



**WORK STUDY TO REVIEW THE
COMMERCIAL STAFF STRENGTH OF
BOOKING OFFICE AND PARCEL OFFICE
TEN-TCN SECTION -
MDU DIVISION**

SOUTHERN RAILWAY

PLANNING BRANCH

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BOOKING OFFICE AND PARCEL OFFICE
TEN-TCN SECTION -
MDU DIVISION**

**STUDIED BY
WORK STUDY TEAM
OF
PLANNING BRANCH**

DECEMBER 2019



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(i)
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(ii)
TERMS OF REFERENCE

Annual Programme of workstudies for the year 2019 -20 - to review the Commercial Staff strength of Booking Office and Parcel Office in TEN-TCN section – MDU 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

Sl. No.	Category	No. of posts	Grade Pay (Rs.)
1	Sr.CC	3	2800
2	CC	3	2400
Total		6	

(Total 6 Posts)


1.0 INTRODUCTION

The Commercial Department of the Railway is the most visible department, and is usually called the earning and marketing department, the others being spending departments. This is because the Railway revenues are entirely made up of the earnings from sale of tickets and transportation of goods, luggage and parcels which are booked and delivered by the Commercial Department.

This department has to collect the charges as per rates in force and account for them. It has also to canvass for traffic to see that the vast Railway facilities are utilized to the maximum extent for the purpose for which they have been created.

1.1 The Commercial Department is responsible for

- Selling Railway services
- Creating, designing and developing traffic,
- Cultivating good public relations
- Securing and maintaining friendly relations with the travelling and trading customers and public.

To achieve this, it has to maximise satisfaction to the customers through creation of suitable facilities, provision of amenities for the users, proper up-keep of the stations and other working places from the point of view of the customers, measures for speedy transportation, safe delivery of goods etc.

This department, therefore, comes in direct contact with the public and it has to reply to the public complaints also.

Needless to say that for carrying out these various functions, this department has to maintain a close liaison with the other railway departments on which it has to depend for execution of the various works and maintenance of the facilities.

The fixing of rates, fares and other charges and the correct collection, account and remittance of traffic receipts are also among its functions. The overall commercial activities, which are also called as railway business, are of two types – Freight and Coaching. Again, Coaching is divided into two – Passenger and Parcel.

1.2

SERVICES OFFERED BY RAILWAYS				
FREIGHT	PASSENGER			OTHERS
Train Loads	Suburban	Non-Suburban Long Distance	Non-Suburban Short Distance	Parcels
Wagon Loads	Emu/Demu	Rajdhani/Shatabdi/Duronto	Passenger	Luggage
Containers	Memu	Superfast	Branch Line Service Including MG/NG	Catering Advertisements
Scheme Oriented	Double Decker	Mail/Exp/ Intercity	Rail Bus	Retiring Room
Other Business Models Oriented	Conventional	Garib Rath, IRCTC tourist Trains, etc.,	Mixed Trains	Cloak Room

1.3 **The main functions of the Commercial Department may, however, be enumerated as below:-**

- Provision of booking facilities for traffic, i.e. opening of booking offices, goods sheds, parcel offices etc.
- Opening of enquiry and reservation offices for passenger traffic.
- Sale of tickets and booking and delivery of parcels, luggage and goods.
- Implementation of the rating policy of the Railway Board i.e. giving effect to changes in the fares and freight rates from time to time.
- Quotation of special rates.

- Provision of users' amenities and ensuring their proper upkeeps such as waiting rooms, retiring rooms, drinking water supply etc. at every station.
- Refund of over-charges in passenger fares and freight rates.
- Waiver and refund of demurrage and wharfage.
- Clearance of station outstanding i.e. recovery and remittance of dues short- recovered or not recovered.
- Remittance of station earnings.
- Ticket checking arrangements.
- Management of departmental catering units, licensing of catering contracts & their supervision.
- Settlement of claims for compensation.
- Taking measures for claims prevention.
- Levy of siding charges and dealing with siding agreements.
- Provision of Cloak-Rooms.
- Running of Lost Property Offices (LPOs).
- Marketing and sales activities i.e. canvassing for high profit yielding commodities, Maintenance of customer-oriented services, like own your wagon scheme, leasing of SLRs scheme, measures for tackling rail- road competition etc.
- Justification for introduction of new trains.
- Conducting traffic surveys to establish justification for new lines etc.
- Grant of credit facilities to customers (credit note facility)
- Grant of concessions in railway fares and freight rates, including special facilities for tourist coaches etc.
- Attention to complaints from the users.
- Naming of new stations and change of station names, etc.
- Arrangements for handling of goods - appointment of handling contractors for stations and transshipment points.

- Holding and conducting of meetings with railway users at Station, Divisional, Zonal and Board levels such as SCC (Station Consultative Committee), DRUCC (Divisional Rail Users Consultative Committee), ZRUCC (Zonal Rail Users Consultative Committee), NRUCC (National Rail Users Consultative Council) and matters related to it.
- Opening/Closing and renewal of 'City Booking Offices', 'City Booking Agencies' and 'Out agencies'.
- Engaging RTSAs (Rail Travellers Service Agents), JTBSs (Jan Sadharan Ticket Booking Sevaks), GTBSs (Grameen Ticket Booking Sevaks), etc.

1.4 COMMERCIAL ORGANISATION AT DIVISIONAL LEVEL

At Divisional Level:

Divisional Railway Manager (DRM) is the head of the division. He is in Senior Administrative Grade. The DRM is assisted by one or more Additional Divisional Railway Managers (ADRM) and several branch officers. The head of Commercial Branch is Sr. Divisional Commercial Manager (Sr.DCM) in JA Grade or Divisional Commercial Manager (DCM) in senior scale depending on size of the division. He is assisted by one or more DCMs & Assistant Commercial Managers (ACMs) respectively. The primary function of these officers is to implement all policies and directions issued by the head office and to ensure smooth day-to-day commercial working at the stations on a division. The Sr.DCM/DCM is responsible for all executive functions of commercial.

1.5 COMMERCIAL STAFF OF A DIVISION

In addition to these officers, there are some Area Officers in each division varying from Senior Administrative Grade to Assistant Scale depending upon size and importance of the area being looked after. They are also delegated certain powers to handle day-to-day commercial matters such as waiver of wharfage and demurrage, releasing reservation quotas, public relations etc., in addition to some operating functions on certain divisions.

1.6 At Station Level:

Station is the main centre where the commercial business is actually transacted. They can be called the retail outlets for selling of various Railway products/services. The nature of traffic handled at each station differs and these stations are listed alphabetically in the Alphabetical list of Railway Stations published by IRCA (Indian Railway Conference Association), New Delhi.

Some important and larger stations are headed by a Station Managers (SMRs) in Gazetted Gr. B (JS/SS grade). At several stations, however, they are designated as Station Superintendents (SSs). The rank of a SS can vary from grade of a senior supervisor to a Sr. Scale gazetted officer depending on importance of the station.

