



G.275/WSSR-311920/2019-20

WORK STUDY TO REVIEW

THE COMMERCIAL STAFF STRENGTH IN
BOOKING OFFICE AND PARCEL OFFICE
FROM QLN TO KTYM - TVC DIVISION

SOUTHERN RAILWAY

PLANNING BRANCH

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IN
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FROM QLN TO KTYM – TVC DIVISION

STUDIED BY

**WORK STUDY TEAM
OF
PLANNING BRANCH**

DECEMBER 2019



(i)
I N D E X

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(i)
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(ii)
AUTHORITY

Annual Programme of work studies for the year 2019-20

(iii)
TERMS OF REFERENCE

Work study to review the staff strength at Booking office and Parcel office from QLN to KTYM in TVC division.

(iv)
METHODOLOGY

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

- 1) Application of Yardstick and need base for issue of UTS and PWBs.
- 2) Physical observation of the time required for each activity at these centers and the average waiting time of the passengers.
- 3) Amount of time required for other back office activities like, remittance of cash maintenance of accounts and registers etc.
- 4) Other factors like Ticket Issuing, concession, vouchers, modification of tickets, ABR etc.,

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(v)

REVISED RECOMMENDATIONS**Recommendation No. 1:**

One post of CCC - I in level-7 is found excess to the requirement and the same may be surrendered and credited to vacancy bank.

(Total – 1 post)**Recommendation No. 2:**

Four posts of CCC in level-6 are found excess to the requirement and the same may be surrendered and credited to vacancy bank.

(Total – 4 posts)**Recommendation No. 3:**

Seven posts of Sr.CC in level-5 are found excess to the requirement and the same may be surrendered and credited to vacancy bank.

(Total – 7 posts)**Recommendation No. 4:**

Four posts of CC in level-3 are found excess to the requirement and the same may be surrendered and credited to vacancy bank.

(Total – 4 posts)**Recommendation No. 5:**

Two posts of RRA in level-1 are found excess to the requirement and the same may be surrendered and credited to vacancy bank.

(Total – 2 posts)**GRAND TOTAL – 18 POSTS**


1.0 INTRODUCTION

The Commercial department is the major revenue earning department in Railways. The Freight, Passenger, Other Coaching and Sundry earnings are the various sources of earnings and they decide the viability of the Railways. Out of these four headings, freight earning plays an important role i.e. about 60 % of total earnings in Indian Railways. However, in Southern Railway which is a passenger oriented railway, the passenger earning constitutes only 40% of the total earnings.

1.1 THIRUVANANTHAPURAM (TVC) DIVISION was formed on 2 October 1979 as the 53rd division in the country. This is one of the six administrative divisions of the Southern Railway Zone. It has its Zonal headquarters at Thiruvananthapuram, the capital city for the state of Kerala. It is the southernmost railway division of India and manages 108 railway stations in the states of Kerala and Tamil Nadu. The major stations of the division are Nagercoil Jn, Thiruvananthapuram Central, Kollam Jn, Kottayam, Alappuzha, Ernakulam Jn, Ernakulam Town, Aluva and Thrissur.

1.2 BOOKING OFFICE:

In Commercial Department, Booking office is one of the main revenue collecting entries of the passenger transportation for Indian Railways. The earnings from booking office are one of the major items of passenger earnings. But the passenger traffic is a highly subsidized one and there shall be every attempt 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, SPTM, 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 translated in terms of manpower planning. Wherever technological advancement has been enforced the same should be

implemented and result achieved. So an attempt a made to utilize the man power to optimum size in the study.

1.3 **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. 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 decide the viability of the Railways. Parcel, Luggage and Goods earnings contribute more towards the Railway revenue.

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2.0 PRESENT SCENARIO

2.1 The concept of liberalization, privatization and globalization has filled from best group to common mass in society. Awareness in internet booking has gained amazing 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 upgradation. Based on the present trend and methodology adopted in Booking Office, an effort is taken to review the staff requirement of BO & PO in QLN to KTYM. The duties of the staff, earnings, workload and detailed traffic trend pattern are explained the following paragraph and discussed in subsequently.

TOTAL STATIONS

1. KOLLAM JUNCTION
2. PERINAD
3. MUNROTURUTTU
4. SASTHAMKOTTA
5. KARUNAGAPPALLI
6. OCHIRA
7. KAYAMKULAM JUNCTION
8. MAVELIKARA
9. CHERIYANAD
10. CHENGANNUR
11. TIRUVALLA
12. CHANGANASSERY
13. CHINGAVANAM
14. KOTTAYAM

2.1.1 KOLLAM JUNCTION :-

(I) **Booking Office :-**

i) **Staff strength**

Sanction	Actual	Vacancy	Excess
21	16	5	Nil

ii) Details of Duty rosters

Sl.No	Designation	Roster
1	Chief Booking Supervisor	09-17 Hrs
2	Counter staff	07-11,11-21,21-24/0-7
3	II Entry-I Counter staff	08-16 Hrs

iii) Activities

Sl.No	Designation	Activities
1	Chief Booking Supervisor	Overall Supervision, Maintenance of Roster, Accounts, Balance sheet, Registers etc...
2	Counter staff	Issuing tickets, Season tickets, Platform tickets etc..
3	Entry-II Counter staff	Issuing tickets, Season tickets, Platform tickets etc..
4	Other Staff	Utilised in Counter

Statistics of Booking Office/QLN

Month & year	No of Tkts.	No. of Passr.	No. of ST	No. of PF.T	No. of C/d tkt.	No. of NI.T	Jtbs/stbs	Earnings Rs.
Apr-16 to Mar-17	23,45,876	75,75,460	70,526	3,28,374	4211	5763	Nil	24,55,94,932
Apr-17 to Mar-18	23,35,642	76,17,248	69,679	3,12,967	4286	4233		25,31,50,526
Apr-18 to Mar-19	22,94,238	76,28,826	66,125	2,78,840	4575	3425		25,69,32,440
Total	69,75,756	2,28,21,534	2,06,330	9,20,181	13,072	13,421		75,56,77,898

iv) JTBS/STBS-Nil

SN2 figures submitted P.E.10th, 20th and 31st every month. Returns to be prepared before 5th of very month.

Maintenance of Registers :

- Attendance Register, Private Cash declaration Register
- Staff Biodata Register, Leave Register, Duty Roster Register
- SOB, ICV Book Register, T&P Register, DTCB
- Full Roll Register, Part Roll Register,
- NI Tkt Register, Special Cancellation Register, Outstanding Register, Coaching Cash Book
- Mis Match Register, Blank Tkt Register

- System Failure Register
- Manual ABR Register, Reconciliation Register
- Traffic Trend Register, Inspection Register(3)
- Message Book, Tkt Stock Register, ATVM Tkt Stock Register
- POS Transaction Register & Cash Bag Deposit Register etc.

There are 6 counters, 2 counters round the clock, 3 counters 2 shifts, (06-14,14-22)

Additional one counter one shift in second entry (09-17) UTS

ATVM - 2 Nos Agency - 4 staff

First Train 00.20 16128 UP

02.30 16127 DN

Last Train 23.20 16792 DN

22.25 16355 UP

2.1.2 PARCEL OFFICE/ KOLLAM:

i) Staff strength

Sanction	Actual	Vacancy	Excess
8	7	1	Nil

ii) Details of Duty rosters & Activities :

Sl. No	Designation	Roster	Activities
1	Chief Parcel Supervisor	09-17 Hrs	All accounts work, CPS duty, Delivery at inward office, returns work- balance sheet, overall supervision, maintenance of registers, checking of parcel contract bill etc.
2	CCC	06-14 Hrs, 13-21 Hrs	Loading and unloading, TP Parcels, Clearance of o/c parcels and T/P Parcels
		07-11 Hrs	Booking of parcels and Luggage, cloak room upto 09.00 Hrs delivery of parcels, Reweighment and all inward parcel work upto 09.00hrs
		11-21 Hrs	Booking of parcels and Luggage, cloak room after 17.00 Hrs delivery of parcels, Reweighment and all inward parcel work after 18.00 hrs
		21-24/ 0-7(night)	Loading and Unloading supervision of all trains, booking of luggage, cloak room, daily GST returns, Delivery of parcels and LT(24 hrs delivery), Cash remittance at BO.

