



NO.G.275 / WSSR - 451819 / 2018-19

**WORK STUDY TO REVIEW THE PRS
STAFF STRENGTH AT MBM, GDY, STM,
TBM, CGL, MLMR, TMV & CJ STATIONS**

MAS - DIVISION

SOUTHERN RAILWAY

PLANNING BRANCH

G.275/WSSR-451819/2018-19

**WORK STUDY TO REVIEW THE PRS STAFF
STRENGTH AT MBM, GDY, STM, TBM, CGL,
MLMR, TMV & CJ STATIONS
MAS - DIVISION**

STUDIED BY

**WORK STUDY TEAM
OF
PLANNING BRANCH**

JUNE 2019

RRR.

INDEX

CHAPTER NUMBER	CONTENTS	PAGE NUMBER
(i)	ACKNOWLEDGEMENT	1
(ii)	TERMS OF REFERENCE	
(iii)	METHODOLOGY	
(iv)	SUMMARY OF RECOMMENDATIONS & SUGGESTIONS	2 & 3
CHAPTERS		
I	INTRODUCTION	4
II	PRESENT SCENARIO	5 – 19
III	CRITICAL ANALYSIS	20 - 30
IV	PLANNING BRANCH REMARKS ON CO- ORDINATING OFFICER'S VIEWS	31
V	FINANCIAL SAVINGS	32
ANNEXURES		
I	STAFF STRENGTH AT MBM, GDY, STM, TBM, GCL. MLMR, TMV & CJ STATIONS	33
II TO IX	PRS EARNING AT THE ABOVE STATIONS FROM APRIL 2016 TO OCT 2018.	34 - 57

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(i)

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(ii)

TERMS OF REFERENCE

To review the PRS staff strength at MBM, GDY, STM, TBM, CGL, MLMR, TMV & CJ stations of MAS Division.

(iii)

METHODOLOGY

The following methodology has been adopted while conducting the study:

1. Application of yardstick for issue of reserved tickets duly comparing the effect of computerization.
2. Amount of time required for other back office activities like charting, cash remittance, maintenance of accounts and various registers.
3. Effect of new facilities like POET, Touch screens, IVRS, SMS, and Mobile booking facilities etc., on the workload of ECRCs.
4. Other factors like concession vouchers, bulk booking etc.

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(iv)

SUMMARY OF RECOMMENDATIONS AND SUGGESTIONS**RECOMMENDATION NO. 1**

Five posts of RS-II in Grade pay Rs.4200/- and **Two** posts of ECRC-II in grade pay Rs.2800/- at **PRS/MBM** are found excess to the requirement may be surrendered and credited to the bank of surplus posts. **(Total – 7 posts)**

RECOMMENDATION NO. 2

One post of RS-II in Grade pay Rs.4200/- and **One** post of ECRC-II in grade pay Rs.2800/- at **PRS/STM** are found excess to the requirement may be surrendered and credited to the bank of surplus posts. **(Total –2 posts)**

RECOMMENDATION NO. 3

Four posts of RS-II in Grade pay Rs.4200/- at **PRS/TBM** are found excess to the requirement may be surrendered and credited to the bank of surplus posts. **(Total –4 posts)**

RECOMMENDATION NO. 4

Two posts of CSE&R in Grade pay Rs.4600/- , three posts of RS-II in grade pay Rs.4200/- and Two posts of ECRC –II in grade pay Rs.2800/- at PRS/CGL are found excess to the requirement may be surrendered and credited to the bank of surplus posts. **(Total –7 posts)**

RECOMMENDATION NO. 5

One post of CSE&R in Grade pay Rs.4600/- and **One** post of RS-II in grade pay Rs.4200/- at **PRS/MLMR** are found excess to the requirement may be surrendered and credited to the bank of surplus posts. **(Total –2 posts)**

RECOMMENDATION NO. 6

One post of CSE&R in Grade pay Rs.4600/- and **One** post of RS-II in grade pay Rs.4200/- at **PRS/TMV** are found excess to the requirement may be surrendered and credited to the bank of surplus posts. **(Total –2 posts)**

PCPO/MAS vide his letter No.P(S) 353/III/Merger of CC & ECRC dated 14.12.2018 has advised that the merger of CC & ECRCs is kept on hold and utilize the staff in their respective earmarked categories, till the vacation of the stay order or disposal of cases, whichever is earlier. Hence, this Work study has been done in accordance with the above guidelines for utilization of ECRCs for GDY and other locations.

CHAPTER – I

1.0 INTRODUCTION

- 1.1 The computerized reservation system was introduced in Indian Railways in the late eighties and all the reservations are done through computers/internet now-a-days. This has created a qualitative improvement in the passenger services and has boosted the image of Railways. It has brought speed, transparency, accuracy, convenience and has reduced the scope for manipulations, mistakes and corruption.
- 1.2 The system is strengthened through various supporting systems like internet booking, Mobile booking, e-ticketing, IVRS, SMS replies for all passenger queries regarding reservation and trains, POET, touch screens, etc. India post, PRS Centre's at non railway premises, introduction of IUTS (UTS & PRS) machines etc., have permeated the concept of computerized reservation to wider levels. Interconnectivity has eased the inconveniences.
- 1.3 The compilation of data, feedback, creation of requisite statistics, accounting etc., has become hassle free. The real time monitoring of the system by higher level managers has become easier and the whole system is more efficient and customer friendly now.
- 1.4 Since the manpower requirements have changed considerably on account of the above technological improvement, a hard look at the decades old yardstick for passenger reservation and supporting activities has become an urgent necessity and hence this study is intended to bring a judicious relationship between ground realities and the manpower. Also a few suggestions are evolved to improve the efficiency of the whole system.

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CHAPTER – II

2.0 PRESENT SCENARIO

- 2.1 **Indian Railways** is one of the largest and busiest rail networks in the world carrying a large number of people daily by connecting more than 23 million passengers covering about 8,000 stations in 12,000 passenger and 7,000 freight trains.
- 2.2 As of now, there are about 39 PRS Centers in MAS Division of which Chennai Central, Chennai Egmore are the major PRS centers in Southern Railway. IUTSs (an Integrated system of Unreserved Ticketing System and Passenger Reservation System (PRS) are installed which are operated by booking clerks.
- 2.3 This study pertains to the PRS centers namely MBM, GDY, STM, TBM, CGL, MLMR, TMV and CGL (8 locations). Except PRS/TBM all the other PRS centers are functioning in morning and evening shift only. At TBM, Current reservation counter is functioning in night shift to book/cancel the reserved tickets for night bound trains. At MLMR, the PRS counter is functioning in split in day times. At TMV, only morning shift is functioning. In all the above PRS centers, reservations are being done for all the trains started/terminated over Indian Railways network.
- 2.4 **AVENUE OF CADRE:**
Enquiry-cum-Reservation clerks (ECRCs) are recruited in Grade Pay of 2800 in Pay Band-I (old pay Rs.4500-7000 scale) through direct recruitment from graduates as well as through promotions from Booking Clerks/Train clerks/Ticket Examiners (old ticket collectors) etc. The posts/grades of ECRC-I (old Rs.5000 – 8000 scale) and Enquiry and Reservation Supervisor (E&RS) in the old Rs.5500-9000 scale stand merged after the VI PC report implementation into a unitary grade of grade pay Rs.4200 in Pay Band-II. The apex grade is CSE & R (erstwhile CRS) with Grade Pay Rs.4600 in Pay Band-II (old scale Rs.6500-10500).

2.5 WORKING HOURS

Normally, PRS centers are working in two shifts from 08 to 14 hours in morning and from 14.15 to 20.00 hours in evening. Only morning shifts are functioning on Sundays. During Pongal, Onnum, Deepawali, Ramzan and Christmas, it has been declared to function in morning shift only.

2.6 DEPLOYMENT OF STAFF

Separate counters for Enquiry are maintained at MBM & TBM stations. The cashless transactions like passes, warrants are earmarked to certain counters, so also for bulk booking. But, bulk booking counters are booking non-bulk passengers also. Except PRS/TBM, there are no separate counters for ladies, VIPs, Foreigners, Handicapped, Military, etc., exclusively at any of these PRS centers.

2.7 CASH REMITTANCE SYSTEM

The PRS Collections for the above locations are being remitted to IDBI bank for which the IDBI staff is collecting the cash directly from the CSE&R.

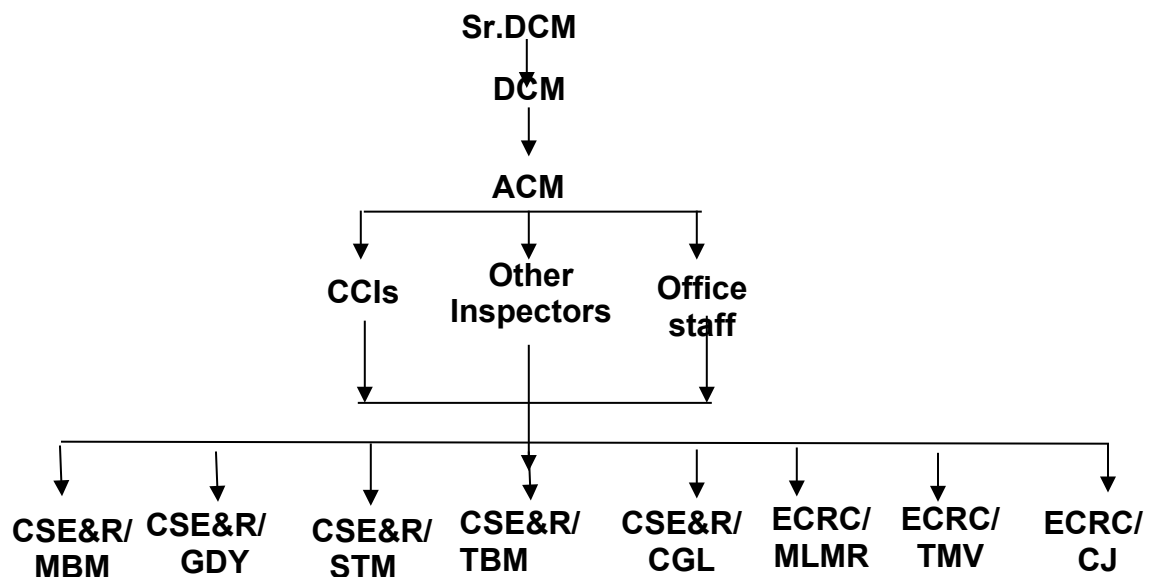
2.8 REGISTERS MAINTAINED AT STATIONS

The following registers are to be maintained at these PRS Centers.