At smaller stations (also known as roadside stations) the quantum of traffic dealt with is not very heavy. Therefore, at these stations both the operating and commercial working is handled by the SM assisted by Assistant Station Masters (ASMs) in shift duties.

At bigger stations, depending on the work-load, separate commercial staff is provided to look after the commercial work. They are generally known by a generic name of Commercial Clerks and may be working as Booking Clerks, Parcel Clerks, Goods Clerks, Ticket Collectors, Inquiry & Reservation Clerks, Catering Managers etc.

The designations of these supervisory staff are such as Chief Reservation Supervisor, Catering Inspector, Chief Parcel Supervisor, Chief Booking Supervisor, Chief Goods Supervisor, etc. depending on their functions.

Stations being the hub of commercial activity they are provided with various facilities to handle the traffic dealt with at the Station. These facilities may include an adequate number of booking windows for passengers, a separate parcel office with separate facilities for booking, delivery and stocking of parcels, a separate goods office with covered shed, platforms for loading/unloading, special sidings for dealing with oil traffic and other bulk traffic such as coal, timber, minerals etc.

Crane facilities, motor ramps, plots for storage of loose material like charcoal etc. in addition to canteen and other facilities. At important stations there will also be separate reservation and inquiry offices, cloak rooms and catering establishments. The quantum and standard of these facilities differ from station to station based on its commercial importance and requirements.

1.7 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.

WORKING IN THE BOOKING OFFICE

In the Indian Railway's parlance Booking Office means the office of booking unreserved tickets. The unreserved tickets are issued offline through various counters at railways stations, other places of Railways and even private locations and through private agencies to facilitate passengers, and also through online where the customers buy them through their mobile phones, etc.

The tickets issued online are electronic in form, and hence paperless, whereas the offline tickets are issued in various forms.

However, they are categorised in two – (i) Card Tickets, and (ii) Paper Tickets. The online paperless tickets are the latest variations of Paper Tickets. The Card Tickets are rarely used now-a-days, and are issued under exigencies and other special occasions and at some locations only.

1.8 Unreserved Ticketing System (UTS)

This facility was initially provided at 10 stations of Delhi area in the first stage of UTS as a pilot project on 15 August 2002. UTS provide the facility to purchase Unreserved Ticket in advance of the date of journey. A passenger can buy a ticket for any destination from the UTS counter for all such destinations, which are served by that station. The cancellation of tickets has also been simplified. Passengers can cancel their tickets one day in advance of the journey from any station provided with a UTS counter.

On the day of journey, the ticket can be cancelled from station from which the journey was to commence. UTS system has takeover the Printed Card Tickets or tickets issued by Self Printing Ticket Machines (SPTMs) gradually. 'Universal terminals' which issue reserved (PRS) as well as unreserved tickets (UTS) from the same booking window has also been implemented at many required locations.

However, unreserved tickets continue to be available through manual methods and using PCTs, whenever required though very minimally. With the introduction of UTS, the Railways also get benefitted in several ways. These are:

- ❖ Keeping pace with the latest technology
- ❖ Encouraging passengers to purchase their tickets in advance
- ❖ To have online accountal and other statistical facts and details of tickets sales
- ❖ To have a rational analysis of the demand of passengers on various routes in advance, so as to augment trains as per requirement

Advantages of Unreserved Ticketing System App

- ❖ Reduced queue length
- ❖ Enable advance planning of unreserved journey also
- ❖ Reduced crowds at booking offices and stations, making ticket purchase more comfortable
- ❖ Allow Indian Railways to plan extra trains and coaches as per trend of sales registered in the system.
- ❖ Unreserved itinerary planning possible, tickets available from any station to any station.
- ❖ As mentioned above, the UTS system has now offering tickets to commuters through online. Railways have successfully launched such apps for the enhanced customer experience.

1.9 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 workstudy 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.
- The purpose of this workstudy is intended to analyze the present work load and the requirement of staff at booking Office and Parcel Office in TEN-TCN section – MDU Division.

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 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 in B.O. & P.O. in TEN – TCN section - MDU Division. The duties of the staff, earnings, workload and detailed traffic trend pattern are explained in the following paragraphs and discussed in subsequently.

The details of Commercial activities of MDU division as given in the scope of the study along with the sanctioned strength and present deployment, working time are indicated below and the S.A.V.E. Statement is enclosed as **Annexure – I**.

2.2 TEN –TCN SECTION

It is a branch line from Tirunelveli junction connects Tiruchendur which is a terminating end. Tiruchendur has its own religious value and it is one of the famous spiritual places of Lord Murugan.

The kandhashashti festival is most famous wherein thousands of people will gather and see the famous play SooraSamharam of Sooran killed by Lord Murugan.

In this section various historical places like palayamkottai famous for the tamil warrior katabomman memorial and Nava Thirupathi of 9 famous vaishanva temples etc., are also covered. Due to the historical and religious value of this section, the passenger population is little high and the trains are also little crowded during festival season.

Stations covered in this section of 61 kms. Are

1. Tirunelveli-TEN
2. Palayankottai – PCO
3. Seyddunganallur – SDNR
4. Thadhankulam – TTQ
5. Srivaiguntam – SVV
6. Alwar Tirunagari – AWT
7. Nazareth – NZT
8. Kachchanavilai – KCHV
9. Kurumbur – KZB
10. Arumuganeri – ANY
11. Kayalpattinam – KZY
12. Tiruchendur - TCN

In this Seidunganallur(SDNR), Srivaigundam(SVV), Arumuganeri(ANY) are the SM maintained stations where SM will look after the issue of passenger tickets. And other stations (excluding TEN& TCN) are Train clerk stations where 1 or 2 clerks will look after the issue of passenger tickets.

2.3 Activities in Booking Office:

a) Activities performed by Booking Clerks for issue/cancellation of tickets and any miscellaneous activity and duration for each activity. 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 handover the ticket and also the balance amount if any to the Passenger.

b) Whenever a ticket comes for cancellation, the Booking clerk has to check the genuinely of the ticket first. Then he selects the format for cancellation and he 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 handedover to the Passenger. Then the Booking Clerk should cross the ticket presented for cancellation and preserves the both.

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 (ATVMS are available) and the working of facilitations, the ticket Stock for UTS and ATVM 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, CBSR 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 promptly to MDU 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.

2.5 **Mode of Remittance of Station Earnings:-**

All the Counter Cash in Shifts were handedover 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 Challan, 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 handedover 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.

