



**No. G.275 / WSSR- 111920 / 2019-20**

**WORK STUDY TO REVIEW THE**  
**COMMERCIAL STAFF STRENGTH OF**  
**BOOKING OFFICE AND PARCEL OFFICE**  
**AT SA & ED - SA DIVISION**

**SOUTHERN RAILWAY**

**PLANNING BRANCH**

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**AT SA & ED -**  
**SA DIVISION**

**STUDIED BY**

**WORK STUDY TEAM**  
**OF**  
**PLANNING BRANCH**

**OCTOBER 2019**

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(i)  
**ACKNOWLEDGEMENT**

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The team also extends its gratitude to CCI/SA and Commercial staff of SA Division in assisting the team to complete the study in time.

(ii)  
**AUTHORITY**

Annual Programme of work studies approved by SDGM for the year 2019-20.

(iii)  
**TERMS OF REFERENCE**

Annual Programme of work studies for the year 2019 -20 - to review the Commercial Staff strength of Booking Office and Parcel Office at SA&ED – SA 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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### **SUMMARY OF RECOMMENDATION**

**Recommendations:**

The following posts are found surplus as detailed below, may be surrendered & credited to vacancy bank.

Sl. No	Office	Designation	Pay band	No of posts
1	SA/BO	CCC	9300-34800 GP 4200	2
2		Sr CC	5200-20200 GP 2800	2
3		CC	5200-20200 GP 2000	4
4	SA/PO	Sr CC	5200-20200 GP 2800	1
5	ED/BO	CCC	9300-34800 GP 4200	2
6		Sr CC	5200-20200 GP 2800	3
7		CC	5200-20200 GP 2000	3
8	ED/PO	CCC	9300-34800 GP 4200	2
9		Sr CC	5200-20200 GP 2800	4
Total				23

**(Total 23 posts)**

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**1.0 INTRODUCTION**

1.1 The Commercial Department of Indian Railways is the only Revenue earning department from all the three resources of goods, passengers and sundry earnings. The revenue from huge sources are assessed, collected and accounted. Hence, all possible measures are taken by this department to stretch its tireless hands to embrace all resources to the organization and its growth.

- ❖ The Commercial department of Railways is responsible for sales, marketing and servicing of passenger and goods services efficiently.
- ❖ Booking Office and Parcel Office SA & ED contributes significantly towards other coaching earnings of the Division.

**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 day 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 from the past few years. Further there is stiff competition given by the road parcel services which has an edge being faster and reaching the customer's doors directly. Due to the decreasing trend in Parcel service, a work study has become a necessity to review the staff strength in relation to the present workload.
- The Coaching, Goods and Sundry earnings form the backbone of the Railways and it decide the viability of the Railways. Parcel, Luggage and Goods earnings contribute more towards the Railway revenue.
- The purpose of this work study is intended to analyze the requirement of staff at Booking office & Parcel Office at SA & ED.



**CHAPTER - II****2.0 PRESENT SCENARIO**

The concept of liberalization, privatization and globalization has permeated from Elite group to common mass in society. Awareness in internet booking has gained tremendous momentum. System of issue of tickets has also switched over to electronic mode duly replacing manual operation. Thus manpower requirement is considerably reduced due to technological implementation. Based on the present trend and methodology adopted in Booking Office, an effort is taken to review the staff requirement of BO & PO in SA & ED stations in SA division. The duties of the staff, earnings, workload and detailed traffic trend pattern are explained the following paragraph and discussed in subsequently.

