



**G.275 / WSSR-531819 / 2019 – 20**

**WORK STUDY TO REVIEW THE  
COMMERCIAL STAFF STRENGTH  
AT PRS CENTRES**

**@**

**MDU, VPT, SRT, CVP, TN, TEN & TCN  
MDU DIVISION**

**SOUTHERN RAILWAY**

**PLANNING BRANCH**

**G.275 / WSSR-531819 / 2019 - 20**

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AT PRS CENTRES**

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**MDU, VPT, SRT, CVP, TN, TEN & TCN  
MDU DIVISION**

**STUDIED BY**

**WORK STUDY TEAM  
OF  
PLANNING BRANCH**

**AUGUST 2019**

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

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**(ii)**  
**AUTHORITY**

Annual Program of work studies for the year 2018-19

**(iii)**  
**TERMS OF REFERENCE**

Work study to review the PRS staff strength @ MDU, VPT, SRT, CVP, TN, TEN and TCN.

**(iv)**  
**METHODOLOGY**

The following methodology has been adopted while conducting the work study:

- 1) Application of Yardstick and Need basis

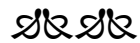
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(v)

**REVISED RECOMMENDATIONS**

The following 4 posts are found excess to the requirement; the same may be credited to the vacancy bank.

S. No	Station	Category	Level	Grade pay (Rs.)	No. of post
1	VPT, SRT & CVP	RS - II	6	4200	1
2	TN & TCN	ECRC	5	2800	1
3	TEN	RS - II	6	4200	1
		ECRC	5	2800	1
Total					4



## **CHAPTER – I**

### **1.0 INTRODUCTION**

- 1.1 The Passenger Reservation System (PRS) which was introduced in the late eighties paved way for hassle free functioning mode in reservation center. This has tantamount effect in the passenger services, qualitative improvement and satisfaction of passengers which has boosted the image of Railways. Transparency, accuracy convenience, scope for reduction of mistakes and repetition of work is the consequence of computerization and implementation of modern technology.
- 1.2 Further the system is strengthened through various supporting technology like Internet booking, e-ticketing, IVRS, touch screens, SMS, POET, India Post etc., Introduction of IUTS (UTS + PRS) machines etc., Thus inconveniences are being radically eradicated.
- 1.3 Since the manpower requirement rests on the above said factors, the study is intended to bring a judicious assessment of work force and to have analysis on ground realities in relationship with the prevailing yardstick. (Commercial circular No.23 of 2011 by Director Traffic Commercial (G)-II/RB Letter No. 2010/TG-I/20/P/Counter dated 01.06.2011) **Annexure II**
- 1.4 This study confines PRS centre at MDU, VPT, SRT, CVP, TN, TEN & TCN of MDU division

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## CHAPTER – II

### 2.0 PRESENT SCENARIO

2.1 The concept of liberalization, privatization and globalization has permeated from Elite group to common mass in society. Awareness in internet booking has gained tremendous momentum. System of reservation has also switched over to electronic mode duly replacing manual operation. Thus manpower requirement is considerably reduced due to technological implementation. Based on the present trend and methodology adopted in PRS centre, an effort is taken to review the staff requirement at PRS centres viz MDU, VPT, SRT, CVP, TN, TEN & TCN in this work study.

#### 2.1.1 The Sanction, Actual, Vacancy & Excess position as on 29.03.2019

STAFF STRENGTH - PRS MDU Division																			
Station	CRS-4600					RS II-4200					ECRC-2800					Total			
	S	A	V	E		S	A	V	E		S	A	V	E		S	A	V	E
MDU	9	7	2	0		16	16	0	0		0	0	0	0		25	23	2	0
VPT	1	1	0	0		2	3	0	1		0	0	0	0		3	4	0	1
SRT	0	0	0	0		1	1	0	0		0	0	0	0		1	1	0	0
CVP	1	1	0	0		1	0	1	0		0	1	0	1		2	2	1	1
TN	2	2	0	0		4	4	0	0		1	1	0	0		7	7	0	0
TEN	4	4	0	0		9	5	4	0		1	1	0	0		14	10	4	0
TCN	0	0	0	0		1	1	0	0		0	0	0	0		1	1	0	0
DRM/O	3	6	0	3		4	4	0	0		0	2	0	2		7	12	0	5
Total	20	21	02	03		38	34	05	01		02	05	00	03		60	60	07	07

### 2.2. PRS CENTRES AT MDU

At Four locations the PRS centers had been located at

- 1) MDU Railway station Main entrance
- 2) MDU Railway station West entrance
- 3) MDU-DRM office
- 4) MDU Thallakulam

### 2.2.1 MDU Railway station Main entrance (First floor)

	Counters							
	1	2	3	4	5	6	7	8
Working Hours	-	-	-	Mon to Sat 08.00 - 14.00 14.15 - 20.00 Sunday 08.00 - 14.00	Mon to Sat 08.00 - 14.00 14.15 - 20.00 Sunday 08.00 - 14.00	Mon to Sat 08.00 - 14.00 14.15 - 20.00 Sunday 08.00 - 14.00	-	-
No of Shift	-	-	-	2	2	2	-	-
Booking	-	-	-	PRS	PRS	PRS & Bulk Booking	-	-

### 2.2.2 MDU Railway station Main entrance (Ground floor)

	Counters			
	1	2	3	4
Working Hours	Mon to Sat 08.00-14.00 / 14.15-20.00 Sunday 08.00-14.00	-	20.00 – 00.00 / 05.00 – 07.00	-
No of Shift	2	-	1 (Split Counter)	-
Booking	PRS for Sr.Citizens & Physically Challenged	-	Current Booking & Cancellation	-

### 2.2.3 MDU Railway station West entrance

	Counter
Working Hours	Mon to Sat 08.00 - 14.00 / 14.15 - 20.00 Sunday 08.00 - 14.00
No of Shift	2
Booking	PRS

### 2.2.4 MDU - DRM/O

	Counter
Working Hours	Mon to Fri 10.00 - 12.00 / 14.30 - 17.00 Sat & Sun CLOSED
No of Shift	1 (Split Counter)
Booking	PASS ONLY

### 2.2.5 MDU Thallakulam

	Counters			
	1	2	3	4
Working Hours	-	Genl Shift 10.00 - 12.00 / 14.30 - 20.00	07.00 – 15.00 / 13.00 – 21.00 Sunday 07.00 - 15.00	-
No of Shift	-	1(Split Counter)	2	-
Booking	-	PRS	PRS	-



### 2.3 VPT Railway station

	Counter
Working Hours	Mon to Sat 08.00 - 14.00 / 14.15 - 20.00 Sunday 08.00 - 14.00 / 14.15 - 20.00
No of Shift	2
Booking	PRS

### 2.4 SRT Railway station

	Counter			
	1	2	3	4
Working Hours	Booking Office		08.00 – 12.00 / 15.30 – 17.00 Sunday 08.00 – 12.00	-
No of Shift			1 (Split Counter)	-
Booking			PRS	-

### 2.5 CVP Railway station

	Counters				
	1	2	3	4	5
Working Hours	-	Mon to Sat 08.00 - 14.00 / 14.15 - 20.00 Sunday 08.00 - 14.00 / 14.15 - 20.00	-	-	-
No of Shift	-	2	-	-	-
Booking	-	PRS	-	-	-

### 2.6 TN Railway station

	Counters				
	1		2	3	4
Working Hours	Mon-Sat 08.00 - 14.00 Sunday 08.00 - 14.00 *16.00 – 22.00		Mon-Sat 08.00 - 14.00 14.15 - 20.00 Sunday 08.00 - 14.00	-	-
No of Shift	2		2	-	-
Booking	PRS *Current/Cancellation & Charting		PRS	-	-

### 2.7 TCN Railway station

	Counter
Working Hours	08.00 - 12.00 / 16.00 - 18.00 *18.00 - 19.00
No of Shift	1 (Split Counter)
Booking	PRS *Current Booking

## 2.8 **PRS CENTRES AT TEN**

At Three locations the PRS centers had been located at

- 1) TEN Railway station Main entrance
- 2) TEN Railway station West entrance
- 3) TEN – Palayamkottai Municipal Office

### 2.8.1 **TEN Railway Station Main Entrance**

	Counter					
	1	2	3	4	5	6
Working Hours	Mon to Sat 06.30 - 13.00 15.30 - 21.30	-	Mon to Sat 08.00 - 14.00 14.15 - 20.00 Sunday 08.00 - 14.00	-	-	-
No of Shift	2	-	2	-	-	-
Booking	PRS	-	PRS	-	-	-

### 2.8.2 **TEN Railway Station West Entrance**

	Counter		
	1	2	3
Working Hours	Mon to Sat 08.00-14.00 Sunday Holiday	-	-
No of Shift	1	-	-
Booking	PRS	-	-

### 2.8.3 **TEN-Palayamkottai Municipal Office**

	Counter
Working Hours	Mon to Sat 08.00 - 14.00 Sunday 08.00 - 14.00
No of Shift	1
Booking	PRS