2.6 TIRUNELVELI BOOKING OFFICE

2 ATVMs are installed to facilitate ticket issue to the passengers.

Staff available

CS	-	3
CCC	-	6
Sr.CC	-	1
CC	-	3

ROSTER

6-10, 20-00 & 00-06, 10-20 – TWO COUNTERS

6-14, 14-22 – ONE COUNTER

2.6.1 Present Staff Deployment position:

Sl No	Activity	Designation	No. of staff
1	Over all supervising and to look after accounts, Balance sheet & statistical earnings data (Sent to Railway board for every 10 days).Collect cash from all counters, counting, tallying & remittance to Bank preparing all statements, Issuing ROPD Tickets, Supply of tickets to all counters, Responsible for supervisory function, Sales of smartcard for ATVM, Topup of smart card Recharge of ATVM	CBS	3
2	Issue of tickets in Booking counters 6-10,10-20,20-24,00-06 Hrs. – two counters 6-14 & 14-22 hrs- ONE COUNTER	CCC, Sr. CC &CC	8
3	LR & RG		2
Total			13

2.6.2 Details of various Registers maintained at TEN Booking Office:

1. Cash remittance book
2. Daily Trains Cash Book (DTCB)
3. Cash remittance bank challan
4. Ticket stock register
5. Part roll register
6. Coaching cash book
7. Ni register
8. Spl. Cancellation register
9. ICV register
10. Link failure register
11. Peripherals register
12. CSC parking register
13. Outstanding register
14. Balance sheet
15. Preventive maintenance register
16. Personal cash declaration register
17. ATVM, COTVM Part Roll , Full register
18. ATVM facilitator register
19. Shroud purchase register
20. Pass register.

2.6.3 No. of tickets issued in Booking Office- TEN

DESCRIPTION	YEAR	NO.OF TICKETS
NO OF Passenger Tickets	2016-17	33,55,122
	2017-18	34,26,821
	2018-19	40,69,344
	Total	1,08,51,287
No. of season tickets	2016-17	13,246
	2017-18	12,456
	2018-19	12,658
	Total	38,360
NO OF PLATFORM TICKETS	2016-17	4,49,321
	2017-18	4,49,349
	2018-19	4,88,953
	Total	13,87,623
NO OF NON- ISSUE TICKETS	2016-17	1,685
	2017-18	1,750
	2018-19	1,800
	Total	5,235
NO OF CANCELLED TICKETS	2016-17	3,410
	2017-18	3,600
	2018-19	3,815
	Total	10,825
Booking Office Earnings. Rs.	2016-17	16,03,41,554
	2017-18	17,38,52,378
	2018-19	21,85,92,634
	Total	55,27,86,566
ATVM Earnings. Rs.	2016-17	73,00,000
	2017-18	1,09,50,000
	2018-19	1,46,00,500
	Total	3,28,50,500

Tickets	2016-17	2017-18	2018-19
Total Passenger tickets	38,22,784	38,93,976	45,76,570
Avg/month	3,18,565	3,24,498	3,81,380
Avg/day	10,618	10,816	12,712

2.7 PARCEL OFFICE/TEN

2.7.1 DUTIES:

One staff only is working during the roster hours and the on duty staff has to attend the following duties

1. Booking of all kinds of outward Parcels and issue of RR to the party
2. Booking of all kinds of Luggage and issue of luggage tickets
3. Accepting cloak room bags and issue of LL tickets
4. To attend the loading and sealing of booked outward Parcels
5. To attend the sealing of SLRs'
6. To attend the unloading of parcels
7. To effect delivery of parcels
8. To effect delivery of luggage
9. To effect delivery of cloak room bags
10. To effect delivery of RNP / RM
11. Preparing daily statistics figures to inform commercial control
12. Preparation of consolidated daily summary statement of GST
13. Preparation of 10 days SN2 figures to submit to Sr.DCM Office
14. Submission of monthly returns and statements
15. Maintenance of PHC muster roll
16. Reweighing of parcels and making entries in the register
17. Weighing machine POH monitoring
18. Verification of PHC contract bills, to certify for claiming their Bills

19. Maintenance and safe keeping of records
20. Procurement of ICV books, registers and other books and forms
21. Monitoring of NR cell cases and over carried parcels
22. Sending the OC parcels unloaded at TEN to its destination
23. Total maintenance of cleanliness and up keeping of parcel office
24. Maintenance and repairing works of parcel trolleys
25. To co-ordinate with other dept. in-charge and supervisors for the Over-all maintenance of parcel office such as
 - a. Electrical staff/ TL staff in case of electrical failure in office & SLRS'
 - b. SSE/IOW/Works for repair works
 - c. Health Inspector for the daily cleanliness of fish parcel water waste spilled on the platform and in the parcel office
 - d. C&W staff for SLR opening in case of door trouble
 - e. Duty SMS' and SMR co-ordination to avoid detention of trains on parcels unloading.

2.7.2 TOTAL PARCEL OFFICE EARNINGS -TEN

YEAR	P.O . EARNINGS. Rs.	WHARFAGE Rs.
2016-17	1,09,06,242	3,18,128
2017-18	1,05,75,120	3,04,108
2018-19	1,06,13,272	3,85,531

NO OF PWB

YEAR	NO.OF PWB	
	INWARD	OUWARD
2016-17	9,315	7,745
2017-18	6,820	6,975
2018-19	8,074	8,056
Average /month	672	671
Average /day	22	22
Average /shift	11	11

NO OF PARCELS HANDLED

YEAR	NOS.
2016-17	70,716
2017-18	56,076
2018-19	63,508

NO OF PARCELS HANDLED IN WEIGHT

YEAR	WEIGHT IN QUINTALS
2016-17	47,248
2017-18	47,905
2018-19	45,430

NO OF OVER CARRIED PARCELS HANDLED

YEAR	NOS.
2016-17	1,671
2017-18	2,057
2018-19	1,850

In TEN, CLOAK ROOM IS MAINTAINED BY CONTRACTORS

2.8 **PALAYAMKOTTAI (PCO)**

IUTS is introduced in this station.

Sanction – 2

Actual -2 (4600-1, 4200-1)

ROSTER 6.30-14.30 & 13.30—21.30

DESCRIPTION	YEAR	NO.OF TICKETS
No. of Passenger Tickets	2016-17	1,10,969
	2017-18	1,34,296
	2018-19	1,96,438
Total		4,41,703
No. of Platform tickets	2016-17	125
	2017-18	119
	2018-19	93
Total		337
No. of Season Tickets	2016-17	693
	2017-18	748
	2018-19	937
Total		2378
No. of NI tickets	2016-17	40
	2017-18	30
	2018-19	25
Total		95
Booking Office Earnings .Rs.	2016-17	30,81,575
	2017-18	33,51,519
	2018-19	35,56,880
	Total	99,90,164

Tickets	2016-17	2017-18	2018-19
Total tickets	1,11,827	1,35,193	1,97,493
Avg/month	9,318	11,266	16,457
Avg/day	310	375	548

2.9 Thadhankulam (TTQ)

SANCTION -2 IN 4200GP

ACTUAL - 2

ROSTER 6.30-14.30 & 13.30—21.30

DESCRIPTION	YEAR	NO.OF TICKETS
No. of Passenger Tickets	2016-17	18,684
	2017-18	18,342
	2018-19	20,757
Total		57,783
Average /day		160
Booking Office Earnings .Rs.	2016-17	20,96,532
	2017-18	21,22,883
	2018-19	25,21,022
	Total	67,40,437

Tickets	2016-17	2017-18	2018-19
Total tickets	18,684	18,342	20,757
Avg/month	1,557	1,528	1,730
Avg/day	51	50	57

2.10 Alwarthirunagari (AWT)

IUTS is implemented in this station.

