



WORK STUDY REPORT  
ON  
REVIEW OF RESERVATION (E&RC) STAFF WORKING  
AT RESERVATION/ENQUIRY OFFICES  
OVER LKO DIVISION  
2019-20

WORK STUDY TEAM

SH. LALIT KUMAR	AWSO	LEADER
SH. RAJEEV YADAV	CWSI	MEMBER

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GUIDANCE  
BY  
SH. ASHOK KUMAR AGARWAL  
SWSO

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Central Planning Cell,  
Northern Railway,  
Headquarters Office,  
Baroda House, New Delhi.

### EXECUTIVE SUMMARY

This study was allotted to Central Planning Cell, HQ Office on the directives of SDGM/NR with a view to identify redundant/obsolete activities of Reservation staff working in Reservation/Enquiry Offices over LKO division.

#### STAFF POSITION

The total sanctioned and on rolls strength of Reservation staff working at different locations over Lucknow division is as under:

S.No.	Category	Grade	S/S	O/R	Var.
1	CERS	9300-34800-4600	101	60	41
2	ERS-II	9300-34800-4200	251	231	20
3	E & RC	9300-34800-2800	62	71	-09
Total			414	362	52

No. of posts identified as surplus for surrender: -

Gr. 'C' =144 posts

Gr. 'D' =Nil posts

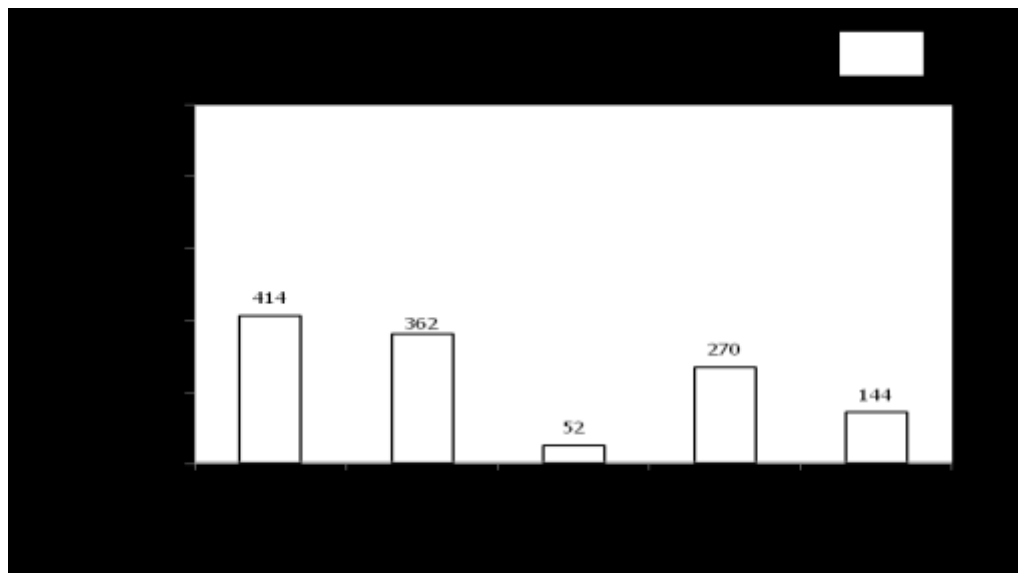
Total =144 posts

#### FINANCIAL IMPLICATIONS

Anticipated recurring savings = Rs. 1448.85 lacs per annum.

Capital saving = Nil

Total = Rs. 1448.85 lacs per annum



## INDEX

S.N.	Contents	Pages	
		From	To
1	Synopsis	4	-
2	Summary of recommendations	5	-
3	Acknowledgement	6	-
4	Introduction	7	8
5	Brief description, staff position, critical analysis, requirement of staff and recommendations	09	36
6	Financial implication	37	38
7	Detailed work study report chart	39	-
8	List of annexure	40	-

## SYNOPSIS

Indian Railway is the lifeline of the country. With humble beginning in 1853, it has served the nation as the principle mode of transport. The railways have played a significant role in the socio-economic development of the country as well as in preserving the unity and integrity of the nation.

Railway is not only a public utility but also a commercial enterprise. Apart from providing uninterrupted services and discharging social service obligations, the Railways are also required to earn revenue to meet the different types of expenditures. It has to adoptive to the new technical changes and methods in the system of working to fulfill the expectations of the customers and to provide best services. The input of modernization, computerization and outsourcing has made tremendous changes in the working of Indian Railways. The introduction of high speed long distance trains have saved the journey time of passengers.

Every day more than a million of passengers buy tickets to carry out a reserved journey by train. The PRS had been a boon for the elite million member club of reserved passengers. With the introduction of Internet ticketing, e-ticketing and mobile ticketing, the prospect of procuring a ticket without ever standing in a queue has become a reality. With the resultant of increased number of users of internet/e-ticketing/mobile ticketing has reduced the workload of Railways PRS centers. Presently the internet/e-ticketing/mobile ticketing for reserved tickets handles about 65% of the total reserved tickets. According to Commercial Circular No. 72 of 2018 dt 12.12.2018, about 65% workload of PRS counters has been shifted to internet booking which has resulted in drastic reduction in requirement of E&RC staff at PRS counters.

Keeping in view above, SDGM/NR directed Central Planning Cell/HQ office to conduct a work study on "Review of Reservation (E&RC) staff working at Reservation Offices/Enquiry offices over LKO division."

Consequently, the team conducted the study in all respects by examining the system physically through spot observations, analytical estimation as per work-study techniques, and application of yardstick and has identified 144 posts of E&RC staff working over Lucknow division as surplus to the existing requirement, which are recommended for surrender. The team also kept in view the total working conditions, nature of job etc. during the conduct of study and held discussions at various levels while assessing the bare requirement of E&RC staff for PRS counters/Enquiry offices.

Finally, the team is of the opinion that if the recommendations made in the report are accepted and implemented a net recurring saving to the tune of Rs. 1448.85 lacs per annum is likely to be achieved.

### SUMMARY OF RECOMMENDATIONS

Rec. No.	Recommendations	Refer para No.	Accepting/ implementing authority.															
1	<p>It is proposed that 144 posts of Reservation staff working at different Reservation/Enquiry offices over LKO Division are identified as surplus and recommended for surrendered.</p> <table><tr><td>Category</td><td>Grade Rs.</td><td>No. of posts</td></tr><tr><td>CERS</td><td>9300-34800-4600</td><td>21</td></tr><tr><td>ERS-II</td><td>9300-34800-4200</td><td>102</td></tr><tr><td>E&amp;RC</td><td>5200-20200-2800</td><td>21</td></tr><tr><td colspan="2">Total</td><td>144</td></tr></table>	Category	Grade Rs.	No. of posts	CERS	9300-34800-4600	21	ERS-II	9300-34800-4200	102	E&RC	5200-20200-2800	21	Total		144	3.4	ADRM/Admin/LKO Sr.DCM/LKO Sr. DPO/LKO
Category	Grade Rs.	No. of posts																
CERS	9300-34800-4600	21																
ERS-II	9300-34800-4200	102																
E&RC	5200-20200-2800	21																
Total		144																

### ACKNOWLEDGEMENT

The team is highly thankful to Shri Amit Shrivastava, ADRM/Admin/LKO, Shri Jagtosh Shukla, Sr. DCM/LKO, Shri M.B.Singh, Sr.DPO/LKO, Sh. Praveen Kumar Bhalla/CPI/MPP/LKO and other functionaries for their valuable guidance and co-operation in providing relevant data/information to the team during the conduct of study.

