strength: Ch.OS-2, OS-2****Ch.OS**

- ❖ Revision of A list.
- ❖ Uploading of all S.Rly distance in RBS consolidating in ARN in year wise for book format for printing
- ❖ Furnishing of all distance for new station, Train Halt, Siding station etc.
- ❖ Preparation of distance for Local and Junction distance Table
- ❖ Haulage charges and Re-notification of Circular to all concerned.
- ❖ Revision of Local Junction Table and Junction distance Table
- ❖ Issue of General Order

Ch.OS

- ❖ Placing Indent of IRCA Publication and Manual etc.
- ❖ Preparation of Budget with regard to IRCA Publication and Clearing of Debit Note raised IRCA publication.
- ❖ All correspondence with Division with regard to Station Opening /closing for Goods Traffic over Southern Railway
- ❖ Preparation of GM Narrative Report
- ❖ Correspondence with IRCA
- ❖ Issue of notification with regard to opening and closing of stations .
- ❖ Half rake, full rake, T/L W/I with correspondences all Divisions and CFTM, CTPM and notification of DN.
- ❖ Collection of IRCA publications from NDLS and other Railway Distance Tables

OS

- ❖ Re-notification of Circulars received from 8 Zonal Railways with regard for opening / closing of stations
- ❖ Distance siding conversion and correspondence with above Railways (NF, NE, ECR, NCR, Eco, WCR, NWR & Konkan Rly.)
- ❖ Circulars received from Konkan Railways, Haulage charges, Port Trust to notify all concerned.
- ❖ Consolidated in ARN year-wise for printing.
- ❖ Correspondence with Railways non receipt of circulars, Printed Circulars, Local & Junction distance Table etc.

- ❖ Checking of other Railway collection of IRCA Publications from NDLS and other Railway Distance tables.

OS

- ❖ Issue of notification with regard after GC Opening/closing of new section and distance issuing new distance received from CE/MS to notify all concerned.
- ❖ Sale of all publication to public and including preparation of monthly statement and accounts correspondence.
- ❖ Supply of all Tariff/ Circulars received from IRCA/Press to all division, Accounts and other departments.
- ❖ Liaison with Press/RPM connected with printing (ARN) matter.
- ❖ Incharge of uploading of Rate circulars in Southern Railway Website(Coaching/Goods/Other Railway/General)
- ❖ Renotification of circulars received from Southern Zonal Railway with regard for opening / closing of Stations.
- ❖ Distance siding conversion and correspondence with above Railways(NR, ER, SCR, CR, WR, SER, SECR & SWR)
- ❖ In charge of Record Room (all IRCA Tariff/Other Railways LDT JDTARN IRCA correction Slip.

tax, ** ARN (Advanced Rate Notification) uploading has been created in the Year 2010. and Datas were uploaded from the Year 2006. Year before, roneo has been done for Freight charges, coaching, service Master circular etc.

(viii) Goods Refunds

Staff Strength : Ch.OS -1, OS-6

Ch.OS

- ❖ Overall incharge of the Goods refund section
- ❖ file movement
- ❖ Submission the latest position of Goods Refund cases for meeting purpose
- ❖ Preparing Monthly Statement
- ❖ GM Narrative Report
- ❖ RTIA, Court cases and Miscellaneous works

OS

❖ Checker for Goods Refund dealers

OS

❖ Dealer No.39 with general cases and FCI cases, Demurrage and Wharfage cases

OS

❖ Dealer No.20 with general cases, demurrage and wharfage cases

OS

❖ Dealer No. 13 Oil cases, demurrage and wharfage cases

OS

❖ Dealer No. 26 with general cases, demurrage and wharfage cases

OS

❖ Registration and Disposal of Goods refunds cases

❖ Registration and indexing of claims pertaining to Freight Refund claim and DC/WC and WDRF Claims, Court cases, Miscellaneous cases

Registers maintained:

❖ Index register (destination based)

❖ Demurrage and Wharfage register

❖ Goods refunds (Freight refunds)

❖ Inward register (Destination based)

❖ RO General (Remission order) WC/DC Charges

Two Computer systems are utilised in this section.

(ix) Traffic Outstanding

Staff Strength : OS -1 is working with Commercial Supervisor

OS

❖ Traffic Outstanding.

(x) Freight Marketing Parcel section

Staff Strength : Ch.OS-1, OS -2

Ch.OS

❖ MP, CAIII, Parliament question, RTIA & Audit PNM references.

❖ Implementation / references on GST in Parcel booking

❖ Notification of Board's circular through ARNs.

❖ Opening and closing of Parcel offices.

- ❖ Enhancement of stoppage time at for parcel loading.
- ❖ Perishable / refrigerated parcel van and cattle loading.

OS

- ❖ Pre Tender processing
- ❖ Calling of NOC from Zonal Rlys.
- ❖ Preparation of tenders for parcel space in parcel vans
- ❖ Floating of tenders for parcel space in parcel vans
- ❖ Tabulation, briefing note on tenders, letter of acceptance, agreement.
- ❖ Attachment of train service VPUs.
- ❖ Permitting parcel haling at intermediate stations within the stoppage time
- ❖ Reduction of Reserve price for SLRs and VPs. Monthly performance report to Railway Board.
- ❖ Monthly overloading.

OS

- ❖ Refund of Earnest Money deposit
- ❖ Registration of lease holders
- ❖ Refund of security deposit
- ❖ Passing of Advertisement bills
- ❖ Materials to PCDO & MCDO
- ❖ Refund of registration of fee.

Year 2017:

Replying customers queries – two to three.

MP's reference received – 15 nos.

CA iii – 4 Nos.

Parliamentary question – 4 nos.

Audit Para reply – 80 pages sent.

No. of letters issued to Divisions advising ARNs per year is 10.

Enhancement of stoppages for parcel loading – 27 trains.

Perishable/Refrigerated Parcel van and Cattle loading – Nov.17 – 40 cattles ex SA-Megalaya.

No of tenders invited – 4 nos. in 2017-18

Tenders – 4 round trip of SLR and 4 round trip of VP.

MCDO/PCDO – 7th of every month.

Customer meeting – Marketing effort regarding parcel on 10th of every month.

After meeting, reports sent to Railway Board.

Refund of EMD.

Court cases dealt.

In this section, only One Computer system is provided.

(xi) Freight Marketing – Business Development

Staff strength : Ch.OS -1, OS-2

Ch.OS

- ❖ Incharge for BDS section
- ❖ Parcel Management System
- ❖ Audit reference
- ❖ Court cases Arbitrations
- ❖ CA III reference pertaining to FM section
- ❖ RTI related to FM cases
- ❖ Replying Parliament questions

OS

- ❖ Budget – Originating Goods Traffic/ earning target
- ❖ Maintenance of goods Statistics folders
- ❖ GM's Narrative Report,
- ❖ PCDO for goods traffic & Parcel Tariff
- ❖ Other Goods related subject
- ❖ Automobile Hub, NMG, Fertilizers meeting
- ❖ Rail, Co-efficient Market Survey
- ❖ Parcel statistics.
- ❖ Classification of Trains
- ❖ Material for teleconference
- ❖ Parcel earning – other Coaching

OS

- ❖ Parcel and Coaching earning
- ❖ Rail-Co-efficient
- ❖ Classification of trains for charging of parcels, Luggage, Parcel Handling, over carriage of parcels, other goods related subjects
- ❖ Inspection Reports of follow up

In this section two Computer systems are provided.

