



WORK STUDY TO REVIEW THE
COMMERCIAL STAFF STRENGTH AT
BOOKING OFFICE AND PARCEL OFFICE
BETWEEN TVP to NCJ & NNN to CAPE
STATIONS – THIRUVANANTHAPURAM
DIVISION

SOUTHERN RAILWAY

PLANNING BRANCH

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BOOKING OFFICE AND PARCEL OFFICE BETWEEN TVP- NCJ &
NNN-CAPE STATIONS
THIRUVANANTHAPURAM DIVISION**

STUDIED BY

**WORK STUDY TEAM
OF
PLANNING BRANCH**

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(i)
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(ii)
TERMS OF REFERENCE

Annual Programme of work studies for the year 2019-20 to review the Commercial Staff strength of Booking Office and Parcel Office between TVP – NCJ and NNN-CAPE – TVC Division.

(iii)
METHODOLOGY

The following methodology has been adopted while conducting the study.

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

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(iv)

SUMMARY OF RECOMMENDATIONS**Recommendation No.1**

The following 17 posts are found surplus, the same may be surrendered & credited to vacancy bank.

Sl. No	Office	Designation	Grade Pay	No of post
1	TVC/BO	Sr CC	2800	2
		CCC	4200	4
		CCC-I	4600	2
2	NCJ/BO	CC	2000	2
3	KZT/BO	CC	2000	1
		CCC	4200	1
4	TVC/PO	Sr CC	2800	2
5	TVC	RRA	1800	1
6	NCJ	RRA	1800	1
7	CAPE	RRA	1800	1
TOTAL				17

(Total No of posts =17)

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1.0 INTRODUCTION

1.1 The Commercial Department of Indian Railways is one of the major Revenue earning departments for all the three resources of Coaching, Goods and sundry other earnings. The revenue from huge sources are assessed, collected and accounted. Hence, all possible measures are taken to embrace all resources to the growth of the organization.

1.2 The Commercial department of Railways is responsible for sales, marketing and servicing of passenger and goods services efficiently.

1.3 BOOKING OFFICE:

In Commercial Department, Booking office is one of the main revenue hub of the passenger transportation for Indian Railways. The earnings from booking office are one of the major items of passenger earnings. Since the passenger traffic is a highly subsidized one and it is essential to prune the expenditure on booking . This will help to reduce the gross subsidization from freight earnings.

Now a days the booking through UTS system, Mobile Apps, computerization of returns etc. has made the booking process easier and speedier. Though, there have been modifications, improvement in modern technology, application and facilitation, these have to be equated in terms of manpower planning.

So an attempt is being made in the subsequent chapters in commensurate with the technological advancements in the present changed scenario.

1.4 **PARCEL OFFICE:**

Parcel means goods entrusted to a Railway station for carriage by a passenger or parcel train and luggage means the goods of a passenger either carried by him in his charge or entrusted to a Railway Administration for carriage (103 (36) & 15 of IRCM Vol.I).

A drastic reduction is seen in the Parcel services from the past few years. Further there is stiff competition given by the road parcel services which has an edge being faster and reaching the customer's doors directly. Due to the decreasing trend in Parcel service, a work study has become a necessity to review the staff strength in relation to the present workload.

The Coaching, Goods and Sundry earnings form the backbone of the Railways and it decides the viability of the Railways. Parcel, Luggage and Goods earnings contribute more towards the Railway revenue.



CHAPTER - II**2.0 PRESENT SCENARIO**

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 issue of tickets 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 Booking Office, an effort is taken to review the staff requirement of BO & PO in TVP – NCJ and NNN- CAPE section of TVC division. The duties of the staff, earnings, workload and detailed traffic trend pattern are furnished in the subsequent paragraphs.

2.1 The staff strength at BO/PO in between TVP and NCJ and NNN to CAPE section in TVC division is also enclosed as **Annexure – I**.