- 2.1 The details of Commercial activities of SA & ED station 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(A): **Staff Deployment in Commercial Department at SA & ED IN SA Division (Booking Office):**

Sl No	Stations	CS in Rs.4600/-			CCC in Rs.4200/-			Sr.CC in Rs.2800/-			CC in Rs.2000/-			Total		
		S	A	V	S	A	V	S	A	V	S	A	V	S	A	V
1	<b>SA</b>	2	3	-1	13	10	3	5	3	2	4	0	4	24	16	8
2	<b>ED</b>	4	5	-1	11	6	5	3	3	0	4	1	3	22	15	7
	<b>TOTAL</b>	<b>6</b>	<b>8</b>	<b>-2</b>	<b>24</b>	<b>16</b>	<b>8</b>	<b>8</b>	<b>6</b>	<b>2</b>	<b>8</b>	<b>1</b>	<b>7</b>	<b>46</b>	<b>31</b>	<b>15</b>

2.2 (B): **Staff Deployment in Commercial Department at SA & ED IN SA Division (Parcel Office):**

Sl No	Stations	CS in Rs.4600/-			CCC in Rs.4200/-			Sr.CC in Rs.2800/-			CC in Rs.2000/-			Total		
		S	A	V	S	A	V	S	A	V	S	A	V	S	A	V
1	<b>SA</b>	1	2	-1	5	5	0	3	1	2	0	0	0	9	8	1
2	<b>ED</b>	3	3	0	10	6	4	4	3	1	0	1	-1	17	13	4
	<b>TOTAL</b>	<b>4</b>	<b>5</b>	<b>-1</b>	<b>15</b>	<b>11</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>-1</b>	<b>26</b>	<b>21</b>	<b>5</b>



### 2.3 **Activities in Booking Office:**

1. a) Activities performed by Booking Clerks for issue/cancellation of tickets and any miscellaneous activity and duration for each activity. Whenever a ticket comes for cancellation, the Booking clerk has to check the genuinity of the ticket first. Then he selects the format for cancellation and 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 handed over to the Passenger. Then the Booking Clerk should cross the ticket presented for cancellation and the preserves the both.

b) When a Passenger approaches for a journey ticket, the booking clerk should ensure the Station to which the Passenger wants a ticket, and he verifies in the System for the particular station such as class, number of Adults, Number of Child, Senior Citizen if any and the fare for the same will be informed to the Passenger. After getting the fare, he /she enters the Station Code, Number of tickets, Class etc and route also and Press Enter key, for Printing 'Y' has to be pressed to get the Ticket. After printing the ticket, he has to hand over the ticket and also the balance amount if any to the Passenger.

c) When a TTE approaches the Booking Counter, for remittance, the Booking Clerk duly getting the CRM with Cash and verifies it. Then he goes to Main menu and selects the appropriate option for remittance. At present, the New Proforma contains more than 19 Column to be filled up. After printing the ticket, the Booking Clerk has to enter the amount, date and ticket number in the CRM (Miscellaneous ticket).

### 2. 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 TPJ should also be monitored by him.

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

He has to prepare Balance Sheet and Returns every month. If the system Reports not generated in time, he has to work beyond his working hours. Now there is no Group 'D' Staff at PGT Booking Office.

#### 2.4 **Mode of Remittance of Station Earnings :-**

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

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

The Cash will be remitted in the bank and duly signed receipt of the Challan will be given by the Bank. After verifying the records, the Chalan, Vouchers and Cheque were entered in the Voucher Remittance Note and will be kept in a Cash Bag and sealed. Then the sealed cash bag will be handed over to cash office staff on duty with entry in the Cash remittance Book.

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

## 2.5 Present Staff Deployment position:

			SA	ED
Sl. No.	Activity	Designation	No. of staff	
1	Over all supervising and to look after accounts, Balance sheet & statistical earnings data (Send to Railway board for every 10 days) (9-17 hrs) )	CS	1	1
2	Cash cum batch in-charge Duties:- 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, Top up of smart card Recharge of ATVM (6-14,13-21 hrs) )	CS/CCC	2	1 (General Duty)
3	Issue of tickets in Booking counters ( 6-10,10-20,20-24,00-06 & 6-14 & 13-21 hrs)	Sr CC &CC	8	7
4	LR & RG		5	4
<b>Total</b>			<b>16</b>	<b>13</b>