## 1.0 INTRODUCTION

Reserve travel by Indian Railways is facilitated by the Passenger Reservation System (PRS). PRS provides reservation services to nearly 1.5 to 2.2 million passengers per day on over 2500 trains running throughout the country. The PRS Application CONCERT (Country-wide Network of Computerized Enhance Reservation and Ticketing) is the world's largest online reservation application, developed and maintained by CRIS. The system currently operates from 5 Data centers. The server clusters are connected together by a core network that enables universal terminals across country, through which the travelling public can reserve a berth on any train, between any pair of station for any date and class.

- 1.1 With the introduction of Internet ticketing, e-ticketing and mobile ticketing, the prospect of procuring a ticket without ever standing in a queue has become a reality. With the resultant of increased number of users of internet/e-ticketing/mobile ticketing has reduced the workload of Railways PRS centers.

**The E-ticket** (Electronic ticket) is a digital ticket equivalent to a paper ticket. No need to take a print out. It is purchased online and is emailed to the passenger.

The **I-ticket** (Internet ticket) is bought through website and delivered at the specific address or may be collected from Reservation counters before the departure of the train.

The **mobile ticket** is a train ticket held on your mobile device in a rail travel app. The passenger has to download one of the apps and purchase a ticket on line.

- 1.2 The entire movement of railway traffic which includes basically passenger train operations as well as freight train operations is dealt by operating department whereas the booking of passengers on UTS/reserved tickets, booking of parcel, luggage and goods is done by commercial wing and this combination of operating and commercial branch is jointly called as Traffic department. In this endeavor, several path breaking technologies have been introduced in the Railways system over the years. These technical innovations have included the Computerization of passenger tickets amongst several other facilities for passengers. Indian Railway is constantly looking for new ideas to simplify and streamline procedures for the convenience of passengers which are as under:

- i) Installation of Point of Sale (POS) machines at various Passenger Reservation System (PRS)/Unreserved Ticketing System (UTS) booking

offices & Parcel and Goods location for acceptance of payment through credit/debit cards.

- ii) Acceptance of Unified Payments Interface (UPI)/Bharat Interface for Money (BHIM) as a payment option for booking of reserved/unreserved tickets.
- iii) Withdrawal of service charge on online booking of tickets.
- iv) Withdrawal of service charge applicable on transactions against credit/debit cards for purchasing journey tickets at PRS/UTS counters.
- v) 0.5% discount on season tickets purchased through digital means.
- vi) 5% discount on reserved counter ticket subject to maximum discount of `50 for tickets of value of `100/- or more for payments made through UPI/BHIM.
- vii) Provision of 5% of the recharge value as bonus at the time of recharge of R-wallet in case of unreserved ticket booking through mobile phone.
- viii) Provision of 3% bonus on every recharge of Automatic Ticket Vending Machines (ATVM) card as an incentive for promotion of ticket booking through ATVM.

1.3 Utilization of existing resources at an optimum level is a vital principle of Railways, which can be best obtained through best managerial control over man, machine and material. To achieve more and more productivity/efficiency at an optimum level of safety, security, punctuality and reliability the railway administration reviews existing staff strength from time to time.

1.4 No doubt, the passenger reservation centers are directly linked with heavy revenue earning but the Internet Ticketing/e-ticketing/mobile ticketing introduced by IRCTC, Introduction of ticket booking through mobile phone - UTSONMOBILE App for unreserved ticket booking and IRCTC RAIL CONNECT App for reserved ticket booking, establishment of Yatri Ticket Suvidha Kendras (YTSK) on public private partnership basis for issuing of tickets, launch of the Next Generation E-ticketing System (NGeT) for improving accessibility and enhancing the overall experience of e-ticketing ,introduction of Defence Travel System enabling online booking of tickets for Defence personnel, provision of concessional online ticket booking facility to persons with disabilities and accredited press correspondents etc. has drastically reduced the workload of computerized reservation counters.



As the study is related to Reservation staff, it is essential to elaborate that this staff perform their duties by offering their services to passengers visiting computerized reservation centers by facilitating them with reserved accommodation and at Enquiry Offices.

- 1.5 Keeping in view above, a work study was assigned by SDGM on "Review of Reservation (E&RC) staff working at Reservation Offices over Lucknow division" has been conducted in order to optimize utilization of manpower and identify the surplus staff wherever existed for surrender/redeployment.

1.6 TERMS OF REFERENCE:

The following terms of references were adopted for conducting the work-study: -

1. To review staff strength vis-à-vis existing workload.
2. To identify redundant/unproductive activities to eliminate wasteful expenditure.
3. To suggest ways and means to improve the system economically in view of modernization and system developments.

1.7 METHODOLOGY ADOPTED

The team applied the following work study techniques for conducting the study: -

- 1.Data collection and its critical analysis.
2. Work sampling, analytical estimation, spot observations, physical checks and yard stick in vogue, if any, to assess the performance of the staff.
- 3.Held discussions at various levels.

## 2.0.0 BRIEF DESCRIPTION, STAFF POSITION, WORKLOAD, CRITICAL ANALYSIS, REQUIREMENT OF STAFF AND RECOMMENDATIONS.

### 2.1.0 BRIEF DESCRIPTION

Lucknow division is one of the most important divisions of Northern Railway. Lucknow is the capital city of Uttar Pradesh and is connected to many parts of the country.

- 2.2.0 A pilot project of PRS was launched on 15 November, 1985 over NR and first inaugurated at the IRCA building, New Delhi station in Feb. 1986. With the installation of the Integrated Multiple Train Passenger Reservation System (IMPRESS), an online transaction processing system developed by the IR in association with Computer Maintenance Corporation (CMC) Ltd at New Delhi. The objective was to provide reserved accommodation on any train from any counter, preparation of train charts and accounting of money collected. The application was subsequently implemented in 1987 at Mumbai, Chennai, Kolkata and Secunderabad.

With the addition of new locations and many redefinitions, the IMPRESS system fell short of the growing expectations of the travelling public. Hence a new application software i.e. Country wide Network for Computerised Enhance Reservation and Ticketing (CONCERT) was developed by Centre for Railway Information System (CRIS) and implemented in September, 1994. For the convenience of the public all the manual reservation centers were computerized and the system is called as PRS (Passenger Reservation System).

### 2.3.0 STATEMENT SHOWING PRS LOCATIONS SERVED BY LUCKNOW DIVISION

#### 2.3.1 (i) Details of PRS Centers over LKO division

S.No	Station	No. of counters
1	LKO	16
2	BSB	08
3	ON	02
4	BBK	02
5	FD	03
6	AY	01
7	ABP	02
7	SHG	02
8	JNU	02
9	BOY	02
10	JNH	02
11	PBH	03
12	PRG	03

13	RBL	03
14	AME	01
15	SLN	02
16	KEI	02
17	MKG	02
18	AMG	02
19	NHH	02
20	PYG	01
21	PGY	01
Total		62

The above statement reveals the locations where PRS terminals are functioning over Lucknow division. All these reservation terminals now have access to book tickets from any station to any station on Indian Railways.

2.3.1 (ii) Stations where PRS cum UTS and Automatic Ticket Vending Machine (AVTM/Co-AVTM) are provided or are proposed.

