

उत्तर पश्चिम रेलवे
North Western Railway

कार्य अध्ययन सैल
प्रधान कार्यालय, जयपुर
Work Study Cell
HQ Office, Jaipur

No. G/HQ/WS/463/7/BGP/JP/2020-21

Date: 31.03.2021

Sr.DCM/Jaipur

Sr.DPO/Jaipur

Sr.DFM/Jaipur

**Sub: - Manpower optimization of Booking, Parcel and Goods staff
over Jaipur Division.**

Ref: - Work Study Report of even No. dated 31.03.2021

In reference and subject above, a work study carried out by the work study organization is enclosed herewith for your information and taking necessary action regarding the implementation of the report.

Encl:- As above.



(P. K. Malik)
Dy.Secy/G
NWR/Jaipur

सतीश कुमार
वरि. उप महाप्रबंधक एवं
मुख्य सतर्कता अधिकारी

Satish Kumar
Sr. Deputy General Manager
& Chief Vigilance Officer



उत्तर पश्चिम रेलवे
प्रधान कार्यालय
जवाहर सर्किल के पास
मालवीय नगर
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North Western Railway
Headquarters Office
Near Jawahar Circle
Malviya Nagar, Jaipur 302017

No. G/HQ/WS/463/7/BGP/JP/2020-21

Date: 31.03.2021

**Divisional Railway Manager
North Western Railway
Jaipur**

**Sub: - Manpower optimization of Booking, Parcel and Goods staff over
Jaipur Division.**


A work study for manpower optimization of Booking, Parcel and Goods staff over Jaipur Division is conducted and the report is enclosed herewith.

The report contains **nine recommendations** involving the surrender of **29 posts** and **recurring savings of Rs. 106.64 Lac per annum.**

This work study report is available on FTP (General - Work Study Cell - headquarters - work study report on the above subject).

Please convey acceptance and implementation of this report.

Encl: - Work Study Report (58 Pages)


(Satish Kumar)
Sr. Dy. General Manager
NWR, Jaipur

Copy to: - Director, E&R (S&T), Railway Board - for information.



**MANPOWER
OPTIMIZATION
OF
BOOKING GOODS AND
PARCEL STAFF
OVER JAIPUR DIVISION**

(G/HQ/WS/463/07/BGP/JP/2020-21)

GUIDED BY
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**WORK STUDY ORGANIZATION
NORTH WESTERN RAILWAY
JAIPUR**

EXECUTIVE SUMMARY

Sr. No.	07
Study No.	G/HQ/WS/463/07/ BGP / JP/ 2020-21
Subject	Manpower optimization of Booking, Goods and Parcel staff over Jaipur division.
Area	North Western Railway, Jaipur.
Department	Commercial
Terms of Reference	Assessment of Man Power requirement
Present Cadre (Revenue Posts)	Sanctioned Cadre =194 On Roll Staff = 168 Vacancies = 26
Proposed Cadre (Revenue Posts)	165
Projected Surplus Man Power (Revenue Posts)	29
Total No. of Recommendations	09
Financial Implication	106.64 Lac. per annum
Month of Circulation	March 2021

I N D E X

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(i)
ACKNOWLEDGEMENT

The study team is thankful to the Officers of Sr.DCM/JP and DCM/JP for their valuable suggestions and assistance in conducting the study successfully.

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

(ii)
TERMS OF REFERENCE

Annual programme of work studies for the year 2020-21 to review the Commercial Staff strength of Booking, goods and Parcel Office over Jaipur 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

CHAPTER – I

INTRODUCTION

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 service sufficiently.
- ❖ Booking and Parcel Office over Jaipur Division contributes significantly towards other coaching earnings of the Division.
- In Commercial Department, Booking office is one of the main revenue collecting entries of the passenger transportation for Indian Railways. The earnings from booking office are one of the major items of passenger earnings. But the passenger traffic is a highly subsidized one and there shall be every attempt to prune the expenditure on booking. This will help to reduce the gross subsidization from freight earnings.
- Now a days the booking through UTS system, 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.
- 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 Parcel Office at JP.

□□□□

CHAPTER -II

SYNOPSIS

Railway train tickets are classified as Reserved / Unreserved tickets and these can be issued through the following Railway Booking counters:

1. **PRS Counters:** These are Booking counters opened at important stations to issue Reserved tickets and these are operated by ECRCs.
2. **UTS counters:** These are Booking counters opened at important stations to issue Unreserved Tickets and these are operated by Commercial Booking Clerks / Supervisors and SMs of Operating Branch.
3. **Unified Counters:** These booking counters are meant for issuing both Reserved / Unreserved tickets through single counter.

Apart from the above mentioned railway counters the Reserved / Unreserved Train tickets can also be booked through from various other Railway agencies like:

1. **Jan Sadharan Ticket Booking Sevak (JTBS):** With a view to improve dispensation of *unreserved tickets* in city areas, the scheme of Jan Sadharan Ticket Booking Sevaks (JTBS) was initially introduced in 2006 on Northern Railway as Pilot project and subsequently extended to all zonal Railways.

2. **Automatic Ticket Vending Machines (ATVMs):** Automatic Ticket Vending Machines have been introduced to facilitate sale of unreserved tickets, platform tickets and renewal of season tickets which have provision of payment through smart cards. Facilitators were appointed to operate these ATVMs and open to use by Public also. Vide RB's Lr No. 2011/TG-I/ATVMs/Facilitators dated 30.03.17; *the scheme of facilitators is extended for one year i.e 01.04.17 to 31.03.2018.*

INITIATIVES TAKEN TO PROMOTE ONLINE PRS / UTS TICKET BOOKING ON INDIAN RAILWAYS:

In order to promote online booking of PRS / UTS tickets and cashless transactions, the following initiatives have also been taken on Indian Railways:

1. The e-ticketing system was upgraded with the launch of the Next Generation E-ticketing (NGeT) for improving accessibility and enhancing the overall experience of e-ticketing.
2. In a major boost to Government's key initiative of cashless transactions and passenger friendly measures, Ministry of Railways has *introduced the facility for booking of railway*

tickets from railway counters through Unified Payments Interface (UPI)/ Bharat Interface for Money (BHIM) App. This facility will be available for booking of reserved tickets from Passenger Reservation System (PRS) counters and booking of Season Tickets (MST and QST) from Unreserved Ticketing System (UTS) counters. It was implemented all over Indian Railways on all PRS counters and UTS counters w.e.f. 1st December, 2017. This will add to the digital payment option already available to railway passengers.

3. Further, with a view to facilitating convenient booking of unreserved tickets by passengers without having to stand in long queues to purchase Railway tickets, Indian Railways has *introduced the facility of booking of paperless unreserved ticket, season ticket and platform ticket through mobile phone in some stations in* Central, Western, Eastern, Southern, South Eastern, *South Central* and Northern Railways.

4. *A integrated Mobile App Rail SAARTHI* launched which provides various services viz. *Rail e-ticket booking, unreserved ticketing, complaint management, clean my coach, passenger enquiry etc.* payment in system including cashless transactions are a continuous process.

5. With a view to improve and facilitate the travelling public, the Indian Railways introduce modern *Optical Character Recognition (OCR) Kiosk Machines* for quick & easy printing of tickets booked through UTS App for mobile phones by suburban commuters. Under this facility just by simply placing the screen of mobile phone displaying the SMS of the ticket booked through UTS Mobile App in the designated slot provided in the OCR Kiosk machine and the machine will simply read the SMS and print ticket immediately. In the first phase, 25 OCR Kiosks have been planned by Western Railway for Installation. This facility will be extended to all zones shortly. The use of these Kiosks will facilitate the passengers to get print-out of tickets booked through UTS mobile app and also reduce the queues at booking counters/ATVM machines thereby promoting transactions through UTS mobile app. Presently, passengers have to feed their mobile number and booking ID received on their mobiles, in the ATVM machines to get their tickets printed or get it through UTS counter. *This new facility of simply placing the screen displaying the SMS in the designated slot provided in the Kiosk will also reduce the time of printing of tickets as the machine will simply read the SMS and print tickets immediately.*

In view of the above, the SDGM directed the Work Study Cell to conduct a Work Study on "Manpower optimization of Booking, Goods and Parcel staff over Jaipur Division".