DESCRIPTION	YEAR	NO.OF TICKETS
No. of Passenger Tickets	2016-17	30,345
	2017-18	30,096
	2018-19	35,435
Total		95,876

PRS Earnings	2016-17	29,07,685
Rs.	2017-18	30,31,515
	2018-19	45,84,280
Total		1,05,23,480
Booking	2016-17	8,90,817
Office	2017-18	8,30,301
Earnings Rs.	2018-19	11,30,486
	Total	28,51,604

2.11 Nazareth(NZT)

Sanction = 4,

Actual = 3, CS-1, CCC-1,CC-1 ,

Vacancy = 1,

Excess = nil

ROSTER

13.30-20.30, 06.60-14.00

2.12 Description of work

Booking of tickets both PRS and UTS

Parcel booking and related duties

Cash remittance to bank,

Dispatch cash receipt through TCC

Submission of balance sheet, etc.

Bank remittance in SBI/NZT BRANCH

No. of shifts =2

Roster hours ; 13:30-20:30 Hrs. and 06.30- 14.00 Hrs.

2.13. Booking office earnings

DESCRIPTION	YEAR	NO.OF TICKETS
No. of Passenger Tickets	2016-17	1,55,974
	2017-18	1,40,978
	2018-19	1,62,942
Total		4,59,894
No. of Platform tickets	2016-17	6,377
	2017-18	3,082
	2018-19	2,951
Total		12,410
No. of Season Tickets	2016-17	4,866
	2017-18	3,607
	2018-19	4,634
Total		13,107
No. of NI tickets	2016-17	39
	2017-18	42
	2018-19	29
Total		110
Booking Office Earnings	2016-17	65,19,672
	2017-18	60,76,990
	2018-19	64,24,120
	Total	1,90,20,782

2.14 PRS centre

DESCRIPTION	YEAR	NO.OF TICKETS
No. of Tickets	2016-17	15,424
	2017-18	14,567
	2018-19	14,531
Total		44,522

No. of NI tickets	2016-17	32
	2017-18	24
	2018-19	25
Total		81
Earnings Rs.	2016-17	1,69,58,034
	2017-18	76,80,610
	2018-19	81,93,230
	Total	3,28,31,874

PRS Tickets	2016-17	2017-18	2018-19
Total tickets	15,424	14,567	14,531
Avg/month	1,285	1,214	1,211
Avg/day	42	41	41

Tickets	2016-17	2017-18	2018-19
Total tickets	1,67,440	1,47,859	1,70,643
Avg/month	13,953	12,321	14,220
Avg/day	465	410	474

ATVM availability = nil

Registers maintained

1. daily train cash book
2. part rolls register
3. full roll register
4. private cash declare register
5. Coaching cash summary register.
6. cash remittance register
7. bank challan register
8. Sunday stock register

9. power failure register
10. system failure register
11. parcel delivery book
12. sob register
13. NI register
14. special cancel register
15. DCI inspection register
16. Officer inspection register
17. TIA inspection register

2.15 KACHCHANAVILAI (KCHV)

SANCTION -2 IN 4200GP

ACTUAL - 1

ROSTER

ROSTER 6.30-14.30 & 13.30—21.30

Reservation - 8.00 -12.00

DESCRIPTION	YEAR	NO.OF TICKETS
No. of Passenger Tickets	2016-17	58,847
	2017-18	50,242
	2018-19	56,673
Total		1,65,762
No. of Platform tickets	2016-17	44
	2017-18	15
	2018-19	02
Total		61
No. of Season Tickets	2016-17	241
	2017-18	239
	2018-19	438
Total		918

No. of NI tickets	2016-17	36
	2017-18	18
	2018-19	19
Total		73
Booking Office Earnings	2016-17	30,20,729
	2017-18	29,35,001
	2018-19	34,27,327
	Total	93,83,057

Tickets	2016-17	2017-18	2018-19
Total tickets	59,399	50,736	57,264
Avg/month	4,950	4,228	4,772
Avg/day	165	141	160

2.16 Kurumbur

SANCTION -2 IN 4200GP

ACTUAL - 1

ROSTER 6.30-14.30 & 13.30—21.30

DESCRIPTION	YEAR	NO.OF TICKETS
No. of Passenger Tickets	2016-17	67,448
	2017-18	72,187
	2018-19	82,698
Total		2,22,333
No. of Platform tickets	2016-17	217
	2017-18	203
	2018-19	154
Total		574
No. of Season Tickets	2016-17	286
	2017-18	383
	2018-19	560
Total		1,229

No. of NI tickets	2016-17	100
	2017-18	51
	2018-19	123
Total		274
Booking Office Earnings	2016-17	30,88,575
	2017-18	32,14,561
	2018-19	34,02,900
	Total	97,06,036

Tickets	2016-17	2017-18	2018-19
Total tickets	68,051	72,824	83,535
Avg/month	5,670	6,068	6,961
Avg/day	189	202	232

2.17 KAYALPATTINAM(KZY)

SANCTION -2

ACTUAL - 1

ROSTER 6.30-21.00 Hrs.

DESCRIPTION	YEAR	NO.OF TICKETS
No. of Passenger Tickets	2016-17	61,954
	2017-18	75,457
	2018-19	83,685
Total		2,21,096
No. of Platform tickets	2016-17	1,483
	2017-18	2,145
	2018-19	2,187
Total		5,815
No. of Season Tickets	2016-17	602
	2017-18	671
	2018-19	573
Total		1,846

No. of NI tickets	2016-17	--
	2017-18	--
	2018-19	--
Booking Office Earnings Rs.	2016-17	83,98,067
	2017-18	78,18,571
	2018-19	73,64,787
	Total	2,35,81,425

Tickets	2016-17	2017-18	2018-19
Total tickets	64,039	78,273	86,443
Avg/month	5,336	6,522	7,203
Avg/day	178	217	210

2.18 BOOKING OFFICE-TCN

1. Staff Position:

- a. Sanction – CCC – 1, Sr.CC – 2, CC – 1
- b. Actual – CCC – 1, Sr.CC – 2, CC – 1
- c. Vacancy – Nil
- d. Excess – Nil

2. Job description:

- a. Issuing of unreserved tickets, Season tickets, Platform tickets, BPTs' & Smart cards
- b. Sale of Railway time table
- c. Issuing of money receipts for TTE earnings, TC earnings, Auto cart licence fee, Parking licence fee & etc.
- d. Issuing of penalty tickets
- e. Cash remittance to bank
- f. Preparation of Cash remittance note & Voucher remittance note
- g. Preparation of Balance sheet and related works
- h. Answering to passenger enquiries

3. Mode of Cash remittance - Bank remittance by auto

4. **No. of shifts – 2 & Roster –**

2 shifts in 06.30-14.00 Hrs. & 13.30-20.30 Hrs Roster

Two ATVM machines are installed. But only one facilitator is working from the beginning.