Month & year	No of Pls	Wt.	Earnings Rs.	w/c	Reweigh ment (Earn.)	No of PWBO/W	No of PWBI/W
Apr-16 to Mar-17	69,250	37,383	2,15,95,656	3,54,240	23,270	15,477	45,262
Apr -17 to Mar-18	63,743	34,931	1,61,81,218	4,43,948	14,187	14,911	34,650
Apr -18 to Mar-19	59,753	34,278	1,60,08,835	4,91,542	19,657	16,913	31,290
Total	1,92,746	1,06,592	5,37,85,709	12,89,730	57,114	47,301	1,11,202

Train wise loading – Main Loading Trains:-

12217, 22659, 12483, 19577, 16604, 16629, 12624, 16316 etc.

Parcel leased traffic – No lease loading at QLN Station

Leasing SLR – Nil

Maintenance of Registers :

- Summary Cash Book, Cash Value Books, Cloak room register
- Money Receipt, Local A/cs Register, Foreign A/cs Register
- Cloak Room HOC, Message Book, Pos Accounts Register
- Local LT Accounts Book, Foreign LT A/c book, Local HCD A/cs
- Foreign HCD A/cs, Local Delivery Book, Foreign Delivery Book,
- Perishable Delivery Book, Lease Delivery Book, I Bond Register
- PDC, Sunday Stock Register, Reweighment Register,
- Lease and Non lease, NR cell Register, Parcel Contract Labour Register
- Transshipment Register, Loading Register, Unloading Register etc.

Details of Returns to be submitted – SN2 Once in 10 days, Daily-all GST Returns, Earnings, Monthly - All returns and Balance sheet to be submitted before 5th of every month. Details of Outsourcing of parcel handling – Total Parcel contract labours -36 nos. and Contract Supervisor -1.

Duties of Contract labourers :

- Loading and Unloading of all parcels, Cash Chest loading and un loading (daily 2 trains), Unloading of tickets,
- Lease un loading, marking and all work related to parcel contract.
- Parcel handlings- Contract labourers.
Commodity-Egg, Fish, Handlooms, Cashew, Seashell, motor bikes etc..
Bulk Commodity- Christmas season statue.1 or 2.

2.2 PERINAD (PRND)

Runs by STBS (Station Ticket Booking Seva)

2.3 MUNROTURUTTU (MQO)-HALT

Railway approved agent for ticket booking

2.4 SASTHANKOTTA (STKT)

a) Staff Strength :

Sanction	Actual	Vacancy	Excess
02	02	0	Nil

1.Chief Commercial Ticketing Supervisor-1

2.Chief Commercial Reservation Clerk -1

b) Details of Roster and Activities:

Sl. No	Designation	Roster	Activities
1	Counter staff RG from Karunagappally.	06-14 Hrs 14-22 Hrs (1Counter)	All accounts work, Counter duties, Balance sheet work.

Statistics of Booking Office/STKT

Month & year	No of Tkts.	No. of Passr.	No. of ST	No. of PF.T	No. of C/d tkt.	No. of NI tkt	Jtbs/stbs	Earnings Rs.
Apr-16 to Mar 17	1,68,659	8,66,687	11,530	1980	117	566	Nil	98,09,647
Apr-17 to Mar-18	1,79,941	9,11,398	11,901	2233	72	244	Nil	1,06,98,903
Apr-18 to	1,44,558	7,44,944	10,502	2006	175	284	Nil	81,15,581
Total	4,93,158	25,23,029	33,933	6219	364	1094	0	2,86,24,131

Maintenance of Registers :

- Attendance Register, Private Cash declaration Register
- Leave Register, Duty Roster Register
- SOB, ICV Book Register, DTCB
- Full Roll Register, Part Roll Register,

- NI Ticket Register, Special Cancellation Register,
- Outstanding Register, Coaching Cash Book
- Mis Match Register, Blank Ticket Register
- System Failure Register
- Reconciliation Register
- Traffic Trend Register
- Message Book, Ticket Stock Register

Luggage unloading by Coolie porter Sri.Vijayan Pillai Badge No.STKT/496 from 1984.

Chilli powders, Toys are the mostly unloading items.

First train UP 3.54-- 56300 pass

DN 2.45-- 16348

Last Train UP 22.15-- 16347

DN 23.53-- 16392

2.5 **OCHIRA (OCR)**

STBS

2.6 **KARUNAGAPPALLI(KPY)**

a) Staff Strength-

Sanction	Actual	Vacancy	Excess
05	05	0	Nil

b) Details of Duty rosters & Activities :

Sl. No	Designation	Roster	Activities
1	CBS	09-17 Hrs	Over all Supervision, Roster, Accounts, Balance sheet, Maintenance of Registers, Supervision of Goods rake placement, Cash remittance, Parcel duties etc..
2	Counter staff	08-16 Hrs 16-24/00-08 Hrs (Two Counters)	Counter duties

JTBS/STBS : Nil

c) Statistics of Booking office/KPY :

Month & year	No of Tkts.	No. of Passr.	No. of ST	No. of PF.T	No. of C/d tkt.	No. of NI tkt	Jtbs/stbs	Earnings In Rs
Apr-16 to Mar-17	9,55,484	11,66,293	21,663	1,63,498	2555	2219	Nil	9,70,96,050
Apr -17 to Mar-18	9,05,127	11,80,654	21,568	2,93,637	2412	1201	Nil	11,60,62,801
Apr -18 to Mar-19	8,94,819	11,64,849	19,784	1,87,247	2329	661	Nil	3,06,26,493
Total	27,55,430	35,11,796	63,015	6,44,382	7296	4081	0	24,37,85,344

Maintenance of Registers :

- Attendance Register, Private Cash declaration Register
- Leave Register, Duty Roster Register
- SOB, ICV Book Register, DTCB
- Full Roll Register, Part Roll Register,
- NI Ticket Register, Outstanding Register, Coaching Cash Book
- Mis Match Register, Blank Ticket Register
- System Failure Register, Manual ABR register
- Reconciliation Register, Message Book, Ticket Stock Register

Chief booking supervisor- 1

Chief Commercial Clerk- 2

Sr.Commercial Clerk 2

Total (Actual) 5

First Train DN 2.35

UP 4.05

Last Train DN 22.41

UP 22.30

No separate parcel office at KPY.

Rice, Wheat are unloading for FCI by Contractors.