CHAPTER - III

CADRE POSITION AND DUTIES OF STAFF

3.1.0 Cadre Position of Booking, Goods and Parcel staffs are as under:-

S.N.	Station	4600/CS			4200/CCC			2800/SCRC			2000/CRC			Total		
		C	OR	V	C	OR	V	C	OR	V	C	OR	V	C	OR	V
1	JP	16	16	0	32	32	0	8	7	1	8	6	2	64	61	3
2	RE	2	2	0	6	6	0	2	2	0	4	1	3	14	11	3
3	KRH	1	1	0	2	1	1	0	0	0	1	1	0	4	3	1
4	AWR	5	4	1	9	9	0	2	2	0		1	0	17	16	1
5	RHG	1	0	1	0	0	0	1	1	0	0	0	0	2	1	1
6	BKI	1	1	0	4	4	0	2	3	+1	1	0	1	8	8	0
7	KVGM	0	0	0	0	0	0	1	1	0	0	0	0	1	1	0
8	DO	1	1	0	1	1	0	1	1	0	2	1	1	5	4	1
9	GTJT	1	1	0	1	1	0	0	0	0	0	0	0	2	2	0
10	GADJ	1	1	0	6	3	3	2	1	1	2	3	+1	11	8	3
11	JOB	0	0	0	0	0	0	2	2	0	0	0	0	2	2	0
12	FL	1	1	0	3	3	0	1	1	0	1	1	0	6	6	0
13	KSG	1	1	0	1	1	0	0	0	0	2	1	1	4	3	1
14	SMPR	0	0	0	1	0	1	1	0	1	0	0	0	2	0	2
15	NMK	0	0	0	2	1	1	1	1	0	0	0	0	3	2	1
16	NNL	1	1	0	3	3	0	0	0	0	2	1	1	6	5	1
17	DPA	1	1	0	2	2	0	3	4	+1	1	0	1	7	7	0
18	SNGN	1	1	0	0	0	0	0	0	0	0	0	0	1	1	0
19	BNLW	0	0	0	1	1	0	0	0	0	0	0	0	1	1	0
20	CKB	0	0	0	1	1	0	0	0	0	0	0	0	1	1	0
21	DKBJ	1	1	0	0	0	0	1	1	0	0	0	0	2	2	0
22	COM	0	0	0	1	1	0	0	0	0	0	0	0	1	1	0
23	RGS	1	1	0	1	1	0	3	2	1	0	0	0	5	4	1
24	SIKR	2	2	0	5	5	0	2	1	1	0	1	+1	9	9	0
25	JJN	0	0	0	2	2	0	2	1	1	1	0	1	5	3	2
26	CRWA	0	0	0	1	1	0	0	0	0	0	0	0	1	1	0
27	D/UNIT	2	2	0	0	0	0	1	0	1	0	0	0	3	2	1
28	COURIER	1	1	0	1	1	0	1	1	0	1	1	0	4	4	0
29	SOCIAL MEDIA	0	0	0	0	0	0	1	1	0	0	0	0	1	1	0
30	KKU	2	2	0	3	3	0	1	0	1	0	0	0	6	5	1

31	ICDK/KKU	0	0	0	1	1	0	1	0	1	0	0	0	2	1	1
32	KORI	1	1	0	2	2	0	2	2	0	0	0	0	5	5	0
33	MBSB UNCB	0	0	0	2	2	0	1	0	1	0	0	0	3	2	1
34	ALIK MNDV	0	0	0	1	1	0	1	2	1	0	0	0	2	3	1
35	DEBIT CELL	1	1	0	1	1	0	0	0	0	0	0	0	2	2	0
36	NR CELL	0	0	0	2	2	0	0	0	0	0	0	0	2	2	0
37	MONITORING	0	0	0	1	1	0	0	0	0	0	0	0	1	1	0
38	PALI(KIIP)	0	0	0	1	0	1	1	1	0	0	0	0	2	1	1
39	MRIK-KNGT	0	0	0	1	1	0	1	1	0	0	0	0	2	2	0
40	MSTB-BWL	0	0	0	1	1	0	1	1	0	0	0	0	2	2	0
41	CMLK-KTWS	0	0	0	1	1	0	2	2	0	0	0	0	3	3	0
TOTAL		45	43	2	103	96	7	49	42	11	13	18	11	224	199	27

3.2.0 Duties of UTS staff are as under:-

1. 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.
2. 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.

3.2.1 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 their 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,. Miscellaneous activities such as Public Enquiry, enquiry from Office of the Divisional Commercial Manager, Amenities of the Staff should be monitored by him. During Month end Preparation of Balance sheet, Preparation of Returns, to be dispatched promptly to Traffic Accounts office/Ajmer should also be monitored by him.

Chapter –IV
PERFORMANCE DETAILS AND CRITICAL ANALYSIS

4.1.0 : No. of UTS Tickets issued by Stations (JP-Division) 2017-18

S. No.	Station Code	Total Ticket	ATVM Ticket	JTBS Ticket	Net Counter Tkt	Ticket /day	No. of counter	No. of TKT Per counter	Counter required as per policy	% share of Tickets		
										Counter	ATVM	JTBS
1	JP	7829740	2351205	2187315	3291220	9017	20	451	11.27	42.03	30.03	27.94
2	GADJ	1667427	720558	23721	923148	2529	6	422	3.16	55.36	43.21	1.42
3	GTJT	370930	218662	12443	139825	383	2	192	0.48	37.70	58.95	3.35
4	KWP	86574	50885	0	35689	98	0	0	0.12	41.22	58.78	0.00
5	KUT	17458	0	0	17458	48	0	0	0.06	0.00	0.00	0.00
6	BAI	119296	0	0	119296	327	0	0	0.41	0.00	0.00	0.00
7	JHIR	32527	0	0	32527	89	0	0	0.11	0.00	0.00	0.00
8	JW	25704	0	0	25704	70	0	0	0.09	0.00	0.00	0.00
9	DO	1049554	645473	0	404081	1107	3	369	1.38	38.50	61.50	0.00
10	BAK	35184	0	0	35184	96	0	0	0.12	0.00	0.00	0.00
11	KVGM	73338	0	0	73338	201	0	0	0.25	0.00	0.00	0.00
12	ARNA	75223	0	0	75223	206	0	0	0.26	0.00	0.00	0.00
13	BKI	1479622	991326	52279	436017	1195	5	239	1.49	29.47	67.00	3.53
14	BU	158687	0	0	158687	435	0	0	0.54	0.00	0.00	0.00
15	RHG	440398	174277	0	266121	729	2	365	0.91	60.43	39.57	0.00
16	DGW	19229	0	0	19229	53	0	0	0.07	0.00	0.00	0.00
17	MKH	98417	0	0	98417	270	0	0	0.34	0.00	0.00	0.00
18	MWW	16037	0	0	16037	44	0	0	0.05	0.00	0.00	0.00
19	AWR	2455542	1207721	409691	838130	2296	5	459	2.87	34.13	49.18	16.68
20	PSL	21550	0	0	21550	59	0	0	0.07	0.00	0.00	0.00
21	KRH	562235	241174	71966	249095	682	3	227	0.85	44.30	42.90	12.80
22	HSI	103316	0	0	103316	283	0	0	0.35	0.00	0.00	0.00
23	AIA	48415	0	0	48415	133	0	0	0.17	0.00	0.00	0.00
24	BWL	183459	0	0	183459	503	0	0	0.63	0.00	0.00	0.00
25	RE	4347569	1337517	1754994	1255058	3439	6	573	4.30	28.87	30.76	40.37
26	LR	2497	0	0	2497	7	0	0	0.01	0.00	0.00	0.00
27	GEK	1457	0	0	1457	4	0	0	0.00	0.00	0.00	0.00
28	KSG	479311	217068	0	262243	718	3	239	0.90	54.71	45.29	0.00
29	GLTA	5695	0	0	5695	16	0	0	0.02	0.00	0.00	0.00
30	SK	11160	0	0	11160	31	0	0	0.04	0.00	0.00	0.00
31	NRI	64973	0	32521	32452	89	0	0	0.11	49.95	0.00	50.05
32	FL	871631	525327	18032	328272	899	4	225	1.12	37.66	60.27	2.07
33	HDA	63500	0	0	63500	174	0	0	0.22	0.00	0.00	0.00
34	JOB	121240	55808	0	65432	179	0	0	0.22	53.97	46.03	0.00
35	BOBS	27462	0	0	27462	75	0	0	0.09	0.00	0.00	0.00
36	DNK	10650	0	0	10650	29	0	0	0.04	0.00	0.00	0.00
37	KKU	139134	88361	0	50773	139	0	0	0.17	36.49	63.51	0.00
38	DPA	913715	494890	0	418825	1147	4	287	1.43	45.84	54.16	0.00
39	SNGN	273943	137433	34724	101786	279	1	279	0.35	37.16	50.17	12.68
40	SAS	47933	0	0	47933	131	0	0	0.16	0.00	0.00	0.00
41	CKS	22344	0	0	22344	61	0	0	0.08	0.00	0.00	0.00