## 2.6 PLAT FORM TICKETS ISSUED:

Month	Tickets Issued -Year wise			
	SA		ED	
	2017-18	2018-19	2017-18	2018-19
April	18853	17413	20798	23613
May	19755	18678	23164	23082
June	17885	16379	19815	21262
July	15753	14530	19029	20276
Aug	17112	16640	19931	19900
Sep	15774	16023	19525	20005
Oct	17460	14798	22715	18312
Nov	16347	16630	19936	19951
Dec	14848	18023	19568	18184
Jan	16416	18018	20357	18216
Feb	14180	15770	18646	16285
Mar	14679	16782	18631	18243
Total	199062	199684	242115	237329

## 2.7 Details of Earnings for two years of SA & ED Booking Office

Month	Earnings -Year wise			
	SA		ED	
	2017-18	2018-19	2017-18	2018-19
April	22962765	24357540	20490005	23774905
May	24417710	25270060	21911080	22649560
June	20615925	21970795	18969480	21141935
July	19574975	19717040	18832110	19855760
Aug	19966560	21518755	19659800	22622765
Sep	21545395	23829835	20656430	21304145
Oct	21718145	22245235	21948655	21120150
Nov	19207140	22814860	18654995	22121060
Dec	18439105	22475350	17611220	19492675

Jan	20451750	21787955	20458540	20145490
Feb	19321615	19545870	19435870	18598245
Mar	20207210	21199580	19166895	20401535
Total	248428295	266732875	237795080	253228225

## 2.8 PASSENGERS TICKETS ISSUED (Including season tickets):

Month	Tickets Issued -Year wise			
	SA		ED	
	2017-18	2018-19	2017-18	2018-19
April	150601	168189	128254	155624
May	160591	181009	143840	158622
June	137885	157994	122027	140928
July	135492	148710	120472	139080
Aug	139073	164209	128253	156000
Sep	142374	170855	131375	145719
Oct	140944	156261	134690	139757
Nov	132825	161379	123843	138465
Dec	130482	166842	117631	130558
Jan	147422	159706	138431	132688
Feb	142582	142669	130597	122640
Mar	157557	155374	140057	133869
Total	1717828	1933197	1559470	1693950

## 2.9 CANCELLED TICKETS

Month	Tickets Issued -Year wise			
	SA		ED	
	2017-18	2018-19	2017-18	2018-19
April	886	1039	519	990
May	896	1110	669	906
June	819	896	534	778

July	661	694	507	778
Aug	752	920	538	970
Sep	940	772	661	735
Oct	1018	771	873	837
Nov	753	827	585	1061
Dec	747	819	491	673
Jan	870	743	750	761
Feb	754	685	627	570
Mar	684	674	603	638
Total	9780	9950	7357	9697

## 2.10 NON-ISSUED TICKETS

Month	Tickets Issued -Year wise			
	SA		ED	
	2017-18	2018-19	2017-18	2018-19
April	182	131	120	28
May	194	73	108	35
June	163	76	83	60
July	183	41	100	60
Aug	107	61	52	64
Sep	39	65	28	53
Oct	49	64	30	44
Nov	38	66	36	51
Dec	51	51	48	71
Jan	43	66	61	71
Feb	46	84	37	48
Mar	36	79	21	73
Total	1131	857	724	658