S.No.	Station	PRS Cum UTS	No. of ATVMs provided	No. of Co-AVTM provided
1	ABP	-	03	-
2	AME	-	02	-
3	AY	-	02	-
4	BBK	-	02	-
5	BOY	-	02	-
6	FD	-	03	-
7	JNH	-	02	-
8	JNU	-	02	-
9	LKO	-	07	06
10	MKN	-	02	-
11	NHH	-	01	-
12	PBH	-	03	-
13	PRG	-	03	-
14	RBL	-	03	-
15	SHG	-	03	-
16	SLN	-	03	-
17	ON	-	02	-
18	BSB	-	07	04
19	ACND	Provided	02	-
20	ANTU	Provided	02	-
21	BCN	Provided	02	-
22	BSE	Provided	01	-
23	BTP	Provided	-	-
24	CPB	Provided	01	-
25	DMW	Provided	-	-
26	DYD	Provided	-	-
27	GGJ	Provided	-	-
28	HGH	Provided	-	-
29	JAIS	Provided	-	-
30	JLL	Provided	-	-
31	JOP	Provided	01	-

32	KHNM	Provided	01	-
33	KS	Provided	-	-
34	LBA	Provided	-	-
35	SGPGI /LKO	Provided	-	-
36	LLJ	Provided	01	-
37	MAY	Provided	-	-
38	MFA	Provided	-	-
39	MLPR	Provided	-	-
40	PFM	Provided	01	-
41	PLP	Provided	01	-
42	RDL	Provided	01	-
43	SKN	Provided	-	-
44	SOP	Provided	-	-
45	SWPR	Provided	-	-
46	ZBD	Provided	-	-
47	SAW	To be commissioned.	-	-
48	PRGY	-	03	-
49	HRN	-	01	-

### 2.3.1 (iii) Locations where YTSK provided.

S.No.	Station	No.	Remarks
1	LKO	01	Provided
2	BSB	04	Provided
3	RBL	01	Provided.
4	BSB	02	To be commissioned
5	AME	01	To be commissioned

At present Indian Railway offers the facility of Advance Reservation to a passenger planning his journey well in advance i.e. 120 days through computerized railway network, from any originating station to any destination at any of the locations of computerized reservation centers.

### 2.3.2 DEPLOYMENT OF RESERVATIONS STAFF

The Reservation staffs appointed by Railways are solely responsible for computerized reservation system at minor/major stations over LKO Railway. This staff is deployed in two shifts at reservation counters.

### 2.3.3 STAFF POSITION

During the course of study, the team collected category wise and grade wise sanctioned and on roll position of E&RC staff working at different computerized passenger reservation centers and which is placed as annexure-I in the report and summarized position is tabulated as under: -

Table-I

S.No.	Category	Grade	S/S	O/R	Var.
1	CERS	9300-34800-4600	101	60	41
2	ERS-II	9300-34800-4200	251	231	20
3	E & RC	9300-34800-2800	62	71	-09
Total			414	362	52

The above table reveals that the total sanctioned of E& RCs staff is 414 where as on roll is 362 posts with 52 vacant posts.

### 2.3.4 WORKLOAD:-

The team collected quantum of workload tackled in terms of number of slips dealt, number of passengers booked and earning from different PRS locations over Lucknow division from 2016-17 to 2018-19.

TABLE-II

<b>1. LKO/MAIN</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of res slips dealt	No. of res slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	629079	1724	100	-
2017-18	648120	1776	103	+3.00%
2018-19	621436	1703	98.78	-1.21%
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	812842	2227	100	--
2017-18	785790	2153	96.67	- 3.32
2018-19	716747	1964	88.19	- 11.81
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	219178072	600488	100	--
2017-18	209879369	575012	95.75	-4.24
2018-19	211882042	580499	96.67	-3.32
<b>2.LKO 2nd Entry</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	177793	487	100	-
2017-18	143857	394	80.90	-19.1
2018-19	140300	384	78.85	-21.14
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	330721	906	100	-
2017-18	270925	742	81.89	-18.10
2018-19	261108	715	78.91	-21.08
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	80580164	220768	100	-
2017-18	65897401	180541	81.77	-18.22
2018-19	65229574	178711	80.94	-19.05
<b>3. SGPGI</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	59811	164	100	-
2017-18	53290	146	89.02	-10.98
2018-19	50716	139	84.75	-15.25

<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	113350	311	100	-
2017-18	102042	280	90.03	-9.97
2018-19	96979	266	85.53	-14.46
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	29175014	79932	100	-
2017-18	27315526	74837	93.62	-6.37
2018-19	29589980	81068	101.42	+1.42
<b>4.LKO/HZG</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	166942	457	100	-
2017-18	121225	332	72.61	-27.38
2018-19	133587	366	80.02	-19.97
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	294496	807	100	-
2017-18	200766	550	68.17	-31.82
2018-19	205101	562	69.64	-30.35
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	98693349	270393	100	-
2017-18	71642127	196280	72.59	-27.40
2018-19	72415371	198398	73.37	-26.62
<b>5.PJBL/NR</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	22446	62	100	-
2017-18	19505	53	86.89	-13.10
2018-19	15928	44	70.96	-29.03
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	39750	109	100	-
2017-18	32184	88	80.96	-19.03
2018-19	26314	72	66.19	-33.80
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	12176826	33361	100	--
2017-18	11825117	32398	97.11	-02.88
2018-19	9735454	26673	79.95	-20.04
<b>6. BSB</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	419357	1149	100	
2017-18	370347	1015	88.31	-11.69
2018-19	356970	978	85.12	-14.88

<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	603800	1654	100	-
2017-18	514714	1410	85.24	-14.76
2018-19	452871	1241	75.00	-25.00
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	175759154	481532	100	-
2017-18	161441082	442304	91.85	-8.15
2018-19	149164518	408670	84.86	-15.14
<b>7.PTBV/BSB</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	33983	93	100	-
2017-18	29497	81	86.79	-13.21
2018-19	16552	45	48.70	-51.30
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	61644	169	100	-
2017-18	52950	145	85.89	-14.11
2018-19	28977	79	47.00	-53.00
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	24517764	67172	100	-
2017-18	23172595	63487	94.51	-5.49
2018-19	12048080	33009	49.14	-50.16
<b>8. BSB/BHU</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	38427	105	100	-
2017-18	22030	60	57.32	-42.68
2018-19	28785	79	74.90	-25.10
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	67080	184	100	-
2017-18	40548	111	60.44	-39.56
2018-19	53587	147	79.88	-20.12
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	28402075	77814	100	-
2017-18	17083645	46805	60.14	-39.16
2018-19	22268338	61009	78.40	-21.60

<b>9. ON</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	96504	264	100	-
2017-18	92724	254	96.08	-3.92
2018-19	92877	255	96.24	-3.76
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	176948	483	100	-
2017-18	172953	474	97.74	-2.26
2018-19	170262	467	96.22	-3.78
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	56724159	155409	100	-
2017-18	58069595	159095	102.37	+2.37
2018-19	57337545	157089	101.08	+1.08
<b>10. MKG</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	160593	440	100	-
2017-18	159073	435	99.05	-0.95
2018-19	139685	383	86.98	-13.02
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	301051	825	100	-
2017-18	307271	842	102.06	+2.06
2018-19	267269	732	88.77	-11.23
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	65110831	178386	100	-
2017-18	64708237	177283	99.38	-0.62
2018-19	59832679	163925	91.89	-8.11
<b>11.AMG</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	118677	325	100	-
2017-18	110328	302	92.96	-7.04
2018-19	118679	325	100	-
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	396579	1087	100	-
2017-18	213904	586	53.93	-46.07
2018-19	396682	1087	100	-