42	CHNN	14897	0	0	14897	41	0	0	0.05	0.00	0.00	0.00
43	BNLW	213117	0	0	213117	584	1	584	0.73	0.00	0.00	0.00
44	SRAS	36761	0	0	36761	101	0	0	0.13	0.00	0.00	0.00
45	ISA	156250	0	0	156250	428	0	0	0.54	0.00	0.00	0.00
46	CKB	325523	201557	0	123966	340	1	340	0.42	38.08	61.92	0.00
47	DPZ	19680	0	0	19680	54	0	0	0.07	0.00	0.00	0.00
48	DKBJ	0	0	0	0	0	2	0	0.00	0.00	0.00	0.00
49	NDH	0	0	0	0	0	0	0	0.00	0.00	0.00	0.00
50	COM	0	0	0	0	0	1	0	0.00	0.00	0.00	0.00
51	GND	0	0	0	0	0	0	0	0.00	0.00	0.00	0.00
52	PLSN	0	0	0	0	0	0	0	0.00	0.00	0.00	0.00
53	SIKR	276687	235193	4924	36570	100	3	33	0.13	13.22	85.00	1.78
54	NWH	51227	0	0	51227	140	0	0	0.18	0.00	0.00	0.00
55	DOB	41566	0	0	41566	114	0	0	0.14	0.00	0.00	0.00
56	NUA	12600	0	0	12600	35	0	0	0.04	0.00	0.00	0.00
57	JJN	187733	128969	0	58764	161	2	80	0.20	31.30	68.70	0.00
58	RSH	40423	0	0	40423	111	0	0	0.14	0.00	0.00	0.00
59	CRWA	99169	0	0	99169	272	1	272	0.34	0.00	0.00	0.00
60	SRGH	56512	0	0	56512	155	0	0	0.19	0.00	0.00	0.00
61	LNH	12586	0	0	12586	34	0	0	0.04	0.00	0.00	0.00
62	FPS	18346	0	0	18346	50	0	0	0.06	0.00	0.00	0.00
63	RSWT	4843	0	0	4843	13	0	0	0.02	0.00	0.00	0.00
64	BUB	5922	0	0	5922	16	0	0	0.02	0.00	0.00	0.00
65	PKBS	4781	0	0	4781	13	0	0	0.02	0.00	0.00	0.00
66	KNDL	21088	0	0	21088	58	0	0	0.07	0.00	0.00	0.00
67	BILA	53978	0	0	53978	148	0	0	0.18	0.00	0.00	0.00
68	RNW	189112	0	0	189112	518	0	0	0.65	0.00	0.00	0.00
69	PCMK	17426	0	0	17426	48	0	0	0.06	0.00	0.00	0.00
70	BDHL	80941	0	0	80941	222	0	0	0.28	0.00	0.00	0.00
71	KMNP	37762	0	0	37762	103	0	0	0.13	0.00	0.00	0.00
72	RGS	489190	267154	21603	200433	549	3	183	0.69	40.97	54.61	4.42
73	SMPR	201449	133874	0	67575	185	0	0	0.23	33.54	66.46	0.00
74	KHRA	34819	0	0	34819	95	0	0	0.12	0.00	0.00	0.00
75	KAWT	104823	0	0	104823	287	0	0	0.36	0.00	0.00	0.00
76	BAGA	52381	0	0	52381	144	0	0	0.18	0.00	0.00	0.00
77	NMK	519152	178501	45398	295253	809	2	404	1.01	56.87	34.38	8.74
78	MADA	53397	0	0	53397	146	0	0	0.18	0.00	0.00	0.00
79	JLLO	51845	0	0	51845	142	0	0	0.18	0.00	0.00	0.00
80	DBLA	151802	0	0	151802	416	0	0	0.52	0.00	0.00	0.00
81	NIP	120990	0	0	120990	331	0	0	0.41	0.00	0.00	0.00
82	APJ	29954	0	0	29954	82	0	0	0.10	0.00	0.00	0.00
83	NNL	336959	69997	2565	264397	724	3	241	0.91	78.47	20.77	0.76
84	MBV	44099	0	0	44099	121	0	0	0.15	0.00	0.00	0.00
85	AEL	94780	0	0	94780	260	0	0	0.32	0.00	0.00	0.00
86	KTWS	18724	0	0	18724	51	0	0	0.06	0.00	0.00	0.00
87	KUND	42064	0	0	42064	115	0	0	0.14	0.00	0.00	0.00
88	KORI	21833	0	0	21833	60	0	0	0.07	0.00	0.00	0.00
TOTAL		28721267	649526	4672176	23399565	64108	83	772	80.14			

4.2.0: No. of UTS Tickets issued by Stations (JP-Division) -2018-19

S. No.	Station Code	Total Ticket	ATVM Ticket	JTBS Ticket	Net Counter Tkt	Ticket /day	No. of counter	No. of TKT Per counter	Counter required as per policy	% Share of Ticket		
										Counter	ATVM	JTBS
1	JP	8133106	2715950	2480774	2936382	8045	20	402	10.06	36.10	33.39	30.50
2	GADJ	1811111	935810	17354	857947	2351	6	392	2.94	47.37	51.67	0.96
3	GTJT	367291	203238	7792	156261	428	2	214	0.54	42.54	55.33	2.12
4	KWP	80652	1628	0	79024	217	0	0	0.27	97.98	2.02	0.00
5	KUT	19457	0	0	19457	53	0	0	0.07	0.00	0.00	0.00
6	BAI	130364	0	0	130364	357	0	0	0.45	0.00	0.00	0.00
7	JHIR	32445	0	0	32445	89	0	0	0.11	0.00	0.00	0.00
8	JW	27582	0	0	27582	76	0	0	0.09	0.00	0.00	0.00
9	DO	1121544	577503	0	544041	1491	3	497	1.86	48.51	51.49	0.00
10	BAK	36408	0	0	36408	100	0	0	0.12	0.00	0.00	0.00
11	KVGM	78229	0	0	78229	214	0	0	0.27	0.00	0.00	0.00
12	ARNA	74106	0	0	74106	203	0	0	0.25	0.00	0.00	0.00
13	BKI	1502154	739484	94140	668530	1832	5	366	2.29	44.50	49.23	6.27
14	BU	157920	0	0	157920	433	0	0	0.54	0.00	0.00	0.00
15	RHG	461120	153350	0	307770	843	2	422	1.05	66.74	33.26	0.00
16	DGW	20933	0	0	20933	57	0	0	0.07	0.00	0.00	0.00
17	MKH	110963	0	0	110963	304	0	0	0.38	0.00	0.00	0.00
18	MWW	8089	0	0	8089	22	0	0	0.03	0.00	0.00	0.00
19	AWR	2447782	1181477	353985	912320	2500	5	500	3.12	37.27	48.27	14.46
20	PSL	19490	0	0	19490	53	0	0	0.07	0.00	0.00	0.00
21	KRH	575395	249879	73997	251519	689	3	230	0.86	43.71	43.43	12.86
22	HSI	95005	0	0	95005	260	0	0	0.33	0.00	0.00	0.00
23	AIA	43197	0	0	43197	118	0	0	0.15	0.00	0.00	0.00
24	BWL	177504	0	0	177504	486	0	0	0.61	0.00	0.00	0.00
25	RE	4504299	1205241	1735116	1563942	4285	6	714	5.36	34.72	26.76	38.52
26	LR	2424	0	0	2424	7	0	0	0.01	0.00	0.00	0.00
27	GEK	1462	0	0	1462	4	0	0	0.01	0.00	0.00	0.00
28	KSG	378718	171889	0	206829	567	3	189	0.71	54.61	45.39	0.00
29	GLTA	5851	0	0	5851	16	0	0	0.02	0.00	0.00	0.00
30	SK	8097	0	0	8097	22	0	0	0.03	0.00	0.00	0.00
31	NRI	61107	0	25098	36009	99	0	0	0.12	58.93	0.00	41.07
32	FL	895321	503886	15855	375580	1029	4	257	1.29	41.95	56.28	1.77
33	HDA	61938	0	0	61938	170	0	0	0.21	0.00	0.00	0.00
34	JOB	121945	27243	0	94702	259	0	0	0.32	77.66	22.34	0.00
35	BOBS	26459	0	0	26459	72	0	0	0.09	0.00	0.00	0.00
36	DNK	11178	0	0	11178	31	0	0	0.04	0.00	0.00	0.00
37	KKU	140826	80583	0	60243	165	0	0	0.21	42.78	57.22	0.00
38	DPA	927966	527981	0	399985	1096	4	274	1.37	43.10	56.90	0.00
39	SNGN	241497	79328	40518	121651	333	1	333	0.42	50.37	32.85	16.78
40	SAS	50047	0	0	50047	137	0	0	0.17	0.00	0.00	0.00
41	CKS	19842	0	0	19842	54	0	0	0.07	0.00	0.00	0.00
42	CHNN	12246	0	0	12246	34	0	0	0.04	0.00	0.00	0.00