2.7 KAYANKULAM(KYJ)

a) Staff Strength :-

Sanction	Actual	Vacancy	Excess
10	09	01	Nil

b) Details of Duty rosters & Activities:

Sl. No	Designation	Roster	Activities
1	CBS	09-17 Hrs	Over all Supervision, Roster, Accounts, Balance sheet, Maintenance of Registers, Supervision of Goods rake placement, Cash remittance, Parcel duties etc..
2	Counter staff	08-16 Hrs 16-24/00-08 Hrs (1Counter)	Counter duties

JTBS/STBS : Nil

c) Statistics of Booking office/KYJ :

Month & year	No of Tkts.	No. of Passr.	No. of ST	No. of PF.T	No. of C/d tkt.	No. of NI tkt	Jtbs/stbs	Earnings Rs.
Apr-16 to Mar-17	2,80,002	17,84,447	22,963	8252	618	1170	Nil	2,86,48,848
Apr-17 to Mar-18	2,86,054	17,80,518	21,877	8439	575	713	Nil	2,99,14,008
Apr-18 to Mar-19	2,99,200	17,51,184	22,462	8203	377	332	Nil	3,06,26,493
Total	8,65,256	53,16,149	67,302	24,894	1570	2215	0	8,91,89,349

Maintenance of Registers :

- Attendance Register, Private Cash declaration Register
- Leave Register, Duty Roster Register
- SOB, ICV Book Register, DTCB
- Full Roll Register, Part Roll Register,
- NI Ticket Register,
- Outstanding Register, Coaching Cash Book
- Mismatch Register, Blank Ticket Register
- System Failure Register
- Manual ABR register
- Reconciliation Register
- Message Book, Ticket Stock Register
- Parcel Loading Register, Parcel Unloading Register, Delivery Book, PDC etc.

Parcel and Goods earnings :-

Month & Year	Pls/wt (in qtls)	Parcel Earnings Rs.	Goods no. of wagons	Goods earnings Rs.
April-16 to March 17	5957	33,88,455	21	33,560
Apr -17 to March-18	7765	40,26,589	22	24,890
Apr -18 to March-19	6356	31,54,467	332	2,45,701
Total	20,078	1,05,69,511	375	3,04,151

Details of Returns to be submitted – SN2 Once in 10 days, Daily-all GST Returns, Earnings, Monthly - All returns and Balance sheet to be submitted before 5th of every month.

Parcel Handling :

Contract Labourers – Outsourcing

Duties :-

- Loading and Unloading of all parcels
- Cash Chest loading and Unloading (daily 2 trains)
- Marking and all works related to Parcel Contract

Booking office

Two counters only.

2 UTS Round the clock duties.(08-16,16-24/00.08)

4 Staff per day

- Luggage works dealing in Netravati, Kurla, Jamnagar exp, Chennai mail etc...(Inward &Outward)
- Commodity dealing- Motor cycle, Live Crab, Cell fish, Arak nut etc..
- CBS is doing booking works also.
- No separate Parcel office.
- ATVM -1 working, POS -for season tickets
- First Train- -1.15 UP(KTYM)/1.50 DN(TVC)
- Last Train- 23.00 (THU,SAT),22.45 Daily UP/23.30 (WED),22.15 Daily DN

Actual staff available-08 against the sanctioned staff strength-12 (As per DPO/TVC):

➤ Chief Booking Supervisor	-	1
➤ Chief Commercial Clerk	-	2
➤ Sr. Commercial Clerk	-	3
➤ Commercial Clerk	-	2
Total	-	08

2.8 MAVELIKARA (MVLK)

a) Staff Strength :-

Sanction	Actual	Vacancy	Excess
5	5	0	0

b) Details of Duty rosters & Activities :

Sl. No	Designation	Roster	Activities
1	CBS	09-17 Hrs	Over all Supervision, Roster, Accounts, Balance sheet, Maintenance of Registers, Supervision of Goods rake placement, Cash remittance, Parcel duties etc..
2	Counter staff	08-16 Hrs 16-24/00-08 Hrs (1Counter)	Counter duties

JTBS/STBS

: Nil

c) Statistics of Booking office/MVLK :

Month & year	No of Tkts.	No. of Passr.	No. of ST	No. of PF.T	No. of C/d tkt.	No. of NI t5`1`kt	Jtbs/stbs	Earnings Rs.
Apr-16 to Mar-17	3,32,973	5,98,925	8768	32,855	601	683	Nil	2,50,99,187
Apr-17 to Mar-18	3,59,213	8,10,545	8481	32,679	677	184	Nil	2,61,57,393
Apr-18 to Mar-19	3,00,183	8,85,731	7864	29,328	519	366	Nil	2,52,40,099
Total	9,92,369	22,95,201	25,113	94,862	1797	1233	-	7,64,96,679

Details of Returns to be submitted – SN2 Once in 10 days, Returns to be prepared before 5th of every month, GST Returns to be submitted daily.

Maintenance of Registers :

- Attendance Register, Private Cash declaration Register
- Leave Register, Duty Roster Register
- SOB, ICV Book Register, DTCB
- Full Roll Register, Part Roll Register,
- NI Ticket Register, Outstanding Register, Coaching Cash Book

- Mis Match Register, Blank Ticket Register
- System Failure Register, Manual ABR register
- Reconciliation Register, Message Book, Ticket Stock Register
- Parcel Loading Register, Parcel Unloading Register, Delivery Book, PDC etc.

Booking office

- One counter only.
- Round the clock duties. 3 Staff per day
- UTS, FOIS work
- Luggage works dealing in all trains twice or thrice per week.(Inward & Outward)
- Commodity dealing-Brass, Aluminium, Handloom cloths, Motor cycle.
- No separate Parcel office, No ATVM,POS,COVM
- FCI siding available.

Actual staff available-5 against the sanctioned staff strength-5

Chief Booking Supervisor -1

Chief Commercial Clerk-I -1

Chief Commercial Clerk-II -2

Sr.Commercial Clerk -1

Total -5

2.9 CHERIYANAD (CYN)

a) Staff Strength:-

Sanction	Actual	Vacancy	Excess
1	1	0	0

b) Details of Duty rosters & Activities:

Sl. No	Designation	Roster	Activities
1	Counter staff RG spared from CNGR	04.30-02.30 Hrs (Split Roster)	Counter duties, Accounts, Returns, Balance Sheet etc.

JTBS/STBS

: Nil

c) Statistics of Booking office/CYN :

Month & year	No of Tkts.	No. of Passr.	No. of ST	No. of PF.T	No.of C/d tkt.	No. of NI tkt	Jtbs/stbs	Earnings Rs.
Apr-16 to Mar-17	24,109	99,565	1115	135	6	40	Nil	11,09,211
Apr -17 to Mar-18	25,296	1,06,876	1262	228	4	38		12,43,979
Apr -18 to Mar-19	23,438	95,876	1261	219	3	26		12,16,221
Total	72,843	3,02,317	3638	582	13	104		35,69,411

Details of Returns to be submitted – SN 2 Once in 10 days, Returns to be prepared before 5th of every month.

Maintenance of Registers :

- Attendance Register, Private Cash declaration Register
- Leave Register, SOB, ICV Book Register, DTCB
- NI Ticket Register, Outstanding Register, Coaching Cash Book
- Message Book, Ticket Stock Register

No Parcel Office is functioning in **CHERIYANAD (CYN)**

2.10. **CHENGANUR (CNGR)****a) Staff Strength:-**

Sanction	Actual	Vacancy	Excess
10	08	02 (CCC-1,CC-1)	0

Note : 1) Reengaged staff working at CNGR :1

2) One staff deputed to work as RG at CYN from CNGR –
Two days/week

b) Details of Duty rosters & Activities:

Sl. No	Designation	Roster	Activities
1	CBS	09-17 Hrs	Staff management, Cash Balance Sheet correspondence etc. Accounts -1 : Daily/weekly/monthly accounts, Returns, Luggage/Parcel Delivery, Cloak room

2	Counter staff	07-11 Hrs 11-21 Hrs 21-24/0-7(night)	Counter duties :- 1 Counter in 3 Shifts
3	Counter Staff	06-14 Hrs 14-22 Hrs	1 Counter in 2 Shifts