(xii) Typing section

Staff Strength : Typists : 5

Typist 1 & 2 :

- ❖ Attending to typing works of Section in Rates Sec. viz RM&RQ, R.GNL, R.SDG, Admin, Rate Tariff and other Railway notifications(16 Rlys)
- ❖ All important D.O /Noting/Railway Board correspondence & Misc.

Typists 3 & 4

- ❖ Letters, Notes draft, Minutes, MCDO, PCDO, Budget, PQ,
- ❖ Meeting works, High light and CCM/FM inspection Notes
- ❖ RTIA, BDS, GM Narrative Report
- ❖ Audit Paras
- ❖ Parliament questions

One Typist is under long sick.

Typist 5

- ❖ Maintaining Southern Railway Rates Website and uploading of all notification in Rail Net
- Uploading of Coaching circular, Goods circular, General circular and other Railway circular, Master circulars issued by Railway Board including corrections in the Rail net.
- GST circular also uploaded in the Rail net.

Details of correspondence handled in various sections in

FM&R

Sections	Oct.17	Nov.17	Dec.17
Rate General	33	24	31
Siding	19	15	9
RM & RQ	4	4	4

Rate Special	21	20	9
Rate Tariff	22	21	22
Goods Refunds (RO)	19	16	18
Outstanding	12	10	14
FM Parcel	51	50	42
FM BDS	22	25	19
Service Tax	8	13	13
Railway Board Letters	26	43	21

Audit Paras:

R. General – 2, R. Tariff – 1

(x) Group D staff & Peons

Staff Strength : RS A – 3, RS B- 2, RS -1, J.Peon -2, Peon – 3

RS A 1 & 2 :

❖ Attached to Ch.OS Incharge, Closing duty and RO

RS A 3 :

❖ Attached to Dy.CCM/R&FM

RS B 1 :

❖ Attached to R/Genl, siding and RT Section

RS B 2 :

❖ Attached to ACM/R&FM

RS

❖ Attached to CCM/FM

J.Peon

❖ Attached to Dy.CCM/R&FM

J.Peon

❖ Attached to CCM/FM

Peon 1

❖ Section Tapals

Peon 2

❖ Morning Opening and other Sections Tapals.

Peon 3

❖ Attached to Ch.Os and Miscellaneous works

2.5 Passenger Marketing:

(1) Ch.OS :

- ❖ General Administration
- ❖ Punctuality of attendance
- ❖ DAR Cases
- ❖ Parliament questions
- ❖ Meetings etc.

(2) Ch.OS :

- ❖ CA III
- ❖ MP/MLA reference
- ❖ Railway Board references
- ❖ General/Misc. correspondences
- ❖ VIP reservations etc.

(3) Ch.OS :

- ❖ Telephone Bills pertaining to CCM/PM, DSTE, Dy.CEE/PRS, CCM/PM/ bills.
- ❖ Road Imprest and Office Imprest bills
- ❖ Petrol & Diesel vehicle bills.
- ❖ Receipt & Dispatch.

(4) OS

- ❖ All Policy matters related to Concessions, Halts & Out agencies.

(5) OS :

PRS/IUTS related matters, YTSK

- ❖ Incharge of PRS section in dealing with Provision of PRS locations under Rail Head PRS, IUTS locations, Non Rail Head PRS locations. Non-Rail head India post PRS locations, Yathri Ticket Suvidha Kendra.
- ❖ All Policy matters and correspondences relating to opening/closure of PRS Centres, working hours of PRS centres, shifting of locations, special counters during festival seasons, converting of PRS into IUTS, UTS into IUTS etc, based on the representations from various quarters from Divisions, Railway Board, Public, Public Representatives and related Parliament Questions.

Opening of PRS /locations :

- ❖ Whenever proposals received send it for Divisional remarks with their detailed report
- ❖ Reports of the Divisions were put up for the approval of PHOD with the detailed note
- ❖ Approved proposals were sent to FA&CAO/T for their concurrence
- ❖ After accounts concurrence detailed proposal sent to Railway Board for sanction

No of new Proposals processed during the year : 10

- ❖ 5 – Proposals sent to Railway Board for Sanction
- ❖ 3 – Proposals not justified and replied
- ❖ 2 – Proposals under process

Closure of PRS locations

- ❖ All NRH PRSs functioning over this Railway reviewed. During the review 29 Non Rail head PRSs has been identified for closure and the same were closed due to poor patronage vide RB Lr. No.B11025/1/2015-C&IS Dt.: 12.01.2017

Shifting of Locations:

- ❖ Theni PRS was shifted to Theni Post Office
- ❖ Shifting of NRH PRS from Tallakulam to Tallakulam Post Office under process

Converting of PRS into IUTS (before delegation of powers to DRMs)

- ❖ Whenever proposals received sent it for Divisional remarks with their detailed report
- ❖ Reports of the Divisions were put up for the approval of PHOD with the detailed with the concurrence of FA&CAO/T duly obtaining the sanction of GM.

- ❖ SA – 3 locations
- ❖ TVC- 1 location
- ❖ TPJ – 1 location
- ❖ MAS – 1 location

Converting of PRS into IUTS(after delegation of powers to DRMs)

- ❖ TPJ- 19 locations
- ❖ SA – 1 location
- ❖ MDU – 3 locations

Policy Changes:

- ❖ The cut off date for implementation of revised policy for non-railhead PRS locations operated by State Government – reg.
- ❖ Maintaining all statistical data of locations regarding operating, Closure, conversion, date of commissioning etc. and the typing works related to the above subjects.

(6) OS :

Policy Matters

- ❖ Revision of Passenger fares & all fares and Policy matter related to Rajdhani, Shatabdi, Jan Shatabdi, Duronto, Garib rath trains.
- ❖ MRTS, Coaching Outstanding
- ❖ E-Balance sheets
- ❖ Rail-Road Co-ordination
- ❖ CMRL & write off files
- ❖ Mela surcharge
- ❖ Policy related to Superfast trains
- ❖ Platform tickets
- ❖ Development Surcharge
- ❖ Break journey
- ❖ Allocation of berths to Value added Tour packages by IRCTC
- ❖ Quoting the rate and refunds of IRCTC VAT packages
- ❖ Printed card tickets
- ❖ Audit para
- ❖ Parliament Questions(PQ) for all above subjects
- ❖ Refund Policy, UTS policy (Mobile app), ATVM, COTVM.