- i) Bulk booking register.
- ii) Cash Register.
- iii) Cleaning Contract Register.
- iv) CR note book.
- v) Daily Earnings Register.
- vi) Imprest cash register.
- vii) Inspection Register – CCI.
- viii) Inspection Register – LEO.
- ix) Inspection Register – Officers.
- x) Inspection Register – TIA.
- xi) Monthly Earning Register.
- xii) Monthly Inspection Register.
- xiii) Name Charge Register.

- xiv) Outstanding Register.
- xv) 'Q' length register.
- xvi) Part roll register.
- xvii) Private cash declarations register.
- xviii) SN2 statement register.
- xix) Stock Register.
- xx) Special cancellation register.
- xxi) Ticket lost register.
- xxii) Time Delay Condon mate register.
- xxiii) Traffic Trend Register.
- xxiv) VIP Register
- xxv) Voucher Remittance Register

2.10 DIVISIONAL ORGANISATION



Though the leave, utilization, maintenance of muster, Accounting, roster preparation etc., are done by the concerned CSE&Rs, the Pay & Allowances claiming, quarters allotment, Pass/PTO/EDP/ESP issue, etc., are controlled by the respective CRS/SMRs. The complaint books are also kept in duty SMR offices. The attendance of the system is done by communication inspectors or AMC agents. The stores items are collected by these centers from PRS Stores Depot/MAS.

2.11 PRS CENTRE MAMBALAM (MBM):

ECRC-GJK-MBM-CJ

This PRS center is situated adjacent to the station building on the left side of the main entrance. SMR is head of this station and CSE&R is supervising the activities of PRS/MBM center. The staff strength at PRS/MBM is as follows:

Sl. No.	Category	Grade Pay (`)	Sanction	Actual	Vacancy	Excess
1.	CSE&R	4600	4	3	1	0
2.	E&RS/ECRC-I	4200	12	8	4	0
3.	ECRC-II	2800	4	1	3	0
TOTAL			20	12	8	0

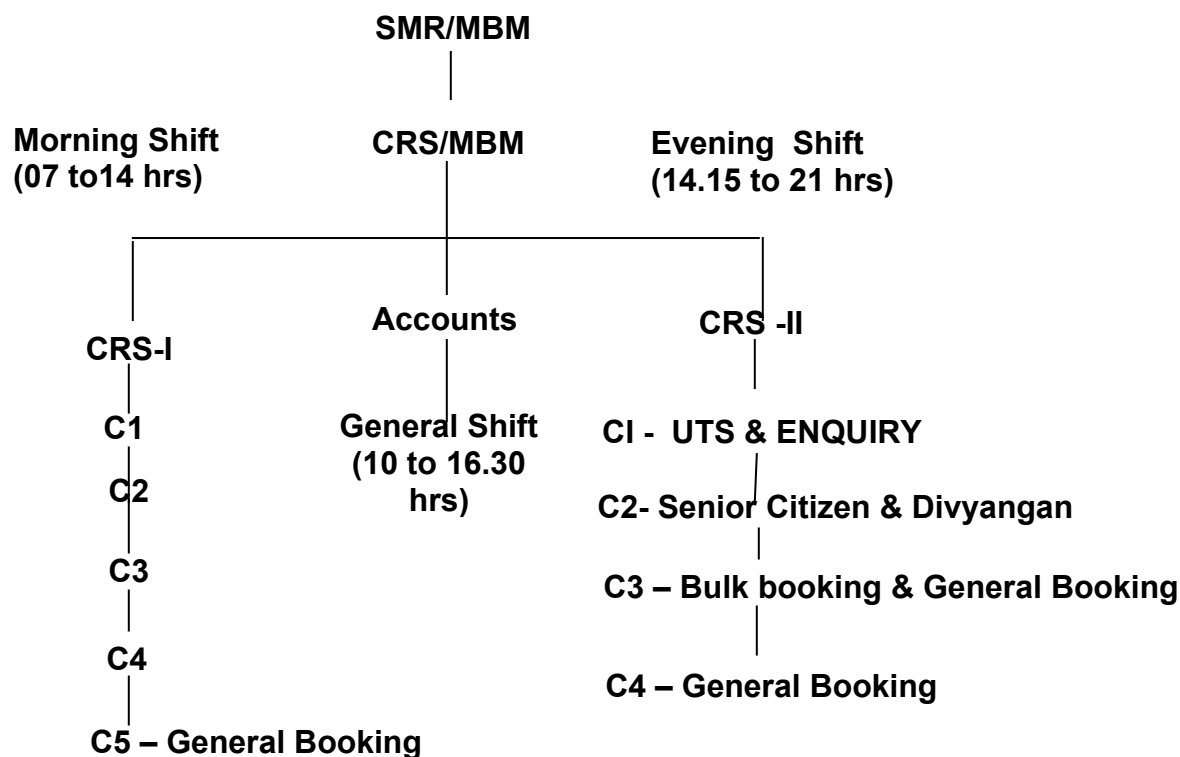
Note: As per the list supplied by Divisional Office, the sanctioned strength at PRS/MBM as on 15.11.2018 is 20 and the actual staff working are 12.

2.11.1 This office has got one chart printer for preparing chart for night stopping trains, Fake note detector is available and is not working due to water logging during 2015 flood. Touch screens /POET are not available at this PRS center.

2.11.2 NUMBER OF COUNTERS WORKING:

Morning shift - 4 counters
Evening Shift - 3 or 4 counters

2.12 THE ROSTER DUTY & UTILIZATION OF STAFF:



2.13 GENERAL GRIEVANCES OF PUBLIC & FROM STAFF:

- More transaction time is taking due to captcha, options for cashless, vikalp, no-berth, option for concession, entering of Aadhaar number, Up-gradations, swiping and waiting of approval for payment in card transactions, feeding of RRN number, acceptance for different coaches etc.
- Not getting of berths as per the passenger's choice
- Waiting time is more for getting reserved tickets between that times the confirmed accommodations are being exhausted.

2.14 EARNINGS & WORKLOAD AT PRS/MBM

The detailed traffic trend from April 2016 to Oct 2018 of MBM Centre is appended as **Annexure – II**. The summary is as follows:

Year	Avg. No.of Forms per day	Avg. No.of Passengers per day	Avg. Gross amount in Rs. per day
2016 - 2017	1103	1896	759344
2017 - 2018	874	1597	657451
2018 - 2019 (upto Oct 7months)	778	1423	594360

The average number of concession & vouchers per day is about 20. The numbers of passengers are allowed for bulk bookings are 30 by a single party for Sleeper class and 12 passengers for upper classes. In case of Tatkal, 8 passengers are allowed for upper class and 25 passengers are allowed for sleeper class. The bulk booking is more on Thursdays and Sundays.

2.15 BRIEF DESCRIPTION OF ACTIVITIES PERFORMED:

CHIEF RESERVATION SUPERVISOR – 1 : (0700 TO 1500 HRS)

- Taking over of Office keys and Cash keys from duty SM
- Opening of PRS and login of working terminals
- Cash clubbing, preparation of challans and remittance of cash to IDBI/CMS.
- Manning UTS and Enquiry counter after attending daily routine works
- Verifying and numbering of AC Tatkal at 0945 hrs and non -AC Tatkal at 10.45 hrs and originanising the Tatkal booking queue with assistance of

RPF

- Marking DUTY Roster sanctioning of leave and maintenance of registers.
- Checking and granting permission for bulk booking, issue of Duplicate ticket and water imprest.
- Placing stores indent monthly
- Maintain the smooth working of PRS staff and public to ensure complaint free.
- Maintenance of office premises i.e Electricity, cleanliness, water etc with the smooth communications with SMs, RPF, JE (Elec), JE (works)/MBM.

CHIEF RESERVATION SUPERVISOR – II: (1400 TO 2100 HRS)

- ❖ Counting and clubbing of both shift cash
- ❖ Posting of cash & vouchers in the registers
- ❖ Checking and granting permission for bulk booking, issue of Duplicate tickets and change of boarding point.
- ❖ Maintain the smooth working of PRS staff and public to ensure complaint free.
- ❖ Muster preparation
- ❖ Correspondence and maintenance of office records
- ❖ Issue of Pass/PTOs to staff
- ❖ Manning UTS and Enquiry counter after attending daily routine works
- ❖ Sealing of Cash Bag and Cash Chest with the witness of RPF staff.
- ❖ Closing of PRS office and handing over office keys and cash keys to duty SM.