JTBS/STBS

:

Nil

c) Statistics of Booking office/CNGR

Month & year	No of Tkts.	No. of Passr.	No. of ST	No. of PF.T	No. of C/d tkt.	No. of NI tkt	Jtbs/stbs	Earnings Rs.
Aug -18 to Mar-19	7,27,399	12,96,852	8316	1,93,731	2484	523	Nil	8,69,39,202

Details of Returns to be submitted – SN2 Once in 10 days, Returns to be prepared before 5th of every month.

d) Parcel and Goods earnings :

Month & Year	Wt.in Qtls	Earnings	W/c	O/c Parcels	No. of PWB O/W	No of PWB I/W
Aug-18 to Mar-19	122	1,69,910	32,920	92	273	444

e) Maintenance of Registers in B.O.& P.O:

- Private Cash declaration Register, Daily Trains Cash Book(DTCB)
- Coaching Cash Summary Book, HOC/TOC Register
- SOB, ICV Book Register
- Full Roll Register, Part Roll Register,
- NI Ticket Register, Cancelled ticket Register, Special Cancelled Ticket Register
- ABR Register, Mis-match Register, Blank Ticket Register
- System Failure Register, Manual ABR register
- Bank challan, voucher remittance note
- Reconciliation Register, Message Book, Ticket Stock Register

f) Returns /Statements in B.O.

- Daily statement generated in UTS system M9,M17 , cash information, Ticket information, NI , cancelled, spl.cancelled, concession, RTC statement , sundry cash.
- Periodical Statements, M9, SN 24
- Monthly statements, M9, E-balance sheet, outstanding list and transit memo.
- Returns submitted in every month along with coaching balance sheet.

g) Maintenance of Registers in P.O:

- Parcel Loading Register, Parcel Unloading Register, Delivery Book, PDC etc.
- Guard signature register
- Outward Parcel cash book, General parcel cash book
- Fuel tank empty register, loading/unloading register,
- Re-weighment register, Local/foreign delivery book
- Sunday stock register, Wharfage register
- Clock room register, M&DG register
- unconnected register, Misdeclaration register

Parcels unloaded from Trains

16301,17230,16525,16318,16344,16630,12626,16625,16650 etc.,

2.11. TIRUVALLA(TRVL)**a) Staff Strength:-**

Sanction	Actual	Vacancy	Excess
10	08	02	0

b) Details of Duty rosters & Activities:

Sl. No	Designation	Roster	Activities
1	CBS	09-17 Hrs	Cash Balance Sheet correspondence, Roster, Register maintenance, bank remittance, Management of POS and ATVM machines, Accounts, Parcel and
2	Counter staff	06-14 Hrs 14-22 Hrs - UTS 06-22 Hrs – Goods & Parcel	Counter duties :- UTS Counter, Goods and Parcel

JTBS/STBS

: Nil

c) Statistics of Booking office/TRVL :

Month & year	No of Tkts.	No. of Passr.	No. of ST	No. of PF.T	No.of C/d tkt.	No. of NI tkt	Jtbs/stbs	Earnings Rs.
Apr-16 to Mar-17	6,48,724	13,70,640	10,669	88,255	2572	2094	Nil	63059153
Apr-17 to Mar-18	6,20,603	12,66,636	9663	85,519	2269	659	Nil	58781159
Apr-18 to Mar-19	6,44,003	12,10,003	8388	86,814	2434	447	Nil	61882496
Total	19,13,330	38,47,279	28,720	2,60,588	7275	3200		183722808

Details of Returns to be submitted – SN2 Once in 10 days, Returns to be prepared before 5th of every month. GST returns to be submitted daily.

d) Maintenance of Registers in B.O

- Attendance Register, Private Cash declaration Register,
- Daily Trains Cash Book(DTCB)
- Coaching Cash Summary Book, HOC/TOC Register
- SOB, ICV Book Register, O/S Register,
- Full Roll Register, Part Roll Register,
- NI Ticket Register, Cancelled ticket Register, Special Cancelled Ticket Register
- ABR Register, Mis-match Register, Blank Ticket Register
- System Failure Register, Manual ABR register
- Message Book, Ticket Stock Register, Parcel Loading Register, Parcel Unloading Register, Delivery Book, PDC etc.

e) Booking office

Generally Two counters only.

2 UTS Round the clock duties.(08-16,16-24/00.08)

4 Staff per day

- Additional Counter if required, one more shift 06-14,14-22 (Crowd on Sunday & Monday)
- Luggage works dealing in Island 16525.(Inward & Outward)
- Commodity dealing- Motor cycle, Old Television etc..
- No separate Parcel office.
- ATVM -2,POS -1 But not used by passengers.
- First Train- -1.25 DN and Last Train- 23.45

f) Actual staff available-08 against the sanctioned staff strength-10

Chief Booking Supervisor -1

Chief Commercial Clerk-I -1

Chief Commercial Clerk-II -4

Sr. Commercial Clerk -2

Out of 08 staff, 01 Staff Vinitha Vijayan Sr.CC. is on Medical leave from 15.05.19.

2.12. CHANGANACHERRY (CGY)**a) Staff Strength:-**

Sanction	Actual	Vacancy	Excess
06	05	01	0

b) Details of Duty rosters & Activities:

Sl. No	Designation	Roster	Activities
1	CBS	09-17 Hrs	Staff management, Cash Balance Sheet correspondence, Roaster, Register maintenance, bank remittance, Management of POS and ATVM machines, Accounts etc.
2	Counter staff	08-16 Hrs 16-24 Hrs/0-08 Hrs	Counter duties :- 1 UTS Counter in 3 Shifts

JTBS/STBS : Nil

c) Statistics of Booking office/CGY :

Month & year	No of Tkts.	No. of Passr.	No. of ST	No. of PF.T	No.of C/d tkt.	No. of NI tkt	Jtbs / stbs	Earnings Rs.
Apr-16 to Mar-17	5,37,854	13,38,868	11,890	46,873	2250	1694	Nil	4,61,81,461
Apr-17 to Mar-18	5,05,419	11,90,203	11,393	41,607	2076	1169	Nil	4,65,28,642
Apr-18 to Mar-19	4,64,190	11,51,802	9844	32,655	1632	1298	Nil	4,65,83,706
Total	15,07,463	36,80,873	33,127	1,21,135	5958	4161		13,92,93,809

Details of Returns to be submitted – SN2 Once in 10 days, Returns to be prepared before 5th of every month. GST returns to be submitted daily.

d) Maintenance of Registers in B.O

- Attendance Register, Private Cash declaration Register,
- Daily Trains Cash Book(DTCB)
- Coaching Cash Summary Book, HOC/TOC Register
- SOB, ICV Book Register, O/S Register,
- Full Roll Register, Part Roll Register,
- NI Ticket Register, Cancelled ticket Register, Special Cancelled Ticket Register
- ABR Register, Mis-match Register, Blank Ticket Register
- System Failure Register, Manual ABR register
- Message Book, Ticket Stock Register, Parcel Loading Register, Parcel Unloading Register, Delivery Book, PDC etc.