Registers maintained

- a. Daily Train Cash book
- b. Part Roll Register
- c. Full Roll Register
- d. Season Ticket Register
- e. Cash Summary Book
- f. ICV Register
- g. Outstanding Register
- h. SOB
- i. DCI Inspection Register
- j. TIA Inspection Register
- k. Failure Register
- l. Auto Cart Licence fee Register
- m. ATVM Facilitator Attendance Register
- n. ATVM Full Roll register
- o. ATVM Part Roll Register

Contract details of ATVM – One facilitator named Sri. Vincent Xavier is working from April 2016.

At TCN only one staff per shift is working for Booking office, Parcel office & Enquiry.

TCN is a temple city. Hence large numbers of passengers are travelling during all twelve months festivals at Subramaiya swamy temple / TCN. And large numbers of passengers are travelling during Dhasara festival period & All Tuesdays to visit Kulasekarapattinam temple.

Apart from the above more passengers are travelling on all Saturdays, Sundays & all holidays.

2.19 BOOKING OFFICE / TCN DETAILS

Description	YEAR	GRAND TOTAL	AVERAGE /MONTH	AVERAGE /DAY	AVERAGE /SHIFT
No. of Passenger Tickets	2016-2017	3,47,185	28,932	951	476
	2017-2018	3,76,097	31,341	1,030	515
	2018-2019	3,84,757	32,063	1,054	527
Number Of Passengers	2016-2017	8,38,771	69,898	2,298	1,149
	2017-2018	8,14,327	67,861	2,231	1,116
	2018-2019	9,10,482	75,874	2,494	1,247
No. of Season Tickets	2016-2017	2,113	176	6	3
	2017-2018	2,323	194	6	3
	2018-2019	2,819	235	8	4
No. of Platform Tickets	2016-2017	11,957	996	33	16
	2017-2018	11,578	965	32	16
	2018-2019	11,819	985	32	16
Booking Office Earnings in Rs.	2016-2017	3,83,74,265	31,97,855	1,05,135	52,567
	2017-2018	3,68,73,234	30,72,770	1,01,023	50,511
	2018-2019	4,09,30,897	34,10,908	1,12,139	56,070
No. of Non Issued Tickets	2016-2017	400	33	1	1
	2017-2018	246	21	1	0
	2018-2019	354	30	1	0
No. of Cancelled Tickets	2016-2017	441	37	1	1
	2017-2018	436	36	1	1
	2018-2019	543	45	1	1
Retiring Room Earnings in Rs.	2016-2017	70,250	5,854	192	96
	2017-2018	32,375	2,698	89	44
	2018-2019	50,040	4,170	137	69
ATVM – No. of Passenger Tickets	2016-2017	86,215	7,185	236	118
	2017-2018	1,01,666	8,472	279	139
	2018-2019	1,22,986	10,249	337	168
Atvm - Number Of Passengers	2016-2017	1,95,377	16,281	535	268
	2017-2018	2,13,283	17,774	584	292
	2018-2019	2,57,559	21,463	706	353

Atvm –Earnings in Rs.	2016-2017	34,28,156	2,85,680	9,392	4,696
	2017-2018	36,09,375	3,00,781	9,889	4,944
	2018-2019	48,32,250	4,02,688	13,239	6,620

Description	2016-17	2017-18	2018-19
Total tickets	3,62,096	3,90,680	4,00,292
Avg/month	30,174	32,556	33,257
Avg/day	1,005	1,085	1,111

2.20 PARCEL OFFICE / TCN

1. Staff Position: BO Staff only looking after parcel duties.
2. Job description:
 - a. Booking of Luggage tickets
 - b. Booking of Parcel tickets
 - c. Receiving and delivery of inward luggage and parcel
3. Mode of Cash remittance - Bank remittance by auto
4. No. of shifts & Roster – 07.00 hrs to 17.00 hrs.
5. PO earnings for the last 3 Years
6. Wharfage charges collected for the last 3 Years
7. No. of PWB (Inward & Outward) for the last 3 Years
8. No. of parcels handled for the last 3 Years
9. Parcels handled in Weight (In Qtls.) for the last 3 years
10. Penalty remitted for re-weighment for the last 3 years – Nil
11. No. of over carried parcels for the last 3 years – Nil
12. Registers –
 - a. Parcel Cash book
 - b. Parcel summary book
 - c. Re-weighment register
 - d. Delivery book
 - e. GST details book
 - f. Sunday stock register
13. Good shed / Sidings if any – Nil
14. Contract details of parcel loading / unloading – Nil
15. Cloak room charges collected for the last 3 years – Nil

OUTWARD

Description	YEAR	GRAND TOTAL	AVERAGE/ MONTH	AVERAGE/ DAY	AVERAGE/ SHIFT
Number Of LTs Booked	2016-2017	39	3	0	0
	2017-2018	41	3	0	0
	2018-2019	32	3	0	0
Number Of PWBs Booked	2016-2017	1,391	116	4	2
	2017-2018	745	62	2	1
	2018-2019	755	63	2	1
Total Number Of PWBs & LTs Booked	2016-2017	1,430	119	4	2
	2017-2018	786	66	2	1
	2018-2019	787	66	2	1
Number Of Commodities Booked As LT	2016-2017	34	3	0	0
	2017-2018	33	3	0	0
	2018-2019	27	2	0	0
Number Of Commodities Booked As Parcel	2016-2017	2,092	174	6	3
	2017-2018	1,122	94	3	2
	2018-2019	1,137	95	3	2
Total Number Of Commodities Booked as LT & Parcel	2016-2017	2,126	177	6	3
	2017-2018	1,155	96	3	2
	2018-2019	1,164	97	3	2
Luggage Booked (In Qtls)	2016-2017	66.90	5.58	0.18	0.09
	2017-2018	90.20	7.52	0.25	0.12
	2018-2019	66.56	5.55	0.18	0.09
Parcel Booked (In Qtls)	2016-2017	1,496.00	124.67	4.10	2.05
	2017-2018	1,364.00	113.67	3.74	1.87
	2018-2019	1,176.30	98.03	3.22	1.61