<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	66014695	180862	100	-
2017-18	64467277	176623	97.65	-2.35
2018-19	63251028	173291	95.81	-4.19
<b>12. BBK</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	84391	231	100	-
2017-18	78514	215	93.07	-6.93
2018-19	72001	197	85.31	-14.69
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	167863	460	100	-
2017-18	158894	435	94.65	-5.35
2018-19	146334	401	87.17	-12.13
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	51690495	141618	100	-
2017-18	49722520	136226	96.19	-3.81
2018-19	46615981	127715	90.18	-9.82
<b>13. FD</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	166803	457	100	-
2017-18	148416	407	88.97	-11.03
2018-19	142005	389	85.13	-14.87
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	287214	787	100	-
2017-18	252232	691	87.82	-12.18
2018-19	232717	638	81.02	-18.98
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	101323569	277599	100	-
2017-18	89019266	243888	87.85	-12.15
2018-19	78528352	215146	77.50	-22.50

<b>14. AY</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	66828	183	100	-
2017-18	63564	174	95.11	- 4.89
2018-19	59825	164	89.52	-10.48
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	124454	341	100	-
2017-18	122658	336	98.55	-1.45
2018-19	116262	319	93.41	-6.59
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	41498476	113695	100	-
2017-18	40064050	109765	96.54	-3.45
2018-19	34411008	94277	82.92	-17.08
<b>15. ABP</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	121902	334	100	-
2017-18	111648	306	91.58	-8.42
2018-19	104952	288	86.00	-14.00
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	208547	571	100	-
2017-18	195506	536	93.74	-6.26
2018-19	186261	510	89.31	-10.69
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	74780790	204879	100	-
2017-18	71752533	196582	95.95	-4.05
2018-19	68622693	188007	91.77	-8.23
<b>16. SHG</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	99412	272	100	-
2017-18	90193	247	90.72	-9.28
2018-19	103381	283	103.99	+3.99
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	158443	434	100	-
2017-18	144327	395	91.09	-8.91
2018-19	103381	283	65.24	-34.76

<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	51939275	142299	100	-
2017-18	53643822	146969	103.28	+3.28
2018-19	63415364	173140	122.11	+22.11
<b>17. JNU</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	129782	356	100	-
2017-18	114522	314	88.24	-11.76
2018-19	114711	314	88.38	-11.62
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	207334	568	100	-
2017-18	194550	533	93.83	-6.17
2018-19	197091	540	95.05	4.95
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	66952904	182611	100	-
2017-18	70258801	192490	104.93	+4.93
2018-19	71205512	195084	106.35	+6.35
<b>18. BOY</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	108869	298	100	-
2017-18	106276	291	97.61	-2.39
2018-19	113251	310	104.02	+4.02
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	183269	502	100	-
2017-18	179534	492	97.96	-2.04
2018-19	194750	534	106.26	+6.26
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	71475625	195824	100	-
2017-18	71903734	196997	100.59	+0.59
2018-19	76719940	210192	107.33	+7.33

<b>19. JNH</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	137081	376	100	-
2017-18	144976	397	105.75	+5.75
2018-19	148289	406	108.17	+8.17
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	224471	615	100	-
2017-18	236935	649	105.55	+5.55
2018-19	245228	618	109.24	+9.24
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	75808016	207693	100	-
2017-18	89791011	246003	118.44	+8.44
2018-19	89666451	245662	118.28	+8.28
<b>20. PRG</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	174064	477	100	-
2017-18	154898	424	88.98	-11.02
2018-19	150660	413	86.55	-13.45
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	274814	753	100	-
2017-18	247225	677	89.96	-10.04
2018-19	228934	627	83.30	-16.70
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	98234144	269135	100	-
2017-18	88012906	241131	89.59	-10.41
2018-19	79175817	216920	80.59	-19.41
<b>21. RBL</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	115924	318	100	-
2017-18	109174	299	94.17	-5.83
2018-19	89081	244	76.84	-23.16

<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	201260	551	100	-
2017-18	193812	531	96.29	-3.71
2018-19	171571	470	85.24	-14.76
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	60923626	166914	100	-
2017-18	58099582	159177	95.36	-4.64
2018-19	52862426	144829	86.76	-13.24
<b>22. AME</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	121902	334	100	-
2017-18	111648	306	91.58	-8.42
2018-19	104952	288	86.09	-13.91
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	208547	571	100	-
2017-18	195506	534	93.74	-6.24
2018-19	186261	510	89.31	-10.69
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	74780790	204879	100	-
2017-18	71752533	196582	95.95	-4.05
2018-19	68622693	188007	91.76	-8.24
<b>23. SLN</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	146883	402	100	-
2017-18	142152	390	96.77	-3.23
2018-19	133669	366	91.00	-9.00
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	247838	679	100	-
2017-18	241165	661	97.30	-2.70
2018-19	226715	621	91.47	-8.53

<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	72742557	199295	100	-
2017-18	77416476	2120100	106.42	+6.42
2018-19	76027352	208294	104.51	+4.51
<b>24. NHH</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	75817	208	100	-
2017-18	79701	218	105.12	+5.12
2018-19	80743	221	106.49	+6.49
<b>Total earnings from PRS (In Rs.)</b>				
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	137257	376	100	-
2017-18	145479	399	105.99	+5.99
2018-19	148252	406	108.01	+8.01
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	48819510	133752	100	-
2017-18	51799064	141915	106.10	+6.10
2018-19	59073700	161846	12.00	+21.00
<b>25. GNG</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	30198	83	100	-
2017-18	32225	88	106.71	+6.71
2018-19	30838	85	102.11	+2.11
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	50650	139	100	-
2017-18	54774	150	108.14	+8.14
2018-19	51247	141	101.17	+1.17
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	16869440	46218	100	-
2017-18	17929935	49123	106.28	+6.28
2018-19	17220445	47179	102.08	+2.08

<b>26. KEI</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	23724	65	100	-
2017-18	20852	57	87.89	-12.11
2018-19	22281	61	93.91	-6.09
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	50031	137	100	-
2017-18	41204	113	82.35	-17.65
2018-19	44631	122	89.20	-10.80
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	22059402	60437	100	-
2017-18	16321720	44717	73.98	-26.02
2018-19	17925730	49112	81.26	-18.74
<b>27. UCR</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	23724	65	100	-
2017-18	20852	57	88.00	-12.00
2018-19	22281	61	93.91	-6.09
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	50031	137	100	-
2017-18	41204	119	82.35	-17.65
2018-19	44631	122	89.20	-10.80
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	22059402	60437	100	-
2017-18	16321720	44717	73.98	-26.02
2018-19	17925730	49112	81.26	-18.74

<b>28. LKO/Vidhan Sabha</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	11092	30	100	-
2017-18	11322	31	103.33	+3.33
2018-19	22281	28	93.33	-6.67
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	25813	71	100	-
2017-18	41204	71	100	-
2018-19	44631	64	90.14	-9.86
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	21225860	58153	100	-
2017-18	23314295	63875	109.83	+9.83
2018-19	19968680	54709	94.07	-5.93
<b>29. PBH</b>				
<b>No. of reservation slips dealt</b>				
Year	No. of reservation slips dealt	No. of reservation slips dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	137081	376	100	-
2017-18	144976	397	105.58	+5.58
2018-19	148289	406	107.97	+7.97
<b>No. of passengers dealt</b>				
Year	No. of passengers dealt	No of passengers dealt per day	Existing in %	% (-) reduction/ (+) increase
*2016-17	224471	615	100	-
2017-18	236935	649	105.52	+5.52
2018-19	245228	672	109.26	+9.26
<b>Total earnings from PRS (In Rs.)</b>				
Year	Total earnings from PRS (In Rs.)	Earnings per day (In Rs.)	Existing in %	% (-) reduction/ (+) increase
*2016-17	75808016	207693	100	-
2017-18	89791011	246003	118.44	+18.44
2018-19	89666451	245662	118.28	+18.28

\*Year 2016-17 has been taken as base year for the comparison of the workload. The above table reveals that the reduction in workload of reservation counters in terms of no. of slips varies minimum 0.95% at PRS/MKG and maximum 42.68% at PRS/BHU has been reduced drastically.