2.13. CHINGAVANAM(CG V)

STBS

2.14. KOTTAYAM (KTYM)**a) Staff Strength:-**

Sanction	Actual	Vacancy	Excess
18	15	03	0

One Re-engaged Staff working in KTYM.

b) Details of Duty rosters & Activities:

Sl. No	Designation	Roster	Activities
1	CBS	09-17 Hrs	Overall Supervision, Cash Balance Sheet correspondence, Roster, Register maintenance, bank remittance, Management of POS and ATVM machines etc.
2	CBS	09-17 Hrs	Cash Duty
3	Counter staff	06-14 Hrs - 4 Counters 12-20 Hrs - 4 Counters 20-24/0-06 Hrs - 2 Counters	Counter duties :- 1 UTS Counter in 3 Shifts

JTBS/STBS

: Nil

c) Statistics of Booking office/KTYM :

Month & year	No of Tkts.	No. of Passr.	No. of ST	No. of PF.T	No.of C/d tkt.	No. of NI tkt	Jtbs/stbs	Earnings Rs.
Apr-16 to Mar-17	18,51,623	34,40,767	24,142	2,91,059	4655	1780	Nil	20,65,27,163
Apr-17 to Mar-18	17,70,110	34,44,936	23,905	2,76,678	5698	1565	Nil	22,28,38,476
Apr-18 to Mar-19	16,59,710	31,23,619	20,909	2,89,264	5561	1680	Nil	20,99,22,348
Total	52,81,443	1,00,09,322	68,956	8,57,001	15,914	5025	0	63,92,87,987

Details of Returns to be submitted – SN2 Once in 10 days, Returns to be prepared before 5th of every month. GST returns to be submitted daily.

d) Maintenance of Registers in B.O

- Attendance Register, Private Cash declaration Register,
- Daily Trains Cash Book(DTCB)
- Coaching Cash Summary Book, HOC/TOC Register
- SOB, ICV Book Register, O/S Register,
- UTS ticket Stock Register, Outstanding Register, EA Register, ICV Stock Book, Computer peripherals Stock Register, TIA Inspection Register,
- CCI Inspection Register, Officer's Inspection Register, T&P Register, Traffic Trend Register, ATVM Full Roll Register, ATVM Part Roll Register, Daily book of Receipt Register, Hall Ticket Stock Register, Sales Publication Proof Book.
- NI Ticket Register, Cancelled ticket Register, Special Cancelled Ticket Register
- System Failure Register, Manual ABR register

e) Parcel and Goods earnings

Month & Year	No of Parcels	Wt.	Earnings Rs.	W/c	Reweigh ment	O/C pls	No of PWB o/w	No of PWB i/w
Apr-16 to Mar-17	2,98,939	63,234	3,33,88,195	2,48,947	1887	1420	28,821	31,638
Apr-17 to Mar-18	2,81,403	63,523	3,43,96,174	1,82,335	1912	1562	27,320	56,538
Apr-18 to Mar-19	2,42,904	54,844	2,94,42,201	2,49,411	1863	1643	30,278	27,142
Total	8,23,246	1,81,601	9,72,26,570	6,80,693	5662	4625	86,419	1,15,318

Unloading of Parcels : Major Trains – 16526(SBC-CAPE), 12626(NDLS-TVC), 17230(HYB-TVC)

Parcel Lease Traffic : Nil

Details of Leasing SLR : Nil

(f) Maintenance of Registers in P.O:

- Summary Cash Book, Cash Value Books, Money Receipt,
- Local A/cs Register, HOC Message Book,
- POS Account Register, Local LT Account Book, Foreign LT Account Book
- Local HCD Accounts, Fgn HCD Accounts, Local Delivery Book,
- Fgn Delivery Book, Perishable Delivery Book, I Bong Register,
- PDC, Sunday Stock Register, Reweighment Register, NR Cell Register
- Parcel Contract Labour Register, Transshipment Register, Parcel Loading Register, Parcel Unloading Register, Over Carried Register etc.

Details of Returns to be submitted – SN2 Once in 10 days, Daily- All GST Returns, Earnings, Monthly – All Returns and Balance Sheet to be prepared before 5th of every month.

Details of Outsourcing : Total Parcel Contract Labourers

Duties of Contract Labourers - Loading and Unloading of all parcels, Unloading of tickets, Marking and all works related to parcel contract.

3.0 CRITICAL ANALYSIS

Commercial Department plays a major role in Railway's earnings since the system is directly connected with passengers. The commercial 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 railway reservation 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 reservation counters, standing in queue, carrying cash, waiting for transaction have all shrunk to a major extent.

3.1 Booking Office :

In Commercial Department, Booking office is one of the main revenue collecting entries of the passenger transportation for Indian Railways. This needs pruning at stages possible and mostly in non-safety categories. Though, there have been modifications, improvement in modern 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. Since the workload at this booking 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. Hence the staff requirement is arrived based on yardstick and need base wherever necessary.

3.2 Yardstick for Booking Office issue of tickets:

The yardstick is revised 800 tickets per shift to 1000 tickets per shift as per the latest Railway board order No. 2013/TG IV/10/PA/ Policy dated 23.09.2013(Annexure-3). Therefore the revised yardstick for booking office as **1000 tickets / shift at each counter.**

3.3 Yardstick for Parcel Office - Group "C"

50 Way Bills booked in a shift of 8 hours
100 deliveries made in a shift of 8 hours

3.4 KOLLAM BOOKING OFFICE

By Applying yard stick, No of Clerks required at BO/QLN/day

BOOKING OFFICE/KOLLAM			
DESCRIPTION	For 3 years (2016-17, 2017-18, 2018-19)	Average / Month	Average / day
No of tickets.	69,75,756	1,93,772	6459
Season tickets.	2,06,330	5,731	191
Plat form tickets	9,20,181	25,560	852
Cancelled tickets	13,072	363	12
Non - Issued tickets	13,421	373	12
As per the Data Total No of Tickets sold /Day			7426

3.4.1 Calculation

BO/QLN	
Tickets sold /day =7426	
$7426 \div 1000 = 7.426$	Say 8
Over all supervising (In-charge)	= 1
Total	= 9
RG 16.66%	= 1.49 say 1.5
Sub total	= 10.5
LR 20%	= 2.1
Grand Total	= 12.6 Say 13

Actual man power available is 16 against the sanctioned strength of 21.

Moreover, the available 2 ATVMs and POS also will make the issue of tickets easy and hurdleless to the passengers .

As per data & yard stick, the required man power is 13.

For Cash duty and other miscellaneous work **additionally 2 staff is allowed.**

For second entry counter, one **staff is additionally allowed.**

For managing duty while Female staff going on ML/CCL, additionally **2 staff are allowed.**

$$13+2+1+2=18$$

Hence man power required BO/ QLN is 18 staff.

SANCTION Vs REQUIREMENT AT BO/QLN

SANCTION	ACTUAL	REQUIREMENT	SURPLUS
21	16	18	03

Recommendation -1

Three vacant posts of Sr.CC level-5 are found excess to the requirement and the same may be surrendered and credited to vacancy bank.

KOLLAM PARCEL OFFICE				
DESCRIPTION	For 3 years (Apr 2016 – Mar 19)	Average / Month	Average / day	Average / Shift
No of PWB Outward booking	47,301	1314	44	15
No of PWB Inward delivery	1,11,202	3089	103	35
No of Parcels	1,82,746	5076	169	-
Weight	1,06,592	2961	99	-
Earnings (Rs)	4,37,85,709	12,16,270	40,542	-
Re weightment Earnings (Rs)	57,114	1587	53	-
Wharfage Charges (Rs)	12,89,730	35,826	1194	

By Applying yard stick, No of Clerks required at PO/QLN/day

QLN/PO		
PWB booked	$44 \div 50$	= 0.88 say 1
PWB delivered	$103 \div 100$	= 1.03 say 1
Total staff		= 2
RG 16.66%		= 0.33
Sub total		= 2.33
LR 20%		= 0.46
say		3
One CPS for supervising (Genl.Shift)		= 1
PWB Booking Clerk		= 3
Grand Total		= 4

Actual Staff available in Parcel office/QLN is 7 against the sanctioned strength of 8.