### 2.11 ATVM EARNING DETAILS AT SA & ED STATION:

MONTH	SA				ED			
	2017-2018		2018-2019		2017-2018		2018-2019	
	No of tickets	Earnings (Rs)	No of tickets	Earnings (Rs)	No of tickets	Earnings (Rs)	No of tickets	Earnings (Rs)
APR	18774	1151735	24636	2009220	32329	2971040	23466	1795085
MAY	28804	2184650	23605	1999455	29079	2524055	26415	2196180
JUNE	22625	1564260	24192	1895135	27444	2464710	25341	1893115
JULY	23043	1537750	26864	1839025	24595	2162655	23084	1586835
AUG	21556	1513595	22223	1507165	23953	2107690	21094	1529405
SEP	23990	1682475	21108	1595575	19488	1639605	29295	2259400
OCT	24530	1847775	27571	2026025	22743	1902570	29534	2183500
NOV	21363	1512065	23484	1805935	16623	1246940	34243	2814060
DEC	23607	1753115	15276	1003900	20395	1617805	36443	2851865
JAN	30204	2237395	17794	1079700	25660	2194800	34309	2738940
FEB	32574	2322585	17837	1103865	26500	2099355	30344	2290300
MAR	33645	2309340	21113	1240735	26217	2070160	32526	2537635
TOTAL	304715	21616740	265703	19105735	295026	8194592	346094	26676320

### 2.12 Staff Deployment

#### Roster for BO AT SA:

NO OF COUNTERS IN EAST ENTRY OF SA BO					
Window	00-07	07-11	11-21	21-24	REMARKS
1	1	1	1	1	
2	1	1	1	1	
3	1	1	1	1	
NO OF COUNTERS IN WEST ENTRY OF SA BO					
WINDOW	7-15				
1	1				

**Roster for BO AT ED:**

<b>NO OF COUNTERS IN EAST ENTRY OF ED BO</b>					
Window	00-07	07-11	11-21	21-24	REMARKS
1	1	1	1	1	
2	1	1	1	1	
3	1	1	1	1	

**NOTE: No counters on western side of the station in Erode.**

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

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



22. ATVM Reports
23. JTBS Reports
24. Balance Sheets
25. SN2

#### 2.14 **Details of various Registers maintained at SA & ED Booking Office**

1. Handing over Book(HOB)
2. Daily Trains Cash Book(DTCB)
3. Proof Book
4. HOC/TOC Register
5. Non-Issued Register
6. Special cancellation Register
7. Coaching Cash Summary Book
8. Sundry Statement Register
9. SN-2 Register
10. JTBS Register
11. EA Received Register
12. Outstanding Register
13. SMG Register
14. Missing Tickets Register
15. BPT Register
16. Bank Challan Book
17. Cash Bag Deposit Register
18. C.R. Note Book
19. Ticket Stock Register
20. SMC Register (Smart Cards)
21. Missing Tickets Register
22. PCDR Register
23. ATVM Facilitator Register
24. Roster Book
25. SOB
26. Special Events Register
27. System Failure Register

28. Special Events Register
29. Tools and Plants Register
30. Uniform Register
31. Time Table Register
32. TIA Inspection Register
33. Auditor Inspection Register
34. Officer Inspection Register
35. LEO Register
36. Safe Custody Register
37. Money Receipt Register
38. Staff Grievances Register(GEN)
39. User ID Register
40. DCI Inspection Register
41. Pass/PTO Register
42. Staff Grievances Register (SC&ST)
43. Staff Grievances Register(OBC)
44. UTS CMS Log Book
45. Printer Failure Register

#### 2.15 **PARCEL OFFICE:**

<b>Present Staff Deployment in parcel office:</b>			<b>SA</b>	<b>ED</b>
Booking/delivery & cloak room	1 x 3 shifts	=	4	3
Loading/ unloading (PF Duty)		=	2	3
General shift (Inward)		=	---	1
Supervisory		=	2	4
<b>Total</b>		=	<b>8</b>	<b>11</b>

#### 2.16 **Registers / Records kept at the Parcel office—SA & ED**

##### **Outwards:**

1. Outward parcel cash book – Local
2. Outward parcel cash book – Foreign
3. Luggage cash book – Local

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

**Inwards:**

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

**CPS/SA & ED:**

- 13** Messages book.
- 14 NR Register.
- 15 Auction register.
- 16 Inventory register.
- 17 OD register.
- 18 Parcel coaching cash book.
- 19 Outsourcing register.
- 20 Officers' Inspection Register.
- 21 CCI Inspection Register.