Total Luggage & Parcel Booked (In Qtls)	2016-2017	1,562.90	130.24	4.28	2.14
	2017-2018	1,454.20	121.18	3.98	1.99
	2018-2019	1,242.86	103.57	3.41	1.70
Luggage Earnings (In Rs.)	2016-2017	3,670	306	10	5
	2017-2018	8,086	674	22	11
	2018-2019	5,816	485	16	8
Parcel Earnings (In Rs.)	2016-2017	5,26,649	43887	1,443	721
	2017-2018	5,42,440	45203	1,486	743
	2018-2019	5,68,820	47,402	1,558	779
Luggage & Parcel Earnings (In Rs.)	2016-2017	5,30,319	44,193	1,453	726
	2017-2018	550526	45877	1,508	754
	2018-2019	5,74,636	47,886	1,574	787
Wharfage Earnings (In Rs.)	2016-2017	4,136	345	11	6
	2017-2018	4,039	337	11	6
	2018-2019	4,840	403	13	7
Total Earnings (In Rs.)	2016-2017	5,34,455	44,538	1,464	732
	2017-2018	5,54,565	46,214	1,519	760
	2018-2019	5,79,476	48,290	1,588	794

INWARD

Number of PWB & LT received	2016-2017	754	63	2	1
	2017-2018	415	35	1	1
	2018-2019	501	42	1	1
Number of Commodities Received	2016-2017	1,004	84	3	1
	2017-2018	672	56	2	1
	2018-2019	729	61	2	1
Major Commodity Fish & Motor Cycle (In Qtls)	2016-2017	1,895.00	157.92	5.19	2.60
	2017-2018	1,286.00	107.17	3.52	1.76
	2018-2019	1,747.00	145.58	4.79	2.39
Others (In Qtls)	2016-2017	1,119.00	93.25	3.07	1.53
	2017-2018	797.00	66.42	2.18	1.09
	2018-2019	524.00	43.67	1.44	0.72
Total Inward (In Qtls)	2016-2017	3,014.00	251.17	8.26	4.13
	2017-2018	2,017.00	168.08	5.53	2.76
	2018-2019	2,184.00	182.00	5.98	2.99

INWARD & OUTWARD

Total Number Of PWBs & LTs (OW & IW)	2016-2017	2,184	182	6	3
	2017-2018	1,201	100	3	2
	2018-2019	1,288	107	4	2
Total Number Of Commodities Handled (OW & IW)	2016-2017	3,130	261	9	4
	2017-2018	1,827	152	5	3
	2018-2019	1,893	158	5	3
Total Luggage & Parcel Handled (In Qtls) (OW & IW)	2016-2017	4,576.90	381.41	12.54	6.27
	2017-2018	3,471.20	289.27	9.51	4.76
	2018-2019	3,,426.86	285.57	9.39	4.69

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 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 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 in the building is the expenditure on establishment for Zonal Railways. This needs pruning at stages possible 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.
- 3.4 **For speedy access of ticketing facilities and optimum utilisation of railway resources, Southern Railway has launched Integrated Unreserved Ticketing System, merging ticket counters.**

This means passengers will be able to purchase reserved tickets at unreserved ticket counters between 8 am and 8 pm at selected stations.

Though more than 55 per cent of reserved tickets are booked through IRCTC, a section of passengers still want to purchase through counters.

The integrated ticketing system will enable railways to serve passengers without increasing manpower and creating additional infrastructure. However, the railways said that functioning of the counters will depend on passenger patronage at the particular station.

"When smaller stations had passage of express and passenger trains, the ticketing staff has been directed to sell only unreserved tickets. During Tatkal hours, the counter staff will cater to passengers who want to purchase reserved tickets.

"unless facilities such as IUTS and the rerouting of more trains there cannot be chances to increase passenger traffic.

3.5 TIRUNELVELI (TEN)

Requirement of Staff at TEN Booking Office:-

Booking counter is operated for issue of tickets. The work load in terms of number of tickets issued at Booking Office is collected for three years and staff requirement has been calculated.

3.6 DATA SHEET FOR BOOKING OFFICE

CALCULATION

Tickets	2016-17	2017-18	2018-19
Total tickets	38,22,784	38,93,976	45,76,570
Avg/month	3,18,565	3,24,498	3,81,380
Avg/day	10,618	10,816	12,712

At present, 8 counters are running round the clock to serve the passengers ticketing with the 2 ATVMs.

The present system of working is found efficient with 8 staff for 8 counters, 1 supervisory staff and RG and LR of 3 Staff.

Hence, the present staff strength of 13 staff may be continued.

Sanction	Actual	Requirement	Surplus
18	13	13	5

Recommendation No.1.

Two posts of Commercial clerk ,Three vacant posts of Sr.CC, may be surrendered and credited to the vacancy bank.

Total -5 posts

3.7 Parcel Office (TEN)

STAFF REQUIREMENT AT PARCEL OFFICE

DATA SHEET FOR PARCEL OFFICE

YEAR	NO OF PWB	
	INWARD	OUTWARD
2016-17	9,315	7,745
2017-18	6,820	6,975
2018-19	8,074	8,056
Average /month	672	671
Average /day	22	22
Average /shift	11	11

No. of PWBs dealt per day	=	44
Clerks required as per yardstick	=	1
But to run shifts one post is given additionally	=	1
RG (16.66%) & LR (12.5%)	=	1
Therefore, total staff including LR & RG	=	3
Loading and unloading of parcels (parcel Porters)	=	2
One CPS for Supervisory duties included in B.O	=	0
The requirement at Parcel Office / TEN	=	5 staff

Sanction	Actual	Requirement	Surplus
4	4	3	1

Recommendation No.2

One post of Commercial clerk may be surrendered and credited to the vacancy bank.

Total -1 post

3.8 Palayamkottai(PCQ)

IUTS is introduced in this station. Both PRS and UTS is dealt by the Booking office Staff

Tickets	2016-17	2017-18	2018-19
Total tickets	1,11,827	1,35,193	1,97,493
Avg/month	9,318	11,266	16,457
Avg/day	310	375	548

The present staff strength of 2 staff is found sufficient and may be continued.

Sanction	Actual	Requirement	Surplus
2	2	2	0

3.9 Thathankulam (TTQ)

Tickets	2016-17	2017-18	2018-19
Total tickets	18,684	18,342	20,757
Avg/month	1,557	1,528	1,730
Avg/day	51	50	57

The tickets sold per day are very minimum.

Hence it is recommended that this station may be converted in to SM control station.

Sanction	Actual	Requirement	Surplus
2	1	0	2

Recommendation No.3

Two posts of Commercial clerk may be surrendered and credited to the vacancy bank.

Total -2 posts

3.10 Alwartirunagari (AWT)

Tickets	2016-17	2017-18	2018-19
Total tickets	30,345	30,096	35,435
Avg/month	2,525	2,508	2,952
Avg/day	84	84	100

The No. of Tickets sold in UTS &PRS is very minimum in a shift.