## 2.9 Commercial Trend of PRS STATIONS

### 2.9.1 Commercial Trend of PRS/MDU

2016-17								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	43285	38432	62808	22883887	12288	5714686	50520	17169201
MAY	45273	24945	62745	21718166	11744	4540722	51001	17177444
JUN	48915	42433	74781	25011662	9653	4008034	65128	21003628
JUL	48644	43211	76621	25336870	9152	3545810	67469	21791060
AUG	48241	29018	76171	25438339	10008	3679924	66163	21758415
SEP	47876	42174	71332	24532306	13792	4359773	57540	20172533
OCT	42925	38263	67610	22550387	9642	3663306	57968	18887081
NOV	55212	51959	93897	28900117	11021	4595931	82876	24304186
DEC	49956	46207	71656	23625660	12328	3897514	59328	19728146
JAN	52346	48632	68836	24761845	17263	5956535	51573	18805310
FEB	41452	35542	61486	21569076	8202	3260312	53284	18308764
MAR	45726	40635	70909	24742838	9645	4012216	61264	20730622
TOTAL	569851	481451	858852	291071153	134738	51234763	724114	239836390

2017-18								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	44403	37935	63799	23343974	11797	5529212	52002	17814762
MAY	45763	36075	60018	21866127	10870	4541231	49148	17324896
JUN	44146	36541	64832	22867756	8357	3545020	56475	19322736
JUL	45112	39275	73421	24124761	7722	3001142	65699	21123619
AUG	42799	36297	63833	21606241	8762	3396475	55071	18209766
SEP	41220	34844	61588	20716415	8616	3583066	52972	17133349
OCT	40279	34154	63383	21027255	7883	3306995	55500	17720260
NOV	45599	40179	86049	24931485	8679	3529272	77370	21402213
DEC	42530	36164	68530	22549250	9533	3770115	58997	18779135
JAN	47479	39458	71245	25850095	10208	4084085	61037	21766010
FEB	42461	35959	62971	21587962	8246	3408369	54725	18179593
MAR	44422	38818	69934	24041285	8779	3712512	61155	20328773
TOTAL	526213	445699	809603	274512606	109452	45407494	700151	229105112

2018-19								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	43846	36545	62371	22112783	11638	5455085	50733	16657698
MAY	44376	33567	57085	21537377	11102	4117352	45983	17420025
JUN	43506	35157	63344	23004750	8021	3251281	55323	19753469
JUL	44104	37092	70906	23538186	7541	2885341	63365	20652845
AUG	43233	35207	62840	21429209	9028	3456973	53812	17972236
SEPT	43363	35683	67836	23095274	8348	3279778	59488	19815496
OCT	42506	34800	67737	21566144	8412	3163746	59325	18402398
NOV	43205	35982	74652	22614145	8940	3239855	65712	19374290
DEC	42928	34705	66575	22590597	8977	3454299	57598	19136298
JAN	43601	35987	66581	24161780	9926	3893640	56655	20268140
FEB	38359	31305	55327	20441730	7512	3090147	47815	17351583
MAR	-	-	-	-	-	-	-	-

<b>TOTAL</b>	473027	386030	715254	246091975	99445	39287497	615809	206804478
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### 2.9.2 Commercial Trend of PRS/VPT

<b>2016-17</b>								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	5020	5151	7528	2629719	1346	486118	6182	2143601
MAY	5720	5867	9046	3162526	1624	626943	7422	2535583
JUN	6319	4603	9813	3277965	1312	457222	8501	2820743
JUL	6395	6533	10508	3326784	1464	493040	9044	2833744
AUG	5865	6009	8764	3011209	1475	608463	7289	2402746
SEPT	6098	6216	9618	3228455	1391	496593	8227	2731862
OCT	5593	5735	8921	2971730	1293	435486	7628	2536244
NOV	6023	6175	9718	3040767	1354	479075	8364	2561692
DEC	5768	5952	8661	3092045	1462	566999	7199	2525046
JAN	5747	5905	8355	2741029	1795	563475	6560	2177554
FEB	5049	5151	7539	2572784	1173	404411	6366	2168373
MAR	5669	5782	8944	3027829	1108	426946	7836	2600883
<b>TOTAL</b>	<b>69266</b>	<b>69079</b>	<b>107415</b>	<b>36082842</b>	<b>16797</b>	<b>6044771</b>	<b>90618</b>	<b>30038071</b>

<b>2017-18</b>								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	5032	5187	7970	2870834	1287	544833	6683	2326001
MAY	5032	5170	7854	2795843	1440	472920	6414	2322923
JUN	5582	5710	6830	3239657	1035	467484	5795	2772173
JUL	5537	5665	9402	3161904	1049	398833	8353	2763071
AUG	4976	5097	7532	2534934	1131	434552	6401	2100382
SEPT	5093	5203	8697	2960552	1143	375856	7554	2584696
OCT	5166	5302	8253	2825057	1082	432265	7171	2392792
NOV	5463	5602	9179	3026080	1275	420140	7904	2605940
DEC	4938	5126	7677	2662500	1151	430550	6526	2231950
JAN	5324	5485	8871	3244920	1113	428280	7758	2816640
FEB	4759	4935	7406	2598346	988	371516	6418	2226830
MAR	5158	5325	8370	2818525	852	340505	7518	2478020
<b>TOTAL</b>	<b>62060</b>	<b>63807</b>	<b>98041</b>	<b>34739152</b>	<b>13546</b>	<b>5117734</b>	<b>84495</b>	<b>29621418</b>

<b>2018-19</b>								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	4499	3455	7131	2617388	1217	518482	5914	2098906
MAY	4662	4879	7106	2616373	1497	602048	5609	2014325
JUN	5681	5815	9749	3416932	1083	410315	8666	3006617
JUL	5456	5613	9182	3195706	1092	447681	8090	2748025
AUG	5244	5416	9814	3093604	1278	496495	8536	2597109
SEPT	5574	5744	10282	3541245	1228	509140	9054	3032105
OCT	4953	5098	8653	3071431	1198	453537	7455	2617894
NOV	5006	5183	8525	2978251	1174	464783	7351	2513468
DEC	4681	4831	7569	2823787	1180	455373	6389	2368414
JAN	5227	5388	9012	3312100	1192	415985	7820	2896115
FEB	4563	4701	7439	2741865	1011	422180	6428	2319685
MAR	-	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>55546</b>	<b>56123</b>	<b>94462</b>	<b>33408682</b>	<b>13150</b>	<b>5196019</b>	<b>81312</b>	<b>28212663</b>

### 2.9.3 Commercial Trend of PRS/SRT

2016-17								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	1782	1260	2992	1151314	474	248679	2518	902635
MAY	1878	2001	2924	1220411	664	304862	2260	915549
JUN	2206	2274	3565	1398668	490	200939	3075	1197729
JUL	2099	2178	3880	1444186	356	132552	3524	1311634
AUG	1968	2060	3161	1180563	471	162247	2690	1018316
SEPT	2137	2208	3813	1490319	501	172977	3312	1317342
OCT	1819	1942	2972	1152300	478	202911	2494	949389
NOV	1963	2046	3457	1236246	373	139141	3084	1097105
DEC	1836	1924	3213	1217900	446	167368	2767	1050532
JAN	2130	2231	3509	1374756	684	292501	2825	1082255
FEB	1656	1745	2739	1082076	375	140926	2364	941150
MAR	1915	1298	3629	1265296	406	169626	3223	1095670
<b>TOTAL</b>	<b>23389</b>	<b>23167</b>	<b>39854</b>	<b>15214035</b>	<b>5718</b>	<b>2334729</b>	<b>34136</b>	<b>12879306</b>

2017-18								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	1555	1647	2523	1037525	482	189763	2041	847762
MAY	1666	1770	2676	1204419	559	240670	2117	963749
JUN	1925	2014	3335	1371002	375	168877	2960	1202125
JUL	1680	1760	2863	1132590	306	107203	2557	1025387
AUG	1650	1737	2867	1062247	361	137274	2506	924973
SEPT	1679	1785	3197	1191496	345	141704	2852	1049792
OCT	1857	1936	3423	1264774	418	213691	3005	1051083
NOV	1749	1845	3293	1162975	358	148530	2935	1014445
DEC	1530	1616	2600	974585	367	125540	2233	849045
JAN	1852	1974	3051	1329150	410	194240	2641	1134910
FEB	1767	1868	2977	1191120	424	145312	2553	1045808
MAR	1902	1994	3479	1225880	355	156645	3124	1069235
<b>TOTAL</b>	<b>20812</b>	<b>21946</b>	<b>36284</b>	<b>14147763</b>	<b>4760</b>	<b>1969449</b>	<b>31524</b>	<b>12178314</b>

2018-19								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	1681	1779	2896	1133527	526	194330	2370	939197
MAY	1722	1838	3012	1353089	562	234167	2450	1118922
JUN	1753	1854	3448	1453727	332	161515	3116	1292212
JUL	1713	1792	3066	1143442	206	98382	2860	1045060
AUG	1498	1588	2488	1045812	411	153464	2077	892348
SEPT	1542	1633	2808	1135490	325	141407	2483	994083
OCT	1494	1583	2915	1120521	265	124560	2650	995961
NOV	1800	1877	3202	1207259	474	174190	2728	1033069
DEC	1514	1599	2560	1108278	312	146386	2248	961892
JAN	1723	1802	3009	1222705	39	188335	2970	1034370
FEB	1448	1542	2447	1036105	346	156500	2101	879605
MAR	-	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>17888</b>	<b>18887</b>	<b>31851</b>	<b>12959955</b>	<b>3798</b>	<b>1773236</b>	<b>28053</b>	<b>11186719</b>