- 22 Undelivered parcel Register.
- 23 Unconnected parcel Register.
- 24 Sundry stock.
- 25 Daily earnings Register.
- 26 Indemnity Bond Register.
- 27 EA accountable Register.
- 28 Statistics register.
- 29 Private cash Declaration register.
- 30 ICV stock register.
- 31 WDRF register.
- 32 Sales tax / Seizure register.
- 33 Stamp register.
- 34 Un remarked lease parcel register.
- 35 Lease remittance register.
- 36 Lease contract staff on duty register.
- 37 Commodity wise register – Outward.
- 38 Commodity wise register – Inward.
- 39 TIA Inspection Register.
- 40 T&P register.

2.17 The main commodity here is perishable items like flowers, fish, two wheelers, household articles and Readymade Garments etc. In **PO/SA**, presently, commercial Clerks and CPS is working to look after this unit in the following manner:

- One counter is functioning round the clock to look after the booking of parcels.
- One counter is working round the clock for delivery of parcels and cloak room activities.
- One staff is working round the clock on platform duties.
- One CPS is doing the supervisory work.

**2.18 WHARFAGE CHARGES COLLECTED:**

	<b>SA</b>		<b>ED</b>	
<b>MONTH</b>	<b>2017-2018</b>	<b>2018-2019</b>	<b>2017-2018</b>	<b>2018-2019</b>
APRIL	31043	21092	41630	26648
MAY	31434	15155	57757	48515
JUNE	18239	19046	66273	35748
JULY	50781	14496	31503	41529
AUGUST	14018	17201	49766	51076
SEPTEMBER	13088	18194	43451	57076
OCTOBER	19734	26696	49833	56672
NOVEMBER	15341	26693	30865	37103
DECEMBER	7196	19595	46682	43277
JANUARY	11897	15538	37102	52575
FEBRUARY	14837	18218	32348	49561
MARCH	19800	23154	29429	17650
TOTAL	247408	235078	516639	517430

**2.19 FREE TIME ALLOWED**

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

## 2.20 **Details of Reweighment**

Month	SA				ED			
	2017-18		2018-19		2017-18		2018-19	
	No Of Cases	Earnings (Rs)	No Of Cases	Earnings (Rs)	No Of Cases	Earnings (Rs)	No Of Cases	Earnings (Rs)
APRIL	NA	NA	NA	NA	NA	NA	NA	NA
MAY	3	508	NA	NA	2	131	NA	NA
JUNE	NA	NA	NA	NA	NA	NA	NA	NA
JULY	NA	NA	NA	NA	1	61	1	18
AUGUST	1	45	2	97	1	62	1	210
SEPTEMBER	1	60	1	14	1	1070	1	64
OCTOBER	NA	NA	NA	NA	2	2284	1	1061
NOVEMBER	NA	NA	NA	NA	2	223	1	3805
DECEMBER	2	95	4	1820	1	37	2	9488
JANUARY	5	3419	3	413	1	135	2	3404
FEBRUARY	NA	NA	2	344	2	520	1	3767
MARCH	NA	NA	2	387	1	981	1	2874
TOTAL	12	4127	14	3075	14	5504	11	24691

## 2.21 **Activity & Duration Inward**

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

## 2.22 **Accounts & Returns Activity**

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

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

## 2.23 **Inward**

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

## 2.24 **Outward**

- ✓ Local Outward Returns Checking With Accounts Foils
- ✓ Foreign Outward Returns Checking With Accounts Foils
- ✓ Local Lt Outward Returns Checking With Accounts Foils
- ✓ Foreign Lt Outward Returns Checking With Accounts Foils
- ✓ Hcd Outward Returns Checking With Accounts Foils
- ✓ Cancellation Charge Returns
- ✓ Lease Returns Local
- ✓ Lease Returns Foreign
- ✓ Service Tax Returns
- ✓ Cash Value Receipt Returns
- ✓ Excess Booking Returns
- ✓ Demurrage Charge Returns
- ✓ Wdrf Returns
- ✓ Penalty Charge, Punitive Charge Returns
- ✓ Miscellaneous Cash Collected Return
- ✓ Outstanding.
- ✓ Weighment of Parcels
- ✓ Checking The Forwarding Notes
- ✓ Calculation Of Freight
- ✓ Issuance of Railway Receipts
- ✓ Accounting Freight, Development Charge, Service Tax & Total and Remittance.