2.2 **Staff deployment (Group `C`) in each Station/Location: S=san, A=actual**

Sl No	Stations	CBS GP-4600		CCC GP - 4200		Sr.CC GP-2800		CC GP-2000		Total	
		S	A	S	A	S	A	S	A	S	A
1	TVP	1	2	1	1	1	0	1	1	4	4
2	TVC/BO	5	4	25	21	11	8	2	3	43	36
3	TVC/PO	1	1	6	8	3	1	0	0	10	10
4	BRAM	0	0	0	0	1	1	1	1	2	2
5	NYN	1	0	2	1	1	0	0	1	4	2
6	PASA	0	0	0	1	1	1	1	0	2	2
7	KZT	1	1	2	0	2	3	1	0	6	4
8	ERL	0	0	0	1	1	1	1	0	2	2
9	NCJ/BO	3	1	5	3	3	4	3	0	14	8
10	NCJ/PO	1	1	2	2	1	0	0	1	4	4
11	NNN	0	0	0	0	1	1	0	0	1	1
12	VLY	0	0	0	0	1	2	1	0	2	2
13	CAPE	1	0	1	3	1	1	1	0	4	4
TOTAL		14	10	44	41	28	23	12	7	98	81

Staff deployment (Group `D`) in each Station/Location:

SI No	Stations	PL.PR		RRA		LASCAR		MARKER		WRA	
		S	A	S	A	S	A	S	A	S	A
1	TVC	0	1	3	2	0	2	0	1	0	1
2	NCJ	0	0	1	0	0	0	0	0	1	0
3	CAPE	0	0	2	1	0	0	0	0	0	0
TOTAL		0	1	6	3	0	2	0	1	0	1

2.3 Activities in Booking Office:

- a) Activities performed by Booking Clerks are issue/cancellation of tickets and other miscellaneous activities. Whenever a ticket comes for cancellation, the Booking clerk has to check the genuinity of the ticket first. Then he selects the format for cancellation and has to feed the UTS number, Fare and number of tickets to be cancelled. Then the system will generate the cancelled ticket. The balance amount is to be handed over to the Passenger. Then the Booking Clerk should cross the ticket presented for cancellation and the preserves the both.
- b) When a Passenger approaches for a journey ticket, the booking clerk should ensure the Station to which the Passenger wants a ticket, and he verifies in the System for the particular station such as class, number of Adults, Number of Child, Senior Citizen if any and the fare for the same will be informed to the Passenger. After getting the fare, he /she enters the Station Code, Number of tickets, Class etc and route also and Press Enter key, for Printing 'Y' has to be pressed to get the Ticket. After printing the ticket, he has to hand over the ticket and also the balance amount if any to the Passenger.
- c) When a TTE approaches the Booking Counter, for remittance, the Booking Clerk duly getting the CRM with Cash and verifies it. Then he goes to Main menu and selects the appropriate option for remittance. At present, the New Proforma contains more than 19 Column to be filled up. After printing the ticket, the Booking Clerk has to enter the amount, date and ticket number in the CRM (Miscellaneous ticket).

2.4 Activities performed by Supervisors daily, period ending and monthly:

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

On arrival of the Bank Challan, CBS has to prepare the Cash remittance Note and sealing of Cash Bag dispatch the same to cash Office.

During Month end Preparation of Balance sheet, Preparation of Returns, to be dispatched to TPJ should also be monitored by him.

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

He has to prepare Balance Sheet and Returns every month. If the system Reports not generated in time, he has to work beyond his working hours.

2.5 Mode of Remittance of Station Earnings :-

All the Counter Cash in Shifts were handed over to the Cashier with DTC, Concessions, vouchers and TTE CRMS. The same were consolidated and entries were made in the HOB Register.

On the following day Statement will be taken for cash Remittance and tallied with Cash book and the amount to be remitted into the Bank will be entered in the Bank Challan Book in triplicate.

The Cash will be remitted in the bank and duly signed receipt of the Challan will be given by the Bank. After verifying the records, the Chalan, Vouchers and Cheque were entered in the Voucher Remittance Note and will be kept in a Cash Bag and sealed.