### 2.9.4 Commercial Trend of PRS/CVP

2016-17								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	5018	5222	8075	3306207	1672	671254	6403	2634953
MAY	5164	5413	7968	3423919	1958	849968	6010	2573951
JUN	6207	6414	10553	4146297	1452	615202	9101	3531095
JUL	5832	6013	9991	3734654	1267	525316	8724	3209338
AUG	5544	5736	9175	3570343	1358	545040	7817	3025303
SEPT	5532	5719	8779	3492594	1417	571151	6594	2616605
OCT	4867	5025	7677	3064350	1083	447745	9346	3357929
NOV	5843	5987	10697	3869467	1351	511538	9346	3357929
DEC	5309	5486	8675	3242821	1533	584533	7142	2658288
JAN	5754	5972	8830	3375870	2246	834107	6584	2541763
FEB	4658	4822	7890	3083269	1075	451614	6815	2631655
MAR	5287	5466	9164	3578806	1099	461228	8065	3117578
<b>TOTAL</b>	<b>65015</b>	<b>67275</b>	<b>107474</b>	<b>41888597</b>	<b>17511</b>	<b>7068696</b>	<b>91947</b>	<b>35256387</b>

2017-18								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	4397	4600	7149	2865152	1378	582521	5771	2282631
MAY	4762	5003	7236	2985727	1630	731211	5606	2254516
JUN	4927	5102	8320	3364548	1086	502894	7234	2861654
JUL	5325	5481	9468	3554630	989	412392	8479	3142238
AUG	4727	4900	7536	3020159	1374	539883	6162	2480276
SEPT	4597	4783	7349	2833835	1341	514444	6008	2319391
OCT	5103	5298	9527	3398327	1320	527940	8207	2870387
NOV	5059	5255	9089	3219370	1074	519355	8015	2700015
DEC	4559	4745	7729	2841560	1074	455975	6655	2844790
JAN	5007	5168	8607	3292640	1235	447850	6584	2721347
FEB	4808	4977	8290	3166552	1126	445205	7164	2721347
MAR	4709	4836	7797	3122045	1126	379565	6671	2742480
<b>TOTAL</b>	<b>57980</b>	<b>60148</b>	<b>98097</b>	<b>37664545</b>	<b>14753</b>	<b>6059235</b>	<b>82556</b>	<b>31941072</b>

2018-19								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	4280	3156	7117	2996125	1357	632633	5760	2363492
MAY	4780	4985	7531	3335961	1955	828038	5576	2507923
JUN	5080	5232	8406	3459931	1182	473600	7224	2986331
JUL	4820	4941	8694	3265750	769	339076	7925	2926674
AUG	4415	4565	7265	3055494	1299	520964	5966	2534530
SEPT	4644	4819	7944	3085759	1137	484570	6807	2601189
OCT	4676	4849	9412	3410267	1142	507847	8270	2902420
NOV	4911	5090	8863	3371737	1228	525638	7635	2846099
DEC	4516	4715	8005	3253531	1138	514762	6867	2738769
JAN	4724	4898	8366	3516715	1150	522730	7216	2993985
FEB	4320	4487	7193	3086890	1162	473600	6031	2613290
MAR	-	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>51166</b>	<b>51737</b>	<b>88796</b>	<b>35838160</b>	<b>13519</b>	<b>5823458</b>	<b>75277</b>	<b>30014702</b>

### 2.9.5 Commercial Trend of PRS/TN

2016-17								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	12144	12368	19694	8659614	3906	1884165	15788	6775449
MAY	11406	11641	17492	8001233	3984	2029369	13508	5971864
JUN	13957	14154	23204	10360952	3118	1610161	20086	8750791
JUL	14060	14142	22768	9881560	2724	1332941	20044	8548619
AUG	13056	13154	19684	8761248	2979	1428488	16705	7332760
SEPT	13893	10321	22393	9711042	3432	1820313	17743	7228537
OCT	13149	13224	20713	8687032	2970	1458495	19677	7886261
NOV	13748	13931	22684	9371537	3007	1485276	19677	7886261
DEC	12424	12590	18458	7897030	3725	1705217	14733	6191813
JAN	13216	13458	20594	9167267	4865	2026971	15729	7140296
FEB	11964	12118	19752	8722786	2779	1453637	16973	7269149
MAR	13565	13633	22955	9548078	2686	1262586	20269	8285492
<b>TOTAL</b>	<b>156582</b>	<b>154734</b>	<b>250391</b>	<b>108769379</b>	<b>40175</b>	<b>19497619</b>	<b>210932</b>	<b>89267292</b>

2017-18								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	11207	11349	17774	7991296	3413	1735414	14361	6255882
MAY	10869	10996	16499	7593929	3584	1722584	12915	5871345
JUN	11591	11635	18647	8430531	2271	1240115	16376	7190416
JUL	12535	12544	20455	8761328	2191	1080451	18264	7680877
AUG	11690	11731	19021	8077172	2713	1287150	16308	6790022
SEPT	11742	11879	18436	8278521	3120	1587132	15316	6691389
OCT	11732	11737	19372	8170270	2515	1137208	16857	7033062
NOV	11679	11764	19583	8016475	2627	1299700	16956	6716775
DEC	10591	10631	17304	7562840	2575	1194515	14729	6368325
JAN	12369	12456	20269	8687130	3101	1452425	17168	7234705
FEB	12393	12467	21329	8923050	2680	1288537	18649	7634513
MAR	12405	12425	21434	9457235	2670	1296885	18764	8160350
<b>TOTAL</b>	<b>140803</b>	<b>141614</b>	<b>230123</b>	<b>99949777</b>	<b>33460</b>	<b>16322116</b>	<b>196663</b>	<b>83627661</b>

2018-19								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	11248	11375	18244	8025842	3793	1749745	14451	6276097
MAY	10142	10262	16298	7237999	3506	1674556	12792	5563443
JUN	11257	11270	18503	8252060	2434	1220216	16069	7031844
JUL	11935	11935	20304	8801003	2445	1194267	17859	7606736
AUG	11580	11604	18716	8095570	3304	1507196	15412	6588374
SEPT	11689	11793	20110	8522821	3016	1391319	17094	7131502
OCT	10977	11020	17808	7916684	2746	1412781	15062	6503903
NOV	11278	11332	18561	7884953	2992	1321875	15569	6563078
DEC	10052	10142	16103	7317177	2657	1318108	13446	5999069
JAN	11716	11795	19616	8693030	3243	1499800	16373	7193230
FEB	10489	10594	17784	8204715	2657	1351775	15127	6852940
MAR	-	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>122363</b>	<b>123122</b>	<b>202047</b>	<b>88951854</b>	<b>32793</b>	<b>15641638</b>	<b>169254</b>	<b>73310216</b>

### 2.9.6 Commercial Trend of PRS/TCN

2016-17								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	1789	1749	2920	1302231	603	302404	2317	999827
MAY	2003	2024	3130	1549664	943	474395	2187	1075269
JUN	2296	2292	4018	1923818	653	295737	3365	1628081
JUL	2380	2359	3813	1651989	744	300765	3069	1351224
AUG	2100	2048	3449	1573774	880	405674	2569	1168100
SEPT	2051	2022	3364	1524293	689	360241	2675	1164052
OCT	2122	2084	3463	1612364	608	270889	2855	1341475
NOV	2052	2000	3518	1459290	518	222433	3000	1236857
DEC	1957	1899	3099	1292309	683	268309	2416	1024000
JAN	2267	2210	3451	1516912	1027	383834	2424	1133078
FEB	1903	1859	3533	1604029	474	210092	3059	1393937
MAR	2204	2137	3942	1646080	507	253555	3435	1392525
<b>TOTAL</b>	<b>25124</b>	<b>24683</b>	<b>41700</b>	<b>18656753</b>	<b>8329</b>	<b>3748328</b>	<b>33371</b>	<b>14908425</b>

2017-18								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	1932	1925	3256	1563420	763	436407	2493	1127013
MAY	2183	2222	3166	1661991	1144	617711	2022	1044280
JUN	2092	2061	3779	1706493	537	293606	3242	1412887
JUL	2125	2063	3561	1503815	550	208652	3011	1295163
AUG	2054	2009	4030	1624675	551	246655	3479	1378020
SEPT	2235	2208	4549	1833183	578	299899	3971	1533284
OCT	2187	2156	3641	1605503	570	237574	3071	1367929
NOV	1714	1669	3051	1243175	407	210875	2644	1032300
DEC	1907	1904	3125	1374145	657	308965	2468	1065180
JAN	2096	2042	3588	1601790	561	237380	3027	1364410
FEB	2111	2073	3824	1615582	598	257036	3226	1358546
MAR	2170	2107	3880	1612245	486	222530	3394	1389715
<b>TOTAL</b>	<b>24806</b>	<b>24439</b>	<b>43450</b>	<b>18946017</b>	<b>7402</b>	<b>3577290</b>	<b>36048</b>	<b>15368727</b>

2018-19								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	1718	1686	2651	1189515	655	294125	1996	895390
MAY	1940	1944	3287	1724809	874	393411	2413	1331398
JUN	2057	1993	3423	1555199	569	247901	2854	1307298
JUL	2062	2014	3530	1696150	507	287073	3023	1409077
AUG	1939	1903	3054	1375113	586	240959	2468	1134154
SEPT	1944	1891	3208	1381088	561	234717	2647	1146371
OCT	1867	1820	3178	1527162	648	305673	2530	1221489
NOV	1820	1770	3147	1489863	430	185697	2717	1304166
DEC	1686	1634	2649	1246385	568	257100	2081	989285
JAN	1886	1850	3020	1394577	527	246233	2493	1148344
FEB	1868	1833	3362	1535135	562	274015	2800	1261120
MAR	-	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>20787</b>	<b>20338</b>	<b>34509</b>	<b>16114996</b>	<b>6487</b>	<b>2966904</b>	<b>28022</b>	<b>13148092</b>