As per yard stick the required staff strength is 4 only.

But the parcel office is running round the clock. So, 3 clerks are required per day for inward/ outward transactions. One Chief parcel supervisor is required for supervision and other accounting works.

staff working category -3

16.66% RG = 0.49 say 0.5

Sub Total = 3.5

CPS = 1

Total = 4.5

LR 20% = 0.9 say 1

Grand Total = 5.5 say 6

Hence, Staff Requirement at PO/QLN is 6

SANCTION Vs REQUIREMENT AT PO/QLN

SANCTION	ACTUAL	REQUIREMENT	SURPLUS
08	07	06	02

Recommendation no-2

One post of Chief Commercial Clerk level-6 and one post of Sr.Commercial Clerk level 5 are found excess to the requirement in PO/QLN and the same may be surrendered and credited to vacancy bank.

Dy.SMR/C/QLN

SANCTION	ACTUAL	REQUIREMENT	SURPLUS
1	1	1	0

Group D staff/QLN

1. One Parcel Porter is available at Parcel office/ Kollam without sanction .His service is not required there since all loading /Unloading activities done by contract

So, Parcel porter in PO/QLN station may be utilised in other area by the division.

2. Two Retiring Room Attendants (RRA) are available at Kollam against the sanctioned strength of 3. At present there is no retiring room at kollam. One staff is utilized by Dy.SMR/C/QLN and CCI/QLN for assistance. So, other two posts are found excess.

CATEGORY	SANCTON	ACTUAL	REQUIREMENT	SURPLUS
PL-PR	0	1	0	0
RRA	3	2	1	2

Recommendation no-3

Two posts of RRA level -1 are found excess to the requirement and the same may be surrendered and credited to vacancy bank.

3.5 PERINAD(PRND) -STBS

3.6 MUNROTURUTTU (MQO) HALT–Railway approved agency for ticketing.

3.7 SASTHANKOTTA (STKT)

BOOKING OFFICE/ (STKT)			
DESCRIPTION	For 3 years (2016-17,2017-18, 2018-19)	Average / Month	Average / day
No of tickets.	4,93,158	13,699	456
Season tickets.	33,933	943	32
Plat form tickets	6219	173	6
Cancelled tickets	364	11	1
Non - Issued tickets	1094	31	1
As per the Data Total No of Tickets sold /Day			496

3.7.1 CALCULATION:

By Applying yardstick, No of Clerks required at BO/STKT/day

STKT			
Tickets sold /day =496			
$496 \div 1000 = 0.5$	Say	= 1	
RG 16.66%		= 0.6	
Sub total		= 1.6	
LR 20%		= 0.3	
Grand Total		= 1.9	
		SAY 2	

Actual man power available is 02 against the sanctioned strength of 01 (As per DPO/TVC). As per Commercial Branch sanction is 2*. This has to be clarified.

As per yard stick, the required man power is 02.

Hence, The present actual staff strength i-e 2 may continue.

SANCTION Vs REQUIREMENT AT BO/STKT

SANCTION	ACTUAL	REQUIREMENT	SURPLUS
02*	02	02	NIL

3.8 OCHIRA (OCR)- STBS

3.9 KARUNAGAPALLI (KPY)

BOOKING OFFICE/KPY			
DESCRIPTION	For 3 years (2016-17, 2017-18, 2018-19)	Average / Month	Average / day
No of tickets.	8,65,256	24,035	802
Season tickets.	67,302	1870	63
Plat form tickets	24,894	692	23
Cancelled tickets	1570	44	2
Non - Issued tickets	2215	62	2
As per the Data Total No of Tickets sold /Day			892

3.9.1 CALCULATION :: By Applying yard stick

KPY	
Tickets sold /day =892	
$892 \div 1000 = 0.892$	Say 1
RG 16.66%	= 0.16
Total	= 1.16
CBS(Incharge)	1
Sub total	= 2.16
LR 20%	= 0.43
Grand Total	= 2.59 say 3

Actual man power available is 5 against the sanctioned strength of 5

In addition to that, 1 ATVM is available to issue tickets by the agency.

FCI, luggage booking, delivery etc.. can be performed by booking office staff due to very few are there.

As per data, applying yard stick, the required man power is = 3
On need base,

One staff is additionally allowed to look after luggage booking, delivery etc.. apart from counter duties.

One staff is additionally allowed to manage the counter while female staff on ML/CCL.

Hence man power required BO/ KPY is 5 staff.

The given additional staff can be suitably utilized as LR/RG whenever required.

SANCTION Vs REQUIREMENT AT BO/KPY

SANCTION	ACTUAL	REQUIREMENT	SURPLUS
05	05	05	NIL

3.10 KAYANKULAM (KYJ)

BOOKING OFFICE/KYJ			
DESCRIPTION	For 3 years (2016-17, 2017-18, 2018-19)	Average / Month	Average / day
No of tickets.	27,55,430	76,540	2552
Season tickets.	63,015	1751	59
Plat form tickets	6,44,382	17,900	597
Cancelled tickets	7296	203	7
Non - Issued tickets	4081	114	4
As per the Data Total No of Tickets sold /Day			3219

3.10.1 CALCULATION : As per Yard stick

KYJ	
Tickets sold /day =3219	
$3219 \div 1000 = 3.219$ say	3.3
RG 16.66 %	= 0.6
Sub total	= 3.9
CBS (Incharge)	1
Total	4.9
LR 20%	=0.8
Grand Total	= 5.7 say 6

The existing staff strength is 8 against sanction strength of 12

One Re-engagement staff is also available. (Sri. Mukundhan Nair)

Total actual staff strength available at present is (8+1Re-engaged staff)

Luggage booking ,delivery are also looking after by the booking office staff .

As per Yard Stick, 6 staff are for performing commercial activities at KYJ.

On need base,

One staff additionally allowed to look after the luggage booking, delivery etc..

To manage the peak hour crowd in counter **one more staff is allowed.**

To manage in the absence of female staff going on ML/ CCL **one staff is additionally allowed.**

Whenever crisis arises in the nearby stations booking office, additional manpower given may be utilized .

Hence man power required BO/ KYJ is 09 staff.

SANCTION Vs REQUIREMENT AT BO/KYJ

SANCTION	ACTUAL	REQUIREMENT	SURPLUS
12*	08+1	09	03

*As per DPO/TVC Sanction strength at KYJ is 12

As per Commercial Branch/TVC Sanction strength at KYJ is 10

This has to be clarified.

Recommendation no-4

One post of CCC – I in level 7 and two posts of CCC in level-6 are found excess to the requirement in BO/KYJ and the same may be surrendered and credited to vacancy bank.

3.11 MAVELIKARA (MVLK)

BOOKING OFFICE/MVLK			
DESCRIPTION	For 3 years (2016-17, 2017-18, 2018-19)	Average / Month	Average / day
No of tickets.	9,92,369	27,566	919
Season tickets.	25,113	698	24
Plat form tickets	94,862	2635	88
Cancelled tickets	1797	50	2
Non - Issued tickets	1233	35	2
As per the Data Total No of Tickets sold /Day			1035

3.11.1 CALCULATION : By Applying yard stick

MVLK	
Tickets sold /day	=1035
$1035 \div 1000$	=1.035 Say 1.5
RG 16.66%	= 0.25
Sub total	= 1.75
CBS (Incharge)	1
Total	2.75
LR 20%	= 0.55
Grand Total	3.30 say 4

Actual man power available is 05 against the sanctioned strength of 05.

As per data and Applying yard stick,the required man power is 04

Additional works like goods booking, Luggage booking and FOIS are done by the commercial clerks.