**2.25 Transshipment and Dispatch:**

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

**2.26 Parcel Leased Traffic:****Outsourcing of Parcel Handling:**

At Salem parcel office outsource of parcel handling is awarded to CARGO CARRIERS, COIMBATORE -641018 vide order No SA/C.442/PHC/E-TENDER-2/SA/2018 dated 03.12.2018 for the value of Rs 23, 59,324/- for the period from 17.12.2018 to 16.12.2021. Leased parcel is carried out by Train Nos 12671, 12673, 12675 & 22649.

In Erode, SLR/VPH lease is given to 12 lease holders and the list is attached separately with validity and the details of train to which the lease is awarded.

**2.27 NUMBER OF PWB (OUTWARDS/INWARDS):**

Month	SA				ED			
	2017-18		2018-19		2017-18		2018-19	
	I/W	O/W	I/W	O/W	I/W	O/W	I/W	O/W
APRIL	1395	1395	1410	1405				
MAY	1370	1400	1399	1390				
JUNE	1379	1405	1387	1400				
JULY	1380	1400	1395	1390				
AUGUST	1399	1405	1382	1400				
SEPTEMBER	1397	1400	1396	1405				
OCTOBER	1400	1404	1392	1410				
NOVEMBER	1405	1398	1400	1400				
DECEMBER	1385	1400	1395	1415				
JANUARY	1390	1410	1397	1420				
FEBRUARY	1392	1395	1400	1400				
MARCH	1400	1400	1394	1405				
TOTAL	16692	16812	16747	16840				



**2.28: NO OF PARECELS & EARNINGS:**

	<b>SA</b>				<b>ED</b>			
<b>Month</b>	<b>2017-18</b>		<b>2018-19</b>		<b>2017-18</b>		<b>2018-19</b>	
	<b>No Of Parcels</b>	<b>Earnings (Rs)</b>	<b>No Of Parcels</b>	<b>Earnings (Rs)</b>	<b>No Of Parcels</b>	<b>Earnings (Rs)</b>	<b>No Of Parcels</b>	<b>Earnings (Rs)</b>
APRIL	16186	1106413	11979	1894879	22367	3003233	20877	2671573
MAY	9900	956889	9307	939763	24941	3432816	24941	2822798
JUNE	9832	981245	9265	663912	20909	2813627	13906	2093802
JULY	8523	1110338	11026	805876	17407	2046803	20183	3227569
AUGUST	9276	620029	9757	1489330	19998	2551934	18712	2367801
SEPTEMBER	9359	1106471	9705	945210	15163	2170409	13563	1740872
OCTOBER	10321	1409453	11451	2180931	14525	1998281	12958	1903620
NOVEMBER	10264	1126271	10412	732250	15582	2162960	11764	1498188
DECEMBER	9816	1689414	11955	1090297	17331	2048146	14248	1834000
JANUARY	9353	2273079	12078	1137796	13665	1889920	14613	1835397
FEBRUARY	9524	542630	12819	2183389	13493	1708058	13388	1933952
MARCH	14414	2047848	11773	850704	18909	2288372	16500	2119458
TOTAL	126768	14970080	131527	14914337	214290	28114559	195653	26049030

**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 ie., during peak hours, the issue of ticket is continuous and during non-peak hours, the counters are idle, the staff requirement is arrived on need base wherever necessary.