(7) OS:

- ❖ Audit references including Draft para
- ❖ Provisional Para
- ❖ Audit Special letters
- ❖ Audit Test Inspection Notes
- ❖ Accounts Inspection Notes
- ❖ All PRS Matters

- ❖ RTI references received from different quarters on all subjects being dealt in this Office
- ❖ Policy Issues on E-ticket
- ❖ Policy matter on issue of tickets against Credit card
- ❖ Installation of CCTV at Stations
- ❖ Parliamentary questions for all the above subjects
- ❖ POS machines

Right to information replies :

- ❖ Register RTI reference, collect data from console/PRS UTS & Data base & CRIS prepare a draft reply for each RTI query for approval of CCM/PM. Then prepare fair reply for the RTI reference and send reply along with necessary enclosures to the concerned PIO within the due date

POS related matter

- ❖ Point of Sale Machines have been installed in all the PRS and UTS locations covering A1, A, B, C, D and E Category stations. Frequent instructions received from Board are circulated to all concerned through mail and ARN.
- ❖ Preparing bill for payment of monthly rent for the POS Machines installed by State Bank of India

Audit references

- ❖ Audit inspections, test inspections by audit department at various stations, Accounts, Officers inspections at stations, Thematic Audit reference, Audit Paras, Draft para, provisional Para on various issues pertaining to PRS subjects. Register the reference and acquire the data from Database, console or other sections as required in the Audit report. Then a draft reply for each reference will be put up for the approval of CCM/PM. After the approval, fair reply will be sent to the concerned branch along with enclosures.

IRCTC ticket booking related matter/Installation of CCTVs

- ❖ Passenger grievances on allotment of berth on Internet ticketing and request for policy change of Internet ticketing.
- ❖ Release of accommodation in the system on the Internet booked tickets on personal IDs or unauthorized e-ticket agents are presently processed in this Office. Installation of CCTVs at the reservation centers to monitor Tatkal ticket Booking as per Board's norms

Parliament questions and other Subjects as required by the Officers

- ❖ During Budget session, winter session Parliament is functioning and Parliament questions relating to subject dealt will be asked and reply for the same to be prepared instantly and sent to Board.
- ❖ During emergency, any other subjects dealt in this office for which the reply to be sent immediately in the absence of the concerned staff assistance is provided as per the orders of the Officers.

(8) Budget section

Staff Strength : OS -2

- ❖ All matters pertaining to Earnings Budget (Coaching MCDO,PCDO, Passenger Traffic, Analysis and Statistics)

(9) Passenger Profile Management

OS – 1

- ❖ Reservation Quota Policy
- ❖ Tatkal Quota Policy
- ❖ All reference of quota allotment (including division, local party's representation etc.,)
- ❖ Train files - all issues regarding quota changes
- ❖ New train introduction, change in composition, augmentation and other related issues
- ❖ Tamil Nadu Tourism Development Corporation files & SLRD files
- ❖ EQ policy
- ❖ Reservation policy
- ❖ DF policy
- ❖ MLAH, SS etc
- ❖ New trains accommodation for staff

- ❖ Parliament questions
- ❖ Review of quota

(10) Special Trains :

OS – 1

- ❖ Special trains
- ❖ Augmentation of coaches

(11) Stores :-

OS – 1

- ❖ Stores and annual maintenance contract data
- ❖ UTS/PRS peripherals invention
- ❖ PRS/UTS/YTSK/Thermal tickets correspondence
- ❖ Other works pertaining to stores

Tickets :-

- ❖ Preparing AAC for stocked items, PRS/UTS/YTSK/Thermal tickets correspondence
- ❖ Maintaining / monitoring of ticket stocks at Stacking Agent (Sr.MPS/RPM) and with division.
- ❖ Approval of artwork of all tickets based on the purchase order, approval of sample test (Run ability test) as per approved work and purchase order to be sent to stacking agent.
- ❖ Co-ordinating with stores branch for tendering, receipt, maintenance and distribution of tickets.

Peripherals and Field level activities:

- ❖ Preparing proposals for procurement of peripherals under Plan Head 17.
- ❖ Initiation, receipt, testing & installation and dispersal of peripheral based on the office orders.
- ❖ Maintenance of registers: DBR & T&P for commercial items
- ❖ Issue of challans
- ❖ Stock inventory; attending stock verification and ISA Prompt co-ordination with the suppliers of equipments to rectify failures

- ❖ Correspondence related with peripherals and related issues with divisions.

Annual Maintenance Contract related works :-

- ❖ Preparing division-wise peripheral list to be given to tender section for further processing
- ❖ Preparing cost sheet for AMC
- ❖ Co-ordination with AMC engineers to ensure proper maintenance of equipment at locations over southern railway.

General :-

- ❖ Printing of reservation forms
- ❖ Procurement of office automation equipment and furniture
- ❖ Maintenance of office equipment, purchase of contingent items for office use
- ❖ Reimbursement of charges for office activities viz., labour charges, contingency expenses etc
- ❖ Collection and distribution of smart cards for use in ATVM: binding of smart card serial Nos.with UTS console.
- ❖ Attending failures of office equipments in coordination with AMC service engineers
- ❖ Any other works entrusted by the officers then and there.

Store Section:

Activities done during the period from January 2017 to December 2017.

Sl. NO	DESCRIPTION	DEALT DURING THE PERIOD JANUARY 2017 to DECEMBER 2017
1	Works related with Tickets PRS/UTS/Thermal/YTSK Artwork/Runability test/and other works	<ul style="list-style-type: none"> ➤ UTS Artworks were approved-9 times ➤ Inclusion of 3 Alpha digits in the Stock number done in UTS tickets with increase in ticket number to 11 ➤ Correspondences pertaining to UTS Tickets with Stores and Press/TPM ➤
	UTS Tickets Artworks	<ul style="list-style-type: none"> ➤ PRS Artwork were approved for printing 8 times tickets with and without advertisement

		➤ Correspondences related to PRS tickets with Board, Stores, PS branch and Accounts were done
	PRS Artworks	➤ Thermal Ticket Artworks sent to 6 times Correspondences with Press/RPM 7 Nos ➤ Revision of AAC done 2018-19 ➤ 6 Correspondences pertaining to Thermal tickets done with other offices
	Thermal Tickets	➤ AAC 2018 was prepared and sent to Stores Branch ➤ Two Artworks sent to Press/RPM ➤ Three lakh YTSK tickets printed and distributed to licensees through division
	YTSK PRS tickets	➤ AAC done for YTSK tickets for the period 2018-19
2	Peripherals and Field level activities	➤ Letters sent to Divisions in connection with stock inventory and reconciliation ➤ Items received during the period 106 Thin clients and 621 dumb terminals were received and taken in the books of Stores ➤ Items received and distributed to Divisions ➤ DBR and Tool and Plant registers are maintained
3	Annual Maintenance Contract related works	➤ Data pertaining to AMC given to Tender section
4	General Activities	➤ No of files dealt : 39 Files ➤ No. Registers maintained : 12 Nos ➤ No of challan prepared : 112 Nos ➤ No. letters sent : 346 ➤ No. statements prepared in Excel sheets : 242 ➤ No. of Pay orders prepared : 8 Nos. ➤ Reservation formats revised : 2 times (General form and Tatkal form)