### 2.9.7 Commercial Trend of PRS/TEN

2016-17								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	14953	15314	24081	10225542	5248	2638900	18833	7586642
MAY	15910	16366	25050	10908176	6297	3067953	18753	7840223
JUN	18290	18524	32655	13185285	4753	2351978	27902	10833307
JUL	18646	18928	33252	12921077	4605	1994164	28647	10926913
AUG	17255	17615	29727	11855623	5023	2278318	24704	9577305
SEPT	18200	18655	29505	12535411	7005	2774335	22500	9761076
OCT	15614	15890	26260	10488726	4036	1870120	22224	8618606
NOV	17028	17380	28695	11199686	4543	2060599	24152	9139087
DEC	15820	16058	24586	9857412	5433	2224521	19153	7632891
JAN	18392	18764	29310	12163451	7772	3220379	21538	8943072
FEB	15775	16221	28544	11508801	3977	1949417	24567	9559384
MAR	16542	16883	28807	11397094	3879	1730080	24928	9667014
<b>TOTAL</b>	<b>202425</b>	<b>206598</b>	<b>340472</b>	<b>138246284</b>	<b>62571</b>	<b>28160764</b>	<b>277901</b>	<b>110085520</b>

2017-18								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	14593	14986	24237	10629136	5607	2773567	18630	7855569
MAY	14989	15468	23524	11062597	6334	3267430	17190	7795167
JUN	15974	16260	<b>27180</b>	<b>11564866</b>	<b>4122</b>	<b>2036988</b>	23058	9527878
JUL	16356	16692	28201	11058885	3863	1784166	24338	9274719
AUG	15332	15652	26060	10564316	4086	2074870	21974	8489446
SEPT	15810	16116	27846	11258032	4623	2099755	23223	9158277
OCT	15452	15653	27634	10864298	3589	1679795	24045	9184503
NOV	14826	15133	24864	10393675	3967	1903132	20897	8490543
DEC	14012	14269	23733	9624860	4033	1815285	19700	7809575
JAN	16998	17320	30625	12578576	4548	2122881	26077	10455695
FEB	15800	16116	27981	11267186	3920	1802210	24061	9464976
MAR	15884	16149	27363	11228475	3876	1864195	23487	9364280
<b>TOTAL</b>	<b>186026</b>	<b>189814</b>	<b>319248</b>	<b>132094902</b>	<b>52568</b>	<b>25224274</b>	<b>266680</b>	<b>106870628</b>

2018-19								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
APR	14569	14897	23227	10322506	5402	2643963	17825	7678543
MAY	14782	15120	24606	11157124	5658	2817774	18948	8339350
JUN	15685	15891	27017	11650062	3987	2113514	23030	9536548
JUL	16640	16891	29681	12038615	4316	1853422	25365	10185193
AUG	15518	15707	26509	10651249	4647	1975745	21862	8675504
SEPT	16398	16734	29468	12160111	4601	2164271	24867	9995840
OCT	14482	14663	24401	9755431	4073	1849944	20328	7905487
NOV	14131	14343	24017	10314028	4042	1915078	19975	8398950
DEC	13728	13885	24229	10026814	3942	1874858	20287	8151956
JAN	158937	16111	28286	11770360	4519	2181645	23767	9588715
FEB	14091	14375	25979	11121175	4011	1915040	21968	9206135
MAR	-	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>308961</b>	<b>168617</b>	<b>287420</b>	<b>120967475</b>	<b>49198</b>	<b>23305254</b>	<b>238222</b>	<b>97662221</b>

## 2.10 Station wise Average Statement per Month & Day

### Calculation

**Avg./Month**= {(2016-17 + 2017-18 + 2018-19) ÷ 35} Data received Apr'16 to Feb'19 only.

**Avg./Day** = (Avg./Month ÷ 30)

For the Years - 2016 – 17, 2017 – 18 & 2018 – 19								
Month	No. of Forms	No of Tickets	No. of Passenger	Earnings	ABR Passenger	ABR Amount	Net Passenger	Net Earnings
<b>MDU</b>								
<b>2016-17</b>	569851	481451	858852	291071153	134738	51234763	724114	239836390
<b>2017-18</b>	526213	445699	809603	274512606	109452	45407494	700151	229105112
<b>2018-19</b>	473027	386030	715254	246091975	99445	39287497	615809	206804478
<b>Avg/Month</b>	44831	37519	68106	23190735	9818	3883707	58288	19307028
<b>Avg/Day</b>	<b>1494</b>	<b>1251</b>	<b>2270</b>	<b>773025</b>	<b>327</b>	<b>129457</b>	<b>1943</b>	<b>643568</b>
<b>VPT</b>								
<b>2016-17</b>	69266	69079	107415	36082842	16797	6044771	90618	30038071
<b>2017-18</b>	62060	63807	98041	34739152	13546	5117734	84495	29621418
<b>2018-19</b>	55546	56123	94462	33408682	13150	5196019	81312	28212663
<b>Avg/Month</b>	5339	5400	8569	2978019	1243	467386	7326	2510633
<b>Avg/Day</b>	<b>178</b>	<b>180</b>	<b>286</b>	<b>99267</b>	<b>41</b>	<b>15580</b>	<b>244</b>	<b>83688</b>
<b>SRT</b>								
<b>2016-17</b>	23389	23167	39854	15214035	5718	2334729	34136	12879306
<b>2017-18</b>	20812	21946	36284	14147763	4760	1969449	31524	12178314
<b>2018-19</b>	17888	18887	31851	12959955	3798	1773236	28053	11186719
<b>Avg/Month</b>	1774	1829	3085	1209193	408	173640	2678	1035553
<b>Avg/Day</b>	<b>59</b>	<b>61</b>	<b>103</b>	<b>40306</b>	<b>14</b>	<b>5788</b>	<b>89</b>	<b>34518</b>
<b>CVP</b>								
<b>2016-17</b>	65015	67275	107474	41888597	17511	7068696	91947	35256387
<b>2017-18</b>	57980	60148	98097	37664545	14753	6059235	82556	31941072
<b>2018-19</b>	51166	51737	88796	35838160	13519	5823458	75277	30014702
<b>Avg/Month</b>	4976	5119	8410	3296894	1308	541468	7137	2777490
<b>Avg/Day</b>	<b>166</b>	<b>171</b>	<b>280</b>	<b>109896</b>	<b>44</b>	<b>18049</b>	<b>238</b>	<b>92583</b>
<b>TN</b>								
<b>2016-17</b>	156582	154734	250391	108769379	40175	19497619	210932	89267292
<b>2017-18</b>	140803	141614	230123	99949777	33460	16322116	196663	83627661
<b>2018-19</b>	122363	123122	202047	88951854	32793	15641638	169254	73310216
<b>Avg/Month</b>	11993	11985	19502	8504886	3041	1470325	16481	7034433
<b>Avg/Day</b>	<b>400</b>	<b>399</b>	<b>650</b>	<b>283496</b>	<b>101</b>	<b>49011</b>	<b>549</b>	<b>234481</b>
<b>TCN</b>								
<b>2016-17</b>	25124	41700	18656753	8329	3748328	33371	14908425	24683
<b>2017-18</b>	24806	24439	43450	18946017	7402	3577290	36048	15368727
<b>2018-19</b>	20787	20338	34509	16114996	6487	2966904	28022	13148092
<b>Avg/Month</b>	2020	2471	535277	1001981	107492	187930	427786	815471
<b>Avg/Day</b>	<b>67</b>	<b>82</b>	<b>17843</b>	<b>33399</b>	<b>3583</b>	<b>6264</b>	<b>14260</b>	<b>27182</b>
<b>TEN</b>								
<b>2016-17</b>	202425	206598	340472	138246284	62571	28160764	277901	110085520
<b>2017-18</b>	186026	189814	319248	132094902	52568	25224274	266680	106870628
<b>2018-19</b>	308961	168617	287420	120967475	49198	23305254	238222	97662221
<b>Avg/Month</b>	19926	16144	27061	11180247	4695	2191151	22366	8989096
<b>Avg/Day</b>	<b>664</b>	<b>538</b>	<b>902</b>	<b>372675</b>	<b>157</b>	<b>73038</b>	<b>746</b>	<b>299637</b>

## 2.11 **The Cadre:-**

Enquiry-cum-Reservation clerks are recruited in GP Rs.2800 in PB – I through direct recruitment from graduates as well as through promotions from Booking clerks/Trains clerk/Train Examiner etc. The Post/Grade of ECRC-I and Enquiry and Reservation Supervisor (E&RS) in GP Rs.4200 in PB-II The apex grade is CS (E&R) erstwhile CRS with GP Rs.4600 in PB – II.