**Table-III**

Statement showing workload of I-tickets and E-tickets off loaded to IRCTC over Indian Railways:

<b>I-Tickets</b>						
Year	No. of tickets (In lacs)	% increase	No. of passengers (In lacs)	% increase	Earning In Rs. (In crores)	% increase
2016-17	6.03	100	7.92	100	82.97	100
2017-18	20.70	343.28	26.96	340.40	300.25	361.87
2018-19	28.43	471.47	37.30	470.95	426.13	513.59
<b>E-Tickets</b>						
Year	No. of tickets (In lacs)	% increase	No. of passengers (In lacs)	% increase	Earning In Rs. (In crores)	% increase
2016-17	2086.92	100	3722.95	100	24402.24	100
2017-18	2445.78	117.19	4313.14	115.85	28175.23	115.46
2018-19	2813.31	134.80	4912.21	131.94	31643.57	129.67

\*Year 2016-17 has been taken as base year.

The above table reveals that the trend of I-tickets/E-tickets/mobile tickets booking is increasing sharply.

### 3.0.0 **CRITICAL ANALYSIS**

3.1.0 The work-study is confined to review the effective and economical utilization of E&RC staff working at PRS counters/Enquiry Offices in Commercial department over Lucknow division. The team collected the data/information from reservation offices and IRCTC to compare the arising of passenger traffic/earnings. The introduction of I-ticketing, E-ticketing and mobile ticketing by IRCTC has reduced the workload of PRS centers. Table-II shows the actual workload of Reservation counters over Lucknow Division and table-III shows the increasing trend of workload of I-ticketing/E-ticketing.

3.2.0 The IRCTC has developed web portal for E-ticketing system which has the capacity to book 15000 tickets per minute. Booking of e-tickets through International Credit/Debit Cards has also been enabled to encourage the cashless economy.

Paperless unreserved ticketing through mobiles phones which has been launched at several major stations will certainly ease the rush crowded counters. Currency coin cum Card Operated Automatic Ticket Vending Machines is successfully functioning at about 450 locations over Indian Railways. In addition to this about 2600 smart card based ATVMs have also been commissioned.

3.3.0 The yardstick for assessing the working of Reservation staff for Counter duty is 180 requisition forms per man/duty/shift (i.e. in 6 hrs duty roster). Thus the requirement of staff has been worked

out on the basis of yardstick in vogue and existing working conditions. The workload of the year 2017-18 has been taken for the calculation of requirement of E&RC staff.

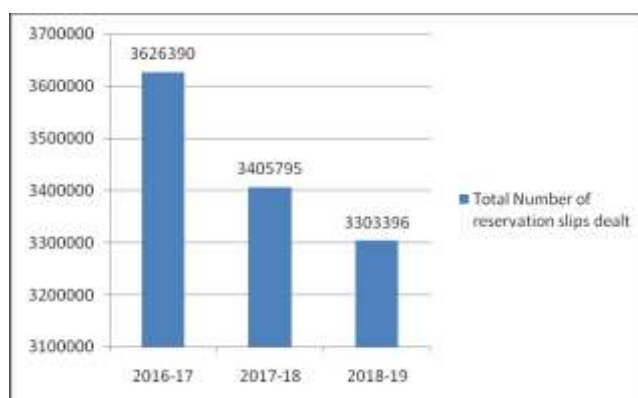
3.4.0 As per Railway Board' letter no. 2010/TG-1/20P/Counter dt. 05.04.2018, Director /Passenger Marketing has advised to monitor the locations whose transactions are less than 100 per counter per shift. The Railway Board has advised to provide PRS cum UTS counters at such locations for selling both reserved as well as unreserved tickets by the UTS operator.

3.5.0 It is also submitted that as per the Commercial Circular No. 72 of 2018 dt 12.12.2018, about 65% workload of PRS counters has been shifted to internet booking which has resulted in drastic reduction in requirement of E&RC staff at PRS counters.

3.6.0 ***The total no. of requisition slips dealt in 2016-17 and 2017-18 are 3626390 & 3405795 respectively which shows about 6.08% reduction in workload. The workload has further reduced to about 8.91 % in 2018-19 in comparison to the year 2016-17 and further it is on decreasing trend.*** The Commercial department in Lucknow division has given terminals to Defense/Post Office/Out agency/Non Railway heads at different locations. The workload showing the of reservation slips dealt at major PRS Centres over LKO Division for the last three financial year is as under:

Year	Total Number of reservation slips dealt
2016-17	3626390
2017-18	3405795
2018-19	3303396
<b><i>Reduction in workload taking 2016-17 as base year(in %)</i></b>	<b><i>8.91%</i></b>

3.6.1. Graphical representation of reduction in workload at PRS centres over LKO Division



The above chart shows that there is reduction of 8.91% in number of reservation slips dealt in the year 2018-19 as compared to the year 2016-17.

### 3.7.0 REQUIREMENT OF STAFF AND RECOMMENDATIONS

#### 3.8.0 Duties of Reservation staff

The following activities are carried out by Reservation staff at any Rail Reservation Centre: -

- i) Feeding of data in the system for display/announcement of trains.
- ii) Accepting of requisition forms for reservation/cancellation
- iii) Charting finalization.
- iv) Printing of reservation charts.
- v) Preparation of daily statement for performances i.e. number of passengers booked, number of tickets sold and earnings etc.
- vi) Duty roster arrangement.

#### 3.9.0 MEASURING TECHNIQUES

The workload and factual status as given in Para 2.9 with critical analysis of earning oriented performances are towards down trend. The Ministry of Railways has set up IRCTC with the basic purpose to serve passengers with entire catering and tourism activity. This undertaking has been fully operational from August 2001 and spread its wings in booking of railway tickets through i-ticketing/e-ticketing/mobile ticketing in full swing from the year 2005, which has resulted into reduced workload of PRS locations.

The team collected the data of actual work done by reservation staff deployed on counters/enquiry offices to assess the actual utilization after introduction of I-ticketing/e-ticketing/mobile ticketing and change in existing working system. The team considered the yard stick i.e. 180 requisition slips/day/shift for assessing the bare requirement of staff for reservation counters vide Railway Board's letter no. 2010/ TG-I/20/P/Counter dt. 01/06/2011.

The team has assessed the requirement on the basis of existing workload, kept the local working conditions into consideration and exercised physical observations along with discussions at various levels to economize the system after reducing all wastages and streamlining the activities of Reservation staff.

#### 3.10.0 YARDSTICK

The yardstick for assessing the working of Reservation staff on counter duty is 180 requisition forms per man/duty/shift (i.e. in 6

hrs duty roster). Thus the requirement of staff has been worked out on the basis of yardstick in vogue and existing working conditions. The workload of the year 2017-18 has been taken for the calculation of requirement.