(12) Tourism

OS-1

- ❖ Tourism
- ❖ Rail and road transportation checks
- ❖ Mal-practices and spl trains in UBL, FTR, LTC

- ❖ Staff matters
- ❖ ECRCs
- ❖ Inspection Notes
- ❖ Work study
- ❖ SRMU, PREM, PNM Meetings etc
- ❖ IZAAT & Season Ticket policy, JTBS, STBA

(13) Census:-

OS-1

- ❖ Census work
- ❖ Proposal for cancellation of trains

(14) Tender Section :-

OS-2

- ❖ All tenders, PRS/UTS processed from CCM/PM Office
- ❖ Preparation of bills, budget estimates, works programme
- ❖ PRS/UTS, Quarterly Progress Report to Vigilance Branch
- ❖ All PRS/UTS Tenders, AMC, NTES etc.,
- ❖ All PRS works programme, budgetary works related to CCM/PM office (PH-17 computerisation)
- ❖ Expenditure on new PRS location proposals on new projects and associating in all activities, involving e-finance
- ❖ Passing of bills and budget expenditure management
- Preliminary Works
- ❖ Inform various section viz commercial stores, Telecom & Electrical to start the new works under Plan Head 17(Computerisation) for PWP >₹ 1 cr. & LAW<₹ Cr for every financial year.
- ❖ Gather all the CCM/PM approved proposals from the section and upload the details in the IRPSM(Indian Railway Project Sanctions &Management) online portal, which include various inputs like details of work, justification, location, estimation, rate reference and etc.(An average of 10 to 15 works will be proposed every year)
- ❖ Gather the completed / dropped work details from the section and put up for CCM/PM approval. More deletion of ongoing work will give

additional new works (An average of 5 to 8 works proposed for deletion)

- ❖ Work wise priority to be obtained from the sections and submit the details to CPDE Office for GM Meeting to shortlist the work. In this regard, Tender Section co-ordinate with CPDE Office staff.
- ❖ During GM Meeting, GM will be approve certain works as per the priority
- ❖ After GM Meeting, the work will be shortlisted in the IRPSM Portal. (An average of the 4 to 7 works approved by GM)
- ❖ Tender Section have to forward the shortlisted proposal to FA&CAO for vetting. In this connection, Tender Section have co-ordinate with Finance Staff to clarify their doubts through online as well as in personally. After Finance observation suitable remarks will be update in the IRPSM. As per Finance observation suitable remarks will be updated in the IRPSM and forward it to CPDE for inclusion of the work either in PWP or LAW.
- ❖ Meanwhile Board will allot funds for the ongoing works and new works under various allocation in the Budget Grant.
- ❖ Tender Section have to process the funds distribution for the ongoing works and new works with the approval of CCM/PM
- ❖ Work wise distributed funds details will be sent to CPDE Office for updating details in IRPSM
- ❖ In the meanwhile Tender Section will update the works physical and financial progress on Monthly basis in the IRSPM
- ❖ Once the works are appeared in the Pink Book or LAW book, Tender Section will start for detailed estimate preparation
- ❖ Detailed Estimate sent to Accounts for vetting. In this connection, co-ordinate with Finance Staff to clarify their doubts through written as well as in personally.
- ❖ After finance vetting a Form G/D will be prepared and sent for Accounts certification. Once accounts certified the Form G/D and put for concerned Officer for sanction of the works
- ❖ After sanction of G/D form, the procurement or the work carryout through

1. Open tender

2. Stores tender

3. CRIS RC purchase/Railtel (MoU)

❖ An average of 5 to 7 tender will be processed in a financial year. A Monthly report has been sent to Dy.CCM/PS regarding number of tenders floated and its value.

❖ An advertisement bill has been dealt separately for the agency who published the tender notice in the newspaper.

Memorandum of understanding (MoU)

❖ Prepare a separate file for individual sanctioned work with the detailed estimate. Form G/D, latest specification, funds availability

❖ Get the competent Authority approval for carry out the through MoU

❖ Contact concerned viz, CRIS, RAILTEL to get the details of MoU and estimate amount

❖ Send the proposal to Finance and get concurrence. In this connection, co-ordination with Finance staff to clarify their doubts through written as well as in personally

❖ Once concurrence has been obtained from Finance, the file has been moot out to GM approval for advance payment and nominate an Officer to sign the MoU on behalf of Railways. In this connection, have to co-ordinate with GM Office staff to clarify their doubts through written as well as in personally

❖ Once GM has approved, the MoU has been sent to Account and Law Branch staff to clarify their doubts through written as well as in personally.

❖ After getting, finance and legal vetting of MoU file has been put up for nominated Officer signature and RAILTEL/CRIS Officer signature

❖ After signing of MoU the advance payment has been processed

❖ An average of one or two works may be made through MoU in a financial year

Procurement through Stores

❖ Prepare a separate file for individual sanctioned work with the detailed estimate, Form G/D, latest specification, funds availability

❖ Indent has been prepared for procurement

- ❖ Funds availability certificate has been obtained from Divisional accounts
- ❖ Essentiality certificate to be prepared
- ❖ Indent to be registered either with MAS divisional stores/PER Stores depending upon the value of the work
- ❖ Tender Section will co-ordinate with Stores staff to clarify their doubts through written as well as in personally
- ❖ Once tender floated and opened by the Stores branch, the case file has been sent by them to further finalization of the tender
- ❖ The details has been put up to Officer for finalization. After finalization either discharge/acceptance of offer, the same will be communicated to Stores Branch for further process
- ❖ After receiving of materials bills will be processed
- ❖ An average of one or two works may be made through Stores purchase in a financial year.

Budget Process

- ❖ To monitor the fund available and requirement for completion of a work
- ❖ If required sought for additional funds from board
- ❖ Preparation of work wise Budget estimate for the financial year. To put up to competent authority for approval
- ❖ Submit the details to FA&CAO/Budget for further process
- ❖ Preparation of work wise Revised Estimate for the financial year. To put up to Competent Authority for approval
- ❖ Submit the details to FA&CAO/Budget for further process
- ❖ Preparation of work wise Final Modification for the financial year. To put up to Competent Authority for approval
- ❖ Submit the details to FA&CAO/Budget for further process
- ❖ In the above process, Co-ordination with Budget section staff for clarification either in writing or personally if any
- ❖ Update the Budget and expenditure position details monthly in the IRSPM
- ❖ An average of 40 works dealt yearly.

Annual Maintenance Contract for Peripherals, Datacom equipments and etc.