### 2.11.1 **Duties of Chief Reservation Supervisor**

- General supervision and overall maintenance of PRS
- Checking up of muster rolls/attendance registers
- Preparation and maintenance of duty rosters
- Checking of vouchers and tallying
- Checking of daily cash previous day and tallying of accounts
- Ensuring timely operation of counters
- Printing of daily accounts statements
- Checking and maintenance of Refunds on previous day (ROPD)
- Checking of non-issued tickets, modifications
- Checking of tatkal booking
- Printing of charts for originating/en-route trains
- Attending general enquiries and maintaining public complaints books
- Checking and tallying of periodical reports
- Procuring ticket stocks, stationeries, application forms etc.,
- Maintaining full role, part roll, ticket registers
- Maintaining Standing Order Book (SOB)
- Maintaining personal cash declaration registers
- Issuing of bulk booking permission, special cancellations, boarding point permission and corrections.
- Dealing / reply to HQ and attending meetings
- Maintaining manual ABR (Advance Booking Refunds)
- Deputing staff to other areas / additional counters
- Provision of statistics

- Ensuring counter terminals, POET, Touch screen M/C functions.

### 2.11.2 **Duties of E&RS & ECRCs:**

- Preparing and complementary work
- Checking of the main profile for new trains, change in profile of existing trains.
- Checking the ear-marking of various quotas, general, tatkal, HQ, ladies, Senior citizen, handicapped, changes, addition / deletion of stoppage / coaches etc.
- Going through SOB, Reservation / refund rules, instructions.
- During the process of reservation, application forms, scrutinizing the application for filling, signing and checking the availability of train data, class, quota and informing passengers about the alternate availabilities.
- Correction wherever needed be done through passenger
- Checking the corrections / error / rectifications
- Feeding data to the server through terminal
- Collection of cash, checking of printed tickets and issuing the tickets
- Process of cancellation, verification of partial / full realization of cancellation charges, receipts of cancellation tickets, printing of proper tickets.

### 2.11.3 **COUNTER & NON-COUNTER ACTIVITIES:**

#### i) **Counter activities**

Enquiry, Ticket reservation / cancellation, Tatkal booking, Refund and Current Booking are termed as counter activities.

#### ii) **Non-Counter activities**

The following are the non-counter activities or back up duties performed.

##### a) **Overall Supervisor**

CRS will be the General supervising and overall in-charge and co-ordination with other allied activities, roster for PRS centre and attending all the correspondence with regard to ECRCs, Complaints, Vigilance, Consumer Court Cases, attending meeting with officers, OLIC, etc.

**b) Cash handling**

On closure of daily accounts, CRS will collect the cash from all the counters at the end of each shift and hand over to the Chief Booking Supervisor (CBS) daily for onward transfer to Bank in the units of VPT, SRT, CVP & TCN. In MDU, TEN & TN collections are dealt by the PRS/CRS himself for remittance in the nominated banks

**c) Accounts**

Checking of accounts tallying the same with cash remittance counter-wise / shift-wise, checking of ROPD, NI, Manual ABR, and concession voucher, preparing of SN2, balance sheet, outstanding list, etc

**d) Shift Supervising**

Permission for bulk booking, passenger name change, and time barred refunds, VIP booking, ticket lost, special cancellation, full rolls / part rolls checking, supplying ticket rolls for counters as and when required, recovery particulars from console, sending EQ requests from VIPs and attending Railway phone, etc.

**e) Stores / Pass / Misc.**

Procurement and maintenance of hardware, stationery maintenance of old records, maintenance of tools and plants, etc. And also maintenance staff welfare, Pass and PTO for ECRCs.

**f) Charting**

The chart printing is done by the Printer inter-connected with the reservation system of IR by feeding various data. Printing of en-route chart for Concern station boarding trains

## CHAPTER – III

### 3.0 CRITICAL ANALYSIS

3.1 Commercial Department plays a major role in Railway's earnings since the system is directly connected with passengers. The passenger earning trend is being maintained on day to day basis. Railways continue to heed for augmentation of special trains and coaches. The technological transfer from manual operation to computer system in the railway reservation is a boon for ECRCs and the introduction of internet and e-ticketing has since made inwards and the tedious procedures like approaching counters, standing in queue, waiting for the transaction have all shrunk to certain extent. If passenger marketing system plays a vital role vigorously through advertisement about such facilities in the form of announcement, clerical role towards booking can be reduced still to 50%. The erstwhile peak period phenomena has also been overcome due to the advent of internet and enhancement of the period of ABR to four months, therefore the concept of peak season and off season is nullified.

3.2 Computerized Reservation System is being strengthened through various supporting systems like IVRS, SMS replies to passenger queries regarding reservation, availability of accommodation, touch screen, POETS, India Post, PRS Centers at Non-Railway premises, introduction of IUTS (UTS & PRS) have synchronized the concept of computerized reservation to wider level with inter connectivity.

3.3 Manual entries are replaced by

- computer typing
- Physical checking is simplified
- Arithmetical calculation is not required now
- Typing time for Reservation is reduced due to easiness of corrections  
Cancellation of entries and which become simultaneous activities
- IMS Charting preparation require very few inputs due to connectivity

- No register entries are required at the time of reservation in each case.

3.4 On need base and the present practice in Southern Railway; the study team applies the yardstick of 140 transactions per shift per counter for this work study.

### 3.5 **The Role of Non-Railway Agencies:**

In the beginning of computerized reservation the entire operation was controlled by Railway employee. At First the IRCTC entered the scene and started supplying tickets to the passengers at their door steps for a premium charge. Then credit card booking comes to vogue. Then the internet booking by the parties themselves directly through internet was allowed duly eliminating the need for engaging the middle man. To avoid misuse of this facility, prescribed identity cards like PAN, Ration, Driving License etc., and the passengers are required to carry out during their journey. For internet booking, the only requirement is the possession of credit / debit card. Now-a-days, reservation on mobile through SMS is permitted which eliminates the necessity of printed tickets. Thus, booking other than through PRS Centre is drastically increased which results in reduction of booking through PRS Centre. On observation, it is noticed that proper advertisement through all media in a wider range is still in embryonic stage. However, as this study is limited to the above mentioned three PRS Centers, the work method and application of formula are taken into account for requirement of man power analysis.

3.6 The methodology adopted to determine the requirement of ECRC/RS-II/ CRS.

- a) The average number of applications dealt per day over the current year and two previous years.
- b) No. of forms / applications per shift is 140
- c) Performance of back office duties like Cash, Accounts dealing, Charting etc.,

### 3.7 **REQUIREMENT OF STAFF AT PRS CENTRE / MDU**

The sanctioned strength is 32, the actual strength is 35. The average number of transaction and net earnings per day during the past two years and current year from April 2018 to Feb 2019 is as follows (Reference Table 2.9.1 & 2.10)

Year	Transaction	Net Earnings in Rs.
2016 - 17	569851	239836390
2017 - 18	526213	229105112
2018 - 19	473027	206804478
<b>Avg/Month = {(Sum of Apr 2016 to Feb 2019) ÷ 35}</b>	<b>44831</b>	<b>19307028</b>
<b>Avg/Day = (Avg/Month ÷ 30)</b>	<b>1494</b>	<b>643568</b>
No of counters required as per 140 transaction is <b>(1494 ÷ 140 = 10.67)</b>		

3.7.1 From the above table the total No. of forms transactions is 1494 per day. It is calculated at the rate of 140 transactions in a counter per shift, and then the requirement is 10.67 (**i.e. equal to 11 Counters**). But the study team considering the reality factors observed during field study finds the necessity of additional 02 counters on need basis for PRS/MDU apart from the 140 transaction. Thus the total requirement is **13 Counters for PRS/MDU**

### 3.7.2 Back up activities and staff requirement

The charting activities for intermediate stations on an average of 25 - 30 trains in a day, cash dealing and accounts activities are back up activities. The deputation of one staff to PRS/MDU is also required to be considered. However, deployment of two supervisors' batch in-charge in two shifts, in addition to the general supervisor Cash dealing and accounts work can very well be done by shift supervisors and ECRCs as assistants. However, study team has allowed the pattern to be continued.

### 3.7.3 Requirement of Staff at PRS Centre / MDU for various activities

S.No.	Description of Duties	No. of Counter/shift	No. of men required
1	<b>Counter duties</b>		
	MDU Main entrance First floor	(2 x 2)	4
	MDU Main entrance Ground floor	General (1 x 1)	1
		(1 x 2)	2
	MDU West entrance	Current (1 x 1)	1
		(1 x 2)	2
	DRM/O/MDU	Passes only (1 x 1)	1
	Thallakulam	(1 x 2)	2
2.	Enquiry counter	(1 x 2)	2
3.	Supervisory ( Genl. shift)	1	1
4.	Batch in-charge	(1 x 2)	2
5.	Cashier & Accounts	(1 x 2)	2
6	Store & Misc	1	1
<b>Total working posts</b>			<b>21</b>



RG required for 21 staff @ 8.33% ( $21 \times 8.33 \div 100 = 1.75$ ) say 2	2
LR required for 23 staff @ 20% ( $23 \times 20 \div 100 = 4.6$ ) say 5	5
EQ Section	3
<b>Total</b>	<b>31</b>

### Sanction Vs Requirement

Category	Grade Pay (Rs.)	Sanction	Actual	Requirement	Surplus
CS E&R	4600	12	13	12	0
RS / II	4200	20	20	19	1
ECRC	2800	0	2	0	0
<b>Total</b>		<b>32</b>	<b>35</b>	<b>31</b>	<b>1</b>

### Recommendation No.1

One posts of **RS-II in GP Rs.4200/-** which are found excess to the requirement may be surrendered and credited to the vacancy bank.