43	BNLW	204565	10642	0	193923	531	1	531	0.66	94.80	5.20	0.00
44	SRAS	32128	0	0	32128	88	0	0	0.11	0.00	0.00	0.00
45	ISA	149717	0	0	149717	410	0	0	0.51	0.00	0.00	0.00
46	CKB	299184	218868	0	80316	220	1	220	0.28	26.85	73.15	0.00
47	DPZ	89048	0	0	89048	244	0	0	0.30	100.00	0.00	0.00
48	DKBJ	0	0	0	0	0	2	0	0.00	0.00	0.00	0.00
49	NDH	0	0	0	0	0	0	0	0.00	0.00	0.00	0.00
50	COM	0	0	0	0	0	1	0	0.00	0.00	0.00	0.00
51	GND	0	0	0	0	0	0	0	0.00	0.00	0.00	0.00
52	PLSN	1352	0	0	1352	4	0	0	0.00	100.00	0.00	0.00
53	SIKR	647388	478143	52574	116671	320	3	107	0.40	18.02	73.86	8.12
54	NWH	60556	0	0	60556	166	0	0	0.21	0.00	0.00	0.00
55	DOB	51632	0	0	51632	141	0	0	0.18	0.00	0.00	0.00
56	NUA	14247	0	0	14247	39	0	0	0.05	0.00	0.00	0.00
57	JJN	207322	150440	0	56882	156	2	78	0.19	27.44	72.56	0.00
58	RSH	41729	0	0	41729	114	0	0	0.14	0.00	0.00	0.00
59	CRWA	115590	3731	0	111859	306	1	306	0.38	96.77	3.23	0.00
60	SRGH	61416	0	0	61416	168	0	0	0.21	0.00	0.00	0.00
61	LNH	103070	0	0	103070	282	0	0	0.35	0.00	0.00	0.00
62	FPS	174893	0	0	174893	479	0	0	0.60	0.00	0.00	0.00
63	RSWT	73715	0	0	73715	202	0	0	0.25	0.00	0.00	0.00
64	BUB	70525	0	0	70525	193	0	0	0.24	0.00	0.00	0.00
65	PKBS	4724	0	0	4724	13	0	0	0.02	0.00	0.00	0.00
66	KNDL	20174	0	0	20174	55	0	0	0.07	0.00	0.00	0.00
67	BILA	49794	0	0	49794	136	0	0	0.17	0.00	0.00	0.00
68	RNW	189629	0	0	189629	520	0	0	0.65	0.00	0.00	0.00
69	PCMK	17354	0	0	17354	48	0	0	0.06	0.00	0.00	0.00
70	BDHL	81810	0	0	81810	224	0	0	0.28	0.00	0.00	0.00
71	KMNP	38537	0	0	38537	106	0	0	0.13	0.00	0.00	0.00
72	RGS	504178	301874	21879	180425	494	3	165	0.62	35.79	59.87	4.34
73	SMPR	203237	82915	0	120322	330	0	0	0.41	59.20	40.80	0.00
74	KHRA	33152	0	0	33152	91	0	0	0.11	0.00	0.00	0.00
75	KAWT	105202	0	0	105202	288	0	0	0.36	0.00	0.00	0.00
76	BAGA	48355	0	0	48355	132	0	0	0.17	0.00	0.00	0.00
77	NMK	477714	192180	36397	249137	683	2	341	0.85	52.15	40.23	7.62
78	MADA	51872	0	0	51872	142	0	0	0.18	0.00	0.00	0.00
79	JLLO	47906	0	0	47906	131	0	0	0.16	0.00	0.00	0.00
80	DBLA	132646	0	0	132646	363	0	0	0.45	0.00	0.00	0.00
81	NIP	113732	0	0	113732	312	0	0	0.39	0.00	0.00	0.00
82	APJ	31897	0	0	31897	87	0	0	0.11	0.00	0.00	0.00
83	NNL	309707	100510	381	208816	572	3	191	0.72	67.42	32.45	0.12
84	MBV	22481	0	0	22481	62	0	0	0.08	0.00	0.00	0.00
85	AEL	86800	0	0	86800	238	0	0	0.30	0.00	0.00	0.00
86	KTWS	15943	0	0	15943	44	0	0	0.05	0.00	0.00	0.00
87	KUND	36596	0	0	36596	100	0	0	0.13	0.00	0.00	0.00
88	KORI	18784	0	0	18784	51	0	0	0.06	0.00	0.00	0.00
TOTAL		30043371			30043371	82311	83		102.89			

4.3.0: No. of UTS Tickets issued by Stations (JP-Division) 2019-20

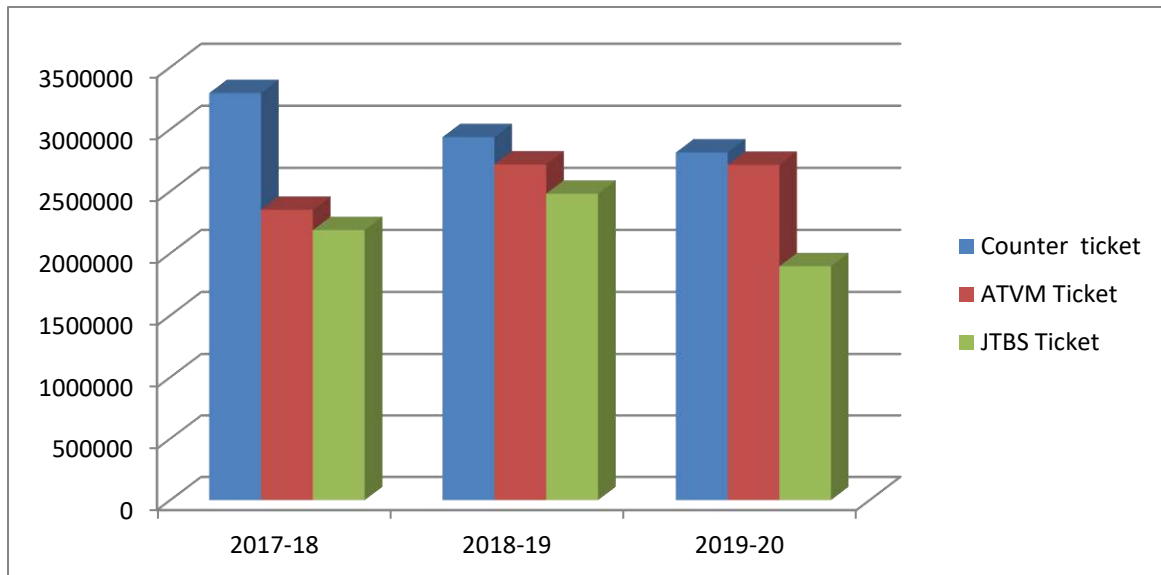
S. No.	Station Code	Total Ticket	ATVM Ticket	JTBS Ticket	Net Counter Tkt	Ticket /day	No. of counter	No. of TKT Per counter	Counter required as per policy	% share of Tickets		
										Counter	ATVM	JTBS
1	JP	7421791	2712901	1896120	2812770	7706	20	385.31	9.63	37.90	36.55	25.55
2	GADJ	1687937	904558	0	783379	2146	6	357.71	2.68	46.41	53.59	0.00
3	GTJT	347214	197738	807	148669	407	2	203.66	0.51	42.82	56.95	0.23
4	KWP	88625	0	0	88625	243	0	0.00	0.30	0.00	0.00	0.00
5	KUT	15883	0	0	15883	44	0	0.00	0.05	0.00	0.00	0.00
6	BAI	120336	0	0	120336	330	0	0.00	0.41	0.00	0.00	0.00
7	JHIR	30663	0	0	30663	84	0	0.00	0.11	0.00	0.00	0.00
8	JW	25892		0	25892	71	0	0.00	0.09	0.00	0.00	0.00
9	DO	1044974	614245	0	430729	1180	3	393.36	1.48	41.22	58.78	0.00
10	BAK	36101	0	0	36101	99	0	0.00	0.12	0.00	0.00	0.00
11	KVGM	73856	0	0	73856	202	0	0.00	0.25	0.00	0.00	0.00
12	ARNA	66345	0	0	66345	182	0	0.00	0.23	0.00	0.00	0.00
13	BKI	1365529	519276	111612	734641	2013	5	402.54	2.52	53.80	38.03	8.17
14	BU	153567	0	0	153567	421	0	0.00	0.53	0.00	0.00	0.00
15	RHG	479582	138529	0	341053	934	2	467.20	1.17	71.11	28.89	0.00
16	DGW	48267	0	0	48267	132	0	0.00	0.17	0.00	0.00	0.00
17	MKH	107418	0	0	107418	294	0	0.00	0.37	0.00	0.00	0.00
18	MWW	7288	0	0	7288	20	0	0.00	0.02	0.00	0.00	0.00
19	AWR	2203143	1010129	324032	868982	2381	5	476.15	2.98	39.44	45.85	14.71
20	PSL	18405	0	0	18405	50	0	0.00	0.06	0.00	0.00	0.00
21	KRH	530165	235616	63366	231183	633	3	211.13	0.79	43.61	44.44	11.95
22	HSI	113700	0	0	113700	312	0	0.00	0.39	0.00	0.00	0.00
23	AIA	69694	0	0	69694	191	0	0.00	0.24	0.00	0.00	0.00
24	BWL	154503	0	0	154503	423	0	0.00	0.53	0.00	0.00	0.00
25	RE	3994390	1101443	1448116	1444831	3958	6	659.74	4.95	36.17	27.57	36.25
26	LR	2139	0	0	2139	6	0	0.00	0.01	0.00	0.00	0.00
27	GEK	1127	0	0	1127	3	0	0.00	0.00	0.00	0.00	0.00
28	KSG	360050	145465	0	214585	588	3	195.97	0.73	59.60	40.40	0.00
29	GLTA	11012	0	0	11012	30	0	0.00	0.04	0.00	0.00	0.00
30	SK	12319	0	0	12319	34	0	0.00	0.04	0.00	0.00	0.00
31	NRI	78578	45273	16135	17170	47	0	0.00	0.06	21.85	57.62	20.53
32	FL	829414	499037	5180	325197	891	4	222.74	1.11	39.21	60.17	0.62
33	HDA	67942	0	0	67942	186	0	0.00	0.23	0.00	0.00	0.00
34	JOB	132181	30072	0	102109	280	0	0.00	0.35	77.25	22.75	0.00
35	BOBS	28479	0	0	28479	78	0	0.00	0.10	0.00	0.00	0.00
36	DNK	13059	0	0	13059	36	0	0.00	0.04	0.00	0.00	0.00
37	KKU	160047	102549	0	57498	158	0	0.00	0.20	35.93	64.07	0.00
38	DPA	862485	510391	0	352094	965	4	241.16	1.21	40.82	59.18	0.00
39	SNGN	238350	88422	37020	112908	309	1	309.34	0.39	47.37	37.10	15.53
40	SAS	51708	0	0	51708	142	0	0.00	0.18	0.00	0.00	0.00
41	CKS	17137	0	0	17137	47	0	0.00	0.06	0.00	0.00	0.00