On need base ,

One more staff is allowed and the existing staffs of 5 are allowed to continue.

The given additional staff can be suitably utilized as LR/RG whenever required.

Hence, Manpower requirement at MVLK is 5 Staff.

SANCTION Vs REQUIREMENT AT BO/MVLK

SANCTION	ACTUAL	REQUIREMENT	SURPLUS
05	05	05	NIL

3.12 CHERIYANAD (CYN)

BOOKING OFFICE/CYN			
DESCRIPTION	For 3 years (2016-17, 2017-18, 2018-19)	Average / Month	Average / day
No of tickets.	72,753	2021	68
Season tickets.	3638	101	4
Plat form tickets	582	17	1
Cancelled tickets	13	1	1
Non - Issued tickets	104	3	1
As per the Data Total No of Tickets sold /Day			75

3.12.1 CALCULATION : As per Yard stick

CYN	
Tickets sold /day =75	
$75 \div 1000 =$	0.075
RG 16.66%	= 0.012
Sub total	= 0.087
LR 20%	= 0.017
Grand Total	= 0.104 say 1

The booking counter is functioning from morning 4.30 hrs to 21.30 hrs(Split Roster). Tickets are issued for 16 trains per day. At present one staff is available.

LR/RG is from CNGR.

SANCTION	ACTUAL	REQUIREMENT	SURPLUS
01	01	01	NIL

3.13 CHENGANUR (CNGR)

BOOKING OFFICE/CNGR			
DESCRIPTION	For August2018-March-19 (8 Months)	Average / Month	Average /day
No of tickets.	7,27,399	90,925	3031
Season tickets.	8316	1040	35
Plat form tickets	1,93,731	24,217	808
Cancelled tickets	2484	311	11
Non - Issued tickets	523	66	3
As per the Data Total No of Tickets sold /Day			3888

3.13.1 CALCULATION : As per Yard stick

CNGR	
Tickets sold /day =3888	
$3888 \div 1000 = 3.888$ Say 4	
RG 16.66%	0.6
CBS	1.0
Sub Total	5.6
LR 20%	1.1
Grand Total	6.7 say 7

DESCRIPTION	(August 2018 –Mar 2019) (8 Months)	Average / Month	Average / day
No.of PWB O/W	273	35	2
No of PWB I/W	444	56	2

Actual man power available is 10 against the sanctioned strength of 13.

Data has been provided for 8 months only because of non availability of registers which were vanished in recent flood.

As per data and applying Yard Stick the required man power is **7**

On need base ,

For maintaining accounts and registers one staff is allowed.

For managing duty while Female staff on ML/CCL 2 staff are allowed.

Luggage booking, cloak room booking are less than 1 per shift.

Hence, the existing manpower of 10 staff is found sufficient and allowed to continue.

The given Man power may be utilized for LR/RG for both CNGR and CYN.

SANCTION Vs REQUIREMENT AT BO/CNGR

SANCTION	ACTUAL	REQUIREMENT	SURPLUS
13	10	10	03

Dy.SMR/C/CNGR

SANCTION	ACTUAL	REQUIREMENT	SURPLUS
1	1	1	0

One Retiring Room Attendant(RRA) is available at Chenganur against the sanctioned strength of 1. At present the same is utilized by SMR/CNGR .

Recommendation no-5

One post of CCC in level-6 and Two posts of Sr.CC in level-5 are found excess to the requirement in BO/CNGR and the same may be surrendered and credited to vacancy bank.

3.14 TIRUVALLA(TRVL)

BOOKING OFFICE/TRVL			
DESCRIPTION	For 3 years (2016-17, 2017-18, 2018-19)	Average / Month	Average / day
No of tickets.	19,13,330	53,150	1772
Season tickets.	28,720	798	27
Plat form tickets	2,60,588	7239	242
Cancelled tickets	7275	202	7
Non - Issued tickets	3200	89	3
As per the Data Total No of Tickets sold /Day			2051

CALCULATION : As per Yard stick

TRVL	
Tickets sold /day =2051	
$2051 \div 1000 = 2.051$	Say 2
RG 16.66%	= 0.33
Sub total	= 2.4
CBS	1.0
Total	3.4
LR 20%	= 0.68
Grand Total	4.08 say 4

Actual man power available is 08 against the sanctioned strength of 10.

Additional works like goods booking and Luggage booking, delivery are looking after by the commercial clerks. ATVM is available but not in use.

**As per data and applying Yard Stick the required man power is 04
On Need base,**

One staff is additionally allowed to look after luggage booking, delivery etc..

At peak hours, 2 staff are additionally allowed to manage the crisis at counters.

One staff is allowed to manage While female staff going on CCL.

Hence, the requirement of manpower at TRVL is 8 staff.

The given additional staff may be utilized as LR/RG .

SANCTION Vs REQUIREMENT AT BO/TRVL

SANCTION	ACTUAL	REQUIREMENT	SURPLUS
10	08	08	02

Recommendation no-6

One posts of Sr.CC in level -5 and One post of CC in level-3 are found excess to the requirement in BO/TRVL and the same may be surrendered and credited to vacancy bank.

3.15 CHANGANACHERRY (CGY)

BOOKING OFFICE/CGY			
DESCRIPTION	For 3 years (2016-17, 2017-18, 2018-19)	Average / Month	Average / day
No of tickets.	15,07,463	41,874	1396
Season tickets.	33,127	920	31
Plat form tickets	1,21,135	3365	113
Cancelled tickets	5958	166	6
Non - Issued tickets	4161	116	4
As per the Data Total No of Tickets sold /Day			1550

CALCULATION : As per Yard stick

CGY			
Tickets sold /day =1550			
1550÷1000	=1.550	Say	2
RG 16.66%		=	0.33
Sub total		=	2.3
CBS (Incharge)			1
Total			3.3
LR 20%			0.7
Grand Total		=	4

Actual man power available is 4 against the sanctioned strength of 7

Additionally one Re-engagement staff Smt. Kanakakumari is also available. i-e
4+1=5

As per data, applying yard stick the required man power is 04 On need base ,

Additional works like Luggage booking, delivery are looking after by the commercial clerks.

Hence, one more staff is additionally allowed.

Requirement of manpower at CGY is 5 staff.

Additional staff allowed is to manage LR/RG duty at CGY

SANCTION Vs REQUIREMENT AT BO/CGY

SANCTION	ACTUAL	REQUIREMENT	SURPLUS
07*	4+1	05	02

*As per DPO/TVC Sanction strength at CGY is 07

As per Commercial Branch/TVC Sanction strength at CGY is 06

This has to be clarified.

Recommendation no-7

One post of Sr.CC in level-5 and one post of CC in level-3 are found excess to the requirement in BO/CGY and the same may be surrendered and credited to vacancy bank.

3.16 CHINGAVANAM(CGV)

STBS

3.17 KOTTAYAM (KTYM)

BOOKING OFFICE/KTYM			
DESCRIPTION	For 3 years (2016-17, 2017-18, 2018-19)	Average / Month	Average / day
No of tickets.	52,81,443	1,46,707	4891
Season tickets.	68,956	1916	64
Plat form tickets	8,57,001	23,806	794
Cancelled tickets	15,914	442	15
Non - Issued tickets	5025	140	5
As per the Data Total No of Tickets sold /Day			5769

3.17.1 CALCULATION : As per Yard stick

KTYM	
Tickets sold /day =5769	
$5769 \div 1000 = 5.769$	Say 6
RG 16.66%	= 1
Sub total	= 7
CBS	1
Total	8
LR 20%	= 1.6 say 2
Grand Total	= 10

Actual man power available is 15 against the sanctioned strength of 20

One Re-engaged staff is available.i-e $(15+1)=16$

As per data, applying yard stick the required man power is 10

On need base ,

One staff on Cash duty is additionally allowed.

