



WORK STUDY TO REVIEW THE
STAFF STRENGTH AT PRS CENTRES
OVER - SALEM DIVISION

SOUTHERN RAILWAY

PLANNING BRANCH

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**WORK STUDY TO REVIEW THE
STAFF STRENGTH AT PRS CENTRES
OVER - SALEM DIVISION**

STUDIED BY

**WORK STUDY TEAM
OF
PLANNING BRANCH**

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(ii)
AUTHORITY

Annual Program of work studies for the year 2019-20.

(iii)
TERMS OF REFERENCE

To review the staff strength of ECRC Cadre over Salem division - SA Division.

(iv)
METHODOLOGY

The following methodology has been adopted while conducting the study.

- a) Collection of data from individual units.
- b) Analyzing the data pertaining to work load.
- c) Discussion with field staff.
- d) Application of yardstick and provision of staff on need base, wherever needed.



(v)

SUMMARY OF RECOMMENDATIONS**Summary of Recommendations**

Sino	Station	Designation	Grade pay.Rs	No of Post
1	CBE	ECRC –II	2800	2
2	MTP	ECRC-II	2800	1
Total				3

Three posts is identified as Surplus (03)

CHAPTER – I**1.0 INTRODUCTION**

- 1.1 Reserved travel by the Indian Railways is facilitated by the Passenger Reservation System through CONCERT, one of the world's largest online reservation application developed and maintained by CRIS. The servers are connected together by a core network by which public can reserve a berth on any train between any pair of station for any date and class through IRCTC website or across the PRS counters located in approximately 3300 locations with nearly 12,000 terminals.
- 1.2 As a part of the corporate Plan strategy of Indian Railways (1985-2000), computerized Passenger Reservation System had been implemented in Delhi, Chennai, Mumbai and Kolkata by the end of 1988 followed by Hyderabad, Bangalore, Lucknow and Bhopal and presently in 3312 locations along with 5823 UTS counters.
- 1.3 CRIS, headquartered at New Delhi is the IT hub of Indian Railways which develops and maintains all the IT applications for Indian railways. Apart from PRS, so many projects are developed and maintained Viz.,
- Unreserved Ticketing System
 - National Train Enquiry System
 - Parcel Management System
 - Crew Management System
 - Track Management System
 - Material Management System
 - Passenger Operated Enquiry Terminal
 - Unreserved Ticketing System through Mobile phones
- Information on mobiles through SMS and so on - The list is only indicative and not exhaustive.

- 1.4 With a view to enable passengers to buy reserved tickets even after the preparation of charts, Passenger Reservation System is rationalized by releasing the Main chart well in advance i.e., 4 hours before the schedule departure of the trains. The reservation will again be opened at manual counters as well as on Internet. Further, Waitlisted/RAC passengers are given the facility to cancel the ticket upto 30 minutes before the scheduled departure of the trains so that the passengers can decide either to proceed the journey or to cancel their ticket. The current chart will be made available before half an hour before the scheduled departure of train and handed over to the ticket checking staff.
- 1.5 Another significant move in Computerized Reservation System is UTS-cum-PRS terminals, particularly on those locations where the average PRS workload is less than 100 transactions per day. Currently, as per the statistics more than 70% of the tickets are booked on Internet. The booking over the counters is drastically reduced and that too, the major bookings are concession tickets, warrants and privilege/Post retirement passes.
- 1.6 Consequent upon the implementation of Next Generation e-Ticketing and the proposals of booking concession tickets, warrant and Pass over Internet, a dire need of detailed analysis becomes inevitable and the same is attempted in the following chapters.



CHAPTER - I**2.0 PRESENT SCENARIO**

2.1 16 computerized reservation centres are available in Salem Division including Rail Head and Non –Rail Head. The mobile booking is the latest addition in booking of Railway tickets apart from Internet booking, IUTS and other sources.