42	CHNN	10502	0	0	10502	29	0	0.00	0.04	0.00	0.00	0.00
43	BNLW	181242	80483	0	100759	276	1	276.05	0.35	55.59	44.41	0.00
44	SRAS	31301	0	0	31301	86	0	0.00	0.11	0.00	0.00	0.00
45	ISA	150204	0	0	150204	412	0	0.00	0.51	0.00	0.00	0.00
46	CKB	284177	213157	0	71020	195	1	194.58	0.24	24.99	75.01	0.00
47	DPZ	16169	0	0	16169	44	0	0.00	0.06	0.00	0.00	0.00
48	DKBJ	57652	35435	0	22217	61	2	30.43	0.08	38.54	61.46	0.00
49	NDH	24934	0	0	24934	68	0	0.00	0.09	0.00	0.00	0.00
50	COM	20531	12720	0	7811	21	1	21.40	0.03	38.04	61.96	0.00
51	GND	13184	0	0	13184	36	0	0.00	0.05	0.00	0.00	0.00
52	PLSN	36127	0	0	36127	99	0	0.00	0.12	0.00	0.00	0.00
53	SIKR	828707	492458	106258	229991	630	3	210.04	0.79	27.75	59.42	12.82
54	NWH	41900	38982	0	2918	8	0	0.00	0.01	6.96	93.04	0.00
55	DOB	55449	0	0	55449	152	0	0.00	0.19	0.00	0.00	0.00
56	NUA	14314	0	0	14314	39	0	0.00	0.05	0.00	0.00	0.00
57	JJN	194995	136583	0	58412	160	2	80.02	0.20	29.96	70.04	0.00
58	RSH	42943	0	0	42943	118	0	0.00	0.15	0.00	0.00	0.00
59	CRWA	124970	68415	0	56555	155	1	154.95	0.19	45.25	54.75	0.00
60	SRGH	66718	0	0	66718	183	0	0.00	0.23	0.00	0.00	0.00
61	LNH	134451	118513	0	15938	44	0	0.00	0.05	11.85	88.15	0.00
62	FPS	308475	198259	0	110216	302	0	0.00	0.38	35.73	64.27	0.00
63	RSWT	122450	0	0	122450	335	0	0.00	0.42	0.00	0.00	0.00
64	BUB	93999	0	0	93999	258	0	0.00	0.32	0.00	0.00	0.00
65	PKBS	3497	0	0	3497	10	0	0.00	0.01	0.00	0.00	0.00
66	KNDL	20977	0	0	20977	57	0	0.00	0.07	0.00	0.00	0.00
67	BILA	50907	0	0	50907	139	0	0.00	0.17	0.00	0.00	0.00
68	RNW	163534	0	0	163534	448	0	0.00	0.56	0.00	0.00	0.00
69	PCMK	13769	0	0	13769	38	0	0.00	0.05	0.00	0.00	0.00
70	BDHL	71967	0	0	71967	197	0	0.00	0.25	0.00	0.00	0.00
71	KMNP	32353	0	0	32353	89	0	0.00	0.11	0.00	0.00	0.00
72	RGS	549490	308685	18919	221886	608	3	202.64	0.76	40.38	56.18	3.44
73	SMPR	184045	118783	0	65262	179	0	0.00	0.22	35.46	64.54	0.00
74	KHRA	28347	0	0	28347	78	0	0.00	0.10	0.00	0.00	0.00
75	KAWT	99405	0	0	99405	272	0	0.00	0.34	0.00	0.00	0.00
76	BAGA	43523	0	0	43523	119	0	0.00	0.15	0.00	0.00	0.00
77	NMK	421925	177098	27711	217116	595	2	297.42	0.74	51.46	41.97	6.57
78	MADA	44207	0	0	44207	121	0	0.00	0.15	0.00	0.00	0.00
79	JLLO	40875	0	0	40875	112	0	0.00	0.14	0.00	0.00	0.00
80	DBLA	124073	0	0	124073	340	0	0.00	0.42	0.00	0.00	0.00
81	NIP	97694	0	0	97694	268	0	0.00	0.33	0.00	0.00	0.00
82	APJ	24111	0	0	24111	66	0	0.00	0.08	0.00	0.00	0.00
83	NNL	278039	81429	0	196610	539	3	179.55	0.67	70.71	29.29	0.00
84	MBV	20603	0	0	20603	56	0	0.00	0.07	0.00	0.00	0.00
85	AEL	78928	0	0	78928	216	0	0.00	0.27	0.00	0.00	0.00
86	KTWS	13601	0	0	13601	37	0	0.00	0.05	0.00	0.00	0.00
87	KUND	34559	0	0	34559	95	0	0.00	0.12	0.00	0.00	0.00
88	KORI	17720	0	0	17720	49	0	0.00	0.06	0.00	0.00	0.00
TOTAL		28384838			13392918	36693	83		45.87			

4.4.0: Present Staff Deployment position at JP:

Sl. No.	Designation	Activity	No. of staff
1	CBS	Over all supervising of booking office and prepare duty roster. He also attends passenger complaints, meetings with inspectors and officers and ensure inspection of JTBS periodically. (10.00-18.00 hrs)	1
2	CBS/Balance Sheet	He performs duty of shift incharge from 10.00 – 14.00 Hrs and from 14.00 – 18.00 hrs will work as CBS/Balance Sheet.	1
3	CBS/Cashier	They collect cash from counters. One of them will collect cash from 06.00-10.00 hrs. then he will go to SBI- Sangneri Gate for depositing govt. cash, on Sunday and bank holiday he will perform work as shift incharge.	3
		Another one who perform duty in 14.00- 22.00 hrs. will prepare night duty allowance on 2 nd day of every month besides of collecting cash.	
		Remaining 3 rd one (22.00-06.00hrs.) in addition to collecting cash he also print the UTS report No's (22,4,6,8,14, 15,16,34/21,34/18 &11)	
3	CBS (Shift Incharge)	He will maintain DTC of 06.00- 14.00 hrs shift and in cash of failure of equipment he co-ordinate with DBI, HQ console, he also inform to CBS/G and CBS/Stock for quick action. He also pint monthly/Periodical report along with preparation of ROPD and periodical returns.	1
4	CBS/Stock	He is responsible to maintain stock position of entire division. He also looks after the special coach/Train booking, Issuance press correspondence ID card, smart card to all station of JP Div. along with ensure supply of money value books, stationary items, TT/TAG for JP station and issue Duplicate MR to TTE/TC.	1
4	Booking clerk	7 counters were in operation round the clock for issuance of unreserved tickets. Out of 7 one counter was in operation in two shifts only.	20
5	LPO	He maintained LPO register and in addition to this he collects cash from GADJ, DPA, DKBJ, SNGN and KGU and deposited in the bank.	1
6		RG & LR	4
Total on roll staff			32

4.5.0 Analysis:-



On analyzing the number of ticket issued from Booking office JP during the last three years, it has been observed that figures of numbers of tickets issued have considerably reduced. Whereas the number of ticket issued from ATVM has increased during the same period.

As per Railway Board letter No. 2013/TG.IV/10/PA/Policy of Dt. 20.03.2013 the yardstick (Benchmarking) for average sale of tickets per shift per window was revised from 800 tickets per shift to 1000 tickets per shift at each counter. This yardstick however, shall apply where staff is deployed exclusively for booking of tickets.

- As per yardstick, the Number of UTS tickets to be issued in a shift = 1000 tickets.
- The time required for issue of each ticket = $8 \times 60 / 1000 = 480 \times 60 / 1000 = 29$ Seconds
- The Work Study Team observed that, 30 Seconds is sufficient for issue of each UTS ticket.
- In each hour 10% of time is taken for relaxation / for enquiry / Miscellaneous work, then the total time for relaxation/ miscellaneous work = $480 \times 10\% / 100 = 48$ Minutes in a shift of 8 hrs.
- Then the number of UTS tickets issued in a shift = $480 - 48 \text{ relaxation} = 402 \times 60 / 30 = 804$ Tickets.
- **Benchmark (8Hrs shift): The Minimum Number of UTS Tickets that can issued in a shift of 8 HRS = 804 i.e. 800 TICKETS.**

Average total number of tickets issued per day at JP is 7706 (on 20 shifts) for calculation of requirement of UTS staff on counter is $7706 / 800 = 9.63$ i.e. 10 staff would be sufficient to coupe up the existing workload to man all the counters.

To facilitate senior citizens, Handicapped and issue of Platform tickets, two additional counters have been provided at this station. To man these two additional counters, 5 staffs are required.