Hence, the present staff strength is found sufficient including RG/LR

Sanction	Actual	Requirement	Surplus
2	2	2	0

3.11 NAZARETH(NZT)

PRS Tickets	2016-17	2017-18	2018-19
Total tickets	15,424	14,567	14,531
Avg/month	1,285	1,214	1,211
Avg/day	42	41	41

Tickets	2016-17	2017-18	2018-19
Total tickets	1,67,440	1,47,859	1,70,643
Avg/month	13,953	12,321	14,220
Avg/day	465	410	474

The No. of Tickets sold in UTS & PRS is very minimum in a shift.

Hence, the present staff strength is found sufficient including RG/LR

Sanction	Actual	Requirement	Surplus
3	3	3	0

3.12 KACHCHANAVILAI(KCHV)

Tickets	2016-17	2017-18	2018-19
Total tickets	59,399	50,736	57,264
Avg/month	4,950	4,228	4,772
Avg/day	165	141	160

The No. of Tickets sold in UTS & PRS is very minimum.

Hence, the present staff strength is found sufficient including RG/LR

Sanction	Actual	Requirement	Surplus
2	1	1	1

Recommendation No.4

One post of Sr. Commercial clerk may be surrendered and credited to the vacancy bank.

3.13 KURUMBUR(KZB)

Tickets	2016-17	2017-18	2018-19
Total tickets	68,051	72,824	83,535
Avg/month	5,670	6,068	6,961
Avg/day	189	202	232

The No. of Tickets sold in UTS & PRS is very minimum.

Hence, the present staff strength is found sufficient

Sanction	Actual	Requirement	Surplus
2	1	1	1

Recommendation No.5

One post of Commercial clerk may be surrendered and credited to the vacancy bank.

3.14 KAYALPATTINAM(KZY)

Tickets	2016-17	2017-18	2018-19
Total tickets	64,039	78,273	86,443
Avg/month	5,336	6,522	7,203
Avg/day	178	217	210

The No. of Tickets sold in UTS &PRS is very minimum.

Hence, the present staff strength is found sufficient

Sanction	Actual	Requirement	Surplus
2	1	1	1

Recommendation No.6

One post of Commercial clerk may be surrendered and credited to the vacancy bank.

TCN BOOKING OFFICE

3.15 CALCULATION

Tickets	2016-17	2017-18	2018-19
Total tickets	3,62,096	3,90,680	4,00,292
Avg/month	30,174	32,556	33,257
Avg/day	1,005	1,085	1,111

Additional duties of parcel office staff is also carried out by B.O staff.

Hence present staff strength is allowed including RG/LR.

Sanction	Actual	Requirement	Surplus
4	4	4	0

3.16 SUMMARY OF RECOMMENDATIONS

SL.NO	STATION	SANCTION	ACTUAL	REQUIREMENT	SURPLUS
1	TEN(B.O)	18	13	13	5
2	TEN(P.O)	4	4	3	1
3	TEN LOBBY	1	1	1	-
4	TEN(G)	2	2	2	-
5	PCO	2	2	2	-
6	AWT	2	2	2	-
7	TTQ	2	1	0	2
8	NZT	3	3	3	-
9	KCHV	2	1	1	1
10	KZB	2	1	1	1
11	KZY	2	1	1	1
12	TCN	4	4	4	-
TOTAL		44	35	33	11

CHAPTER – IV**4.0 PLANNING BRANCH'S REMARKS ON CO-ORDINATING OFFICER'S VIEWS****Co-ordinating Officer's views:**

The daily average number of tickets issued during 2018-19 is 12712. The number is progressively increasing year over year from 10,618 in 2016-17. Railway Board vide letter No.2013/TG.IV/10/PA/Policy dated 23.09.2013, has fixed the benchmark for average sale of UTS tickets per shift per window to 1000 tickets. Accordingly as a scientific calculation, the number of staff required is worked out as follows.

12,712 tickets/1000	13
Shift supervisor for 2 shifts between 06-22 hours(to look after Accounts, Cash, Non-issue /Spl. Cancellation of tickets, Ticket stock etc.,)	2
General Supervisor	1
Rest giver @ 16.66 % of 16=2.67 (R/O to 3)	3
LR @12.5% of 19 = 2.38 (R/O to 3)	3
Total	22

Based on the above, present sanctioned strength needs to be enhanced. The available staff strength is temporarily managing the situation by over working, foregoing rest and giving up leave due to high level of vacancy over the division. Besides, the report has failed to take into account , growing number of passengers, enhances train services, the busy timing of ticket issue and various types of leaves such as CCL, Maternity Leave, Miscarriage leave, Paternity leave etc., there is no justification to reduce the numbers further.

Hence, there is no room for surrendering any post at this location.

Planning Branch's Remarks:

According to the technological development in Railways the tickets selling is increased online and the number of window ticket passengers is getting reduced. Moreover, ATVMs are also serving the purpose of ticket sales.

Even the no. of trains are increasing, the major impact will be on the PRS centers since the no. of unreserved coaches is very minimum in the recent days. Duly considering the ATVM, UTS, IUTS, IRCTC and other mode of ticket booking systems, the work study team arrived the requirement of manpower.

As per the table, the role of shift Supervisor exclusively for a shift in Booking office is found not necessary as already General supervisors are there.

The efficiency of the staff is considered as bench mark, and the manpower is arrived.

Various types of leaves such as CCL, Maternity Leave, Miscarriage leave, Paternity leave etc., is common in all department and is a policy matter, there is no separate leave reserve allocation for these type of leaves.

If IUTS is introduced, the idle time of ECRC staff may also be utilized for issue of unreserved tickets.

And more 1 superviosr is also allowed for Ten -Lobby

Co-coordinating Officer's views:

TEN – Parcel Office

At the rate of 1 staff per shift, 3 staff are required to man the P.O. round the clock. The staff on duty has to attend to the Static work of Booking Parcels / Luggage at P.O and mobile work to move between 5 platforms of 600 mtrs. Length each. In some trains, more than one luggage rooms are to be attended in the rear, middle and front and so have to manage within the stopping time. One RG cum LR is also required for the 3 staff in roster.

Planning Branch's Remarks:

Already 3 posts are allowed in the study report. The clock room is also given to contract and all the work mentioned is the regular practice in the nature of works in Parcel office.

As it is reiterated by the Coordinating Officer, and considering the load in Parcel Office FURTHER 3 POSTS ARE ALLOWED in TEN station.

Co-coordinating Officer's views:

Thathankulam (TTQ)

This station has no SMs. This is a clerk-in-charge station with Commercial operations only. Hence, conversion in to SM control station is not possible.

Planning Branch's Remarks:

Agreed.

Since there is no SM in the station, it is suggested that the station may be converted as halt station, and the station booking counter may be operated with contract. As per the remarks of the coordinating officer, the present scenario may be continued till it becomes Halt station.