### 3.10.01 REQUIREMENT OF STAFF

S.No.	Name of PRS Centers	Activity	No. of staff required	Remarks
1.	LKO	<b>Main entry</b> -Avg. no. of requisition slips dealt per day=1776, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	9.86	The staff working at PRS/RDSO, IRITM, SGPGI, Vidhan sabha & PJBL avails rest on saturday.
		Shift supervisors for morning & evening at PRS.	04	
		<b>2<sup>nd</sup> entry</b> -Avg. no. of requisition slips dealt per day=394, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	2.18	
		Shift supervisors for morning & evening at PRS at 2 <sup>nd</sup> entry.	02	
		HZG- Avg. no. of requisition slips dealt per day=332, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	1.84	
		Shift supervisors in general shift for PRS at HZG	01	
		For EDR (Morning & Evening)	04	
		For Data base/office work	01	
		For records	01	
		For accounts/cash	02	
		For roaster	01	
		For charting(Morning & Evening) i.e. 2X2=04	04	
		For 02 current counters -02 in shifts 8-16 & 16-24 i.e. 2X2=04 and 01 in shift 00-8.00,	05	
		Shift supervision for current counters in general shift.	01	
		For announcement at Power cabin & coach guidance two in each shift i.e.2X3=06	06	
		Face to face enquiry (1 <sup>st</sup> Class) 02 in shifts 8-16&16-24 i.e. 2X2=04 and 01 in 00-08 total =05.	05	
		Face to face enquiry (2 <sup>nd</sup> Class) 02 in shifts 8-16&16-24 i.e. 2X2=04 and 01 in 00-08 total =05.	05	
		CRS (G)	01	
		Sub total	56.88	
		RG on 56.88 @ 16.50%	9.38	
		Sub total	66.26	
		For PRS/RDSO	01	
		For IRITM	01	
		For PRS/SGPGI(General shift)	01	
		For PRS/Vidhan sabha(General shift)	01	
		For PRS/PJBL(General shift)	01	
		Sub total	71.26	

		LR on 71.26 @ 12.5%	8.90	
		Grant total	80.16 or say 80staff.	
2.	BSB	Avg. no. of requisition slips dealt per day=1015, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	5.63	
		Shift supervisors for morning & evening at PRS.	04	
		For EDR (Morning & Evening)	02	
		For charting(one in each shift i.e. 1X3=03)	03	
		For foreign tourist counter	02	
		For 01 current counters -01 in each shift i.e. 1X3=03	03	
		For announcement at Power cabin & coach guidance two in each shift i.e.2X3=03	06	
		Face to face enquiry 02 in each shift i.e. 2X3=06	06	
		For records/accounts/office work	02	
		HOR Cell 01 in each shift i.e. 1X2=02	02	
		CRS/Incharge	01	
		Sub total	36.63	
		RG on 36.63 @ 16.50%	6.04	
		Sub total	42.67	
		For PRS/BHU	01	
		For PRS/PTBV	01	
		Sub total	44.67	
		LR on 44.67 @ 12.5%	5.58	
		Grant total	50.25 or say 50 staff.	
3.	ON	Avg. no. of requisition slips dealt per day=254, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	1.41	
		Face to face enquiry -01in each shift i.e. 1X3=03	03	
		CRS /Incharge/ ROPD/Shift supervisor etc.	01	
		Sub total	5.41	
		RG on 5.41 @ 16.50%	0.89	
		Sub total	6.30	
		LR on 6.30 @ 12.5%	0.78	
		Grant total	7.08 or say 7 staff.	
4.	BBK	Avg. no. of requisition slips dealt per day=215, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	1.19	
		Face to face enquiry -01in each shift i.e. 1X3=03	03	
		CRS /Incharge/ ROPD/Shift supervisor etc.	01	
		Sub total	5.19	
		RG on 5.19 @ 16.50%	0.85	
		Sub total	6.04	

		LR on 6.04 @ 12.5%	0.75	
		Grant total	6.79 or say 7 staff.	
5.	FD	Avg. no. of requisition slips dealt per day=407, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	2.26	.
		Face to face enquiry -01in each shift i.e. 1X3=03	03	
		Charting/ ROPD/Shift supervisor etc.	01	
		CRS	01	
		Sub total	7.26	
		RG on 7.26 @ 16.50%	1.19	
		Sub total	8.45	
		LR on 8.45 @ 12.5%	1.05	
		Grant total	9.50 or say 10 staff.	
6.	AY	Avg. no. of requisition slips dealt per day=174, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	0.96	
		Face to face enquiry -01in each shift i.e. 1X3=03	03	
		CRS /Incharge/ ROPD/Shift supervisor etc.	01	
		Sub total	4.96	
		RG on 4.96 @ 16.50%	0.81	
		Sub total	5.77	
		LR on 5.77 @ 12.5%	0.72	
		Grant total	6.49 or say 6 staff.	
7	ABP	Avg. no. of requisition slips dealt per day=306, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	1.70	
		Face to face enquiry -01in each shift i.e. 1X3=03	03	
		CRS /Incharge/ ROPD/Shift supervisor etc.	01	
		Sub total	5.70	
		RG on 5.70 @ 16.50%	0.94	
		Sub total	6.64	
		LR on 6.44@ 12.5%	0.83	
		Grant total	7.47 or say 7 staff.	
8	SHG	Avg. no. of requisition slips dealt per day=247, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	1.37	.
		CRS Incharge/ Charting/ ROPD/Shift supervisor etc.	01	
		Face to face enquiry 01 in each shift i.e. 1X3=03	03	
		Sub total	5.37	
		RG on 5.37 @ 16.5%	0.88	
		Sub total	6.25	
		LR on 6.25@ 12.5%	0.78	
		G.Total.	7.03 or say 7	

			staff.	
9	JNU	Avg. no. of requisition slips dealt per day=314, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	1.74	
		Face to face enquiry (01 in each shift i.e 1X3=03)	03	
		CRS Incharge/ Charting/ ROPD/Shift supervisor etc.	01	
		Sub total	5.74	
		RG on 5.74 @ 16.5%	0.94	
		Sub total	6.68	
		LR on 6.68 @ 12.5%	0.83	
		G.Total	7.51 or say 08 staff.	
10	BOY	Avg. no. of requisition slips dealt per day=291, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	1.61	
		CRS Incharge/ROPD/Shift supervisor etc.	01	
		Face to face enquiry (01 in each three shifts i.e 1X3=03)	03	
		Sub total	5.61	
		RG on 5.61 @ 16.5%	0.92	
		Sub total	6.53	
		LR on 6.53 @ 12.5%	0.81	
		G.Total	7.34 or say 07 staff.	
11	JNH	Avg. no. of requisition slips dealt per day=223, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	1.23	
		CRS Incharge/ROPD/Shift supervisor etc.	01	
		Face to face enquiry (01 in each three shifts i.e 1X3=03)	03	
		Sub total	5.23	
		RG on 5.23 @ 16.5%	0.86	
		Sub total	6.09	
		LR on 6.09 @ 12.5%	0.76	
		Grant Total	6.85 or say 7 staff.	
12	PBH	Avg. no. of requisition slips dealt per day=397, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	2.20	
		CRS/ Shift supervisor/ROPD/Charting etc.	01	
		Face to face enquiry (01 in each shift i.e 1X3=03)	03	
		Sub total	6.20	
		RG on 6.20 @ 16.5%	1.02	
		Sub total	7.22	
		LR on 7.22 @ 12.5%	0.90	
		G.Total	8.12 or say 08 staff.	
13	PRG	Avg. no. of requisition slips dealt per day=424, Yard stick is 180 requisition	2.35	