CHIEF RESERVATION SUPERVISOR–ACCOUNTS: (GENERAL SHIFT)

- Printing Daily reports and prepares daily earning and daily balance sheet.
- Checking ABRS, NI tickets and verification of concessions received from 8 counters
- Preparation of CR notes
- Preparation of Monthly balance sheets
- Coordinating with Accounts staff and TIAs while checking the account records.

2.16 DISTRIBUTION OF STAFF:

Sl.No.	Place of working	No. of Staff
1.	Morning shift	4 (Counter duty)
2.	Evening shift	3 or 4 (Counter duty)
3.	Enquiry & UTS counter	Manned by CRS
4.	CCO/O/MAS	3 (From Jan' 2017 onwards)
5.	Sr.DCM/O/MAS	2 (From Feb and May 2018 onwards,each)

2.17 PRS CENTRE GUINDY (GDY):

The PRS/GDY is functioning along with booking office (main entrance) adjacent to stair case on northern side. This PRS counter is issuing Reservation tickets, Tatkal Tickets, SBI – POS (Bank Card Booking), warrant booking, enquiry and other related activities are being carried out. Apart from that, the PRS staffs are being utilized to issue unreserved UTS tickets whenever posted at the UTS counters and performing in shift duties.

**2.18 DUTES CHIEF RESERVATION SUPERVISOR/PRS/GDY:
ON PRS SIDE**

- Cash duties both PRS & UTS
- Cash remittance to IDBI bank
- Roster duties
- Maintaining muster
- Preparation of NDA statement
- Issuing of PASS & PTOs to staff
- Accounts duties for PRS centre
- Preparation of balance sheet
- Checking of ABR tickets
- Making entries in Coaching summary register and
- Corresponding duties related to PRS centre
- Performing morning or evening shift duties in coordination with CBS/GDY.

ON UTS SIDE

- ATVM card re-charge
- Maintaining CoVTM machine

2.19 STAFF DISTRIBUTION:**FOR PRS COUNTER:**

Morning shift - One counter

Evening shift - One counter

ROSTER HOURS:

Morning shift – 0800 to 1400 hrs

Evening shift - 1415 to 2000 hrs

2.20 PRS STAFF UTILISED AT UTS COUNTERS:-

1. At Racecourse side - Morning Shift - 2 counters *

2. At Raj Bhavan side - Evening Shift - 3 counters *

(* These counters are being manned by PRS as well as UTS staff)

ROSTER HOURS:

1. At Racecourse side: Morning shift – 0700 to 1400 hrs

Evening shift - 1400 to 2100 hrs

2. At Raj Bhavan side: Morning shift - 0700 to 1300 hrs

Evening shift - 1300 to 2000 hrs

Night Shift - 2000 to 0700 hrs

2.21 STAFF STRENGTH:

Sl. No.	Category	Grade Pay (`)	Sanc-tion	Actual	Vacancy	Excess
1.	CSE&R	4600	1	1	0	0
2.	RS - II	4200	1	10	0	9
3.	ECRC-II	2800	2	3	0	1
TOTAL			4	14	0	10

2.22 THE EARNINGS & WORKLOAD AT PRS / GDY

The detailed traffic trend from April 2016 to Oct 2018 at PRS/ GDY is appended as **Annexure – III** . The summary is as follows:

Year	Avg. No.of Forms per day	Avg. No.of Passenger per day	Avg. Gross amount in Rs. per day
2016-2017	103	144	71103
2017 - 2018	141	199	98461
2018-19 Upto Oct (7 months)	182	258	127463

.2.23 PRS CENTRE AT ST.THOMAS MOUNT (STM)

This centre is situated in a separate building opposite to the main entrance on the south east side of St.Thomas Mount station. CRS/PRS/STM is in-charge for the reservation office. This station is very important station on the MSB-TBM section as Sub-urban, Metro and MRTS trains are going to be connected and the work is in progress. The particulars of staff strength as on 17.11.2018 are as follows:

Sl. No.	Category	Grade Pay (`)	Sanc- tion	Actual	Vacancy	Excess
1.	CSE&R	4600	2	3	0	1
2.	RS - II	4200	4	2	2	0
3.	ECRC-II	2800	3	3	0	0
TOTAL			9	8	2	1

No.OF COUNTERS:

For Morning Shift - Two Counters
For Evening Shift - Two Counters

ROSTER HOURS:

For Morning Shift - 0800 to 1400 hrs
For Evening Shift - 1415 to 2000 hrs

DISTRIBUTION OF STAFF:

- | | | |
|--------------------|---|------------|
| 1. Shift in-charge | - | 1 CRS |
| 2. Morning Shift | - | 2 counters |
| 3. Evening Shift | - | 2 counters |

2.24 DUTIES OF CHIEF RESERVATION SUPERVISOR/PRS/STM:

- Opening day booking and numbering
- Regulating tatkal queue for AC & Non AC passengers
- Numbering of Tatkal for both AC & Non AC passengers
- Preparing challans and remittance of cash to IDBI
- Receiving transaction slips
- Sending of CR note to cash office through CMS along with connected vouchers
- Preparation of Daily Balance Sheet
- Taking Accounts statements, checking ROPD tickets, card statement and concessions
- Collection of cash from counters and noted in the DTCTB (HOC & TOC)
- Permitting special cancellation after verifying the genuineness of the transactions, bulk booking permission, change of boarding point, issuing duplicate tickets & maintaining of the above registers.
- Issuing of PASS & PTOs to staff
- Claiming of imprest amount
- Procurement of stationeries from PRS/MMC stores
- Muster closing
- Preparation of periodical and monthly balance sheet
- Maintaining coaching summary register

2.25 DISTRIBUTION OF COUNTERS AND STAFF:

- | | | |
|--|---|--------------|
| Morning & Evening Shift in-charge | - | 2 CRS |
| Counter duty, issuing both card & cash tickets | - | CRS/RS –II |
| Normal booking, bulk booking & POS | - | Counter No.1 |
| Normal booking & Andhra Bank card | - | Counter No.3 |
- 1 staff has been Staff deputed to man the causality at PRS/MBM

2.26 THE EARNINGS & WORKLOAD AT PRS/STM

The detailed traffic trend from April 2016 to Oct 2018 of STM Centre is appended as **Annexure – IV** . The summary is as follows:

Year	Avg. No.of Forms per day	Avg. No.of Passenger per day	Avg. Gross amount in Rs. per day
2016-2017	481	840	385772
2017 - 2018	422	767	302749
2018 - 2019 (upto Oct - 7months)	418	756	331236

2.27 PRS CENTRE TAMBARAM (TBM):

The PRS/TBM is functioning at first floor in booking office building (main entrance) on northern side. This PRS counter is issuing Reservation tickets, Tatkal Tickets, SBI – POS (Bank Card Booking), warrant booking, enquiry and other related activities are being carried out. One PRS counter is functioning in booking office for issue of Sr.Citizen, Handicapped, Cancer, Blind concession PRS tickets along with reservation to be made for Railway staff on privilege pass and PTOs on morning and evening shifts. One night duty counter is functioning for current booking and cancellation of PRS tickets from 2000 hrs to 0600 hrs. On Sunday's only one counter is functioning in morning and evening shift. En-route chart is being prepared at this PRS centre for 27 up and down trains. Bulk booking is also done at counter No.2 for 30 passengers in a batch.

STAFF DISTRIBUTION:

- Morning shift - 4 counters plus one Sr.Ct. counter
- Evening shift - 3 or 4 counters plus one Sr.Ct.counter
- Night Shift - 1 counter for current booking/cancellation of PRS tickets.
- General Shift - 1 for Accounts duties (1000 hrs to 1800 hrs)
- Shift in-charge - Each one for Morning and Evening Shift
- Cashier - 1 for Cash duty (1200 hrs to 2000 hrs)

ROSTER HOURS:

- Morning shift – 0800 to 1400 hrs
- Evening shift - 1415 to 2000 hrs
- Night Shift - 2000 hrs to 0600 hrs.
- General Shift – 1000 hrs to 1800 hrs
- Cash duty - 1200 hrs to 2000 hrs.

STAFF STRENGTH:

Sl. No.	Category	Grade Pay (`)	Sanc-tion	Actual	Vacancy	Excess
1.	CSE&R	4600	5	7	0	2
2.	RS - II	4200	15	18	0	3
3.	ECRC-II	2800	4	0	4	0
TOTAL			24	25	4	5

2.28 THE EARNINGS & WORKLOAD AT PRS/TBM

The detailed traffic trend from April 2016 to Oct 2018 of TBM Centre is appended as **Annexure – V**. The summary is as follows:

Year	Avg. No.of Forms per day	Avg. No.of Passenger per day	Avg. Gross amount in Rs. per day
2016-2017	903	1531	672149
2017 - 2018	871	1517	676567
2018 - 2019 (upto Oct - 7months)	829	1450	636905

2.29 PRS CENTRE CHENGALPATTU (CGL):

The PRS/CGL is functioning along with booking office building. This PRS counter is issuing Reservation tickets, Tatkal Tickets, SBI – POS (Bank Card Booking), warrant booking, enquiry and other related activities are being carried out. Only one PRS counter is functioning for issue of Reservation as well as all type of concession reservation tickets. This counter is functioning in morning and evening shift. On Sunday's morning shift is functioning and there is no evening shift duty. En-route chart is being prepared at this PRS centre for 25 up and down trains. No Bulk booking is allowed at PRS/CGL. One staff is being deputed to PRS/ TMV on Wednesday's to perform RG duty. In case of casualty at PRS/MLMR the relieving staff is being deputed from CGL. At present no PRS staff is posted at this office, the PRS duties are being done by the Commercial Staff posted at this station along with BO duties. The CBS is being looked after the duties of BO as well PRS duties including en-route chart preparation.