Therefore, total $10 + 5 = 15$ staff world be required to handle the counter's workload.

Only one shift supervisor is deputed in 14.00-22.00 hrs shift. No important work has been entrusted to him. His work is like preparation of ROPD and periodical returns, which can be given to CBS Cashier and CBS Balance Sheet.

4.6.0 Recommendation No.-1 – On the basis of above analysis, work study team is of the opinion that following staff would be sufficient to cope the existing workload –
CBS (G)- 1, CBS(Balance Sheet)-1, CBS(Cashier) -3, CBS(Stock) -1, LPO-1 Counter staff =15, RG & LR- 7, Total= 29 posts. **Therefore, 36-29 = 7 posts are found surplus and may be Surrendered forthwith.**

Parcel office JP

4.7.0 : Cadre of Parcel office JP

S. No.	Design.	GP	SS	OR	Vac.
1.	CPS	4600	5	5	0
2.	CPC	4200	12	13	+1
3.	Sr. LC	2800	7	4	3
4.	Asst. LC	2000	4	2	2
Total			28	24	4

4.7.1: Registers / Records kept at the Parcel office/ JP

Outwards:

- Outward parcel cash book – Local
- Outward parcel cash book – Foreign
- Luggage cash book – Local
- Luggage cash book –Foreign
- Main cashbook
- Parcel on handbook.
- Unloading Register.
- Loading Register- Train wise and Destination wise
- UTM (M&DG Report)
- Over carried Register.
- TP Register.
- 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 cashbook.
9. Shortage cashbook.
10. Parcel on hand register –Local

- 11 Parcel on hand register – Foreign
- 12 Re-weighment Register.
- 13 Messages book.
- 14 NR Register.
- 15 Auction register.
- 16 Inventory register.
- 17 OD register.
- 18 Parcel coaching cashbook.
- 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.

4.7.2: WHARFAGE CHARGESCOLLECTED POSITION

MONTH	2017-18		2018-19		2019-2020	
	Local	Fgn.	Local	Fgn.	Local	Fgn.
APR	50272	108158	46039	124712	70477	82711
MAY	54869	137235	68786	159976	104836	110366
JUNE	62519	124439	87635	120212	75500	108917
JULY	62567	117513	67473	139926	94949	113344
AUG	53123	126712	83524	136940	47964	98741
SEPT	50910	103232	58418	82048	55547	81362
OCT	53712	156448	66374	80413	76259	81460
NOV	4735	253520	65456	106440	71113	96118
DEC	32346	99509	72202	69345	62506	68008
JAN	42031	94087	52200	104003	47423	80825
FEB	33585	102278	49657	105644	43532	58587
MAR	30958	95958	50734	94194	29578	89507
TOTAL	531627	1519089	768498	1323853	779684	1069946

4.7.3: FREE TIMEALLOWED

PARCEL & LUGGAGE	2 OR 3 WHEELER	LIVE STOCK
10 hrs of working delivery of 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
Charges		
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

4.7.5: Details of Re-weighment

Month	2017-18		2018-19		2019-20	
	No Of Cases	Earning	No Of Cases	Earning	No Of Cases	Earning
APRIL	30	14228	16	8547	29	16768
MAY	33	15015	19	11589	24	11426
JUNE	32	16346	14	8266	21	17512
JULY	19	9434	16	11815	28	17271
AUGUST	30	18892	20	11117	30	14399
SEPTEMBER	32	20412	11	3973	35	18851
OCTOBER	30	14146	29	28334	31	17738
NOVEMBER	35	41904	18	14878	26	19159
DECEMBER	24	10279	31	12692	27	17959
JANUARY	18	13433	30	8733	31	25026
FEBRUARY	22	14550	19	11118	30	39570
MARCH	20	9202	30	28672	29	21839
TOTAL	325	197841	253	159734	341	237518

4.7.8: 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

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.

Inward

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

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.

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.

4.7.9: Parcel Leased Traffic:

Month	2017-18		2018-19		2019-20	
	No. of Lease	Amount	No. of Lease	Amount	No. of Lease	Amount
APRIL	109	5302439	105	5298900	86	2331931
MAY	102	5408251	105	5451468	113	4166882
JUNE	104	4936852	104	4747180	107	4211920
JULY	99	4833500	97	4645890	114	4299143
AUGUST	97	4549940	98	4884849	87	3695581
SEPTEMBER	98	4573869	97	4887600	79	3516250
OCTOBER	103	5223701	96	4988200	77	3608333
NOVEMBER	105	5582947	86	4167181	56	1515124
DECEMBER	108	5646805	116	5326647	70	1831957
JANUARY	111	4258181	124	5398368	70	1887841
FEBRUARY	100	3778545	90	3206956	76	1877396
MARCH	114	5717718	88	2345332	45	1208964
TOTAL	1250	59812748	1206	55348571	980	34151322

4.7.10: NUMBER OF PWB(OUTWARDS/INWARDS)

MONTH	2017-18		2018-19		2019-20	
	I/W	O/W	I/W	O/W	I/W	O/W
APR	6664	7405	6843	6336	7316	7205
MAY	7050	6189	6409	6626	6583	7696
JUNE	5946	5581	5851	5597	7402	5581
JULY	6481	5647	6960	6800	7385	6451
AUG	6993	6581	6295	6997	5915	6202
SEP	6586	6582	6464	6102	5994	6784
OCT	6926	5604	7352	7046	6695	6345
NOV	6289	6909	6200	5834	6898	7452
DEC	5776	6937	6679	7136	7068	7495
JAN	7471	6913	6799	9591	6678	7721
FEB	6054	6789	6401	6002	7065	6324
MAR	6292	6137	7794	7910	5550	4395
TOTAL	78528	77274	80047	81977	80549	79651

4.7.11: PARCEL EARNINGS:

Month	2017-18		2018-19		2019-20	
	O/W earning	I/W earning	O/W earning	I/W earning	O/W earning	I/W earning
APR	9959321	387922	9375085	234854	12246721	295871
MAY	9621827	272505	9625161	277706	11625722	307940
JUN	8801081	272092	8570552	288163	8900521	298684
JUL	7502323	232502	9282646	264232	10110356	292300
AUG	9728662	240110	9410662	293320	9871581	235608
SEP	8890941	263238	10390865	242499	9344768	223810
OCT	8017810	276506	12818912	393659	9678392	299583
NOV	100016736	260164	9436783	272793	11668452	210645
DEC	10949141	169719	13283346	185775	12262939	221435
JAN	11707020	302465	12016988	266886	11346013	228868
FEB	10283734	334639	11258258	215409	9859897	198385
MAR	10141704	466827	11494444	266947	5895725	265387
TOTAL	205620300	3478689	126963702	3202243	122811087	3078516

4.7.12 Deployment of staff

Designation	Staff deployed	Duties
CPS/Gen.	1	Overall supervision of Parcel staff and work. To attend officers & inspectors at the time of inspection and ensure smooth working at Parcel office.
CPS/Balance Sheet	1	To endorse the all outward, Inward, FF, and clock room amount in the register. To dispose off the disputed parcel, unconnected packages in parcel shed. To make efforts for delivery in case of non availability of RR. Prepare periodical statement on date 1, 11 & 21 of every month. Prepare Balance Sheet and sent to TAO/AII with all concerned statement.
CPS/Stock	1	To deposit the amount of O/W lease in Booking office, to coordinate with all parcel offices and provide requisite information to them on phone, to record the complaint of such parcels which have not been received and make arrangement of early receipt. To prepare indent for money value books and also make arrangement to bring money value books and make entry in MVB Registers, to secure all old records and provide information to division time to time.

CPS/FF	1	To ensure delivery of FF packages, News Papers and magazine, do re-weightment and collect u/c wharfage. To ensure re-weightment of I/W lease and to collect U/C if any as per Manifest. To make delivery on such cases when original RR not received. To maintain the record of I-Bond of from regular parties of magazine and news papers. To maintain the record of I/W and through lease.
CPC/ Transshipment	6	Two CPCs are deputed for unloading and loading of parcel from front and rear SLRs round the clock. At the time of taking charge they take inventory of parcels lying on Platform. Between 18.00-10.00 Hrs delivery and booking of perishable items has done by this transshipment staff.
Out Word counter	4	There are four counters operated in parcel office to handle the O/W parcel workload in 10.00 – 18.00 hrs.
CPS/Inward	1	To make entry in inward register of all I/W parcels, endorsing the receiving date of all items, re-weightment of all I/W parcels and to collect U/C if any. Dispose off all complaints regarding I/W parcels.
Shed Clerk	1	He is deputed in 09.00- 17.00 Hrs. shift. He tallies the consignment with inward register and after counting the consignment he makes entry in shed register and put it in the shed.
Inward counter	3	Three I/W staff (one for Local delivery, one for Local delivery and one for gate pass) are deployed to handle the I/W parcel workload in 10.00 – 18.00 hrs.
Clock Room	3	Three staff, one in each shift is deployed in Clock Room.
RG/LR	2	
Total	24	