**(01 Posts)**

## 3.8 REQUIREMENT OF STAFF AT PRS CENTRE / VPT

The sanctioned strength is 3, the actual strength is 4. The average number of transaction and net earnings per day during the past two years and current year from April 2018 to Feb 2019 is as follows (Reference Table 2.9.2 & 2.10)

Year	Transaction	Net Earnings in Rs.
2016 - 17	69266	30038071
2017 - 18	62060	29621418
2018 - 19	55546	28212663
<b>Avg/Month = {(Sum of Apr 2016 to Feb 2019) ÷ 35}</b>	<b>5339</b>	<b>2510633</b>
<b>Avg/Day = (Avg/Month ÷ 30)</b>	<b>178</b>	<b>83688</b>
<b>No of counters required as per 140 transaction is (<math>178 \div 140 = 1.27</math>)</b>		

3.8.1 Requirement of staff is arrived based on the above summary of transactions and other back up activities. 178 transactions per day are taken into account for the assessment of man power requirement at counters. At the rate of 140 transactions in a counter per shift, the requirement should have been

1.27 (**i.e. equal to 1 Counter**). At present one Counter is functioning in two shifts.

### 3.8.2 Back up activities and staff requirement

The charting activities for intermediate stations on an average of 12 trains in a day are being done. Cash remitted to Chief booking clerk of booking office

### 3.8.3 Requirement of Staff at PRS Centre / VPT

S.No.	Description of Duties	No. of Counter/shift	No. of men required
1	Counter duties	(1 x 1)	1

## 3.9 REQUIREMENT OF STAFF AT PRS CENTRE / SRT

The sanctioned strength of 1 and the Actual is also 1. The average number of transaction and net earnings per day during the past two years and from April 2018 to Feb 2019 is as follows (Reference Table 2.9.3 & 2.10)

Year	Transaction	Net Earnings in Rs.
2016 - 17	23389	12879306
2017 - 18	20812	12178314
2018 - 19	17888	11186719
<b>Avg/Month = {(Sum of Apr 2016 to Feb 2019) ÷ 35}</b>	<b>1774</b>	<b>1035553</b>
<b>Avg/Day = (Avg/Month ÷ 30)</b>	<b>59</b>	<b>34518</b>
<b>No of counters required as per 140 transaction is (59 ÷ 140 = 0.42)</b>		

3.9.1 Requirement of staff is arrived based on the above summary of transactions and other back up activities 59 transactions per day are taken into account for the assessment of man power requirement at the centre. At the rate of 140 transactions in a counter per shift, the requirement should have been 0.42 (**i.e. less than 1 counter**). At present one split counter is functioning. In view of this, the study team also allows the same **one counter** on need basis

### 3.9.2 Back up activities and staff requirement

The charting activities for intermediate stations on an average of 12 trains in a day are being done. Cash remitted to Chief booking clerk of booking office

### 3.9.3 Requirement of Staff at PRS Centre / SRT

S.No.	Description of Duties	No. of	No. of men
-------	-----------------------	--------	------------

		Counter/shift	required
<b>1</b>	<b>Counter duties</b>	(1 x 1)	1

### 3.10 REQUIREMENT OF STAFF AT PRS CENTRE / CVP

The sanctioned strength of 2 and the Actual is also 2 The average number of transaction and net earnings per day during the past two years and from April 2018 to Feb 2019 is as follows (Reference Table 2.9.4 & 2.10)

Year	Transaction	Net Earnings in Rs.
2016 - 17	65015	35256387
2017 - 18	57980	31941072
2018 - 19	51166	30014702
<b>Avg/Month = {(Sum of Apr 2016 to Feb 2019) ÷ 35}</b>	<b>4976</b>	<b>2777490</b>
<b>Avg/Day = (Avg/Month ÷ 30)</b>	<b>166</b>	<b>92583</b>
<b>No of counters required as per 140 transaction is (166 ÷ 140 = 1.19)</b>		

3.10.1 Requirement of staff is arrived based on the above summary of transactions and other back up activities 166 transactions per day are taken into account for the assessment of man power requirement at the centre. At the rate of 140 transactions in a counter per shift, the requirement should have been 1.19 **(i.e. equal to 1 counter)**. At present one counter is functioning in two shifts.

3.10.2 Back up activities and staff requirement

The charting activities for intermediate stations on an average of 12 trains in a day are being done. Cash remitted to Chief booking clerk of booking office

3.10.3 Requirement of Staff at PRS Centre / CVP

S.No.	Description of Duties	No. of Counter/shift	No. of men required
<b>1</b>	<b>Counter duties</b>	(1 x 1)	1

### 3.11 REQUIREMENT OF STAFF AT PRS CENTRE / VPT, SRT & CVP

Sl. No.	Description of Duties	No. of Counter/shift	No. of men required
<b>1</b>	<b>Counter duties</b>		
	PRS Centre / VPT	(1 x 1)	1
	PRS Centre / SRT	(1 x 1)	1
	PRS Centre / CVP	(1 x 1)	1
<b>Total working posts</b>			<b>3</b>

<b>RG &amp; LR for VPT, SRT &amp; CVP</b>	
<b>16.66% given since the counters VPT &amp; CVP works full day on Sunday</b>	
RG required for 3 staff @ 16.66% ( $3 \times 16.66 \div 100 = 0.49$ ) say 1	1
LR required for 4 staff @ 20% ( $4 \times 20 \div 100 = 0.8$ ) say 1	1
<b>Total</b>	<b>5</b>

### Sanction Vs Requirement

Category	Grade Pay (Rs.)	Sanction	Actual	Requirement	Surplus
CS E&R	4600	2	2	2	0
RS / II	4200	4	4	3	1
<b>Total</b>		<b>6</b>	<b>6</b>	<b>5</b>	<b>1</b>

### Recommendation No.2

One posts of **RS-II in GP Rs.4200/-** which are found excess to the requirement may be surrendered and credited to the vacancy bank.

**(01 Post)**

### 3.12 REQUIREMENT OF STAFF AT PRS CENTRE / TN

The sanctioned strength is 7, the actual strength is 7. The average number of transaction and net earnings per day during the past two years and current year from April 2018 to Feb 2019 is as follows (Reference Table 2.9.5 & 2.10)

Year	Transaction	Net Earnings in Rs.
2016 - 17	156582	89267292
2017 - 18	140803	83627661
2018 - 19	122363	73310216
<b>Avg/Month = {(Sum of Apr 2016 to Feb 2019) ÷ 35}</b>	<b>11993</b>	<b>7034433</b>
<b>Avg/Day = (Avg/Month ÷ 30)</b>	<b>400</b>	<b>234481</b>
<b>No of counters required as per 140 transaction is (<math>400 \div 140 = 2.86</math>)</b>		

3.12.1 Requirement of staff is arrived based on the above summary of transactions and other back up activities. 400 transactions per day are taken into account for the assessment of man power requirement at counters. At the rate of 140 transactions in a counter per shift, the requirement should have been 2.86 (**i.e. equal to 3 Counter**). At present Two Counters are functioning in two shifts.

#### 3.12.2 Back up activities and staff requirement

The charting activities for intermediate stations on an average of 7 trains in a day are being done. Cash dealing and accounts work can very well be done by shift supervisors

### 3.12.3 Requirement of Staff at PRS Centre / TN

S.No.	Description of Duties	No. of Counter/shift	No. of men required
1	Counter duties	(1 x 2)+ (1 x 1)	3
2	Supervisory Cash & Accounts ( Genl. shift)	1	1

### 3.13 REQUIREMENT OF STAFF AT PRS CENTRE /TCN

The sanctioned strength of 1 and the Actual is also 1, the average number of transaction and net earnings per day during the past two years and from April 2018 to Feb 2019 is as follows (Reference Table 2.9.6 & 2.10)

Year	Transaction	Net Earnings in Rs.
2016 - 17	25124	24683
2017 - 18	24806	15368727
2018 - 19	20787	13148092
<b>Avg/Month = {(Sum of Apr 2016 to Feb 2019) ÷ 35}</b>	<b>2020</b>	<b>815471</b>
<b>Avg/Day = (Avg/Month ÷ 30)</b>	<b>67</b>	<b>27182</b>
<b>No of counters required as per 140 transaction is (67 ÷ 140 = 0.42)</b>		

3.13.1 Requirement of staff is arrived based on the above summary of transactions and other back up activities 67 transactions per day are taken into account for the assessment of man power requirement at the centre. At the rate of 140 transactions in a counter per shift, the requirement should have been 0.42 **(i.e. less than 1 counter)**. At present one split counter is functioning. In view of this, the study team also allows the same **one counter** on need basis

### 3.13.2 Back up activities and staff requirement

The charting activities for originating train of 16106 TCN-MS Exp in a day is being done. Cash remitted to Chief booking clerk of booking office

### 3.13.3 Requirement of Staff at PRS Centre / TCN

S.No.	Description of Duties	No. of Counter/shift	No. of men required
1	Counter duties	(1 x 1)	1