ROSTER HOURS:

Morning shift – 0800 to 1400 hrs

Evening shift - 1415 to 2000 hrs

STAFF STRENGTH:

Sl. No.	Category	Grade Pay (`)	Sanc- tion	Actual	Vacancy	Excess
1.	CSE&R	4600	3	0	3	0
2.	RS - II	4200	8	0	8	0
3.	ECRC-II	2800	3	0	3	0
TOTAL			14	0	14	0

THE EARNINGS & WORKLOAD AT PRS/CGL:

The detailed traffic trend from April 2016 to Oct 2018 of CGL Centre is appended as **Annexure – VI**. The summary is as follows:

Year	Avg. No.of Forms per day	Avg. No.of Passenger per day	Avg. Gross amount in Rs. per day
2016-2017	201	321	134444
2017 - 2018	180	310	126629
2018 - 2019 (upto Oct 7months)	114	307	123005

2.30 PRS CENTRE MELMARUVATHUR (MLMR):

The PRS/MLMR is functioning in separate building. This PRS counter is issuing Reservation tickets, Tatkal Tickets, SBI – POS (Bank Card Booking), warrant booking, enquiry and other related activities are being carried out. Only one PRS counter is functioning for issue of Reservation as well as all type of concession reservation tickets. This counter is functioning in split from 0800 hrs to 1200 hrs and from 1500 hrs to 1700 hrs. Bulk booking is allowed for 20 passengers in a batch at PRS/MLMR. In case of leave, one LR is being deputed from CGL to relieve this staff.

STAFF STRENGTH:

Sl. No.	Category	Grade Pay (`)	Sanc- tion	Actual	Vacancy	Excess
1.	CSE&R	4600	1	0	1	0
2.	RS - II	4200	1	0	1	0
3.	ECRC-II	2800	1	1	0	0
TOTAL			3	1	2	0

THE EARNINGS & WORKLOAD AT PRS/MLMR:

The detailed traffic trend from April 2016 to Oct 2018 of CGL Centre is appended as **Annexure – VII**. The summary is as follows:

Year	Avg. No.of Forms per day	Avg. No.of Passenger per day	Avg. Gross amount in Rs. per day
2016-2017	44	75	30394
2017 - 2018	46	82	34819
2018 - 2019 (up to Oct - 7months)	44	84	35819

2.31 PRS CENTRE TINDIVANAM (TMV) :

The PRS/TMV is functioning in a separate building near the south entrance of the station. This PRS counter is issuing Reservation tickets, Tatkal Tickets, SBI – POS (Bank Card Booking), warrant booking, enquiry and other related activities are being carried out. Only one PRS counter is functioning for issue Reservation as well as all type of concession reservation tickets. This counter is functioning in from 0800 hrs to 1400 hrs and there is no evening shift. . Bulk booking is allowed for 30 passengers in a batch at PRS/TMV. One permanent RG on Wednesday's is being deputed from CGL to relieve the permanent staff.

STAFF STRENGTH:

Sl. No.	Category	Grade Pay (`)	Sanc- tion	Actual	Vacancy	Excess
1.	CSE&R	4600	1	0	1	0
2.	RS – II	4200	1	0	1	0
3.	ECRC-II	2800	1	1	0	0
TOTAL			3	1	2	0

THE EARNINGS & WORKLOAD AT PRS/TMV

The detailed traffic trend from April 2016 to Oct 2018 of CGL Centre is appended as **Annexure – VIII**. The summary is as follows:

Year	Avg. No.of Forms per day	Avg. No.of Passenger per day	Avg. Gross amount in Rs. per day
2016-2017	40	62	24212
2017 - 2018	38	63	26684
2018 - 2019 (upto Oct 7months)	41	75	28144

2.32 PRS CENTRE KANCHIPURAM (CJ):

The PRS/CJ is functioning along with booking office. The PRS centre is being manned by one ECRC in morning or evening shift. Due to shortage of PRS staff, the CBS/CJ is manning morning or evening PRS counter as well as looking after the normal duties at booking office. The PRS centre is under the overall control of SMR/CJ. The staff strength as on 14.11.2018 is as follows:

Sl. No.	Category	Grade Pay (`)	Sanc- tion	Actual	Vacancy	Excess
1.	CSE&R	4600	1	0	1	0
2.	RS - !!	4200	1	0	1	0
3.	ECRC-II	2800	1	2*	0	1
TOTAL			3	2*	2	1

* One ECRC-II is working at HQrs., from 12.11.2018

THE EARNINGS & WORKLOAD AT PRS/CJ

The detailed traffic trend from April 2016 to Oct 2018 of CJ Centre is appended as **Annexure – IX**. The summary is as follows:

Year	Avg. No.of Forms per day	Avg. No.of Passenger per day	Avg. Gross amount in Rs. per day
2016-2017	150	276	123873
2017 - 2018	148	276	125074
2018 - 2019 (upto Oct 7months)	152	287	126150

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CHAPTER – III

3.0 CRITICAL ANALYSIS

3.1 THE SYSTEM

As we have seen in the present scenario, the computerized reservation has caused drastic changes during the last 20 years. The experience gained over years along with the inter connectivity facilitated by CRIS; EDPM/ITC centers have made the system hassle free and efficient. The computers, the printers, the support system etc., have not only become cheaper, but also their maintenance and AMC arrangements have become easier. Booking from any station to any station, automatic enhancement of class of reservation, reduction in the number of reservation quota at Intermediate station with manual reservation, the well coordinated back up activities, the arrangements for instant refunding, improvements in refunding methods etc., are really path breaking customer friendly improvements.

3.2 THE ROLE OF THE NON RAILWAY PLAYERS

In the beginning, the entire PRS activities were controlled by Railway men only, that are the ECRCs. Though the IRCTCs, RTSAs, YTKS and RSAs were allowed to make reservations for passengers, the system operation remained with ECRCs.

- 3.2.1 This system had its own merits and demerits. First IRCTC, a Railway controlled corporation entered the scene and began to supply ticket to the passengers at their doorsteps for a small charge. Then credit card booking at counters was allowed. Then the internet booking by the parties themselves directly through internet was allowed eliminating the need for engaging the middlemen (RTSA/RSA etc.). To avoid the misuse of this facility, prescribed identification authorities like PAN Card, Ration Card, Driving Licence, etc., (already mentioned at the time of booking) is to be carried by the passenger during their journey. For internet booking the only requirement is the possession of credit/debit/India card. Now-a-days the net booking is about 65% of the PRS booking. The net booking service charges have also been reduced.

3.2.2 The India post is allowed to operate PRS booking on mutual agreement with Railways. At medium/small stations, outstation booking offices etc., IUTS (a hybrid system of PRS and UTS booking) is coming up now-a-days. The internet booking time is 00.30 hours to 23.30 hours and Takkal bookings are not allowed through internet. There is some mandatory requirement of opening atleast one PRS centre in the jurisdiction of each MP now. The IUTS and manual reservations are carried out by booking clerks or Station Masters.

3.3 **THE CADRE OF ECRCs**

Though the cadre of ECRCs were available even prior to the introduction of computerized reservation, the cadre strength increased considerably after it only. They had three restructuring in their grade-wise distribution in 1993, 2003 and 2013. The percentage of CRS (now CSE&R) is got increased from 8% to 12% to 20% in the cadre restructuring. Now the posts of E&RS and ECRC-I stand merged and definitely there will be more elevations to higher grades in the next cadre restructuring.

3.3.1 There is an argument in some quarters that the CSE&Rs (Ex CRS) are pure supervisory officials and E&Rs are meant to work as Enquiry-cum-Reservation Supervisors etc. This agreement is purely based on the nomenclature of the designation and has no support of any Railway Board orders. In fact, the cadre restructuring orders of 01.11.2003 amply clarifies this aspect in para 10. Para 7 talks only about giving additional responsibilities of higher grade and para 18 specifies the need for matching surrender. This clearly shows that Railways cannot go for more recruitment solely on the pretext of reduced number of ECRC-I & II on account of restructuring. In fact, if matching surrender is effected in true spirit more CRSs and E&RSs will have to be deputed to the counters from their exclusive areas of supervision and Enquiry Counter.

3.3.2 The cadre restructuring is not worked out on work charge basis and hence there will be a possibility of a CRS post being pinpointed to a small PRS centre with 3 or 4 staff where there is no need of having a pure supervisory post. And there will be some exceptional cases wherein an unusually large number of transactions or enquiries will have to be attended on a day. Then CSE&Rs and E&RSs will have to man the counter also.

Most of the Booking/Parcel/Goods Supervisors, the Station Masters, etc., in the erstwhile in grade pay Rs.4600/- are working in shift rosters.

3.3.3 As far as MAS Division is concerned, no PRS centre with lesser than 10 ECRCs staff, pure supervisory posts of CSE&R is required. The other CSE&Rs will have to man the counters or do back up duties like accounting, charting, cash etc., and shall be multi-skilled and be utilized according to the local requirements. Booking of separate staff for accounts, cash etc., other than the CSE&Rs is unwarranted in all the eight centers where this study is conducted.

3.3.4 The question of maintaining of separate PRS and UTS counters shall be considered only when the reservation slips exceed 100 per day on an average. Till such time, the present arrangement of engaging booking clerks for IUTS seems to be ideal. Surely, the surplus hands of ECRCs at any stage can very well be entrusted with the IUTS centre's to be opened in the absence of booking staff. Such multi-skilled activities are prevalent in PGT, TPJ, MDU & SA Divisions where Station Masters are manning IUTS in addition to panels & Block Instruments.