Then the sealed cash bag will be handed over to cash office staff on duty with entry in the Cash remittance Book.

After receipt of the CR Note dully attested, the same was pasted in the CR Note after verification.

Details of No of tickets issued, earnings, ATVM ticket details and earnings are given in **Annexure-II**

2.6 **Details of various Statements Generated in UTS System**

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

21. Pay VR Report
22. ATVM Reports
23. JTBS Reports
24. Balance Sheets
25. SN2

2.7 **Details of various Registers maintained at Booking Office.**

1. Advance Booking Refunds Register
2. Advance Statement (SN2)
3. Auto/Car Permit Register
4. Cash Remittance Note
5. CCI Inspection Register
6. Coaching Summary Register
7. Coaching Test Balance Sheet
8. Daily Trains Cash Book
9. Failure Register for UTS/PRS
10. Izzat MST Register
11. Monthly Comparative Earnings Register
12. Miscellaneous Earning Register
13. Non Issuable Tickets Register
14. Outstanding Register
15. Part Roll Register for UTS/PRS
16. Register for Guard`s signature for Cash Bags
17. Register for parcels received and delivered
18. Register for Paper Tickets
19. Register for ROPD
20. Register for Smart Cards
21. Special Cancellation Register (UTS & PRS)
22. Standing Order Book (SOB)
23. Sunday Stock Register
24. Tickets Stock Register (UTS & PRS)
25. T & P Register
26. TIA Inspection Register
27. Voucher Remittance Note

2.8 **Registers / Records kept at the Parcel office**

Outward:

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

Inward:

1. Parcel delivery book - Local
2. Parcel delivery book - Foreign
3. Perishable delivery book.
4. Weighment system delivery book.
5. Lease delivery book.
6. Lease Loading Register.
7. Vehicle Removal Memo (VRM).
8. Wharfage cash book.
9. Shortage cash book.
10. Parcel on hand register – Local
11. Parcel on hand register – Foreign
12. Reweighment Register.

Registers/Records kept at the office of CPS :

- 13 Messages book.
- 14 NR Register.
- 15 Auction register.
- 16 Inventory register.
- 17 OD register.
- 18 Parcel coaching cash book.
- 19 Outsourcing register.
- 20 Officers' Inspection Register.
- 21 CCI Inspection Register.
- 22 Undelivered parcel Register.
- 23 Unconnected parcel Register.
- 24 Sundry stock.
- 25 Daily earnings Register.
- 26 Indemnity Bond Register.
- 27 EA accountable Register.
- 28 Statistics register.
- 29 Private cash Declaration register.
- 30 ICV stock register.
- 31 WDRF register.
- 32 Sales tax / Seizure register.
- 33 Stamp register.
- 34 Un remarked lease parcel register.
- 35 Lease remittance register.
- 36 Lease contract staff on duty register.
- 37 Commodity wise register – Outward.
- 38 Commodity wise register – Inward.
- 39 TIA Inspection Register.
- 40 T&P register.

2.9 Free Time Allowed :

PARCEL & LUGGAGE	2 OR 3 WHEELER	LIVE STOCK
10 hrs of working of delivery section of parcel office after the consignment is unloaded	6 hours of working of delivery section of parcel office after the consignment is unloaded	6 hours after the consignment is unloaded
Charges		
Rs 1 per 50 kg or part thereof per hour or part of an hour	Rs 10 for 2 wheeler Rs 25 for 3 wheeler or part of an hour	Rs 10 for per head or part of an hour

2.10 Activity & Duration Inward :

- Checking All The Inward Parcels Unloaded And Making Entry In The Respective Delivery Books.
- Checking The Scales In Booking, Re Weighment
- Marking Delivery In Delivery Books
- Including Removal Of Parcel
- Collection of Wharfage If Any
- Detecting Undercharges Etc
- Checking Railway Receipts
- Checking of Total Cash Collection And Remittance

2.11 Accounts & Returns:

- Checking Of PWB Issued, Accounted And Correct Remittance Local, Foreign, LLT, FLT, HCD, CR
- Accounting In Respective Registers
- Checking The Remittance Particulars Shift Wise Raising Charges Of Short Collection
- Summing Up of Head wise Collection Period Ending, Month Ending

- Preparation of Returns
- Staff Management, Attending Enquiry Complaints
- Preparation of NDA/NHA/LAP/Absentees Statement
- Issue of Passes, PTO
- Maintenance of Disposal Point Register, Lost Property Office Register, Receipt of Undelivered Parcels From The Sections
- Maintenance of Auctioning.