### 3.14 REQUIREMENT OF STAFF AT PRS CENTRE / TN & TCN

S.No.	Description of Duties	No. of Counter/shift	No. of men required
1	<b>Counter duties</b> PRS Centre / TN PRS Centre / TCN	(1 x 2)+(1 x 1) (1 x 1)	3 1
2	Supervisory, Cash & Accounts ( Genl. shift)	1	1
<b>Total working posts</b>			<b>5</b>
<b>RG &amp; LR For TN &amp; TCN</b>			
RG required for 5 staff @ 8.33% ( $5 \times 8.33 \div 100 = 0.42$ ) say 1			1
LR required for 6 staff @ 20% ( $6 \times 20 \div 100 = 1.08$ ) say 1			1
<b>Total</b>			<b>7</b>

### Sanction Vs Requirement

Category	Grade Pay (Rs.)	Sanction	Actual	Requirement	Surplus
CS E&R	4600	2	2	2	0
RS / II	4200	5	5	5	0
ECRC	2800	1	1	0	1
<b>Total</b>		<b>8</b>	<b>8</b>	<b>7</b>	<b>1</b>

### Recommendation No.3

One posts of ECRC in GP Rs.2800/- which is found excess to the requirement may be surrendered and credited to the vacancy bank

**(01 Post)**

### 3.15 REQUIREMENT OF STAFF AT PRS CENTRE / TEN

The sanctioned strength is 14, the actual strength is 10. The average number of transaction and net earnings per day during the past two years and current year from April 2018 to Feb 2019 is as follows (Reference Table 2.9.7 & 2.10)

Year	Transaction	Net Earnings in Rs.
2016 - 17	202425	110085520
2017 - 18	186026	106870628
2018 - 19	308961	97662221
<b>Avg/Month = {(Sum of Apr 2016 to Feb 2019) ÷ 35}</b>	19926	8989096
<b>Avg/Day = (Avg/Month ÷ 30)</b>	664	299637
No of counters required as per 140 transaction is <b>(664 ÷ 140 = 4.74)</b>		

3.1.51 From the above table the total No. of forms transactions is 664 per day. At the rate of 140 transactions in a counter per shift, then the requirement would have been 4.74 (**i.e. equal to 5 Counters**). But the study team considering the factors observed during field study finds the necessity of additional 01 counter on need basis for PRS/TEN apart from the 140 transaction/shift. Thus the total requirement is **6 Counters for PRS/TEN**

#### 3.15.2 Back up activities and staff requirement

The charting activities for intermediate stations on an average of 20 trains in a day, it was found that 47 halting trains 22 originating trains and 24 terminating trains are handled at this station Tirunelveli. Cash dealing and accounts activities are back up activities. Deployment of one supervisor cum batch in-charge for each shifts, one more for Cash dealing and accounts work was allowed by the study team

### 3.15.3 Requirement of Staff at PRS Centre / TEN

S.No.	Description of Duties	No. of Counter/shift	No. of men required
1	<b>Counter duties</b>		
	TEN Main entrance	(2 x 2)	4
	TEN West entrance	(1 x 1)	1
	Municipal Office/Palayankottai	(1 x 1)	1
2.	Supervisory cum Batch in-charge	(1 x 2)	2
3.	Cashier & Accounts	1	1
<b>Total working posts</b>			<b>9</b>
RG required for 9 staff @ 8.33% ( $9 \times 8.33 \div 100 = 0.75$ ) say 1			1
LR required for 10 staff @ 20% ( $10 \times 20 \div 100 = 2$ )			2
<b>Total</b>			<b>12</b>

### Sanction Vs Requirement

Category	Grade Pay (Rs.)	Sanction	Actual	Requirement	Surplus
CS E&R	4600	4	4	4	0
RS / II	4200	9	5	8	1
ECRC	2800	1	1	0	1
<b>Total</b>		<b>14</b>	<b>10</b>	<b>12</b>	<b>2</b>

### Recommendation No.4

**One vacant posts of RS-II in GP Rs.4200/- and One posts of ECRC in GP Rs.2800/-** which are found excess to the requirement may be surrendered and credited to the vacancy bank.

**(02 Posts)**



### SUMMARY OF RECOMMENDATIONS

The following 5 posts are found excess to the requirement; the same may be credited to the vacancy bank.

S.No	Station	Category	Level	Grade pay (Rs.)	No. of post
1	MDU	RS - II	6	4200	1
2	VPT, SRT & CVP	RS - II	6	4200	1
3	TN & TCN	ECRC	5	2800	1
4	TEN	RS - II	6	4200	1
		ECRC	5	2800	1
Total					5

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

Co-ordinating Officer's views was received vide letter No. U/C415/Work Study/19 dated 23.07.2019 and the remarks of the Planning Branch on the Co-ordinating Officer's views are given below. The copy of Co-ordinating officer's views is placed as **Annexure III**.

**Co-ordinating Officers Views :****1. MDU :-**

Sanction	CRS	RS II	ECRC	TOTAL
MDU	9	16	0	25
MDUT	1	2	0	3
MDU WEST	3	4	0	7
TOTAL	13	22	0	35

Surrender of 1 post of RS –II in pay matrix VI is recommended.

- The RG requirement is worked out @ 8.33% against the specification of 16.66%. Hence, the RG required for 22(including TDN) staff @ 16.66% is 3.66 rounded off to 4 against 2 mentioned in the report.
- The LR requirement has not taken into account the outstation movement of LRs. There is no LR for MNM, PMK, RMD, RMM, VPT, SRT, SVKS and RJPM. MDU/PRS is feeding point for all the above locations. Further, long term leaves of female employees viz. Child Care Leave, Maternity Leave etc. have not been taken into account.
- Commercial circular 72 of 2018 has directed that ECRC staff may be utilized in Stationary Ticket Checking Duties. Accordingly, 3 ECRC staff have been deployed to work in Information Centre/MDU.
- Based on the above factors, there is no scope for reduction of 1 RS II post from MDU/PRS.

## 2. **VPT, SRT & CVP :**

Sanction	CRS	RS II	ECRC	TOTAL
VPT	1	2	1	4
SRT	0	1	0	1
CVP	1	1	0	2
TOTAL	2	4	1	7

Surrender of 1 post of Rs II in Pay Matrix VI is recommended at CVP or VPT.

- CVP & VPT are NSG-4 Stations. The literacy factor and popularity of internet booking of PRS tickets is sparse in this semi urban area. The public and passengers used to visit PRS/CVP and VPT at frequent interval of time from 8.00 to 20.00 hrs. The simple formula of number of transactions cannot be suited to this location. A single shift instead of two shifts by reducing the number of working hours can not be accommodated.
- Daily average of forms at VPT is 178 and 166 at CVP. At these locations, the ECRC staff are also required to maintain various Registers, Correspondence, Monthly Returns etc. for which provision has not been made.
- Hence, there is no scope for surrendering 1 post of RS II either at CVP or

## 3. **TN & TCN :**

Sanction	CRS	RS II	ECRC	TOTAL
TN	2	4	1	7
TCN	0	1	0	1
TOTAL	2	5	1	8

- Recommendation is to surrender 1 post of ECRC in Pay Matrix V at TN. This has already been proposed in the 1% Annual Surrender of posts for the year 2019-20 and is under process.

**4. TEN :**

Sanction	CRS	RS II	ECRC	TOTAL
TEN	4	9	1	14

- Recommendation is to surrender 1 post of ECRC in Pay Matrix V and 1 post of RS II at TEN. Under 1% Annual Surrender of posts for the year 2019-20, 1 post of ECRC Pay matrix V has been processed for surrender and 2 posts of RS II have been transferred @ 1 each to RJPM and VPT. Consequently, 2 posts of ECRCs in Pay Matrix V 1 each at RJPM and VPT has been processed for surrender.

**SUMMARY**

Sl. No	Location	Surrender recommended			Surrender under process			Divisional Remarks
		ECRC	RS II	TOTAL	ECRC	RS II	TOTAL	
1	MDU	0	1	1	0	0	0	No scope for surrender
2	VPT, SRT & CVP	0	1	1	0	0	0	No scope for surrender
3	TN & TCN	1	0	1	1	0	1	Surrender under process in Annual 1% surrender for the year 2019-20
4	TEN	1	1	2	1	2*	3	Surrender under process in Annual 1% surrender for the year 2019-20. * Under this head, 2 posts of RS II from TEN have been transferred 1 each to RJPM and VPT and 2 ECRC posts 1 each at RJPM and VPT have been surrendered
	<b>TOTAL</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>4</b>	

### Planning Branch's Remarks :

The total sanctioned strength for MDU, VPT, SRT, CVP, TN, TEN & TCN (7 Units) is 60, the Actual is 60 and Net vacant is Nil.

The Work Study has applied the Yard stick prescribed by Railway Board i.e 140 transactions / Counter / Shift. Since, the Reservation Counters are working half a day on Sundays, the RG % worked out @ 8.33% stands good. The specified RG @ 16.66% is applicable for the Unit, which functions all the days in a week.

As per the Division's views, for feeding the Leave Reserve to the other Units, 1 staff is permitted for MDU Unit and there is **no surrender recommended for MDU/PRS Centre.**

The remaining 4 posts recommended for surrender are accepted by the Division under 1% Annual Surrender of posts for the year 2019-20, This can be accounted for the purpose of Work Study Report WSSR 531819 duly indicating the Work Study No. in the Surrender Memorandum. Hence, the recommended 04 posts for surrender are stands good.

### **REVISED RECOMMENDATIONS**

The following 4 posts are found excess to the requirement; the same may be credited to the vacancy bank.