3.3.5 Now, the ECRC cadre has been merged with Commercial cadre and the ECRCs are being utilized to issue UTS tickets or to man the IUTS counters where the reservation as well as UTS tickets can be issued. Due to court orders, the PCPO/MAS had issued a letter to all Sr.DCMs of Southern Railway vide letter No.P(S)353/III/Merger of CC & ECRC dated 14.12.2018 (Copy enclosed) that the merger of CC & ECRC is on hold and to utilize the staff in their respective earmarked categories till the vacation of the stay order or disposal of cases, whichever is earlier.

3.4. **YARD STICK:-**

The earlier yardstick laid on 26.10.1956 for reservation office where applied for manual reservation with different yardsticks of 170,150 & 125 Reservation /Clerk. The latest available instruction from Railway Board /Director, Traffic, Commercial (a) II Commercial Circular No. 23 of 2011 stipulated that a PRS counter can deal 180 transactions /Shift/Counter which seems reasonable for the present trend of computerized reservation.

In connection with the above subject, yardstick for ECRC Cadre, a decision was taken at PNM in December 2015 at Zonal level and it was agreed to apply the yardstick of 140 transactions / shift / Counter should be taken into account for determining ECRC Cadre. .

3.4.1 UNIFORM APPLICATION OF YARD STICK:

Due to application of uniform yard stick, this planning branch has applied 140 forms per counter per shift which includes both reservation as well as cancellation of reserved tickets including bulk booking. Based on the present level work load, the requirement of counters and the requirement of man power are calculated as follows:

AVERAGE NUMBER OF FORMS PER DAY:

Location	2016 -17	2017 -18	2018 -19 upto Oct 2018	Total (2+3+4)	Avg for 31 month (5 / 31)	Avg. per day (6 / 30)	Req.of No. of counters (7 / 140)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
MBM	397054	314503	163341	874898	28223	941	6.72
GDY	37009	50849	38115	125973	4064	135	0.96
STM	173239	152130	87780	413149	13327	444	3.17
TBM	325203	313637	174001	812841	26221	874	6.24
CGL	72351	64947	40991	178289	5751	192	1.37
MLMR	15852	16021	9159	41032	1324	44	0.31
TMV	13639	13683	8672	35994	1161	39	0.27
CJ	53900	53282	31997	139179	4489	150	1.06

3.5 REQUIREMENT OF COUNTERS AS PER YARD STICK Vs ACTUAL COUNTERS FUNCTIONING :

PRS LOCATIONS	REQUIREMENT OF COUNTERS AS PER YARD STICK	ACTUAL NUMBER OF COUNTERS FUNCTIONING		
		Morning	Evening	Night
MBM	6.72 (Say 7)	4	3 or 4	-
GDY	0.96 (Say 1)	1	1	-
STM	3.17 (Say 4)	2	2	-
TBM	6.24 (Say 7)	4+1(Spl.counter)	4+1Spl.counter)	1
CGL	1.37 (say 2)	1	1	-
MLMR	0.31 (Say 1)	1(Spilt counter)		
TMV	0.27 (Say 1)	1	-	-
CJ	1.06 (say 2)	1	1	-

Except PRS/TBM, in all other locations, the requirement of counters is more or less equal to the present level of work load. At TBM, the requirement of counters as per the yard stick is worked out to 7. The eight counters functioning in morning and evening shift is allowed and one special counter functioning in the booking office for making reservation to the physically challenged and to exchange other concessional vouchers has been allowed to continue. The PRS/TBM is one of the potential areas for further growth when the third terminal in Chennai area is functioning in full swing. Hence, the night duties counter is also allowed for making current reservation and to cancel the reserved tickets for night bound trains. The requirement of staff to man the above PRS is as follows:

3.6 REQUIREMENT OF STAFF FOR PRS / MBM IS ASSESSED AS BELOW:

CSE&R (Supervisory)	-	1
Counter duties (4 x 2 shifts)	-	8
For Enquiry (1 x 2 shifts)	-	2
LR/RG	-	2
Total requirement of staff	-	13

SANCTION Vs REQUIREMENT:

Sanction	Actual	Requirement	Surplus
20	12	13	7

RECOMMENDATION NO. 1

Five posts of RS-II in Grade pay Rs.4200/- and Two posts of ECRC-II in grade pay Rs.2800/- at PRS/MBM are found excess to the requirement may be surrendered and credited to the bank of surplus posts. **(Total – 7 posts)**

3.7 REQUIREMENT OF STAFF FOR PRS/GDY IS ASSESSED AS BELOW:

CSE&R (Supervisory)	-	1
For cash duty (General shift)	-	1 (Including LR/RG duties)
Counter duties (1 x 2 shifts)	-	2
Total requirement of staff	-	4

SANCTION VS REQUIREMENT:

Sanction	Actual	Requirement	Surplus
4	14	4	0

PCPO/MAS vide his letter No.P(S 353/III/Merger of CC & ECRC dated 14.12.2018 had advised that the merger of CC & ECRCs is kept on hold and utilize the staff in their respective earmarked categories till the vacation of the stay order or disposal of cases, whichever is earlier..

3.8 REQUIREMENT OF STAFF FOR PRS/STM IS ASSESSED AS BELOW:

CSE&R (Supervisory)	-	1
For Accounts duty (General)	-	1
Counter duties (2 x 2 shifts)	-	4
LR/RG	-	1
Total requirement of staff	-	7

SANCTION VS REQUIREMENT:

Sanction	Actual	Requirement	Surplus
9	8	7	2

RECOMMENDATION NO. 2

One post of RS-II in Grade pay Rs.4200/- and One posts of ECRC-II in grade pay Rs.2800/- at PRS/STM are found excess to the requirement may be surrendered and credited to the bank of surplus posts. **(Total –2 posts)**

3.9 REQUIREMENT OF STAFF FOR PRS/TBM IS ASSESSED AS BELOW:

CSE&R (Supervisory)	-	1
CSE &R (Shift in-charge) (1 x 2)	-	2
For Accounts duty (General)	-	1
For Cash duty (General)	-	1
Counter duties (4 x 2 shifts)	-	8
Spl.Counter (1 x 2 shifts)	-	2 (for exchange of Concessions)
Night duty counter	-	1(for current booking/cancellation)
LR/RG	-	4
Total requirement of staff	-	20

SANCTION VS REQUIREMENT:

Sanction	Actual	Requirement	Surplus
24	25	20	4

RECOMMENDATION NO. 3

Four posts of RS-II in Grade pay Rs.4200/-) at PRS/TBM are found excess to the requirement may be surrendered and credited to the bank of surplus posts.

3.10 OTHER FACTORS:

At the time of data collection by the work study team, it was informed by the CSE&R that, there is no enquiry or passenger information centre is available at TBM. Now a days passengers are approaching the PRS centers to get the information's about the arrival/departure of the long distance trains as well as coach position of the reserved trains.

He suggested to display the coach indication board at the platforms for the trains as well to erect **MAY I HELP YOU BOOTH** at the main entrance of the station near booking office on northern side. Sr.DCM/MAS may please be exploring the possibilities of providing the same as it is one the passenger amenities extended to the travelling passengers.

3.11 REQUIREMENT OF STAFF FOR PRS/CGL IS ASSESSED AS BELOW:

CSE&R (Supervisory)	-	1
Counter duties (2 x 2 shifts)	-	4
LR/RG (For TMV, MLMR & CGL)	-	2
Total requirement of staff	-	7

SANCTION VS REQUIREMENT:

Sanction	Actual	Requirement	Surplus
14	0	7	7

RECOMMENDATION NO. 4

Two posts of CSE&R in Grade pay Rs.4600/- , three posts of RS-II in grade pay Rs.4200/- and Two posts of ECRC –II in grade pay Rs.2800/- at PRS/CGL are found excess to the requirement may be surrendered and credited to the bank of surplus posts.

(Total –7 posts)

3.12 REQUIREMENT OF STAFF FOR PRS/MLMR IS ASSESSED AS BELOW:

The average reservation forms dealt at PRS/MLMR is around 50% of the yard stick fixed. Since, it is a pilgrimage station as well important station on CGL – VM section for which the present functioning of one PRS counter on split duty on day times is allowed to continue. The staff working at the PRS/MLMR counter has represented that, due to split counter, he has to present at the station from morning 0800 hrs to evening 1700 hrs with the break of 3 hours from 1200 hrs to 1500 hrs. He requested to change the counter duty timings as 0800 to 1400 hrs including Sundays at par with PRS/TMV. To fill his demand a job analysis may be conducted to modify the roster timings.

To man the counter as well as to do the allied duties one ECRC is sufficient and LR/RG to the staff may be provided from PRS/CGL.

SANCTION VS REQUIREMENT:

Sanction	Actual	Requirement	Surplus
3	1	1	2

RECOMMENDATION NO. 5

One post of CSE&R in Grade pay Rs.4600/- and One post of RS-II in grade pay Rs.4200/- at PRS/MLMR are found excess to the requirement may be surrendered and credited to the bank of surplus posts. **(Total –2 posts)**

3.13 REQUIREMENT OF STAFF FOR PRS/TMV IS ASSESSED AS BELOW:

The average reservation forms dealt at PRS/TMV is 40 per shift. Only one counter is functioning in morning shift from 0800 hrs to 1400 hrs. There is no evening shift duty at this PRS. One ECRC-II is manning the PRS counter with the overall control of SMR/TMV. The counter cash is being handed over to Booking office/TMV for remittance along with BO cash to IDBI authorities. The present arrangements may be continued. The LR/RG for this staff may be provided from PRS/CGL

SANCTION VS REQUIREMENT:

Sanction	Actual	Requirement	Surplus
3	1	1	2

RECOMMENDATION NO. 6

One post of CSE&R in Grade pay Rs.4600/- and One post of RS-II in grade pay Rs.4200/- at PRS/TMV are found excess to the requirement may be surrendered and credited to the bank of surplus posts. **(Total –2 posts)**

3.14 REQUIREMENT OF STAFF FOR PRS/CJ IS ASSESSED AS BELOW:

This is only one en-route PRS counter functioning in AJJ – CGL section. CJ is an important pilgrimage station as well as lot of floating population exists in and around Kanchipuram. Lot of handloom silk industries is situated in this area.