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

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

1000 card tickets in a shift of 8 hours

1200 platform tickets in a shift of 8 hours

120 season tickets in a shift of 8 hours

### **Parcel Office** - **Group "C"**

50 Way Bills booked in a shift of 8 hours

100 deliveries made in a shift of 8 hours

### 3.5 **Requirement of Staff at SA:-**

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

### **DATA SHEET FOR SA BOOKING OFFICE**

<b>SA BOOKING OFFICE</b>			
DESCRIPTION	For 2 years ( 2017-18, 2018-19)	Average / Monthly	Average / day
Ticket earnings (Rs)	515161170	21465048	715502
No of tickets(including season tickets)	3651025	152126	5071
Plat form tickets.	398746	16614	554
Cancelled tickets.	19730	822	27
Non - Issued tickets.	1988	83	3
As per the Data Total No of Tickets sold in SA/Day			5655

**Requirement of Staff at ED:**

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

**DATA SHEET FOR ED BOOKING OFFICE**

<b>ED BOOKING OFFICE</b>			
DESCRIPTION	For 2 years ( 2017-18, 2018-19)	Average / Monthly	Average / day
Ticket earnings (Rs)	491023305		
No of tickets(including season ticket)	3253420	135559	4519
Plat form tickets.	479444	19977	666
Cancelled tickets.	17054	711	24
Non - Issued tickets.	1382	58	2
As per the Data Total No of Tickets sold in ED/Day			5211

**3.6 CALCULATION:**

<b>SA BOOKING OFFICE</b>		
Tickets sold /day	=	5655
Yardstick %age per shift (1000)	=	5.65 say 6
	=	
Over all supervising (In charge)	=	1
For accounts, cash remittance & balance sheet and other returns and verification of daily concessions, etc.,	=	2
Total	=	9
RG 16.66%	=	2
Subtotal	=	11
LR 20%	=	2
Total	=	13
<b>Therefore the Net total = 13</b>		

While analyzing the no of tickets issued and earnings of the booking office from the past two years it clearly shows that both are considerably reduced. Whereas the no of tickets issued and earnings from ATVM presently two ATVMs (one is not working) and one COTVM are available, and the earnings in ATVMs are considerably increased. However, in order to maintain minimum counters to helpful for public and future demand, the following suggestions are made by the work study team.

3 counters in 12-20 shift = 3

3 counters in 6-12&

20-24& 00-06 shift = 3

One counter in

Western side 07-15 hrs = 1

One overall in charge = 1

Two cashiers in 2 shift = 2

-----  
Subtotal = 10

RG @ 16.66% = 2

LR @ 20% = 4

-----  
TOTAL = 16  
-----

**The requirement of staff for SA booking office is 16 which will lead to surplus of 8 staff which may be credited to the vacancy bank.**

<b>ED BOOKING OFFICE</b>		
Tickets sold /day	=	5211
Yardstick %age per shift (1000)	=	5.2 say 5
	=	
Over all supervising (In charge)	=	1
For accounts, cash remittance & balance sheet and other returns and verification of daily concessions, etc.,	=	1( general shift)
Total	=	7
RG 16.66%	=	1
Subtotal	=	8
LR 20%	=	2
Total	=	10
<b>Therefore the Net total = 10</b>		

3.6.1 While analyzing the no of tickets issued and earnings of the booking office from the past two years it clearly shows that both are considerably reduced. Whereas the no of tickets issued and earnings from ATVM presently two ATVMs (one is not working) and one COTVM are available, and the earnings in ATVMs are considerably increased. However, in order to maintain minimum counters to helpful for public and future demand, the following suggestions are made by the work study team.