- ❖ An details of under warranty equipment and outside warranty equipment has been collected with the quantity, rate and date of purchase for prepare the AMC estimate
- ❖ A detailed proposal has been moot out to competent authority for approval.
- ❖ After getting the approval the file has been sent to Finance for concurrence. In this connection, co-ordinate with Finance Staff to clarify their doubts through written as well as in personally
- ❖ The file has been put up to approving authority for approval for the work
- ❖ Preparation of AMC tender document and put up for tender calling authority for approval
- ❖ If approved, have to create an e-tender in the www.ireps.gov.in in which we have to fill lot of fields and tender schedule in a careful manner
- ❖ Once tender published online, preparing the advertisement notice and getting approval from the tender calling authority and forward it to CPRO office to publish the tender notice in newspapers
- ❖ Intimation letter has to be sent to Headquarters XC section for requesting them to depute a staff for witness of opening e-tender
- ❖ Co-ordinate with FA&CAO/XC staff for inviting him to open the e-tender on time.
- ❖ Once the tender opened, to enter the details of the participants and their payment of tender document cost and EMD details to be noted down in the Tender Register
- ❖ As per SoP the Tender Committee will be formed, if any Officer not available in the grade, file has been put up to concerned department PHOD to nominate an officer in the grade to sit as TC member to finalise the tender. The details will be dealt in Nomination of Tender Committee file

(15) Complaint Section:

OS-1

- ❖ All complaints received in CCM/PM office and registered in www.coms.indianrailways.gov.in and www.pgportal.gov.in
- ❖ Complaints forwarded by PG cell from railway board / MPs/MLAs and General Public etc.,
- ❖ Policy related to RTSA, RTA, RTC to MLAs
- ❖ Issue of photo ID Card to accredited press correspondence
- ❖ Military warrants
- ❖ Police warrants
- ❖ High official requisitions

(16) Receipt and Dispatch Section:

OS-1

- ❖ Receipt and dispatch of letters, files etc pertaining to PM office
- ❖ Railway press
- ❖ **Liasoning**

(17) Clerk -1

- ❖ Provision of remote at KJM, VSKP
- ❖ Details of HQ quota
- ❖ Temporary stoppage

(18) Jr.Clerk-1

- ❖ Miscellaneous work

(19) OS-Type – 1

- ❖ Typing all official matters pertaining to PM office
- ❖ Checking and monitoring of mails

(20) Group-D staff – 5 (Peons – 4 & Record Sorter – 1)

- ❖ One peon attached to CCM/PM
- ❖ 3 peons attached to CCM/PM office
- RS - 1 attached to CCM/PM Office & applied for VR

CHAPTER-III

3.0 CRITICAL ANALYSIS :

- 3.1 The very purpose of conducting Work study is not only to optimize the existing staff strength but also to reduce the **“Man Power Cost”** to improve the

system, simplifying the procedure and also recommending for adaption of modern technology.

3.2 Commercial Department is one of the very important Departments in Indian Railways, since an entire potential of Railway earnings is derived by this Department in order to improve the efficiency of this Department.

3.3 **The following suggestions are recommended:-**

1. Adequate Computers and Printers to be provided which will save the idle time of staff for want of Computers and Printers.
2. A System of chasing file movement between Sections and Officers is to be put in place.
3. Internet connectivity may be provided adequately so as to communicate urgent circulars to Divisions/ Field without waiting for hard copy to be sent.
4. As far as possible, the Commercial subjects in Coaching, Goods & Sundries may be integrated in such a way to avoid more number of sections. Lesser the sections will result in lesser man power requirement and also it will help in dealing the subject without compromising for want of particular dealer for the particular subject. Number of sections to be integrated so as to reduce the no on section which will enable to maximise the extraction of work from the staff. Idle time in one section and over work in another section will be avoided.
5. The most important factor in Indian Railways is “**Operating Ratio**” which has to be kept under control and to achieve this, one of the method is to check the Manpower cost to the minimum.
6. The data such as earnings details, loading details which are received from the divisions should be stored in computers, for meeting any query raised by railway board instead of seeking the information from division whenever railway board sought such information. This will, not

only save time, but also avoid unnecessary correspondence. This improvement in working pattern will help in replying queries raised by Railway Board, MPs, Parliament secretariat, RTI activists etc. at the earliest.

This study is conducted to review the Ministerial staff strength at Passenger marketing, Freight marketing & Rates, at CCM/O/HQ.

3.4 Assessment of Requirement of Staff:

3.4.1 Freight Marketing and Rates:

There are 14 sections functioning in this Branch. The details of allocation of subjects to individual staff have been described in Chapter II. Though the quantum of work and allocation of subjects have been discussed in detail while conducting field study, the same could not be put on record by the staff of this Branch.

As far as Clerical work load concerned (other than Personnel related work) there are no instructions regarding Yard stick or Bench marking from Competent Authority. In this scenario, the work study team has to adopt a method which is not affecting the day to day work and also not to cause undue burden of Man Power Cost on the exchequer. Hence, it is decided to arrive at the requirement of staff on Need basis.

(1) General Section:

There are Two Ch.OS are available. One Ch. OS is attending Officers as and when called and managing the Office affairs. He is looking after all the tapals, files and arrangement for meetings etc.

Another Ch.OS is looking after the Personnel matters for 50 Group C staff and 11 Group D staff of Freight Marketing and Rates Branch. In addition to the above duties, Housekeeping, MCDO, GM's narrative report and supply of stationary to staff.

The quantum of work load of these staff is justified for their requirement.

S No	Category	Actual	Requirement	Excess
1	Ch.OS	2	2	-

(2) Staff Section:

There are 1 OS and 1 Clerk available in this section. One OS viz. Sri.M. Thirunavukarasu, OS was retired from service on 31.11.2017. There is no replacement for his work load.

OS: Dealing of CUG bills for all the staff working in CCM office.

Jr.Clerk: Inspection report of all Officers, MR, MSR & MP` s reference, Sr.DCM`s meetings, CCM & GM`s conference.

OS (Retired): Hiring of vehicles and passing of vehicle bills.

The nature of work and quantum of work load deserve only two staff for this section.

S No	Category	Actual	Requirement	Excess
1	OS	1	1	-
2	Jr. Clerk	1	1	-
Total		2	2	-

(3) Dispatch section:

There are One OS and two clerks working in this section.

OS:

Making entries in various registers listed in para 2. ...

Dispatching letters to the respective offices. Letters received from various offices are registered and put up to the Officers through Ch.OS of General section.

Sr.Clerk/Jr.Clerk-: Tapal entries are made in the Computer. Distribution of letters received from R & D section to concerned

sections. Updation of data in Rail net. The quantum of work is being divided and done by these two staff.

Based on the work load of this section, the staff requirement for this section is two staff only.

S.No	Category	Actual	Requirement	Excess
1	OS	1	1	-
2	Sr. Clerk	1	-	1
3	Jr.Clerk	1	1	-
	Total	3	2	1

(4) Rates General:

The following are the actual staff position:

Ch.OS	-	1
OS	-	4
Total	-	5

Each staff has been allocated individual subject. The subjects which are dealing by them are vast in nature and have to provide enough time in dealing with these subjects. All these Commercial subjects are very important as the Railway earnings are involved. The available work load is adequately managed by the present strength of staff of this section.

However, it is suggested to train all the staff of this section to deal with all the subjects of this section which may avoid unnecessary delay in the absence of staff going on leave.