2.2 ECRC CADRE:

Three grades are available in the ECRC cadre viz., CRS in Grade Pay Rs. 4600/-, RS/II in grade pay Rs. 4200/- and ECRC in grade pay Rs. 2800/-. The entry grade is ECRC.

2.3 DUTIES IN GENERAL:**Chief Reservation Supervisor – CRS:**

Over all in charge for the centre:

- General supervision of all the activities of centre.
- Preparation and maintaining rosters of staff.
- Checking vouchers and Data.
- Checking Daily booking collection counters and ensures remittance to bank.
- Ensure timely functioning of counters.
- Updating daily accounts.
- Checking of refunds pertaining to previous day.
- Checking Non – issue tickets.
- Checking / monitoring Tatkal booking.
- Ensure charts are printed / pasted / handingover to TTE's.
- Attending general enquiries of public.
- Processing stocking stores items.
- Maintaining various registers.
- Monitoring Bulk booking.
- Maintaining Manual ABR (Advance Booking Refunds).
- Attending division level meetings.
- Maintaining M&P items.

2.4 DUTIES OF COUNTER STAFF:

- Preparatory and complementary works.
- Checking the proper functioning of Terminals and Printers.
- Checking main profile of new Trains and changes in the existing trains.
- Various quotas and their modification.
- Updating knowledge through SOB, order/ instructions.
- Clearing and guiding the passengers for their reservation needs.
- Feeding Data, informing status to passengers, Collecting cash, and Printing of tickets.
- Handingover cash, statements, ticket rolls at the end of the shift duty.

2.5 WORKING HOURS

Normal working hours of the PRS counters is

1st shift – 08.00 to 14.00 hrs.

2nd shift – 14.15 to 20.00 hrs.

The PRS Centres are functioning throughout the year. But the counter opens only in the morning on Sundays and 5 nominated National Holidays. Cash collected from the counters is accounted and remitted to the nominated banks.

2.6 The book of sanction of the cadre over SA division after Pinpointing SA PRS is 72. Station-wise details are as follows.

CBE:

Number of Terminals as also the working counters is 3 in morning and 3 in evening. Number of Staff on Roll is 16. Working hours is 08.00 -14.00 and 14.15 – 20.00 hours. Two cashiers are there in morning and evening. Two shifts are functioning for preparation of charts at this centre. Two supervisors are provided and one staff is provided in EDR.

2.7 **CBF:**

Number of available terminals as also the working counters is 2. Staff on Roll is 6 (CRS-1; RS/II- 5). two in each shift

Working hours is 08.00-14.00 & 14.15-20.00 hours. No charting work at this Station. Cash remittance is done by CBS.

2.8 **MTP:**

Number of available terminals as also the working counters is 2. Staff on Roll is 3 (CRS -1, RS/II-1, ECRC GR II-1). one in each shift

Working hours is 08.00-14.00 & 14.15-20.00 hours. No charting work at this Station.

2.9 **PTJ:**

Number of available terminals as also the working counters is 2. Staff on Roll is 2 (CRS -1, RS/II-1). One in each shift

Working hours is 08.00-14.00 & 14.15-20.00 hours. No charting work at this Station.

2.10 **UAM**

Number of available counter is 1 and the working hours is 08.00-14.00 hours. Staff on Roll is 1.

2.11 **ONR**

Number of available counter is 1 and the working hours is 08.00-14.00 hours. Staff on Roll is 2.

2.12 **NMKL:**

Number of available counter is 1 and the working hours is 08.00-14.00 hours. Staff on Roll is 1.

2.13 **KRR:**

Number of available counter is 1 and the working hours are 08.00-14.00 hours. Staff on Roll is 2.

2.14 **SA:**

Number of working counters is 2 in each shift. Staff on Roll is 10 (CRS-2, RS/II-6, ECRC-2) and the working hours is 08.00-14.00 & 14.15-20.00 hours. Charting is done in two shifts and two cashiers are provided and they should also look after the duties of EDR. One supervisor is provided in each shift.