2.12 **Inward**

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

2.13 **Outward**

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

- Checking The Forwarding Notes
- Calculation of Freight
- Issuance of Railway Receipts
- Accounting Freight, Development Charge, Service Tax & Total and Remittance.

2.14 Transshipment and Dispatch:

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



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 Traffic trend of passenger earnings is being maintained on day to day basis. Railways continue to heed for augmentation of special trains and coaches. The technological development from manual operation to computerized system in the railways is a boon for booking office, as well as for passengers and the introduction of internet and the e-ticketing has since made inroads and tedious procedures like approaching counters, standing in queue, carrying cash, waiting for transaction have all shrunk to a major extent.
- 3.2 As a major employer, the main crunch is the expenditure on establishment for Zonal Railways. This needs pruning at possible stages and mostly in non-safety categories. Though, there have been modifications, improvement in technology, application and facilitation, these have to be translated in terms of manpower planning. Wherever technological advancement has been enforced, the same should be implemented and result achieved.
- 3.3 Since the workload at booking office and parcel office counter is not uniform in nature i.e., during peak hours, the issue of ticket is continuous and during non-peak hours, the counters are idle, the staff requirement is arrived on need base wherever necessary.

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

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

1000 card tickets in a shift of 8 hours

1200 platform tickets in a shift of 8 hours

120 season tickets in a shift of 8 hours

Parcel Office - Group "C"

50 Way Bills booked in a shift of 8 hours

100 deliveries made in a shift of 8 hours

3.5 **Requirement of Staff at each station:-**

Booking counter is operated for issue of tickets. The work load in terms of number of tickets issued at Booking Office is collected for two years (April 2017 – March 2018, April 2018 – March 2019) and staff requirement has been calculated on the basis of yardstick.

3.6 **Details of Tickets issued during 2017-18 & 2018-19 between TVP - NCJ & NNN-CAPE stations in TVC Division :**

Stn.	2017-18	2018-19	Total No of tickets	Average Per month	Average Per day
	No of tickets	No of tickets			
TVP	131493	125362	256855	8562	357
TVC	5352568	5276291	10626859	354229	14760
BRAM	48905	51022	99927	3331	139
NYN	165518	207123	372641	12421	518
PASA	241855	262620	504975	16833	701
KZT	307729	362374	670103	22337	931
ERL	232915	263857	496772	16559	690
NCJ	881099	1038757	2019856	67329	2805
NNN	50735	59677	110412	3680	153
VLN	142726	156445	299171	9972	416
CAPE	266568	287454	554822	18494	771

3.7 CALCULATION (AS PER YARD STICK)

BOOKING OFFICE	TVP	TVC	BRAM	NYN	PASA	KZT	ERL	NCJ	NNN	VLY	CAPE
Tickets sold / day (average of 2 years)	357	14760	139	518	701	931	690	2805	153	416	771
Yardstick per shift (1000)	1	15	1	1	1	1	1	3	1	1	1
Requirement as per shift wise	3	20	2	3	2	2	2	7	1	2	2
Over all supervising (In charge) & For accounts, cash remittance & balance sheet and other returns and verification of daily concessions, etc.,	0	5	0	0	0	1	0	1	0	0	1
Total	3	25	2	3	2	3	2	8	1	2	3
RG 16.66% & LR 20%	1	10	*	1	#	1	#	4	*	*	1
Grand Total	4	35	2	4	2	4	2	12	1	2	4

* LR & RG provided by section CCI # LR & RG from KZT

3.8 Findings & Recommendations Based On Field Visit:

3.8.1 **TVP:** In TVP, Shri. Muthu is in charge. One ATVMs is available and is not functioning Present strength is 4 and sanctioned is also 4. Duty Roster is 06.00-14.00, 14.00-22.00 and 22-24/00.00-06.00 hrs. One counter is functioning round the clock. With regard to number of tickets and daily earnings, it is 357 and Rs. 13358/- respectively on an average.