Requirement of staff:

S No.	Category	Actual	Requirement	Excess
1	C h. OS	1	1	-
2	OS	4	4	-
	Total	5	5	-

(5) Siding section:

There are one Ch.OS and two OS available in this section.

Ch.OS: Overall incharge of this section. Looking after Sidings subjects pertain to PGT & TPJ Division. All the subjects dealt by this staff are given in

Chapter II.

OS-1: Looking after Sidings subjects pertain to MDU & MAS Division. All the subjects dealt by this staff are given in Chapter II.

OS-2: Looking after Sidings subjects pertain to SA & TVC Division. All the subjects dealt by this staff are given in Chapter II.

Though the existing work load is adequately managed by the existing staff, in view of Railways going towards setting of Sidings in large scale in future, the quantum of additional work load can also be managed by the present strength and hence the present strength for this section is retained.

S No.	Category	Actual	Requirement	Excess
1	C h. OS	1	1	-
2	OS	2	2	-
	Total	3	3	-

(6) Rates Miscellaneous & Rates quotation section:

In this section there are two staff viz. one CH.OS and OS available.

Ch.OS: Incharge of RM & RQ section.

OS: The details work being carried out has been given in Chapter II.

Railways have introduced FOIS (Freight Operations Information System) long back. This freight rate, distance and all the details connected to Goods Traffic can be taken from this system. Further, Commercial Branch is printing and making available for sale the Rates Book for public. Despite all these, public are demanding the rates details in writing from Office.

As this procedure of furnishing information to public on payment of prescribed fee is age old and needs to be reviewed. Furnishing of information to the public through E-mail can also be thought of.

As far as this section is concerned, one staff can handle the entire work of this section.

S No.	Category	Actual	Requirement	Excess
1	C h. OS	1	1	-
2	OS	1	0	1
	Total	2	1	1

(7) GST Cell:

One Ch.OS is working in this section. Dealing with GST, imprest cash, Computers and Rail net and Maintenance of Xerox Machine. Imprest bills are also dealt by this section. The details of work being carried out by this staff are enlisted in the Chapter II.

The quantum of work load deserves one staff for this section. Computer system is provided to this section and hence the work load is handled with ease.

S No.	Category	Actual	Requirement	Excess
1	C h. OS	1	1	-

(8) Rates Special:

Staff strength:

Ch. OS -1 , OS – 1.

The details of various activities being carried out by this section is given in Chapter II.

The subjects they are dealing with are very crucial on the part of Goods earnings to the Railways. Mainly they are dealing with Policy matters received from Railway Board related to Goods traffic which are vital to the Organization. These Policy circulars are to be connected with the earlier one if available and also to be carefully read, understood and put up to Officers for further circulation to the Divisions/Field units.

As the quantum of work load for both the staff are adequately justified, the existing strength is retained as such.

S No.	Category	Actual	Requirement	Excess
1	C h. OS	1	1	-
2	OS	1	1	-
Total		2	2	-

(9) Rate Tariff:

Staff strength: Ch.OS -2, OS -2 , Total – 4.

The work being carried out by individual staff has been given in Chapter II.

The nature of work being done by this section is periodical and also of not very sensitive and urgent nature. Though the work is very important and the quantum of work as seen from the description given against individual staff can be dealt comfortably by two staff.

All the Commercial Policies are uniformly applicable to All Railways. Downloading circulars from Railway Board Transportation Directorate and upload in SR Commercial Department Headquarters website is dual job for the same activity.

Suggestion:

Hence, it is suggested to modify the Software system in the Railway Board website so as to automatically upload in the respective Zonal Railway Commercial Department Website. This will reduce unnecessary dual work for the same activity.

S No.	Category	Actual	Requirement	Excess
1	C h. OS	2	1	1
2	OS	2	1	1
Total		4	2	2

(10) Goods Refunds:

Staff strength: Ch.OS -1 , OS – 6, Total – 7. The details of work being carried out by the staff of this section are indicated in Chapter II.

Consequent to the introduction of FOIS in Railways, Claims and Goods refunds cases are drastically come down. On an average of only 18 Goods refund cases are dealt by this section. Demurrage and Wharfage cases are dealt by Divisions according the Powers vested with them. Only those cases coming under the purview of CCM's Power are dealt by Hqrs. These cases are very

meager. In view of the above and also considering the quantum of work load, the following are the requirement of staff for this section.

Ch.OS	-	1
OS	-	4
Total	-	5

S No.	Category	Actual	Requirement	Excess
1	C h. OS	1	1	-
2	OS	6	4	2
Total		7	5	2

(11) Traffic Outstanding:

One OS is available in this section. Goods Outstanding clearance being an important activity in Commercial Department. In order to keep the Goods outstanding at minimum level efforts have to be taken to organize meetings in all divisions and also to communicate the major goods loading customers such as HOM,IOC,TNEB etc.. In view of the above the existing strength of one OS is retained as such.

S No.	Category	Actual	Requirement	Excess
1	OS	1	1	-
Total		1	1	-

(12) Freight Marketing- Parcel Section

Staff position: Ch.OS – 1, OS – 2, Total – 3

The subjects dealing in this section is a major role in Parcel earnings to the Railways. Mainly they are dealing with opening & Closing of parcel offices, Perishable/refrigerated parcel van and cattle loading, Pre tender processing, calling of NOC from other Zones, Necessary work related to Tenders and awarding of contracts for VPU's, Reduction of reserve price for SLRs, VPs, Submission of monthly performance report to Railway board, Handling of overloading of Goods cases, Registration of lease holders, Refund of SD, Refund of EMD preparation of PCDO, MCDO, Refund of registration fee and other matters related to Parcel traffic which are vital to the Organization.

In view of the above, the existing staff strength of one Ch.OS, Two OS are retained as such.

S No.	Category	Actual	Requirement	Excess
1	Ch.OS	1	1	-
2	OS	2	2	
Total		3	3	-

(13) Freight Marketing – Business Development:

Staff strength: Ch.OS – 1, OS – 2, Total – 3

The details of work being carried out by the individual staff of this section have been given in Chapter II.

The work of this section is of less importance when compared to the sections which affect the Railway Earnings. The type of work is statistical and correspondence related work. Considering the nature of work and quantum of work load, two staff can manage the current work load of this section.

S No.	Category	Actual	Requirement	Excess
1	Ch. OS	1	1	-
2	OS	2	1	1
Total		3	2	1

(14) Typing section:

Staff position:

Chief Typist - 5

The staff of Freight Marketing/CCM/O is utilizing Computers for their allotted work. Only few staff are depending on Typing section. At present only 3 Computers are available for 5 Typists. There is no adequate workload for 5 typists. Considering the quantum of work load of Typing section, 2 Typists are enough to manage the work load.

S No.	Category	Actual	Requirement	Excess
1	Ch. Typist	5	2	3
Total		5	2	3

(15) Group D:

Sanction for Group D is available for entire CCM office. Total sanction is 69 and actual 48. There are 21 Group D posts are vacant. There is no separate

sanction for Freight Marketing section. The actual Group D strength at Freight Marketing section is 11. The utilization details are given below.