The average reservation forms dealt at this PRS centre is 150 per day in two shifts. It is less than the yard stick of 140 forms per shift per counter. Due to the importance and tourist station two shifts are allowed in a day.

The requirement of man power to man the counters is as follows:

CSE&R (Supervisory)	-	1
Counter duties (2 x 2 shifts)	-	2 (LR/RG for the other staff)
Total requirement of staff	-	3

SANCTION VS REQUIREMENT:

Sanction	Actual	Requirement	Surplus
3	2	3	0

3.15 SUMMARY OF REQUIRMENT OF STAFF TO MAN THE PRS COUNTERS :

PRS LOCATION	SANCTION	ACTUAL	REQUIREMENT	SURPLUS
MBM	20	12	13	7
GDY	4	14	4	0
STM	9	8	7	2
TBM	24	25	20	4
CGL	14	0	5	9
MLMR	3	1	1	2
TMV	3	1	1	2
CJ	3	2	3	0
TOTAL	80	63	54	26

3.16 SUMMARY OF DESIGNATION OF POSTS TO BE SURRENDERED AND THE LOCATION OF PRS CENTERS:

PRS LOCATIONS	DESIGNATION	SANCTION	No.OF POSTS TO BE SURRENDERED	TOTAL POSTS
MBM	RS – II ECRC – II	12 4	5 2	7
STM	RS – II ECRC – II	4 3	1 1	2
TBM	RS – II	15	4	4
CGL	CSE&R RS – II ECRC – II	3 8 3	2 5 2	9
MLMR	CSE&R RS – II	1 1	1 1	2
TMV	CSE&R RS – II	1 1	1 1	2
TOTAL		33	26	26

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

4.1 The draft work study report was handed over to the Co-ordinating Officer (ACM/I/MAS) on 09.01.2019 and a reminder also sent on 07.04.2019. But, so far, no reply has been received. The time limit allowed for the Co-ordinating Officer to respond is only 15 days.

4.2 In this connection, the co-ordinating Officer has not responded even after 154 days, from the date of submission of the draft report.

Hence, the report is released without the remarks of the 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.	Category	Grade Pay (₹)	No.of post	Mean Pay (₹)	Annual savings (₹)
1.	CSE&R	4600	4	102079	4899792
2.	RS - II	4200	13	80551	12565956
3.	ECRC-II	2800	9	63218	6827544
TOTAL			26		24293292

ANNEXURE –I**S.A.V.E. STATEMENT AT MBM, GDY, STM, TBM, CGL, TMV,
MLMR & CJ AS ON 15.11.2018**

Station	CS E &R				RS – II				ECRC – II				TOTAL			
	S	A	V	E	S	A	V	E	S	A	V	E	S	A	V	E
MBM	4	3	1	0	12	8	4	0	4	1	3	0	20	12	8	0
GDY	1	1	0	0	1	10	0	9	2	3	0	1	4	14	0	10
STM	2	3	0	1	4	2	2	0	3	3	0	0	9	8	2	1
TBM	5	7	0	2	15	18	0	3	4	0	4	0	24	25	4	5
CGL	3	0	3	0	8	0	8	0	3	0	3	0	14	0	14	0
TMV	1	0	1	0	1	0	1	0	1	1	0	0	3	1	2	0
MLMR	1	0	1	0	1	0	1	0	1	1	0	0	3	1	2	0
CJ	1	0	1	0	1	0	1	0	1	2*	0	1	3	2	1	0
TOTAL	18	14	7	3	43	38	17	12	19	11	10	2	80	63	33	16

*One ECRC borne on the strength of CJ has been utilized at HQrs., from 12.11.2018.

Note:

The Sanctioned strength of ECRCs for the above stations has been taken as per the statement submitted by Sr.DPO/MAS on 15.11.2018 and the Actual strength was taken on physical verification of staff working at the particular locations/stations.

ANNEXURE – II
Sheet No.1/3

PRS EARNINGS AT MBM STATION FOR THE PERIOD FROM
APRIL 2016 TO MARCH 2017

Month & Year	No. of Forms	Passengers		Gross	Refund	Nett
		Booked	Cancelled			
April 2016	34747	58743	12474	24490880	6617475	17873405
May	33035	56917	11672	23372080	6205412	17166668
June	34004	61426	7760	24760995	4173138	20587857
July	34719	60882	8281	23806615	4188830	19617785
August	33815	56146	9564	22365335	4635034	17730301
September	30836	45164	12320	18554720	5865795	12688925
October	31326	51789	8333	20198370	3965992	16232378
November	33539	56515	8271	22005605	4300655	17704950
December	30606	49320	10319	17259500	4850355	12409145
January 2017	34737	61998	10775	26567820	4967800	21600020
February	31146	58179	7826	23661287	3743233	19918054
March	34544	65338	8487	26320590	4075965	22244625
Total	397054	682417	116082	273363797	57589684	215774113
Avg./M	33087	56868	9674	22780316	4799140	17981176
Avg./day	1103	1896	322	759344	159971	599373

ANNEXURE – II
Sheet No.2/3

PRS EARNINGS AT MBM STATION FOR THE PERIOD FROM
APRIL 2017 TO MARCH 2018

Month & Year	No. of Forms	Passengers		Gross	Refund	Nett
		Booked	Cancelled			

				Earnings	Amount	Earnings
April 2017	29604	52793	10007	22382018	5131536	17250482
May	29614	52786	9819	22771138	5132230	17638908
June	26567	48134	6416	20131504	3206905	16924599
July	27406	50448	5993	20086551	2920548	17166003
August	25863	44987	7241	18671054	3747152	14923902
September	25571	47415	6848	19378101	3767151	15610950
October	24144	42846	6119	17019824	3070813	13949011
November	23650	42265	6399	17389250	3293660	14095590
December	24145	44067	6550	18341180	3314030	15027150
January 2018	27335	52509	7244	21544415	3425856	18118559
February	24977	47449	6160	18935415	2869121	16066294
March	25627	49268	6394	20032025	3180045	16851980
Total	314503	574967	85190	236682475	43059047	193623428
Avg./M	26209	47914	7099	19723540	3588254	16135285
Avg./day	874	1597	237	657451	119608	537843

ANNEXURE – II**Sheet No.3/3****PRS EARNINGS AT MBM STATION FOR THE PERIOD FROM
APRIL 2018 TO OCTOBER 2018**

Month & Year	No. of Forms	Passengers		Gross Earnings	Refund Amount	Nett Earnings
		Booked	Cancelled			
April 2018	24211	43858	8472	18905830	4332822	14573008
May	23866	43977	8349	18481240	3958355	14522885
June	23500	44123	5516	18487460	2801270	15686190
July	23822	45299	5086	18050585	2618980	15431605
August	22867	39387	8204	16661125	3827292	12833833
September	23400	44062	6458	18063065	3130870	14932195
October	21675	38198	6325	16166335	3220655	12945680
Total	163341	298904	48410	124815640	23890244	100925396
Avg./M	23335	42701	6916	17830806	1990854	8410450
Avg./day	778	1423	231	594360	66362	280348

ANNEXURE – III**Sheet No.1/3****PRS EARNINGS AT GDY STATION FOR THE PERIOD FROM
APRIL 2016 TO MARCH 2017**

Month & Year	No. of Forms	Passengers		Gross	Refund	Nett
		Booked	Cancelled			
April 2016	3260	4956	527	2252120	427105	1825015
May	2967	4311	709	2192640	370112	1822528
June	3138	4358	593	2174260	284615	1989645
July	3339	4557	658	2296040	352535	1945505
August	3086	4186	692	1996025	406885	1591140
September	3349	4874	582	2394680	377435	2017245
October	3240	4245	695	2131755	363255	1768500
November	3018	4168	521	2129445	245265	1884180
December	2417	3282	495	1677030	292300	1384730
January 2017	3039	4237	557	2197080	365565	1831515
February	2841	3998	581	2051675	318211	1733464
March	3315	4728	662	2104186	349475	1754711
Total	37009	51900	7272	25596936	4152758	21548178
Avg./M	3084	4325	606	2133078	346064	1795682
Avg./day	103	144	20	71103	11535	59856

ANNEXURE – III**Sheet No.2/3**

PRS EARNINGS AT GDY STATION FOR THE PERIOD FROM
APRIL 2017 TO MARCH 2018

Month & Year	No. of Forms	Passengers		Gross Earnings	Refund Amount	Nett Earnings
		Booked	Cancelled			
April 2017	2947	3851	759	2190964	416520	177444

May	2820	4268	627	2197886	303914	1893972
June	2562	3609	487	1843111	281936	1561175
July	2717	4307	397	2043555	218553	1825002
August	3526	4691	819	2336903	467318	1869585
September	4960	6961	1389	3453795	757078	2696717
October	4662	6365	899	3048733	490576	2558157
November	4594	6232	964	3179010	546860	2632150
December	4788	6512	1030	3271110	521785	2749325
January 2018	5627	8051	1273	3824065	642490	3181575
February	5682	8187	1134	4050743	602397	3448346
March	5964	8536	1323	4006200	658384	3347816
Total	50849	71570	11101	35446075	5907811	27941264
Avg./M	4237	5964	925	2953840	492318	2328439
Avg./day	141	199	31	98461	16411	77615