2.15 **SXT**

Number of terminals is 2 whereas working counter is 1 in each shift and one in general. Staff on Roll is 6 (CRS-1 & RS/II-5). The working hour is 08.00-14.00 & 14.15-20.00 hours.

Deployment of staff is one each in morning & evening shift. No charting is done at this station. Cash remittance is through CBS.

2.16 **ED**

Number of terminals is 3 whereas the working counter is 2 in each shift. Staff on Roll is 11.

The working hours is 08.00-14.00 & 14.15-20.00 hours. one staff in each shift for charting and two cashiers are provided and they should look after the work of EDR.

2.17 **TUP**

Number of terminals is 2 whereas the working counter is two. Staff on Roll is 8 (CRS-1, RS/II-7).

The working hour is 08.00-12.00 & 14.15-20.00 hours. Cash remittance is done by CBS.

2.18 COMMON LEDGERS/REGISTERS MAINTAINED AT PRS CENTRES

- Monthly Balance Sheet
- Daily Earnings Register
- Bulk Booking Register
- Daily Train Cash Book
- Part Roll Register
- Private Cash Declaration Register
- Standing Order Book.

2.19 **Daily Earnings Register contains the following details**

- ❖ Number of applications
- ❖ Number of Tickets
- ❖ Number of Passengers
- ❖ Number of Cancelled Passengers
- ❖ Gross earnings
- ❖ Refund
- ❖ Vouchers
- ❖ Net earnings

2.20 **Contents of Monthly Balance Sheet**

- Opening Balance
- Floating cash
- Base fare
- Reservation fee
- Superfast charges
- Other charges
- System Cancellation Fee
- System Clerkage fee
- Modified Cancellation Fee
- Modified Clerkage fee
- Manual Advance Booking Refund
- Special Refund
- Service Tax received

CHAPTER-III**3.0 CRITICAL ANALYSIS:**

- 3.1 The study of 16 PRS centers over SA Division is intended to bring a judicious assessment of workforce duly taking into account of the ground situation and applying the prevailing yardstick.
- 3.2 The traffic trend over the past few years shows the number of transactions over the counters has been substantially reduced owing to the increase of booking through Internet. The average transaction time for user to book ticket on Next Generation e-Ticketing excluding payment gateway is 55-65 seconds which is slightly lesser to that of ticket booked over the counter i.e., 80-100 seconds. Increased speed is also another reason for the decreasing trend of bookings over the PRS counters
- 3.3 **The issue of tickets are being done through various sources, viz.,**
- Computerized Passenger Reservation System (PRS)
 - Unreserved Ticketing System (UTS)
 - Integrated Unreserved Ticketing System (IUTS)
 - Jan sadharan Ticket Booking System (JTBS)
 - Automatic Ticket Vending Machine (ATVM)
 - Station Ticket Booking Sevak (STBS)
 - Yatri Ticket Suvidha Kendra (YTSK)
 - Mobile Ticketing
- 3.4 it has allowed that at those locations where daily average transactions/shift exceeds 180, Railways can operate additional counters subject to the availability of manpower, space & other infrastructure. Hence a new counter can handle 180 transactions in a shift with ease i.e, optimum utilization of manpower.
- 3.5 Furthermore, as a part of economy measures, austerity and cost control, it is instructed to reduce the number of PRS counters which are not productive and redeploy the ECRCs (Ref: FC/RB D.O. letter dt. 27.11.2015) .

- 3.6 Station wise Sanction, Actual and Vacancy position of ECRC category as on 13.09.2019 issued by Sr. DPO/SA is appended below.