No of posts identified as surplus : NIL

3.8.2 **TVC/I, II & MLAH :** In TVC, **Smt. Ambili Aravind** is in charge and Smt Gracy is in charge for Main and Western side respectively. Duty Roster is 06.00-14.00, 14.00-22.00, 10.00-20.00 and 22-24/00.06.00 hrs. 35 staff is

available against the sanctioned strength of 43 leaving behind a vacancy of 8 staff. It is to be noted that three Re engaged staff is on Roll. One ATVM in the Main and another at Western side is functioning. As regards to earnings and number of tickets issued daily, it is Rs. 17, 87,067/- and 147560 respectively on an average. 57 daily trains are dealt at this station apart from other trains running in different frequencies.

No of posts identified as surplus: 8 vacant posts

- 3.8.3 **BRAM:** In BRAM, Ms. Gopika is in charge. The duty hrs is 06.00-14.00 & 14.00-22.00 hrs. The sanction and Actual is 2 staff. No ATVM is provided at this station. The system of operation is IUTS. Daily number of tickets issued is approximately 140 whereas the daily earnings is Rs. 3789/-

No of posts identified as surplus: Nil

- 3.8.4 **NYN:** In NYN, Shri. Arun Prabha is in charge and three staff including one Reengaged staff is on the Roll against a sanctioned strength of 4. Duty hours is round the clock i.e., 06.00-10.00;22.00-24.00/00.00-06.00 and 10.00-20.00 hrs. The system of operation is IUTS. With regard to daily number of tickets and earnings, it is 518 and Rs. 43812/- respectively on an average.

No of posts identified as surplus: Nil

- 3.8.5 **PASA:** In PASA, Smt Sheela Kumari is in charge. The sanctioned staff is 2 and the Actual is also the same. Duty hours is 06.00-14.00 & 14.00-22.00 hrs. No ATVM is available. Number of tickets issued daily on an average is 701 whereas the earning is Rs. 39066/-

No of posts identified as surplus: Nil

- 3.8.6 **KZT:** In KZT, Shri. Wilson is in charge. Out of 2 available ATVM one is working. 5 staff including one Re-engaged is on the Roll whereas the sanctioned strength is 6 leaving behind a vacancy of 2 posts. The duty hours is round the clock i.e., 06.00-10.00,22.00-24.00/06.00 and 10.00-20.00 hrs.

This station is providing RG/LR for adjacent stations ERL and PASA for 2 days and one day respectively. On an average, the number of tickets and daily earnings is 931 and Rs. 91109/- respectively.

No of posts identified as surplus: 2 posts

- 3.8.7 **ERL:** In ERL, Shri. Kumar is in charge. No ATVM is available at the station. The sanction and Actual is 2 staff. Duty hours is 06.00-14.00 & 14.00-22.00 hrs. The number of tickets and daily earnings, it is 690 and Rs. 49593/-

No of posts identified as surplus: Nil

- 3.8.8 **NCJ:** In NCJ, Smt. Venkateswari is in charge. Number of staff available on Roll is 9 including one Re-engaged staff against a sanctioned strength of 14 leaving behind a vacancy of 6 staff. As of now, 3 shifts with two counters in each shift are functioning round the clock. CBS is being booked for counter duty for RG/LR purpose.

Even though two ATVMs are available, only one is functioning. As regards to the number of tickets and daily earnings it is 2805 and Rs. 460627/- respectively on an average. Totally, 66 trains are being dealt at NCJ in various frequencies.