Ch. OS incharge	-	1
Attached to CH.OS and Closing/RO	-	1
Ch.OS/Misc. work	-	1
Dy.CCM/R& FM/O	-	2
Attached to ACM/R&FM	-	1
CCM/FM	-	2
Section tapals	-	1
Morning opening and other section		
Tapals	-	1
Attached R/General, Siding & RT section	-	1
Total	-	11

The existing Group D strength is retained as such.

3.5 SUMMARY OF REQUIREMENT OF STAFF FOR FREIGHT MARKETING & RATES:

S No.	Section	Category	Actual	Requirement	Excess
1	General	Ch.OS	2	2	0
2	Staff	OS	1	1	0
		Jr. Clerk	1	1	0
3	Dispatch	OS	1	1	0
		Sr.Clerk	1	0	1
		Jr.Clerk	1	1	0
4	Rates General	Ch.OS	1	1	0
		OS	4	4	0
5	Sidings section	Ch.OS	1	1	0
		OS	2	2	0
6	RM & RQ	Ch.OS	1	1	0
		OS	1	0	1
7	GST Cell	Ch.OS	1	1	0
8	Rates Special	Ch.OS	1	1	0
		OS	1	1	0
9	Rate Tariff	Ch.OS	2	1	1
		OS	2	1	1
10	Goods Refunds	Ch.OS	1	1	0
		OS	6	4	2
11	Traffic Outstanding	OS	1	1	0
12	Freight Marketing (Parcels)	Ch.OS	1	1	0
		OS	2	2	0
13	FM Business Development	Ch.OS	1	1	0
		OS	2	1	1
14	Typing Section	Ch.Typist	5	2	3

Sub Total	Ch.OS	12	11	1
	OS	23	18	5
	Ch.Typist	5	2	3
	Sr.Clerk	1	0	1
	Jr.Clerk	2	2	0
Grand Total		43	33	10

3.6 PASSENGER MARKETING:

The details of work being performed by individual staff of Passenger Marketing Office are enlisted in Chapter II.

Passenger Marketing Office deals with the following subjects:

- ❖ Reservation of berths/seats in Trains by issue of Tickets to passengers.
- ❖ Issue of Unreserved tickets to passengers.
- ❖ Co-ordination with Operating Branch in running of Special trains and Augmentation of Coaches.
- ❖ Procurement of Computer Printed Reservation tickets, Unreserved tickets, UTS/PRS Peripherals, Thermal tickets.
- ❖ Census work and cancellation of trains.
- ❖ Analysing the trend of Passenger traffic and earnings and measures taken to improve the same.
- ❖ Tenders for PRS/UTS related works.
- ❖ Dealing of Passenger Complaints.
- ❖ All Policy matters pertain to all quotas in reservation of berths/seats in trains and Unreserved tickets.
- ❖ All policy matters related to Concessions, Halts and Out Agency.
- ❖ Policy matter related YTSK and other outsourcing activities related to reservation of berths/seats.
- ❖ General Administration of Officers and staff of PM office.
- ❖ Audit paras, Draft paras and Vigilance matters.
- ❖ Tourism, EQ, Parliament questions, MLAH, SS etc.
- ❖ CA iii, MP/MLA Board references
- ❖ Revision of Passenger fares and other charges, surcharges, Mobile App, ATVM, CoVTM and IRCTC related matters.

3.7 Assessment of staff requirement on need basis.

At present there is 21 Group C staff, One RS and 4 peons are available.

Ch.OS	-3
OS	-15
Jr. Clerk	-2

OS/Typist	-1
Total	-21

Out of 21 staff, 4 staff (Ch.OS-2,OS-1,Jr.Clerk-1) have been drafted from Claims Branch.

After the introduction of Internet Ticketing/Mobile ticketing/E-ticketing the number of reservations done in PRS centers has come down drastically. Further, the number of counters operated in various PRS locations has also been reduced. Accordingly, the quantum of work load in PM office has also come down in respect of procurement of peripherals and CPTs etc. Even though several subjects are dealt in the PM/O, the number of activities are not more in each subject.

One exclusive staff (Ch.OS) is dealing with Staff matters. The number of staff available in PM office is only around 25. The Yard stick is one Staff for handling staff matters of 100 staff.

The quantum of work dealing with Telephone bills and imprest cash and Petrol/Diesel bills is very less for an exclusive staff for this subject considering the staff strength of PM office.

Halts and Out-agency are to be provided with UTS counters. Policy matters related to concessions is also not a day today routine work.

The subjects of Receipt & Dispatch of letters, liaison, Press activities are dealt by one OS which is not adequate to the OS work load. Similarly the work load of OS who is dealing with Tourism and other subjects is also not adequate. Hence, these two subjects may be combined and allocate to one Staff to optimize the work load and save Man power.

One Jr. Clerk is exclusive allocated to do Miscellaneous work. This miscellaneous work can be allocated to any one of the OSs so as to save one Man power on this account.

CATEGORY	ACTUAL	REQUIREMENT	EXCESS
OS	16	15	1
Jr.Clerk	2	1	1

General views on the work load of CCM/PM/O:

1. Due to increasing trend in E-ticketing and I-Ticketing, the activities related to opening of PRS Centres Rail-Head or Non-Rail Head has drastically come down.

2. The number of counters operated at Rail Head PRS Centres has also come down. It can be seen from PRS/MMC, once there were about 45-50 counters operated and now it has come down to 4 counters. The entire counters in Second floor MMC has already been closed. Similarly many PRS counters in all Divisions are being reduced by conducting Work study on the staff strength of ECRCs.

3. Hence, it is necessarily to reduce the back office strength of CCM/PM office proportionately which may influence the Operating Ratio of the organisation.

In view of the above, the following staff strength is sufficient to manage the activities at CCM/PM/O/MAS.

Regarding Group D staff, the actual staff on rolls may be retained as such.

3.8 SUMMARY OF REQUIREMENT OF STAFF FOR PASSENGER MARKETING:

S No.	Category	Actual	Requirement	EXCESS
1	Ch.OS	3	3	0
2	OS	16	15	1
3	Jr.Clerk	2	1	1
Sub Total		21	19	2
4	RS	1	1	0
5	Peons	4	4	0
Grand Total		26	24	2

3.9 SUMMARY OF REQUIREMENT FOR CCM/FM & R, PM OFFICES

S No.	UNIT	ACTUAL	REQUIREMENT	EXCESS
	GROUP C			
1	FM & R	43	33	10
2	PM	21	19	2
Sub Total		64	52	12
3	GROUP D	16	16	0
Grand Total		80	68	12

3.10. Sanction Vs Requirement of Group – C Staff:

Sl.No	Category	Sanction	Actual	Requirement	Surplus
1	Ch.OS	18	15	14	4
2	OS	49	39	33	16
3	Sr.Clerk	14	01	0	14
4	Jr.Clerk	12	04	03	09
5	Ch.Typist	5	5	2	3
Total		98	64	52	46

RECOMMENDATION No.1

Four posts of Ch.OS in GP 4600 are found excess to the requirement and the same may be surrendered and credited to the vacancy bank.