Station-wise sanction & Actual as per pinpointing is detailed below:

Sl. No	Location	Sanction as per pinpointing	Actual	Vacant
1	SA	12	10	2
2	MAP	0	0	0
3	SXT	7	6	1
4	TPT	1	1	0
5	ED	13	11	2
6	TUP	7	8	-1
7	CBE	22	16	6
8	CBF	8	6	2
9	PTJ	2	2	0
10	MTP	3	2	1
11	ONR	2	2	0
12	UAM	1	1	0
13	KRR	2	2	0
14	NMKL	1	1	0
15	MTDM	0	0	0
16	OML	0	0	0
17	EQ	4	3	1
18	Dy SMR/C/KRR	0	1	-1
	TOTAL	85	72	13

3.7 Yardstick for arriving man power requirements.

The previous yardstick laid on 26.10.1956 for "yardstick – reservation office" were applied for manual reservation with different yardsticks of 170, 150, 125 reservation per clerk. The latest available instruction from Railway Board / Director Traffic Commercial (a) – II Commercial Circular No. 23 of 2011 (**Annexure III**) stipulated that a PRS counter can deal 180 Transaction per shift per counter which seems reasonable with the present trend of computerized reservation system and current quantum of work load.

Since the zonal railways are following varying yardstick, this study has arrived the manpower with regard to 140 transactions per Shift/counter.

3.8 PRS PERFORMANCE OF SALEM DIVISION FOR THE PAST THREE YEARS

STATION	2016-17 Application	2017-18 Application	2018-19 Application	GRAND TOTAL	Av per year	Avg per month	Av per day
CBE	4,04,959	3,46,320	3,23,628	10,74,907	3,58,302	29,858	995
CBF	1,94,247	1,82,735	1,67,036	5,44,018	1,81,339	15,111	504
ED	2,79,268	2,57,079	2,42,410	7,78,757	2,59,586	21,632	721
KRR	84,033	76,812	74,897	2,35,742	78,580	6,548	218
MTP	43,838	40,115	39,139	1,23,092	41,031	3,419	114
NMKL	20,552	18,621	18,281	57,454	19,151	1,596	53
ONR	39,553	31,343	25,641	96,537	32,179	2,682	89
PTJ	85,781	83,595	71,256	240,632	80,211	6,684	223
SA	2,06,504	1,98,595	1,91,484	5,96,583	1,98,861	16,572	552
SXT	1,57,364	1,34,264	1,16,640	4,08,268	1,36,089	11,341	378
TUP	2,42,472	2,35,394	2,39,860	7,17,726	2,39,242	19,937	665
UAM	2,2,287	30,363	20,074	72,724	23,241	2,020	67

3.9 Station wise analysis:

Average transactions/day based on last three years:

CBE:

Average transactions/day	995
Number of counters required	$995/140=7.10$ say 7
Minimum staff required for counter duty	7

Supervisors	=	2*1	=	2
A	=	2*3	=	6 (Mor & Eve shift)
B	=	1*1	=	1 (Night)
C - Cashier	=	2*1	=	2
D - Charting	=	2*1	=	2
E - EDR	=	1*1	=	1 (general shift)
RG @16.6 % for 12 (A+B+C+D+E)	=		=	2
LR @ 20 % for 14	=		=	3
LR & RG - PTJ	=		=	1

Required staff strength = **20**

Surplus = **2**

CBF:

Average transactions/day	504
Number of counters required	$504/140=3.6$ say 4
Minimum staff required for counter duty	4

supervisor = 2 (Morning /Evening including Cash)

2*2 = 4 (morning & evening)

RG @16.6% for 4 = 1

LR @ 20% = 1

Required staff = **8**

Surplus = Nil

ED:

Average transactions/day	721
Number of counters required	$721/140= 5.15$ say 5
Minimum staff required for counter duty	5

Supervisors = 2*1 = 2

A = 2*2 = 4 (Mor & Eve shift)

B = Cashier 2*1 = 2 (EDR can be fed by cashier, since there is no much transaction to be feeded)

C = Charting 1*1 = 1 (Night, Morning/Evening chart can be taken by supervisor or cashier who ever available)