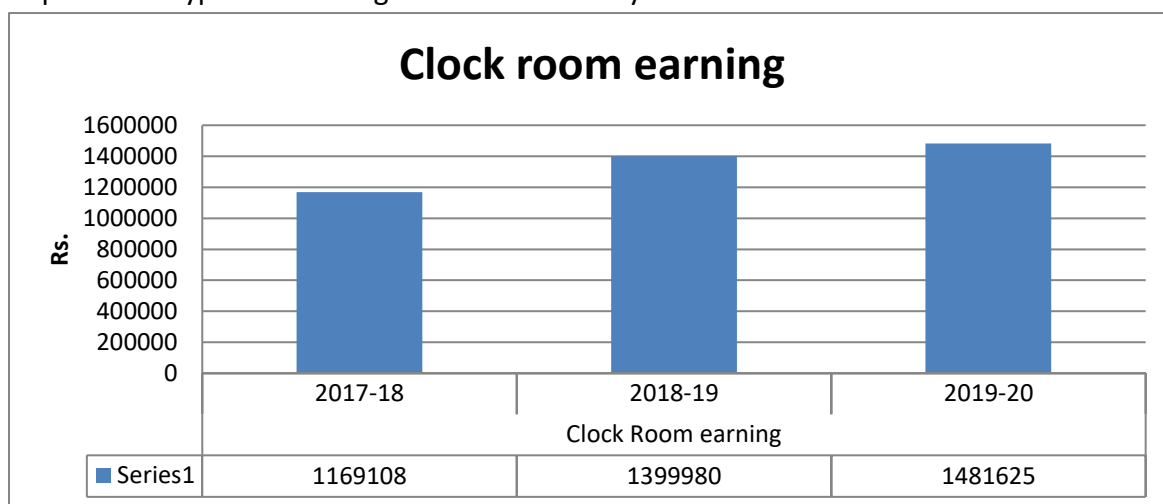
4.7.13 Analysis:-

	2017-18	2018-19	2019-20
Outward earning	205620300	126963702	122811087
Inward earning	3478689	3202243	3078516

PMS has been implemented in O/W section and there is an urgent need to implement the same in I/W section also. After implementation of PMS the work load of parcel office will become ease. It is clear from the above table that parcel earning is decreasing day by day. It is necessary to review the existing policy and urgent need to search the causes of shortfall in parcel earning.

Due to technological up gradation and implementation of PMS the work of parcel office have become ease. During the study it has observed that 3 CPSs would be sufficient to coupe up the existing workload. The number of manual entries is decreasing day by day. The work of CPS/FF may be distributed amongst the remaining 3 CPSs. The work pertaining to Delivery of perishable items during night is done by the transshipment staff up to 8.00 hrs, which can be done up to 10.00 hours, i.e. up to the time of arrival of other CPSs.

In place of 4 counters, 3 counters are sufficient to handle the existing workload. There is no need for separate counters for local, Foreign, FF and such items for which weighment is not required. All types of booking can be done at any counter.



Three staffs are deployed in Clock Room. We are expending more than the earning from the clock room. Possibility of outsource may be explored of clock room activity. Over Indian Railways, work of Clock Room has already been outsourced. After outsourcing this staff may be utilized elsewhere or surrendered.

4.7.14 Recommendation No.-2 - On the basis of above analysis work study team is of the opinion that following staff would be sufficient to coupe the existing workload – CPS(General)- 1, CPS(Balance Sheet)-1, CPS(Stock) -1, CPS(Inward) -1, CPC(transshipment)-6, CPC (I/W) -3, CPC (I/W Shed) -1, CPC (O/W Counter)-3, RG & LR- 4, Total 21 posts. Therefore, 28 - 21 = 7 posts are found surplus and may be surrendered forthwith.

CHAPTER-V
CRITICAL ANALYSIS OF BOOKING PARCEL AND GOODS OFFICE

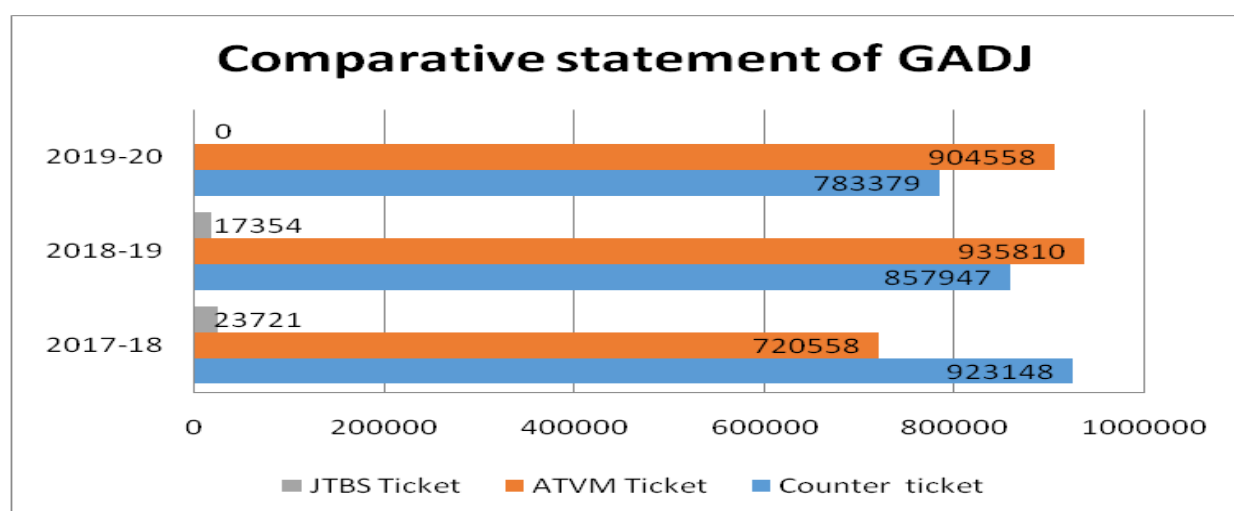
5.1.0: BOOKING OFFICE GADJ:-

5.1.1: Cadre of Booking office GADJ

S. No.	Design.	GP	SS	OR	Vac.
1.	CBS	4600	1	1	0
2.	CBC	4200	5	5	0
3.	Asstt. BC	2000	4	4	0
Total			10	10	00

5.1.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CBS	1	Overall supervision
CBC/ABC	6	Manning counters round the clock on 1 st entry and 2 nd entry.
CBC/ABC	3	RG-1 & LR-2



5.1.3: Analysis:- It is clear from the above table that sale of tickets from ATVM is increasing constantly. Ticket share of ATVM has increased by 10% in the FY 2019-20 in compare to FY 2017-18 .

Average total number of ticket issued per day in FY 2019-20 at GADJ is 2146 (on 6 shift), for calculation of requirement of UTS staff on counter is $2146/800 = 2.68$ i.e. 3 staff would be sufficient to coupe up the existing counter workload. Although technically only one counter round the clock is required to full fill the existing workload but we should kept this fact in mind that GADJ is a suburban station of JP, so work study team is of the opinion that to facilitate the public, counter on 2nd entry should remain in operation.

The requirement of staff on need basis is as under-
CBS-1, counter clerk -6, LR- 2 & RG- 1, total- 10 staff

Thus, all posts are justified.

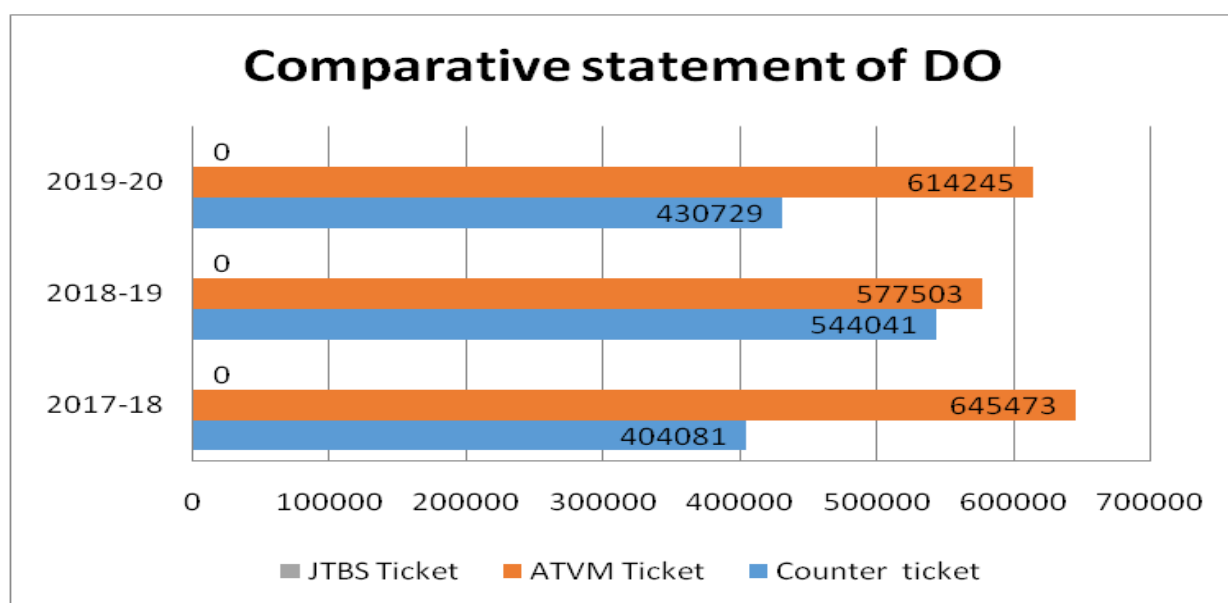
5.2.0 Booking office Dausa:-

5.2.1: Cadre of booking office DO.