		slips per shift. So requirement of staff for counters		
		For PRS/PRGY	01	
		CRS/Shift supervisor/ROPD/Charting	01	
		Face to face enquiry (01 in each shift i.e 1X3=03)	03	
		Sub total	7.35	
		RG on 07.35 @ 16.5%	1.21	
		Sub total	8.56	
		LR on 8.56 @ 12.5%	1.07	
		G.Total	9.63 or say 10 staff.	
14	RBL	Avg. no. of requisition slips dealt per day=299, Yard stick is 180 requisition slips per man per shift. So requirement of staff for counters	1.66	
		CRS Incharge/ Shift supervisor/ROPD etc	01	
		Face to face enquiry (01 in each shift i.e 1X3=03)	03	
		Sub total	5.66	
		RG on 5.66 @ 16.5%	0.93	
		Sub total	6.59	
		LR on 6.59 @ 12.5%	0.82	
		G.Total	7.41 or say 07 staff.	
15	AME	Avg. no. of requisition slips dealt per day=306, Yard stick is 180 requisition slips per man per shift.	1.70	
		CRS/Shift supervisor/ROPD etc	01	
		Face to face enquiry (01 in each shift i.e 1X3=03)	03	
		Sub total	5.70	
		RG on 5.70 @ 16.5%	0.94	
		Sub total	6.64	
		LR on 6.64 @ 12.5%	0.83	
		G.Total	7.47 or say 07 staff.	
16	SLN	Avg. no. of requisition slips dealt per day=390, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	2.16	
		CRS Incharge/Charting/ROPD/Shift supervisor etc.	01	
		Face to face enquiry (01 in each three shifts i.e 1X3=03)	03	
		Sub total	6.16	
		RG on 6.16 @ 16.5%	1.01	
		Sub total	7.17	
		LR on 7.17 @ 12.5%	0.89	
		Grant Total	8.06 or say 08 staff.	
17	KEI	Avg. no. of requisition slips dealt per day=57, Yard stick is 180 requisition slips per shift. The existing workload is very less so the team recommends PRS cum UTS.	-	PRS cum UTS proposed.
		Face to face enquiry (01 in each three shifts i.e 1X3=03)	03	



		Sub total	3.00	
		RG on 3.00 @ 16.5%	0.49	
		Sub total	3.49	
		LR on 3.49 @ 12.5%	0.43	
		G.Total	3.92 or say 04 staff.	
18	MKG	Avg. no. of requisition slips dealt per day=446, Yard stick is 180 requisition slips per shift. So requirement of staff for counters	2.47	
		CRS Incharge/ROPD/Shift supervisor etc.	01	
		Sub total	3.47	
		RG on 3.42 @ 16.5%	0.57	
		Sub total	4.04	
		LR on 3.98 @ 12.5%	0.50	
		G.Total	4.54 or say 05 staff.	
19	AMG	Avg. no. of requisition slips dealt per day=302, Yard stick is 180 requisition slips per man per shift. So requirement for counters	1.67	
		CRS Incharge/ROPD/Shift supervisor etc.	01	
		Sub total	2.67	
		RG on 2.67 @ 16.5%	0.44	
		Sub total	3.11	
		LR on 3.11 @ 12.5%	0.38	
		Grant total	3.49 or say 04 staff.	
20	UCR	Avg. no. of requisition slips dealt per day=91, Yard stick is 180 requisition slips per man per shift. The existing workload is very less so the team recommends PRS cum UTS.	-	PRS cum UTS to be provided as no. of requisition slips are less than 100.
21	NHH	Avg. no. of requisition slips dealt per day=218, Yard stick is 180 requisition slips per shift. So requirement for counters	1.21	
		CRS Incharge/ROPD/Shift supervisor etc.	01	
		Sub total	2.21	
		RG on 2.21 @ 16.5%	0.36	
		Sub total	2.57	
		LR on 2.57 @ 12.5%	0.32	
		G.Total	2.89 or say 03 staff.	
22	GNG	Avg. no. of requisition slips dealt per day=91, Yard stick is 180 requisition slips per shift. The existing workload is very less so the team recommends PRS cum UTS.	-	PRS cum UTS is proposed.
23	DRM Office	Twitter cell- 02 in each shift i.e. 2X3=06	06	
		HOR – one each in morning & evening shift, total=02	02	
		Commercial control-02 in each shift i.e. 2X3=06	06	
		Sub total	14	
		RG on 14 @ 16.5%	2.31	

		Sub total	16.31	
		LR on 16.31 @ 12.5%	2.03	
		Grant total	18.34 or say 18 staff.	

The work study team has not proposed any E&RC staff for the locations where the transactions are below 100 per counter per shift. The PRS cum UTS counter should be provided at such locations to avoid under utilizations of E&RC staff and the above work should be dealt by the UTS operator as per Railway Board's guidelines.

### 3.12.0 SUMMARY OF EXISTING AND PROPOSED STAFF

S.No.	Location	S/S	O/R	Proposed strength	Identified surplus
1	LKO	414	362	80	
2	BSB			50	
3	ON			07	
4	BBK			07	
5	FD			10	
6	AY			06	
7	ABP			07	
8	SHG			07	
9	JNU			08	
10	BOY			07	
11	JNH			07	
12	PBH			08	
13	PRG			10	
14	RBL			07	
15	AME			07	
16	SLN			08	
17	KEI			04	
18	MKG			05	
19	AMG			04	
20	NHH			03	
21	DRM Office			18	
Total		414	362	270	144

#### RECOMMENDATION NO.1

It is proposed that 144 posts of Reservation staff working at different PRS offices/Enquiry offices over Lucknow division are identified as surplus and recommended for surrender.

CERS Gr. 9300-34800-4600	=21
ERS Gr. 9300-34800-4200	=102
E&RC Gr. 5200-20200-2800	= 21
Total	=144 Posts.

## 4.00 FINANCIAL IMPLICATIONS

4.1.0 The annual expenditure as per 7<sup>th</sup> CPC on Reservation staff working at different locations over Delhi division is as under:-

S.No.	Category	Grade Rs.	Monthly value per post	S/S	Monthly expenditure	Annual expenditure
1	CERS	9300-34800-4600	104888	101	10593688	127124256.00
2	ERS-II	9300-34800-4200	82768	251	20774768	249297216.00
3	E&RC	5200-20200-2800	68040	62	4218480	50621760.00
Total				414		427043232.00

The above table reveals that the annual expenditure being incurred on 414 sanctioned strength of Reservation staff working at different locations over Lucknow division is Rs. 427043232.00

4.2.0 Proposed strength: The annual expenditure on the proposed strength of Reservation staff for Reservation Offices/enquiry offices over LKO division is as under:-

S.No.	Category	Grade Rs.	Monthly value per post	Proposed strength	Monthly expenditure	Annual expenditure
1	CERS	9300-34800-4600	104888	80	8391040	100692480.00
2	ERS-II	9300-34800-4200	82768	149	12332432	147989184.00
3	E&RC	5200-20200-2800	68040	41	2789640	33475680.00
Total				270		282157344.00

The above table reveals that total annual expenditure on 270 proposed posts of Reservation Staff working at different locations will be reduced to ■282157344.00 instead of ■427043232.00 with net saving of ■144885888.00 per annum.