For maintaining registers and accounts one staff is additionally allowed

For Divyaang counter one staff is additionally allowed.

At peak hours, managing booking duties 2 staff are additionally allowed.

For managing duties, while female staff going on CCL 1 staff is additionally allowed.

Additional staff given may be utilized as LR/RG .

Hence, manpower requirement at BO/KTYM is **16** staff.

SANCTION Vs REQUIREMENT AT BO/KTYM

SANCTION	ACTUAL	REQUIREMENT	SURPLUS
20*	15+1	16	04

*As per DPO/TVC Sanction strength at KTYM (BO) is 20

As per Commercial Branch/TVC Sanction strength at KTYM (BO) is 18

This has to be clarified.

Recommendation no-8

Two posts of Sr.CC in level-5 and Two post of CC in level-3 are found excess to the requirement in BO/KTYM and the same may be surrendered and credited to vacancy bank.

Dy.SMR/C/KTYM

SANCTION	ACTUAL	REQUIREMENT	SURPLUS
1	1	1	0

PARCEL OFFICE/KTYM				
DESCRIPTION	For (Apr 2018 –Mar 19)	Average / Month	Average / day	Average / Shift
No.of PWB O/W	86,419	2401	80	27
No of PWB I/W	1,15,318	3203	107	36

CALCULATION : As per Yard stick

PO/KTYM	
PWB booked $80 \div 50$	= 1.6 say 2
PWB delivered $107 \div 100$	= 1.07 say 1
Total staff	= 3
RG 16.66%	0.5
Sub total	3.5
CPS	1
Total	4.5
LR 20%	0.9 say 1
Total	5.5 say 6
Grand Total	6

Actual staff in parcel office/KTYM is 6

Requirement as per data and applying Yard stick is also 6

Hence, the existing staff available in PO/KTYM may be continued.

SANCTION Vs REQUIREMENT AT PO/KTYM

SANCTION	ACTUAL	REQUIREMENT	SURPLUS
07	06	06	01

Recommendation No-9

One post of Sr.CC in level-5 is found excess to the requirement in PO/KTYM and the same may be surrendered and credited to vacancy bank.

Group -D staff

For attending Retiring room, there are 2 RRA and 1 Re-engaged staff available against sanctioned strength of 3.

SANCTION Vs REQUIREMENT - Group D staff/KTYM

SANCTION	ACTUAL	REQUIREMENT	SURPLUS
03	02+1	03	00

Group C -Commercial staff of BO/PO units from QLN to KTYM

Sl.No	Station	Sanction (a)	Actual (b)	Requirement (c)	Excess (a-c)
1	QLN(BO)	21	16	18	03
2	QLN(PO)	08	07	06	02
3	Dy.SMR/C/QLN	01	01	01	--
4	STKT	02	02	02	--
5	KPY	05	05	05	--
6	KYJ	12	8+1#	09	03
7	MVLK	05	05	05	---
8	CYN	01	01	01	--
9	CNGR	13	10	10	03
10	Dy.SMR/C/CNGR	01	01	01	--
11	TRVL	10	08	08	02
12	CGY	07	4+1#	05	02
13	KTYM(BO)	20	15+1#	16	04
14	KTYM(PO)	07	06	06	01
15	Dy.SMR/C/KTYM	01	01	01	--
TOTAL		114	90+3#	94	20
# Re-engaged staff					

Group D staff(Retiring Room Attendant)of BO/PO units from QLN to KTYM

Sl.No	Station	Sanction (a)	Actual (b)	Requirement (c)	Excess (a-c)
1	QLN	3	2	1	2
2	CNGR	1	1	1	--
3	KTYM	3	2+1#	3	--
TOTAL		7	5+1#	5	2
# Re-engaged staff					

Total Commercial staff Sanction ,Actual, Requirement and Excess

Sl.No	Category	Sanction (a)	Actual (b)	Requirement (c)	Excess (a-c)
1	Group-C	114	90+3#	94	20
2	Group-D	7	5+1#	5	2
TOTAL		121	95+4#	99	22
# Re-engaged staff					

SANCTION Vs REQUIREMENT

SANCTION	ACTUAL	REQUIREMENT	SURPLUS
121	95+4#	99	22

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

The detailed remarks of the Co-ordinating officer is placed in Annexure III– and the important points are considered and the necessary remarks of the planning branch is detailed below.

CO-Ordinating Officer's Views

In Quilon Parcel Office, the proposal for surrender of one post each in Level 6 and Level 5 may be revised to surrender of only one post in Level 5 alone, since the availability of total staff is only 7 against a sanction of 8. Requirement of 7 staff is absolutely essential since, besides the CPS / Incharge, a minimum of 6 staff, 2 in each of the 3 shifts is the barest minimum required, considering both Inward and Outward functions in a major Parcel Office like Quilon.

Planning branch's Remarks

Agreed to. As per the Co-ordinating Officer's views, One post of Chief Commercial Clerk in Level 6 is allowed to continue and One post of Sr.Commercial Clerk in Level 5 is to be surrendered.

CO-Ordinating Officer's Views

At Chengannur, the proposal for surrender of 3 posts, (1 in Level 6 and 2 in Level 5) may be moderated to only surrender of 1 post in Level 5, since CNGR deals with heavy pilgrim traffic being the gateway to Sabharimala.

Planning branch's Remarks

Agreed to. As per the Co-ordinating Officer's views, One post of Chief Commercial Clerk in Level 6, One post of Sr.Commercial Clerk in Level 5 is allowed to continue and One post of Sr.Commercial Clerk in Level 5 is to be surrendered.

CO-Ordinating Officer's Views

In Kottayam, the proposal for surrender of 1 post in Parcel Office, may reconsidered since besides the CPS, the barest minimum requirement is 6 other staff, with deployment of 2 persons in each of the three shifts, with both Outward, and Inward traffic functions in a major Parcel office like KTYM.

Planning branch's Remarks

Agreed to. As per the Co-ordinating Officer's views, One post of Sr.Commercial Clerk in Level 5 is allowed to continue.

REVISED RECOMMENDATIONS:

Recommendation No. 1:

One post of CCC - I in level-7 is found excess to the requirement and the same may be surrendered and credited to vacancy bank.

(Total – 1 post)

Recommendation No. 2:

Four posts of CCC in level-6 are found excess to the requirement and the same may be surrendered and credited to vacancy bank.

(Total – 4 posts)

Recommendation No. 3:

Seven posts of Sr.CC in level-5 are found excess to the requirement and the same may be surrendered and credited to vacancy bank.

(Total – 7 posts)

Recommendation No. 4:

Four posts of CC in level-3 are found excess to the requirement and the same may be surrendered and credited to vacancy bank.

(Total – 4 posts)

Recommendation No. 5:

Two posts of RRA in level-1 are found excess to the requirement and the same may be surrendered and credited to vacancy bank.

(Total – 2 posts)

GRAND TOTAL – 18 POSTS

SR SR

5.0 FINANCIAL SAVINGS

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

Sl. No.	Category	Level	No.of post	Mean Pay (Rs.)	Annual savings (Rs.)
1	Ch.Comm.Clerk - I	Level -7	1	104888	1258656
2.	Ch.Comm.Clerk	Level -6	4	82768	3972864
3	Sr.Comm.Clerk	Level -5	7	68040	5715360
4	Comm. Clerk	=Level -3	4	50848	2440704
5	RRA	Level -1	2	41944	1006656
Total			18		14394240

Annexure –II