RG @16.6 % for 7 (A+B+C) = 1

LR @ 20 % for 10 = 2

Required staff strength = 12

One staff is provided as RG to KRR = 1

Surplus = **NIL**

KRR:

Average transactions/day	218
Number of counters required	$218/140=1.55$ say 2
Minimum staff required for counter duty	2

Surplus = Nil

MTP:

Average transactions/day	114
Number of counters required	$114/140=0.81$ say 1
Minimum staff required for counter duty	1

$$1*1 = 1$$

$$\text{RG\& LR} = 1$$

$$\text{Total} = 2$$

$$\text{Surplus} = 1$$

There is no much traffic in MTP and there is no need to maintain two counters and the administration can put either general shift or split duty depends upon the need of the area.

NMKL:

Average transactions/day	53
Number of counters required	$21/140 = 0.1$ say 1
Minimum staff required for counter duty	1

Surplus = Nil

ONR:

Average transactions/day	89
Number of counters required	$89/140=0.63$ say 1
Minimum staff required for counter duty	1

Surplus = Nil

PTJ:

Average transactions/day	223
Number of counters required	$223/140=1.59$ say 2
Minimum staff required for counter duty	2

Surplus = Nil

SA:

Average transactions/day	552
Number of counters required	$552/140=3.94$ say 4
Minimum staff required for counter duty	4

Supervisors	$2*1$	=	2
A	$2*2$	=	4 (Mor & Eve shift)
B=Cashier	$2*1$	=	1 (Looking after charting also)
C-EDR	$1*1$	=	1 (General)
RG @16.6 % for 6(A+B+C)		=	1
LR @ 20 % for 7		=	2
LR @ RG to TPT		=	1 (he may be utilized in Genral counter in other days)
Required staff strength		=	12
Surplus		=	Nil

SXT:

Average transactions/day	378
Number of counters required	$378/140 = 2.7$ say 3
Minimum staff required for counter duty	3

Superviosr	=	1 *1	=	1 (general)
A	=	1*2	=	2 (Mor & Eve shift)
B--General	=	1*1	=	1
RG @16.6 % for 3 (A+B)			=	1
LR @ 20 % for 4			=	1
LR @ RG to NMKL			=	1 (he may be utilized in General counter in other days)
Required staff strength			=	7
Surplus			=	Nil

TUP:

Average transactions/day	665
Number of counters required	$665/140=4.75$ say 5
Minimum staff required for counter duty	5

Superviosr $1 * 1 = 1$ (Cash duty also)

$2 * 2 = 4$ (Mor & Eve shift)

RG @ 16.6 % for 4 = 1

LR @ 20 % for 5 = 1

Required staff strength = 7

Surplus Nil

UAM:

Average transactions/day	67
Number of counters required	$67/140=0.47$ say 1
Minimum staff required for counter duty	1

Surplus = Nil

EQ : = The present sanction staff strength of 4 at EQ cell is sufficient to manage the duties.

Surplus = Nil

Sanction vs. Requirement:

Station	Sanction after pin point	Actual	Requirement	Surplus
SA	12	10	12	0
MAP	0	0	0	0
SXT	7	6	7	0
TPT	1	1	1	0
ED	13	11	13	0
TUP	7	8	7	0
CBE	22	16	20	2
CBF	8	6	8	0
PTJ	2	2	2	0
MTP	3	2	2	1
ONR	2	2	2	0
UAM	1	1	1	0
KRR	2	2	2	0
NMKL	1	1	1	0
EQ	4	3	4	0
Total	85	71	82	3

Summary of Recommendations

Slno	Station	Designation	Grade pay	No of Post
1	CBE	ECRC –II	2800	2
2	MTP	ECRC-II	2800	1
Total				3



CHAPTER – IV

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

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	Grade Pay (Rs)	No.of post	Mean Pay (Rs.)	Annual financial savings (Rs.)
1.	ECRC -II	2800	3	60750	21,87000
TOTAL					21,87000

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