ANNEXURE – III**Sheet No.3/3**

PRS EARNINGS AT GDY STATION FOR THE PERIOD FROM
APRIL 2018 TO OCTOBER 2018

Month & Year	No. of Forms	Passengers		Gross Earnings	Refund Amount	Nett Earnings
		Booked	Cancelled			
April 2018	5979	8231	1426	4355840	767870	3587970
May	5189	7416	1275	3610483	604985	3005498
June	5025	7247	1022	3580995	482180	3098815
July	5407	8016	913	3820905	470155	3350750
August	5254	7244	1319	3493820	609660	2884160

September	5672	8330	1239	3911420	586495	3324925
October	5589	7679	1237	3993770	676545	3317225
Total	38115	54163	8431	26767233	4197890	22569343
Avg./M	5445	7738	1204	3823890	599699	3224192
Avg./day	182	258	40	127463	19890	107473

ANNEXURE – IV**Sheet No.1/3**

PRS EARNINGS AT STM STATION FOR THE PERIOD FROM
APRIL 2016 TO MARCH 2017

Month & Year	No. of Forms	Passengers		Gross	Refund	Nett
		Booked	Cancelled			
April 2016	16079	27995	6083	13278980	3913190	9365790
May	14649	25391	5291	12163179	2970704	9192475
June	14649	26445	3271	11905150	2175860	9729290
July	15144	26705	3683	11428995	2219780	9209215
August	14993	25346	4335	11214184	2445722	8768462
September	15281	26811	4349	11958748	2517498	9441250
October	14261	23088	4007	9982987	2214564	7768423
November	14425	24465	3408	11309594	4417039	8892555
December	12108	19974	3808	9528421	2097248	7431173
January 2017	14195	25367	3882	12339877	2065752	10274125
February	13005	24143	3117	11717741	1926051	9791690
March	14450	26778	3396	12050087	2278547	9771540
Total	173239	302508	48630	138877943	31241955	109635988

Avg./M	14437	25209	4053	11573162	2603496	9136332
Avg./day	481	840	135	385772	86783	304544

ANNEXURE –IV
Sheet No.2/3

PRS EARNINGS AT STM STATION FOR THE PERIOD FROM
APRIL 2017 TO MARCH 2018

Month & Year	No. of Forms	Passengers		Gross Earnings	Refund Amount	Nett Earnings
		Booked	Cancelled			
April 2017	13377	23543	4692	11214364	2944369	8262995
May	13098	22945	4619	0	0	0
June	11696	20500	3038	8924865	1534475	7390390
July	12153	22430	2646	9142700	1217430	7925270
August	11844	20917	3222	9094505	1548669	7545836
September	12218	22405	3143	9588720	1601195	7987525
October	11938	21299	2960	8763910	1531752	7232158
November	11273	19544	3144	8005375	1396232	6609143
December	12471	23414	3409	9957140	1595425	8361715
January 2018	14815	28549	3750	12490555	1761670	10728885
February	13402	25307	3264	10633935	1595755	9038180
March	13845	25307	3384	11173575	1519725	9653850
Total	152130	276160	41271	108989644	18246697	90735947
Avg./M	12668	23013	20636	9082470	9123349	7561329
Avg./day	422	767	688	302749	304112	252044

ANNEXURE – IV
Sheet No.3/3

PRS EARNINGS AT STM STATION FOR THE PERIOD FROM
APRIL 2018 TO OCTOBER 2018

Month & Year	No. of Forms	Passengers		Gross Earnings	Refund Amount	Nett Earnings
		Booked	Cancelled			
April 2018	13322	23674	5132	10890393	2594235	8296160
May	12944	23442	4399	10678805	2413991	8264814
June	12059	22224	3017	9551820	1415781	8136039
July	12440	23281	2667	9822270	1311935	8510335
August	12287	21220	4099	9059605	1772606	7286999
September	12593	24027	3107	10335750	1582540	8753210
October	12135	20959	3552	9220930	1907505	7313425
Total	87780	158827	25973	69559573	12998593	56560982
Avg./M	12540	22690	3710	9937081	1856941	8080140
Avg./day	418	756	124	331236	61898	269338

ANNEXURE – V
Sheet No.1/3

PRS EARNINGS AT TBM STATION FOR THE PERIOD FROM
APRIL 2016 TO MARCH 2017

Month & Year	No. of Forms	Passengers		Gross	Refund	Nett
		Booked	Cancelled			
April 2016	26968	44701	9297	20045560	4571233	15474327
May	26641	43641	9212	20473977	4484662	15992315

June	26743	46927	6036	20443581	2774015	17669566
July	27600	47398	6512	20096970	2946185	17150785
August	27392	45973	7391	20621900	3319693	17302207
September	27807	47530	8255	20618495	3494795	17123700
October	27680	44524	7361	19802275	3519568	16282707
November	26584	42959	6230	19612790	3114650	16498140
December	24123	38369	8452	17544430	3525075	14019355
January 2017	28097	49474	8015	22729070	3489155	19239915
February	26416	46985	6172	22145585	2863520	19282065
March	29152	52732	6688	23239048	3063500	20175548
Total	325203	551213	89621	247373681	41166051	206210630
Avg./M	27100	45934	7468	20164473	3430504	17184220
Avg./day	903	1531	249	672149	114350	572807

ANNEXURE – V
Sheet No.2/3

PRS EARNINGS AT TBM STATION FOR THE PERIOD FROM
APRIL 2017 TO MARCH 2018

Month & Year	No. of Forms	Passengers		Gross Earnings	Refund Amount	Nett Earnings
		Booked	Cancelled			
April 2017	25919	44054	8290	20629845	3917150	16712695
May	26597	45654	8326	21772600	3735815	18036785
June	24393	43540	5378	19488650	2676424	16812226
July	24800	43238	5218	18818655	2588890	16229765
August	25087	10830	7142	18237800	3664705	14573095
September	25373	44372	7562	18905555	3728575	15176980
October	24330	40927	5714	17689010	2913578	14775432
November	24870	41837	6062	17651990	2775470	14876520
December	25157	44526	6359	19627565	2798751	16828814

January 2018	28809	53327	6947	23123902	3110236	20013666
February	27428	49634	5947	22513800	2849955	19663845
March	30874	54036	7042	25104576	3005775	22098801
Total	313637	545975	79987	243563948	37765324	205798624
Avg./M	26136	45498	6666	20296996	3147110	17149885
Avg./day	871	1517	222	676566	1049036	5716628

ANNEXURE – V**Sheet No.3/3****PRS EARNINGS AT TBM STATION FOR THE PERIOD FROM
APRIL 2018 TO OCTOBER 2018**

Month & Year	No. of Forms	Passengers		Gross Earnings	Refund Amount	Nett Earnings
		Booked	Cancelled			
April 2018	27613	46160	9126	21265055	4311261	16953794
May	25877	44531	8278	20287160	3780545	16506615
June	24568	45307	5551	19616735	2771088	16845647
July	25761	47548	5476	20150920	2584306	17566614
August	23264	38968	8155	16517855	3772347	12745508
September	23515	42611	6083	17855635	2930380	14925255
October	23403	39434	6756	18056786	3642575	14414211
Total	174001	304559	49425	133750146	23792502	109957644
Avg./M	24857	43508	7061	19107164	3398929	15708235
Avg./day	829	1450	236	636905	113298	523608

ANNEXURE –VI**Sheet No.1/3**

**PRS EARNINGS AT CGL STATION FOR THE PERIOD FROM
APRIL 2016 TO MARCH 2017**

Month & Year	No. of Forms	Passengers		Gross	Refund
		Booked	Cancelled		
April 2016	7164	10315	2106	4111035	1068505
May	6218	9733	2049	3979810	898370
June	6044	10119	1153	4220975	585035
July	6285	10364	1542	4676815	643625
August	6447	9592	1465	3763070	587820
September	5803	10173	2001	4516715	981465
October	6138	9320	1394	3973425	690265
November	5803	8898	1600	3714455	612210
December	4904	7622	1635	3386095	682840
January 2017	6213	10223	1551	4236485	723845
February	5315	8669	1368	3620110	620970
March	6017	10416	1630	4200950	758973
Total	72351	115444	19494	48399940	8853923
Avg./M	6029	9620	1625	4033328	737827
Avg./day	201	321	54	134444	24594

ANNEXURE –VI
Sheet No.2/3

PRS EARNINGS AT CGL STATION FOR THE PERIOD FROM
APRIL 2017 TO MARCH 2018

Month & Year	No. of Forms	Passengers		Gross Earnings	Refund Amount
		Booked	Cancelled		
April 2017	5905	9744	1551	4221296	668664
May	5064	8595	1651	4021364	756355
June	6117	9815	1714	3282639	65814
July	5400	10417	1896	3406599	72735
August	5425	10612	1687	3795175	71175
September	5117	9714	1512	3747895	63245
October	4947	7673	1243	3551335	52882
November	4883	7685	3013	3502950	559233
December	5080	8487	3013	3648120	556120
January 2018	5913	9984	2017	4312952	590394
February	5486	9294	1043	3914075	479145
March	5610	9827	1887	4182145	615445
Total	64947	111847	22227	45586545	4551207
Avg./M	5412	9321	1852	3798879	379267
Avg./day	180	310	62	126629	12642