## 4.3.0 ANTICIPATED RECURRING SAVINGS

SN	Category	Pay scale + Grade pay ■■	No. of posts	Rec. No	Monthly value per post ■■.	Total annual recurring saving■■.
1	CERS	9300-34800- 4600	21	1	104888	26431776.00
2	ERS-II	9300-34800- 4200	102	1	82768	101308032.00
3	E&RC	5200-20200- 2800	21	1	68040	17146080.00
Total			144			144885888.00

No. of posts identified as surplus: -

Group 'C' = 144 posts

Group 'D' = Nil posts

Total = 144 posts

Anticipated recurring saving = ■■ 1448.85 lacs per annum

Capital saving = Nil

Total saving = ■■1448.85 lacs per annum

WORK STUDY REPORT DETAILED CHART

Department : Commercial

Name of study : Review of Reservation staff working at PRS Centers/enquiry offices over LKO division.

Activity Centre: Reservation Offices/Enquiry offices over LKO division.

S. No	Sub-activity	Brief description of workload	Actual staff deployed	Work Study recommendation	Representative Workload
1	The reservation clerks are deployed to perform all activities pertaining to computerized reservation system Enquiry counters	The CERS/ERS/E&RC staff are deployed at reservation counters for booking of reserved tickets and Enquiry counters.	S/S=414 O/R=362 Var =52	The proposed requirement of staff at Reservation Offices/enquiry offices is 270 and 144 staff are identified as surplus.	The workload of Reservation Offices has decreased due to introduction of I-tickets/e-tickets/mobile tickets and allotting terminals to private venders.

LIST OF ANNEXURES

S.N.	Description	Annexure No.
1	Existing staff position of Reservation staff working at Reservation Offices/enquiry offices over LKO Division.	I
2	Summarized work load of PRS centres over LKO division for the year 2016-17, 2017-18 & 2018-19	II
3	Work study letter no. 16-CP/10/WS/2019-20/16-CP/WS/10/2019-20 dt. /22/02/17	III

Annexure-I

The position of Reservation staff working at different locations over LKO division is as under:

Category	Grade	S/S	O/R	Var.
CERS	9300-34800-4600	101	60	41
ERS-II	9300-34800-4200	251	231	20
E & RC	9300-34800-2800	62	71	-09
Total		414	362	52

Annexure-II**Summarized work load of PRS centres over LKO division**

S.No.	PRS centers	2016-17			2017-18			2018-19		
		No. of slips	No. of pass. dealt	Earning (in Rs.)	No. of slips	No. of pass. dealt	Earning (in Rs.)	No. of slips	No. of pass. dealt	Earning (in Rs.)
1	<b>LKO Main</b>	629079	8158	219178072	648120	785790	209879369	621436	716747	211882042
2	<b>LKO 2<sup>nd</sup> Entry</b>	177793	330721	80580164	143857	270925	65897401	140300	261108	65229574
3	<b>LKO SGPGI</b>	59811	113350	29175014	53290	102042	27315526	50716	96979	29589980
4	<b>LKO HZG</b>	150874	265676	93848045	121225	219157	789833334	125587	223418	135198540
5	<b>PJBL/ NR</b>	22446	39750	12176826	19505	32184	11825117	15928	26314	9735454
6	<b>LKO/V. Sabha</b>	11092	25813	21225860	11322	25835	23314295	10254	23265	19968680
7	<b>BSB Main</b>	419357	603800	175759154	370347	514714	161441082	356970	452871	149164518
8	<b>BSB PTBV</b>	33983	61644	24517764	29497	52950	23172595	16552	28977	12048080
9	<b>BSB BHU</b>	38427	67080	28402075	22030	40548	17083645	28785	53587	22268338
10	<b>ON</b>	96504	176948	56724159	92724	172953	58069595	92877	170262	57337545
11	<b>MKG</b>	160593	301051	65110831	159073	307271	64708237	139685	267269	59832679
12	<b>AMG</b>	118677	396579	66014695	110328	213904	66467277	118677	396579	63251028
13	<b>BBK</b>	84391	167863	51690495	78514	158894	49722520	72001	146334	46615981
14	<b>FD</b>	166803	287214	101323569	148416	252232	58295056	142005	232717	78528352
15	<b>AY</b>	66828	124454	41498476	63564	122658	40064050	59825	116262	34411008
16	<b>ABP</b>	121902	208547	74780790	111648	195506	71752533	104952	186261	68622693
17	<b>SHG</b>	99412	158443	51939275	90193	144327	53643822	103381	167802	63415364
18	<b>JNU</b>	129782	207334	66952904	114522	194550	70258801	114711	197091	71205512
19	<b>BOY</b>	108869	183269	71475625	106276	179534	71903734	113251	194750	76719940
20	<b>JNH</b>	72095	120603	45533943	81468	132734	53869215	80339	132984	53579799
21	<b>PBH</b>	137081	224471	75808016	144976	236935	69791011	148289	245228	89666451
22	<b>PRG</b>	174064	274814	98234144	154898	247225	88012906	150660	228934	79175817
23	<b>UCR</b>	32079	55351	19190240	33250	58395	20283634	34651	58781	21191150
24	<b>RBL</b>	115924	201260	60923626	109174	193812	58099582	89081	171571	52862426
25	<b>AME</b>	121902	208547	74780790	111648	195506	71752533	104952	186261	68622693
26	<b>SLN</b>	146883	247838	72742557	142152	241165	77416476	133669	226715	76627352
27	<b>NHH</b>	75817	137257	48819510	79701	145479	51799064	80743	148252	59073700
28	<b>GNG</b>	30198	50650	16869440	33225	54774	17929935	30838	51247	17220445
29	<b>KEI</b>	23724	50031	22059402	20852	41204	16321720	22281	44631	17925730
<b>Total</b>		<b>3626390</b>	<b>5298516</b>	<b>1867335461</b>	<b>3405795</b>	<b>5533203</b>	<b>2559924065</b>	<b>3303396</b>	<b>5453197</b>	<b>1810970871</b>



### **Salient features of the work study**

**Name of the Work study:** Review of Review of Reservation (E&RC) staff working at Reservation centers/enquiry offices over LKO division.

#### **No. 16-CP/10/WS/19-20**

1. The work-study is confined to review the effective and economical utilization of E&RC staff working at PRS counters/Enquiry Offices in Commercial department over Lucknow division. The team collected the data/information from reservation offices and IRCTC to compare the arising of passenger traffic/earnings. The introduction of I-ticketing, E-ticketing and mobile ticketing by IRCTC has reduced the workload of PRS centers.
  2. As per Railway Board' letter no. 2010/TG-1/20P/Counter dt. 05.04.2018, Director /Passenger Marketing has advised to monitor the locations whose transactions are less than 100 per counter per shift. The Railway Board has advised to provide PRS cum UTS counters at such locations for selling both reserved as well as unreserved tickets by the UTS operator.
  3. It is also submitted that as per the Commercial Circular No. 72 of 2018 dt 12.12.2018, about 65% workload of PRS counters has been shifted to internet booking which has resulted in drastic reduction in requirement of E&RC staff at PRS counters.
- 
1. The work study team assesses the actual requirement of Reservation (E&RC) staff working at Reservation centers/enquiry offices of LKO division.
  2. (i) Total sanctioned of E&RC staff =414  
 (ii) On roll strength =362  
 (iii) Vacancy =52  
 (iv) Proposed strength =270  
 (v) Surplus =144