(Total 4 posts).

RECOMMENDATION No. 2

Sixteen posts of OS in GP 4200 are found excess to the requirement and the same may be surrendered and credited to the vacancy bank

(Total 16 posts).

RECOMMENDATION No. 3

Fourteen posts of Sr.Clerk in GP 2800 are found excess to the requirement and the same may be surrendered and credited to the vacancy bank.

(Total 14 posts).

RECOMMENDATION No.4

Nine posts of Jr.Clerk in GP 1900 are found excess to the requirement and the same may be surrendered and credited to the vacancy bank.

(Total 09 posts).

RECOMMENDATION No.5

Three posts of Ch.Typist in GP 4200 are found excess to the requirement and the same may be surrendered and credited to the vacancy bank

(Total 03 posts).

Grand Total – 46 posts

CHAPTER - IV

4.0 PLANNING BRANCH'S REMARKS ON CO-ORDINATING OFFICER'S VIEWS:

The work study report No. G.275/WSSR – 451718 to review the Ministerial staff strength at CCM/O/MAS (Excl. Claims & Catering) commenced on 28.07.2017 and the preliminary work study report had been handed over on 13.03.2018 to obtain co-ordinating Officer's remarks.

No remarks from Co-ordinating officer was received till 04.04.2018 and the first reminder was sent in this regard on 05.04.2018. Second reminder also sent on 24.05.2018.

CCM/PS furnished remarks over the preliminary work study report vide letter No. C378/VI/II/Policy/WS/Vol.X dated 11.09.2018 is placed as Annexure.

CCM views:

The preliminary work study report has been gone through in detail and the identification of 12 posts as excess in reference to the present actual incumbent vide Para 3.9 and 3.10 under summary of requirements for CCM / R&FM and CCM/PM office is agreed to.

Planning Branch's remarks:

Agreed to.

CCM views:

Between 2019-20 totally 11 staff are retiring on superannuation in FM Branch as a result replacement account will become into being Parcel leasing and Refund of freight have been decentralized under the power of divisional officials resulting in increased work load at divisional level eventually warrants requirement of staff.

Planning Branch's remarks:

The retirement on superannuation may be filled through recruitment redeployment or promotion by the department which is regular process being carried out by the concerned department.

The work study identified the optimum man power by the current work load which is not connected to the retirement.

CCM views:

Further, in all cases of commercial activities more powers have been vested with DRM / Sr.DCM as per Model SOP which has resulted in increased / additional work load at divisional level. To cope with this increased work load additional posts have to be created under Ministerial cadre at divisions. Divisions now utilizing the open line staff viz. ECRC, CC, TC etc. to cope these additional works temporarily.

For instance MDU division has requested either creation / transfer of at least two posts of OS in GP Rs.4200/- and one post of Sr.Clerk in GP Rs.2800/-. Similar request has also been received from MAS division.

In view of the above, decision has been arrived at to transfer initially 12 posts identified and accepted as excess in reference to existing man power to divisions as per their requirement.

Planning Branch's remarks:

From the views it is understood that 12 live posts are excess in this unit identified by the work study is justifiable.

The Hqrs. may surrender the vacant post from the summary of recommendations.

CCM views:

Further, transfer of posts with reference to sanctioned strength will be done after assessing the Ministerial staff requirements from all Sr.DCMs and this process has already commenced.

Planning Branch's remarks:

In all cases of commercial activities, more powers have been vested with DRM / Sr.DCM as per Model SOP. The division may create new sanction for the additional / increased work load with the power of DRM / Sr.DCM.

Sanction	Actual	Requirement	Surplus
98	64	52	46

The requirement of 52 staff is agreed in the remarks (Para 3.9 and 3.10 under summary of requirements for CCM/R&FM and CCM/PM office is agreed to).

CCM views.

The identified three posts of Chief Typists GP Rs.4200/- recommended for surrender has been agreed to for crediting the same to the vacancy bank.

Planning Branch remarks:

Agreed to.

In the draft level it has been recommended for surrender 46 posts from the sanctioned strength of 98. Further discussion with Headquarters level, the transferring of posts from HQrs. to various divisions is agreed.

With reference to the letter No.C378/VI/Work study / HQrs / 2018 dated 28.12.2018. (copy placed as Annexure III), it has been understood, that the excess posts of Ministerial cadre to the quantum of 23 (Twenty three) are transferred from Rates Units (OS-9, Sr.Clerk-10, Clerk – 4). Initially during the commencement of this study, the total sanction was 98. The present revised sanction will be 75 only (i.e. $98 - 23 = 75$). Also during discussion with the HQrs. level the following posts were additionally demanded on need basis and the same is agreed to. Now the total requirement will be 65.

Sl.No.	Category	PM Section	R & FM section
1	Ch.OS	--	4
2	OS	1	5
3	Sr.Clerk	--	2
4	Jr.Clerk	1	--
Total		2	11
Grand Total		13	

The revised composite requirement is as under:

Sl.No	Category	Sanction (A)	Requirement			Surplus (A - B)
			PM	R&FM	Total (B))	
1	Ch.OS	18	3	15	18	0
2	OS	40	16	23	39	1
3	Sr.Clerk	4	0	2	2	2
4	Jr.Clerk	8	2	2	4	4
5	Ch.Typist	5	-	2	2	3
Total		75	21	44	65	10

REVISED SANCTION VS. REQUIREMENT

Sanction	Requirement	Surplus
75	65	10

SUMMARY OF REVISED RECOMMENDATION:

The following ten posts are identified excess to the requirement which may be surrendered and credited to the vacancy bank.

Sl.No	Category	Surplus
1	OS	1

2	Sr.Clerk	2
3	Jr.Clerk	4
4	Ch.Typist	3
Total		10

CHAPTER - V

5.0 FINANCIAL SAVINGS:

Category	No. of posts	Grade Pay (Rs.)	Mean Pay (Rs.)	Annual savings (Rs.)
OS	1	4200	82768	993216
Sr.CLERK	2	2800	68040	1632960
Jr CLERK	4	1900	46536	2233728
Ch.Typist	3	4200	82768	2979648

TOTAL	7839552
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ANNEXURE-I

**‘SAVE’ STATEMENT OF MINISTERIAL STAFF STRENGTH AT RATES
UNIT (FM & R, PM) - GROUP ‘C’.**

SL. NO	CATEGORY	SANCTION	ACTUAL	VACANCY
1	CH.OS (GP Rs.4600/- Level 7 of 7 th PC)	18	16	2
2	OS (GP Rs.4200/- Level 6 of 7 th PC)	49	42	7

3	SR.CLERK (GP Rs.2800/- Level 5 of 7 th PC)	14	3	11
4	JR.CLERK (GP Rs.1900/- Level 2 of 7 th PC)	12	7	5
TOTAL		93	68	25