S. No	Station	Category	Level	Grade pay (Rs.)	No. of post
1	VPT, SRT & CVP	RS - II	6	4200	1
2	TN & TCN	ECRC	5	2800	1
3	TEN	RS - II	6	4200	1
		ECRC	5	2800	1
Total					4

## CHAPTER – V

### 5.0 FINANCIAL SAVINGS

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

S.No	Category	Grade pay (Rs.)	No.of posts	Money Value (Rs.)	Annual savings (Rs.)
1	RS - II	4200	2	82768	1986432
2	ECRE	2800	2	68040	1632960
<b>Total</b>			<b>4</b>		<b>36,19,392</b>

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**ANNEXURE – I****SAVE STATEMENT AS ON 29.03.2019**

<b>STAFF STRENGTH - PRS MDU Division</b>																
<b>Station</b>	<b>CRS-4600</b>				<b>RS II-4200</b>				<b>ECRC-2800</b>				<b>Total</b>			
	<b>S</b>	<b>A</b>	<b>V</b>	<b>E</b>	<b>S</b>	<b>A</b>	<b>V</b>	<b>E</b>	<b>S</b>	<b>A</b>	<b>V</b>	<b>E</b>	<b>S</b>	<b>A</b>	<b>V</b>	<b>E</b>
<b>MDU</b>	9	7	2	0	16	16	0	0	0	0	0	0	25	23	2	0
<b>VPT</b>	1	1	0	0	2	3	0	1	0	0	0	0	3	4	0	1
<b>SRT</b>	0	0	0	0	1	1	0	0	0	0	0	0	1	1	0	0
<b>CVP</b>	1	1	0	0	1	0	1	0	0	1	0	1	2	2	1	1
<b>TN</b>	2	2	0	0	4	4	0	0	1	1	0	0	7	7	0	0
<b>TEN</b>	4	4	0	0	9	5	4	0	1	1	0	0	14	10	4	0
<b>TCN</b>	0	0	0	0	1	1	0	0	0	0	0	0	1	1	0	0
<b>DRM/O</b>	3	6	0	3	4	4	0	0	0	2	0	2	7	12	0	5
<b>Total</b>	<b>20</b>	<b>21</b>	<b>02</b>	<b>03</b>	<b>38</b>	<b>34</b>	<b>05</b>	<b>01</b>	<b>02</b>	<b>05</b>	<b>00</b>	<b>03</b>	<b>60</b>	<b>60</b>	<b>07</b>	<b>07</b>

**ANNEXURE – II**

GOVERNMENT OF INDIA (Bharat Sarkar)  
 MINISTRY OF RAILWAYS (Rail Mantralya)  
 (RAILWAY BOARD)  
 \*\*\*\*

New Delhi, Dated 01.06.2011

No.2010/TG-I/20/P/Counter

Chief Commercial Managers,  
 All Zonal Railways.

(COMMERCIAL CIRCULAR NO. 23 OF 2011)

Sub: Yardstick for opening of additional reservation counter at the existing computerized Passenger Reservation System (PRS) location

At present, there is no uniform yardstick for opening of additional reservation counter at existing computerized Passenger Reservation System (PRS) centers. Zonal Railways have been following varying yardsticks for this purpose.

2. The issue has been examined in consultation with Zonal Railways and keeping in view the present working hours of the Reservation Centers, it has been decided that at those locations where daily average number of transactions per shift per counter are 180 or more, Railways can take action to open additional counters subject to availability of manpower, space and other infrastructure.

3. Please acknowledge the receipt.

(V.K. Sharma)  
 Director Traffic Commercial (G)-II  
 Railway Board

Copy to:

- 1) CCM/PMs and CCM/PSs, all Zonal Railways.
- 2) EDV (T), EDFG, DF(C), OSD/TC, F(C) & V (SS) branches of Railway Board.
- 3) MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
- 4) General Manager/PRS, CRIS, Chanakyapuri, New Delhi.
- 5) Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- 6) The Principals, Zonal Training Centers, Central Railway/Bhusaval, Eastern Railway Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF Railway, Allpurduar, Southern Railway, Trichy, SE Railway, Sini, Western Railway, Udaipur.
- 7) General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- 8) General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- 9) Secretary General, Federation of Railway Officers Association (FROA), Room No.256-A, Rail Bhawan, New Delhi.
- 10) Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
- 11) Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
- 12) CTM, Metro Railway, Metro Rail Bhawan, 33/1, J L Nehru Road, Kolkata-71.



**ANNEXURE – III****S.R.**

SOUTHERN RAILWAY

Divisional office  
Commercial Branch  
Madurai dt. 23.07.2019

U/C415/Work Study/19

Dy. CPLO/MAS

Sub: Work study to review the Commercial staff strength at PRS centres at MDU,  
VPT, SRT, CVP, TN, TEN & TCN – MDU division – Report – Recommendations  
– Action – Reg.

Ref: G. 275/WSSR-531819/2019-20 dt. 23.05.2019

Based on the reference above, the action taken is furnished below:

1. **MDU:**

Sanctioned	CRS	RSII	ECRC	Total
MDU	9	16	0	25
MDUT	1	2	0	3
MDU WEST	3	4	0	7
TOTAL	13	22	0	35

Surrender of one post of RS-II in pay matrix-6 is recommended.

- The RG requirement is worked out @ 8.33 % against the specification of 16.66%. Hence, the RG required for 22 (including TDN) staff @ 16.66% is 3.66 rounded off to 4 against 2 mentioned in the report.
- The LR requirement has not taken in to account the Outstation movement of LRs. There is no LR for MNM, PMK, RMD, RMM, VPT, SRT, SVKS & RJPM. MDU PRS is a feeding point for all the above locations. Further, Long term leaves of female employees' viz. Child care leave, Maternity leave etc. have not been taken in to account.
- Commercial circular 72 of 2018 has directed that ECRC staff may be utilized in stationary ticket checking duties. Accordingly, 3 ECRC staff have been deployed to work in Information centre/MDU.
- **Based on the above factors, there is no scope for reduction of one RS-II post from MDU PRS.**

**ANNEXURE – III****2. VPT, SRT & CVP:**

Sanctioned	CRS	RSII	ECRC	Total
VPT	1	2	1	4
SRT	0	1	0	1
CVP	1	1	0	2
TOTAL	2	4	1	7

Surrender of one post of RS-II in pay matrix-6 is recommended at CVP or VPT.

- CVP & VPT are NSG-4 stations. The literacy factor and popularity of internet booking of PRS tickets is sparse in this semi urban area. The public and passengers used to visit PRS/CVP and VPT at frequent interval of time from 8.00 to 20.00 hours. The simple formula of number of transactions cannot be suited to this location. A single shift instead of two shifts by reducing the number of working hours cannot be accommodated.
- Daily average of forms at VPT is 178 and 166 at CVP. At these locations, the ECRC staff are also required to maintain various registers, correspondence, monthly returns etc. for which provision has not been made.
- **Hence there is no scope for surrendering one post of RS-II either at CVP or VPT.**

**3. TN & TCN:**

Sanctioned	CRS	RSII	ECRC	Total
TN	2	4	1	7
TCN	0	1	0	1
TOTAL	2	5	1	8

Recommendation is to surrender one post of ECRC in pay matrix 5 at TN. **This has already been proposed in the 1% annual surrender of posts for the year 2019-20 and is under process.**


**4. TEN:**

Sanctioned	CRS	RSII	ECRC	Total
TEN	4	9	1	14

Recommendation is to surrender one post of ECRC in pay matrix 5 and one post of RS-II at TEN. **Under 1% annual surrender of posts for the year 2019-20, one post of ECRC in pay matrix 5 has been processed for surrender and two posts of RS-II have been transferred @ one each to RJPM and VPT. Consequently, two posts of ECRCs in pay matrix one each at RJPM & VPT has been processed for surrender.**

**ANNEXURE – III****SUMMARY**

S. No.	Location	Surrender recommended			Surrender under process			Divisional Remarks
		ECRC	RS-II	Total	ECRC	RS-II	Total	
1	MDU	0	1	1	0	0	0	No scope for surrender –
2	VPT, SRT & CVP	0	1	1	0	0	0	No scope for surrender –
3	TN & TCN	1	0	1	1	0	1	Surrender under process in Annual 1% surrender for the year 2019-20
4	TEN	1	1	2	1	2 *	3	Surrender under process in Annual 1% surrender for the year 2019-20. *Under this head, two posts of RS-II from TEN have been transferred one each to RJPM & VPT and Two ECRC posts one each at RJPM & VPT have been surrendered.
	Total	2	3	5	2	2	4	

  
 ACM/MDU  
 /Sr. DCM/MDU



**G.275 / WSSR-531819 / 2019 – 20**

**WORK STUDY TO REVIEW THE COMMERCIAL  
STAFF STRENGTH  
AT PRS CENTRES  
@  
MDU, VPT, SRT, CVP, TN, TEN & TCN  
MDU DIVISION**



**G.275 / WSSR-531819 / 2019 – 20**

**WORK STUDY TO REVIEW THE COMMERCIAL  
STAFF STRENGTH  
AT PRS CENTRES  
@  
MDU, VPT, SRT, CVP, TN, TEN & TCN  
MDU DIVISION**



**G.275 / WSSR-531819 / 2019 – 20**

**WORK STUDY TO REVIEW THE COMMERCIAL  
STAFF STRENGTH  
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@  
MDU, VPT, SRT, CVP, TN, TEN & TCN  
MDU DIVISION**