No of posts identified as surplus: 2

- 3.8.9 **NNN:** In NNN, Shri. Sasikumar is the in- charge and the only staff available on Roll. The number of shifts operated is only one from 07.00 hrs to 15.00 hrs. Rest of the time SM issues tickets. The System of operation is IUTS. The sanctioned strength for this station is one and the Actual is also the same. . No ATVM is available. Out of 14 train's stoppage, the tickets for 10 trains are being issued by SM. With regards to number of tickets issued and the daily earnings, it is 153 and Rs. 17962/- respectively on an average.

No of posts identified as surplus: Nil

- 3.8.10 **VLY:** In VLY, Shri. Kannan is in- charge. Two staff is available on Roll as against the sanctioned strength of two. The mode of operation is IUTS.

As of now, 2 shifts are operated, one in morning and other in evening i.e., 06.00 – 14.00 and 14.00 to 22.00 hrs. In the night hours, the booking office is manned by SM on duty. Totally 16 train stops and dispatch from this station. With regards to the number of tickets issued and earnings per day is 416 & Rs. 48773/- respectively on an average.

No of posts identified as surplus: Nil

3.8.11 **CAPE:** In CAPE, Shri. Arumugham is in charge of Booking Office. 4 staff is on Roll against the sanction of 4. Two counters, one UTS cum Parcel booking and the other one is IUTS are functioning upto 20.00hrs and one in the night i.e, UTS cum parcel booking. Apart from the available UTS staff, two ECRC staff is working in the Booking Office to cater the advance reservation. With regard to number of tickets issued and daily earnings, it is 771 and Rs. 286068/- respectively. No ATVM is available in the station. Approximately 1 tonne of iced fish is being loaded daily from this station.

No of posts identified as surplus: Nil

3.9 **PARCEL OFFICE :**

3.9.1 **TVC :**

1. **NUMBER OF PWB (OUTWARDS/INWARDS)**

MONTH	2017-2018		2018-2019	
	I/W	O/W	I/W	O/W
APR	14235	1753	16225	1902
MAY	16120	1823	18399	1979
JUNE	15134	1766	15235	1819
JULY	10285	1714	19375	1899
AUG	12419	1693	14242	1610
SEP	14450	1656	15425	1733
OCT	15725	1747	13200	1770
NOV	14065	1651	13415	1753
DEC	14125	1723	13175	1802

JAN	14095	1877	13230	1796
FEB	14158	1697	12120	1654
MAR	14251	1705	12803	1825
TOTAL	169062	20805	176844	21542

2. WHARFAGE CHARGES in Rs :

MONTH	2017-2018	2018-2019
APRIL	83628	104973
MAY	99151	122266
JUNE	99069	131336
JULY	86877	108135
AUGUST	84592	135492
SEPTEMBER	87593	118087
OCTOBER	83433	95684
NOVEMBER	70942	100703
DECEMBER	71308	99923
JANUARY	79024	90352
FEBRUARY	68918	73688
MARCH	90349	76203
TOTAL	1004884	1256842

3.9.2 NCJ:

1. NUMBER OF PWB (OUTWARDS/INWARDS)

MONTH	2017-2018		2018-2019	
	I/W	O/W	I/W	O/W
APR	1920	2041	1940	1582
MAY	1890	1962	1840	1708
JUNE	1910	2097	1886	2358
JULY	1935	2421	1920	2202
AUG	1820	2700	1848	1976
SEP	1940	1886	1957	1722
OCT	1875	2121	1935	1962

NOV	1840	2292	1830	2224
DEC	1920	1850	1945	2212
JAN	1820	2152	1841	2527
FEB	1870	1884	1842	2573
MAR	1910	1686	1943	2314
TOTAL	22650	25092	22727	25360

2. WHARFAGE CHARGES in Rs:

MONTH	2017-2018	2018-2019
APRIL	33269	29895
MAY	42487	51011
JUNE	47882	24066
JULY	34812	37145
AUGUST	31524	32648
SEPTEMBER	30632	28982
OCTOBER	41933	25990
NOVEMBER	31714	37453
DECEMBER	31791	34074
JANUARY	26991	28964
FEBRUARY	24842	29044
MARCH	41422	32237
TOTAL	419299	391509