3 counters in 12-20 shift = 3  
 3 counters in 6-12&  
 20-24& 00-06 shift = 3  
 One overall in charge = 1  
 One cashier in  
 General shift = 1  
 \*One CS for Accounts = 1

-----  
 Subtotal = 9  
 RG @ 16.66% = 2  
 LR @ 20% = 3

-----  
 TOTAL = 14  
 -----

**The requirement of staff for ED booking office is 14 which will lead to surplus of 8 staff which may be credited to the vacancy bank.**

### 3.7 DATA SHEET FOR PARCEL OFFICE SA & ED

<b>SA</b>			
DESCRIPTION	For 2 years ( 2017-18, 2018-19)	Average / Monthly	Average / day
No of PWB Outward	33652	1402	47
No of PWB Inward	33439	1393	47
No of Parcels	258295	10762	359
Earnings (Rs)	29884417	1245184	41506
Penalty remitted on reweighment	7202	300	10
Wharf age	482486	20104	670
As per the Data Total No of PWB in SA/Day(O/W&I/W)			94

<b>ED</b>			
DESCRIPTION	For 2 years ( 2017-18, 2018-19)	Average / Monthly	Average / day
No of PWB Outward	33600	1400	47
No of PWB Inward	28800	1200	40
No of Parcels	409943	17081	570
Earnings (Rs)	54163589	2256816	75227
Penalty remitted on reweighment	30195	1258	42
Wharf age	1034069	43086	1436
As per the Data Total No of PWB in ED/Day			87

		<b>SA</b>	<b>ED</b>
No. of PWBs dealt per day	=	94	87
Clerks required as per yardstick	=	3	4
Loading and unloading of parcels	=	2	3
(One extra staff in night shift at ED)			
RG (16.66%)	=	1	1
LR (20%)	=	1	2
Therefore, total staff including LR & RG	=	7	10
One CPS for Supervisory duties	=	1	1
The requirement at Parcel Office	=	8	11

3.8 **Total requirement of commercial staff for SA & ED is summarized as under:-**

<b>Unit Name</b>	<b>Sanction</b>	<b>Actual</b>	<b>Requirement</b>	<b>Surplus</b>
SA/BO	24	16	16	8
SA/PO	9	8	8	1
ED/BO	22	13	14	8
ED/PO	17	13	11	6
<b>Total</b>	<b>72</b>	<b>50</b>	<b>49</b>	<b>23</b>



**Recommendations:**

The following posts are found surplus as detailed below, may be surrendered & credited to vacancy bank.

Sl. No	Office	Designation	Pay band	No of posts
1	SA/BO	CCC	9300-34800 GP 4200	2
2		Sr CC	5200-20200 GP 2800	2
3		CC	5200-20200 GP 2000	4
4	SA/PO	Sr CC	5200-20200 GP 2800	1
5	ED/BO	CCC	9300-34800 GP 4200	2
6		Sr CC	5200-20200 GP 2800	3
7		CC	5200-20200 GP 2000	3
8	ED/PO	CCC	9300-34800 GP 4200	2
9		Sr CC	5200-20200 GP 2800	4
Total				23

**(Total No of posts = 23)**

**CHAPTER – IV**

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

**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	Office	Designation	Pay band	No of posts	Mean Pay (Rs.)	Annual Financial savings (Rs.)
1	SA/BO	CCC	9300-34800 GP 4200	2		
2		Sr CC	5200-20200 GP 2800	2		
3		CC	5200-20200 GP 2000	4		
4	SA/PO	Sr CC	5200-20200 GP 2800	1		
5	ED/BO	CCC	9300-34800 GP 4200	2		
6		Sr CC	5200-20200 GP 2800	3		
7		CC	5200-20200 GP 2000	3		
8	ED/PO	CCC	9300-34800 GP 4200	2		
9		Sr CC	5200-20200 GP 2800	4		
Total				23		

**No. G.275 / WSSR- 111920 / 2019-20**



**WORK STUDY TO REVIEW THE  
COMMERCIAL STAFF STRENGTH OF  
BOOKING OFFICE AND PARCEL OFFICE  
AT SA & ED - SA DIVISION**

**No. G.275 / WSSR- 111920 / 2019-20**



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