Co-coordinating Officer's views:**Alwarthirunagari(AWT)**

The station has two shifts 6-14, 14-22 hours requiring two man powers daily. The first train at this station is at 07.58 Hrs. and ends at 19.18 Hrs. In a gap between trains, the staff has to go for remittance of daily cash collections in to bank.

Planning Branch's Remarks:

The average tickets sold per day is nearly 100 and in a shift of two shifts will be 50 only. And the cash may be handed over to on duty SM.

Tickets	2016-17	2017-18	2018-19
Total tickets	30,345	30,096	35,435
Avg/month	2,525	2,508	2,952
Avg/day	84	84	100

Railway Board vide letter No.2013 / TG.IV / 10/ PA / Policy dated 23.09.2013, has fixed the benchmark for average sale of UTS tickets per shift per window to 1000 tickets. Accordingly, the number of staff required is less than one. Already 2 staff is allowed in the report.

Even in the busiest suburban stations in MAS Division, the UTS tickets are issued by the Duty SM. 1 staff allowed may be booked in a single EI roster / split roster as per the need and the remaining tickets may be issued by the SM as done in other Division. And the other 1 staff may be utilised as RG/LR for other stations also.

It is also suggested to convert this station in to SM controlled station and the 2 staff allowed for this station may be utilized for RG/LR to other stations.

Co-coordinating Officer's views:**KACHCHANAVILAI(KCHV)**

The station has two shifts 6-14, 14-22 hours requiring two man powers daily. The first train at this station is at 07.40 Hrs. and ends at 19.32 Hrs. In a gap between trains, the staff has to go for remittance of daily cash collections in to bank. Considering the longevity of working hours and continuous train stopping with no adequate gaps between them, two staff are required daily.

Planning Branch's Remarks:

The average tickets sold per day is nearly 100 and in a shift of two shifts will be 80 only. And the cash may be handed over to on duty SM.

Tickets	2016-17	2017-18	2018-19
Total tickets	59,399	50,736	57,264
Avg/month	4,950	4,228	4,772
Avg/day	165	141	160

Railway Board vide letter No.2013 / TG.IV / 10/ PA / Policy dated 23.09.2013, has fixed the benchmark for average sale of UTS tickets per shift per window to 1000 tickets. Accordingly, the number of staff required is less than one. Already 1 staff is allowed in the report.

Even in the busiest suburban stations in MAS Division, the UTS tickets are issued by the Duty SM. The present 1 staff allowed may be booked in a single EI roster / split roster as per the need and the remaining tickets may be issued by the SM as done in other Division.

Hence it is also suggested to convert this station in to SM controlled station and the 1 staff allowed for this station may be utilized for RG/LR to other stations.

If no SM in the station, it is suggested that the station may be converted as halt station, and the station booking counter may be operated with contract.

Co-coordinating Officer's views:**KURUMBUR (KZB)**

While considering the number of tickets , the report has failed to take in to account the number of trains stopping at this station, the longevity of working hours, HOER etc., The first train at this station is at 07.12 Hrs. and ends at 19.40 Hrs. In a gap between trains, the staff has to go for remittance of daily cash collections in to bank. The present availability of on staff is only temporary arrangement to manage the critical vacancy position of commercial clerks over Madurai Division.

Planning Branch's Remarks:

The no. of trains stopping at this station is also considered while arriving the man power. Even in the busiest suburban stations in MAS Division, the UTS tickets are issued by the Duty SM.

The average tickets sold per day is nearly 100 and in a shift of two shifts will be 100 only. And the cash may be handed over to on duty SM.

Tickets	2016-17	2017-18	2018-19
Total tickets	68,051	72,824	83,535
Avg/month	5,670	6,068	6,961
Avg/day	189	202	232

Railway Board vide letter No.2013 / TG.IV / 10/ PA / Policy dated 23.09.2013, has fixed the benchmark for average sale of UTS tickets per shift per window to 1000 tickets. Accordingly, the number of staff required is less than one. Already 1 staff is allowed in the report. The present 1 staff allowed may be booked in a single EI roster / split roster s per the need and the remaining tickets may be issued by the SM as done in other Division.

Hence it is also suggested to convert this station in to SM controlled station and the 1 staff allowed for this station may be utilized for RG/LR to other stations.

If no SM in the station, it is suggested that the station may be converted as halt station, and the station booking counter may be operated with contract.

Co-coordinating Officer's views:

KAYALPATINAM (KZY)

While considering the number of tickets , the report has failed to take in to account the number of trains stopping at this station, the longevity of working hours, HOER etc., The first train at this station is at 07.19 Hrs. and ends at 19.51 Hrs. In a gap between trains, the staff has to go for remittance of daily cash collections in to bank. The present availability of on staff is only temporary arrangement to manage the critical vacancy position of commercial clerks over Madurai Division

Planning Branch's Remarks:

The no. of trains stopping at this station is also considered while arriving the man power. Even in the busiest suburban stations in MAS Division, the UTS tickets are issued by the Duty SM. The average tickets sold per day is nearly 100 and in a shift of two shifts will be 100 only. And the cash may be handed over to on duty SM.

Tickets	2016-17	2017-18	2018-19
Total tickets	64,039	78,273	86,443
Avg/month	5,336	6,522	7,203
Avg/day	178	217	210

Railway Board vide letter No.2013 / TG.IV / 10/ PA / Policy dated 23.09.2013, has fixed the benchmark for average sale of UTS tickets per shift per window to 1000 tickets. Accordingly, the number of staff required is less than one. Already 1 staff is allowed in the report.

The present 1 staff allowed may be booked in a single EI roster / split roster as per the need and the remaining tickets may be issued by the SM as done in other Division.

Hence it is also suggested to convert this station in to SM controlled station and the 1 staff allowed for this station may be continued.

If no SM in the station, it is suggested that the station may be converted as halt station, and the station booking counter may be operated with contract.

Summary of Revised recommendations

SL.NO	STATION	SANCTION	ACTUAL	REQUIREMENT	SURPLUS
1	TEN(B.O)	18	13	16	2(Sr.CC)
2	TEN(P.O)	4	4	3	1(CC)
3	TEN LOBBY	1	1	1	-
4	TEN(G)	2	2	2	-
5	PCO	2	2	2	-
6	AWT	2	2	2	-
7	TTQ	2	1	2	-
8	NZT	3	3	3	-
9	KCHV	2	1	1	1(Sr.CC)
10	KZB	2	1	1	1(CC)
11	KZY	2	1	1	1(CC)
12	TCN	4	4	4	-
TOTAL		44	35	38	6

CHAPTER – V**5.0 FINANCIAL SAVINGS**

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

Sl. No.	Category	No. of posts	Grade Pay (Rs.)	Money value (Rs.)	Annual Savings (Rs.)
1	Sr.CC	3	2800	68040	24,49,440
2	CC	3	2400	59696	21,49,056
TOTAL		6			45,98,496



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