3.10 Sanction vs Requirement of staff in each station (Booking Office)

STATION	SANCTION	ACTUAL	REQUIREMENT	SURPLUS
TVP	4	4	4	0
TVC	43	36	35	8
BRAM	2	2	2	0
NYV	4	2	4	0
PASA	2	2	2	0
KZT	6	4	4	2

ERL	2	2	2	0
NCJ	14	8	12	2
NNN	1	1	1	0
VLY	2	2	2	0
CAPE	4	4	4	0
TOTAL	84	67	72	12

3.11 DATA of PARCEL OFFICE

3.11.1 TVC :

DESCRIPTION	2017-18	2018-19	Average / Monthly	Average / day
No of PWB Outward& inward	189867	198386	16177	539

No. of PWBs dealt per day = 539

Clerks required as per yardstick = 3

Requirement of staff for 3 shifts = 3

Loading and unloading of parcels (1 x 2) = 2

Supervisor = 1

RG (16.66%) & LR (20%) = 2

Total staff including LR & RG = 8

The requirement of staff at Parcel Office / TVC is 8 leaving a surplus of 2 staff.

3.11.2 DATA of PARCEL OFFICE / NCJ :

DESCRIPTION	2017-18	2018-19	Average / Monthly	Average / day
No of PWB Outward& inward	71946	70117	5919	197

No. of PWBs dealt per day = 197

Clerks required as per yardstick = 1

Requirement for 3 shifts = 3

RG (16.66%) & LR (20%) = 1

Total requirement including LR & RG = 4

The requirement at Parcel Office / NCJ is 4 and no post is identified as surplus.

3.12 **Sanction vs Requirement of staff in each station (Parcel Office)**

STATION	SANCTION	ACTUAL	REQUIREMENT	SURPLUS
NCJ	4	4	4	0
TVC	10	9	8	2
TOTAL	14	13	12	2

3.13 **Sanction vs Requirement of Group-D staff (RRA)**

STATION	SANCTION	ACTUAL	REQUIREMENT	SURPLUS
TVC	3	2	2	1
NCJ	1	0	0	1
CAPE	2	1	1	1
TOTAL	6	3	3	3

3.14 **Recommendation :**

The following posts are found surplus, the same may be surrendered & credited to vacancy bank.

Sl. No	Office	Designation	Grade Pay	No of post
1	TVC/BO	Sr CC	2800	2
		CCC	4200	4
		CCC-I	4600	2
2	NCJ/BO	CC	2000	2
3	KZT/BO	CC	2000	1
		CCC	4200	1
4	TVC/PO	Sr CC	2800	2
5	TVC	RRA	1800	1
6	NCJ	RRA	1800	1
7	CAPE	RRA	1800	1
TOTAL				17

(Total No of posts =17)

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

The draft work study report identifying 17 posts is sent to ACM/TVC through e-mail on 03.08.2019 seeking Co-ordinating Officer's remarks.

In this regard a reminder letter was also sent on 28.08.2019 to offer his remarks on or before 04.09.2019. Despite several reminders over phone, the remarks is not yet received.

Hence, the final work study report is released without the remarks of the Co-ordinating Officer.

5.0 FINANCIAL SAVINGS

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

Sl. No	Designation	Grade Pay/Level	No of posts	Money value	Annual Financial savings (Rs.)
1	CCC/I	4600	2	104888	2517312
2	CCC	4200	5	82768	4966080
3	Sr CC	2800	4	68040	3265920
4	CC	2000	3	50848	1830528
5	RRA	1800	3	41944	1509984
	Total		17		1,40,89,824

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WORK STUDY TO REVIEW THE
COMMERCIAL STAFF STRENGTH AT
BOOKING OFFICE AND PARCEL OFFICE
BETWEEN TVP to NCJ & NNN to CAPE
STATIONS – TVC DIVISION