ANNEXURE –VI
Sheet No.3/3

PRS EARNINGS AT CGL STATION FOR THE PERIOD FROM
APRIL 2018 TO OCTOBER 2018

Month & Year	No. of Forms	Passengers		Gross Earnings	Refund Amount
		Booked	Cancelled		
April 2018	5810	9257	1820	3789315	51446
May	5910	9316	2215	3952315	62447
June	5926	9718	1913	3733925	58247
July	5710	8814	1801	3752950	52545
August	5214	8117	1600	3405980	51611
September	6211	9514	1900	3407255	62537
October	6210	9712	1872	3789315	63517
Total	40991	64448	13121	25831055	402350
Avg./M	5856	9207	1874	3690151	57479
Avg./day	114	307	62	123005	1916

ANNEXURE –VII
Sheet No.1/3

PRS EARNINGS AT MLMR STATION FOR THE PERIOD FROM
APRIL 2016 TO MARCH 2017

Month & Year	No. of Forms	Passengers		Gross	Refund	Nett
		Booked	Cancelled			

April 2016	1289	2254	480	1158785	281855	876930
May	1214	2163	407	1008500	157365	851135
June	1346	2471	223	1055855	112847	943008
July	1240	2131	275	85900	97620	728280
August	1227	2095	256	817700	123450	694250
September	1273	2195	290	982090	149185	823905
October	1206	1889	333	816630	125780	690850
November	1264	2045	281	903365	147575	755790
December	1383	2307	546	935345	215025	720320
January 2017	1779	2866	980	1318310	271685	1046625
February	1239	2182	293	916250	104345	811905
March	1392	2513	286	943160	129315	813845
Total	15852	27111	4650	10941890	1916047	9756843
Avg./M	1321	2259	387	911824	159671	813070
Avg./day	44	75	32	30394	5322	27102

ANNEXURE –VII
Sheet No.2/3

PRS EARNINGS AT MLMR STATION FOR THE PERIOD FROM
APRIL 2017 TO MARCH 2018

Month & Year	No. of Forms	Passengers		Gross Earnings	Refund Amount	Nett Earnings
		Booked	Cancelled			
April 2017	1287	2464	357	1224095	191875	1032220
May	1303	2424	429	1154790	226585	928205
June	1242	2293	233	1012075	131745	883590
July	1271	2356	236	870795	86860	783935
August	1150	1835	272	729495	137095	584300
September	1159	1926	231	743045	75610	667435
October	1286	2302	238	1030190	128710	901480

November	1091	1992	211	834230	90440	743790
December	1448	2504	358	1230485	208700	1023310
January 2018	1832	3760	406	1628880	190230	1439780
February	1592	3131	459	1189900	193285	1000385
March	1360	2382	331	886835	128425	758410
Total	16021	29369	3761	12534815	1789560	10746840
Avg./M	1335	2447	313	1044568	149130	895570
Avg./day	46	82	10	34819	4971	29852

ANNEXURE –VII
Sheet No.3/3

PRS EARNINGS AT MLMR STATION FOR THE PERIOD FROM
APRIL 2018 TO OCTOBER 2018

Month & Year	No. of Forms	Passengers		Gross Earnings	Refund Amount	Nett Earnings
		Booked	Cancelled			
April 2018	1432	2628	394	1257495	239185	1018310
May	1350	2814	317	1187490	162555	1034370
June	1216	2262	224	967305	91300	876005
July	1445	2847	267	1282725	168880	1113845
August	1270	2227	409	885757	155432	730325
September	1197	2635	161	999862	47270	952592
October	1249	2284	288	941410	90617	850793
Total	9159	17697	2060	7522044	955239	6576240
Avg./M	1308	2528	294	1074578	136463	939463
Avg./day	44	84	10	35819	4549	31315

ANNEXURE –VIII
Sheet No.1/3

PRS EARNINGS AT TMV STATION FOR THE PERIOD FROM

APRIL 2016 TO MARCH 2017

Month & Year	No. of Forms	Passengers		Gross	Refund	Nett
		Booked	Cancelled			
April 2016	1349	2411	408	1005045	190890	814155
May	1116	1757	370	803860	160820	643040
June	1095	1876	243	761010	113935	647075
July	1137	2005	359	864195	170690	693505
August	1095	1754	236	659160	86435	572725
September	1131	2007	291	843960	143155	700805
October	1028	1525	414	647440	129055	518385
November	911	1275	331	562370	122600	439770
December	1047	1449	472	605630	193470	412160
January 2017	1386	2151	374	862960	164795	698165
February	1105	1860	258	88715	131490	749225
March	1239	2353	217	1011940	127875	884065
Total	13639	22423	3973	8716285	1735210	7773075
Avg./M	1137	1869	331	726357	144600	647756
Avg./day	40	62	11	24212	4820	21592

ANNEXURE –VIII
Sheet No.2/3

PRS EARNINGS AT TMV STATION FOR THE PERIOD FROM
APRIL 2017 TO MARCH 2018

Month & Year	No. of Forms	Passengers		Gross Earnings	Refund Amount	Nett Earnings
		Booked	Cancelled			
April 2017	1053	1782	348	856640	220900	635740
May	1059	1716	305	671710	91115	580595
June	1085	1987	202	886420	96365	790055

July	1159	1956	237	741450	89440	655435
August	1020	1839	244	703905	114275	589610
September	1263	2247	270	947910	117805	830105
October	1030	1649	235	672985	690765	603220
November	1102	1839	198	762400	61275	701125
December	1050	1744	218	659515	85145	574370
January 2018	1351	1980	328	935055	136530	798525
February	974	1458	238	666025	69935	596090
March	1537	2658	451	1102175	272755	829420
Total	13683	22855	3274	9606190	2046305	8184290
Avg./M	1140	1904	272	800515	170525	682024
Avg./day	38	63	9	26684	5684	22734

ANNEXURE –VIII
Sheet No.3/3

PRS EARNINGS AT TMV STATION FOR THE PERIOD FROM
APRIL 2018 TO OCTOBER 2018

Month & Year	No. of Forms	Passengers		Gross Earnings	Refund Amount	Nett Earnings
		Booked	Cancelled			
April 2018	1096	1934	296	821245	128520	962725
May	1233	2185	302	848215	96555	751660
June	1167	2266	270	878950	123620	755330
July	1323	2221	179	842910	70850	772060
August	1282	2293	273	767995	96133	671862
September	1298	2553	249	973220	133375	839845
October	1273	2207	205	777715	86290	691425
Total	8672	15659	1774	5910250	735343	5444907
Avg./M	1239	2237	253	844321	105049	777844
Avg./day	41	75	8	28144	3501	25928

ANNEXURE –IX
Sheet No.1/3

PRS EARNINGS AT CJ STATION FOR THE PERIOD FROM

APRIL 2016 TO MARCH 2017

Month & Year	Forms	Booked	Cancelled	Gross	Refund	Nett
April 2016	4601	8315	1695	3936114	100605	2933509
May	4572	8026	1565	3622920	1010845	2612075
June	4700	8750	1205	4016121	709651	3306470
July	4638	8538	1383	3698456	847856	2850600
August	4652	8612	1242	3704146	629171	3074975
September	4334	7924	1348	3642133	826013	2816120
October	4090	7683	1049	3359809	540664	2819145
November	4605	8051	1235	3858577	816905	3041672
December	3982	6723	1443	3049554	780959	2268595
January 2017	4604	9041	1204	4112062	621157	3490905
February	4300	8460	990	3760363	587573	3172790
March	4822	9291	1259	3833966	762641	3071325
Total	53900	99414	15618	44594221	8234040	35458181
Avg./m	4492	8285	1301	3716185	686170	2954848
Avg./day	150	276	44	123873	22872	98495

ANNEXURE – IX**Sheet No.2/3****PRS EARNINGS AT CJ STATION FOR THE PERIOD FROM
APRIL 2017 TO MARCH 2018**

Month & Year	Forms	Booked	Cancelled	Gross	Refund	Nett
April 2017	4598	8312	1510	3814772	921852	2892920
May	4671	8930	1579	4154890	989915	3164925
June	4338	8408	1000	3715554	564324	3151230
July	4406	8272	931	3654070	566830	3087240
August	4083	6918	1220	3052455	713840	2338615
September	4086	7506	1240	3471875	766990	2704885
October	4215	7472	835	3227410	547955	2679455
November	4369	8084	1042	3646310	721085	2925225
December	4251	7939	1209	3817160	695350	3121810
January 2018	4755	9879	1066	4541450	663565	3877885
February	4627	8489	1144	3739845	699220	3040685
March	4883	9082	1364	4190740	975245	3215495
Total	53282	99291	14140	45026531	8826171	36200370
Avg./m	4448	8274	1178	3752210	735514	3016698
Avg./day	148	276	39	125074	24517	100557

ANNEXURE – IX
Sheet No.3/3

PRS EARNINGS AT CJ STATION FOR THE PERIOD FROM
APRIL 2018 TO OCTOBER 2018

Month & Year	Forms	Booked	Cancelled	Gross	Refund	Nett
April 2018	4864	9556	1671	4297365	1070315	3227050
May	4721	8838	1634	4063555	989835	3073720
June	4499	8615	987	3867780	634790	3232990
July	4673	9041	958	3839925	635345	3204580
August	4557	8615	1228	3542975	729875	2813100
September	4401	7861	1316	3381005	748145	2633760
October 2018	4282	7800	1185	3498845	697185	2801660
Total	31997	60326	8979	26491450	5505490	20986860
Avg./m	4571	8618	1283	3784493	786499	2998123
Avg./day	152	287	428	126150	26127	99937