S. No.	Design.	GP	SS	OR	Vac.
1.	CBS	4600	1	1	0
2.	CBC	4200	1	1	0
3.	Sr. BC	2800	1	1	0
4.	Asstt.BC	2000	2	1	1
Total			5	4	01

5.2.2: Deployment of above on roll staff:-

Design.	Present staff	Deployment
CBS	1	Overall supervision
CBC/ABC	3	Manning counter round the clock.



5.2.3: Analysis: -Average total number of ticket issued per day in FY 2019-20 at Dausa is 1180 (on 3 shift) for calculation of requirement of UTS staff on counter is $1180/800= 1.47$ i.e.2 staff would be sufficient to cope up the existing counter workload. But minimum one counter is required round the clock; to facilitate the public, so minimum 3 staff would be required for manning the counter round the clock.

The requirement of staff on need basis is as under-

CBS-1, Counter clerk -3, LR/RG- 1, Total- 5 staff

Therefore, all 5 posts are **justified**.

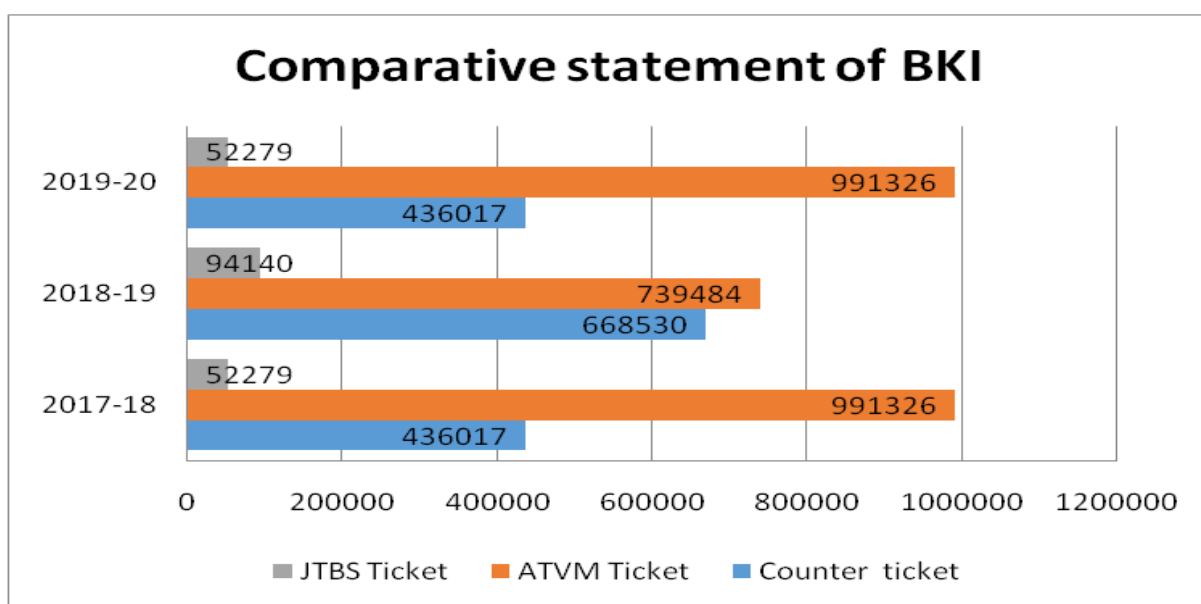
5.3.0: Booking office Bandikui:-

5.3.1: Cadre of Booking office BKI

S. No.	Design.	GP	SS	OR	Vac.
1.	CBS	4600	1	1	0
2.	CBC	4200	4	4	0
3.	Sr. BC	2800	1	2	+1
4.	Asstt. BC	2000	2	0	-2
Total			8	7	01

5.3.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CBS	1	Overall supervision.
CBC/Sr.BC	5	Manning counters - round the clock on main entry and two shift (05.00-13.00 and 13.00-21.00) in 2 nd entry.
CBC/ABC	1	RG/LR -2



5.3.3: Analysis:-Reverse trend has observed at BKI station of ATVM and counter tickets figure unlike the division ATVM figure are decreasing constantly. There is urgent need to find out the reason why ATVM sale is decreasing.

Average total number of ticket issued per day in FY 2019-20 at BKI is 2013 (on 5 shift) = 402.54 or 403 ticket per counter per day. For calculation of requirement of UTS staff on counter is $2013/800 = 2.51$ i.e. 3 staff would be sufficient to cope up the existing counter workload. Although technically only one counter round the clock is required to full fill the existing workload. But this fact will have to keep in mind that BKI is pilgrim station, so to facilitate the public counters on both entries has to be continued.

The requirement of staff on need basis is as under-

CBS-1, counter clerk -5, LR- 1 & RG- 1, total- 8 staff

Therefore, all 8 posts are **justified**.

5.4.0: Booking office KVGM:-

5.4.1: Cadre of Booking office KVGM

S. No.	Design.	GP	SS	OR	Vac.
1.	SBC	2800	1	1	0
Total			01	1	0

5.4.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
SBC	1	Staff is working on unified counter from 08.00 - 20.00.

5.4.3; Analysis:- Now only 202 tickets per day are being issued from counter, which is very less. Keeping in view the less workload possibility may be explored to give this counter to contractor as KVGM is a flag station. Therefore, **after outsourcing one post of SBC will become surplus and may be surrendered.**

Although Division was agree regarding the workload of KVGM but it was told that under the tremendous pressure of public this post can't be surrendered. Therefore it may be agreeable and this post is **justified.**

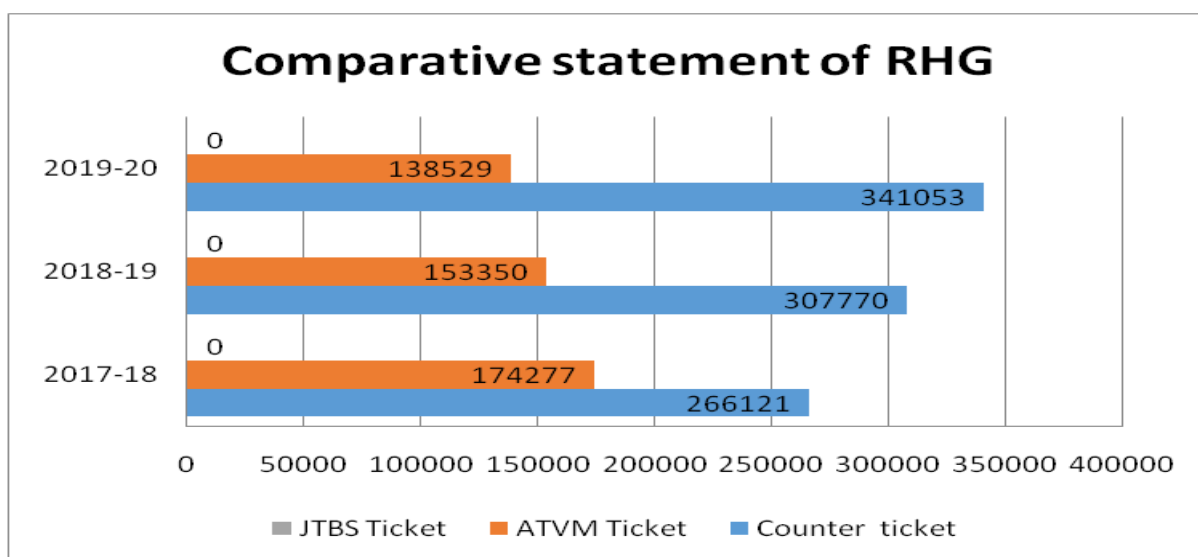
5.5.0: Booking office Rajgarh:-

5.5.1: Cadre of Booking office RHG

S. No.	Design.	GP	SS	OR	Vac.
1.	CBS	4600	1	1	0
2.	SBC	2800	1	1	0
Total			02	2	0

5.5.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CBS/SBC	2	Staffs are working on counter round the clock from 08.00 - 20.00 and 20.00- 08.00 hrs.



5.5.3: Analysis:- Decreasing trend in passenger traffic has been observed in RHG. Average total number of tickets issued per day in FY 2019-20 at RHG is 341053 (in 2 shifts) = 934 tickets per day or 467 ticket per day per shift. For calculation of requirement of UTS staff on counter is $934/800 = 1.16$, i.e., one staff would be sufficient to couple up the existing counter workload.

467 tickets are being sold in a shift at RHG station. On calculation, technically only one staff is sufficient to couple up the existing workload, but RHG is an important station of JP Division, stoppage of so many mail/express trains has been provided at RHG station. Therefore, operation of one counter in both shifts is essential, so both posts are **justified**.

5.6.0: Booking, Parcel and Goods office Alwar:-

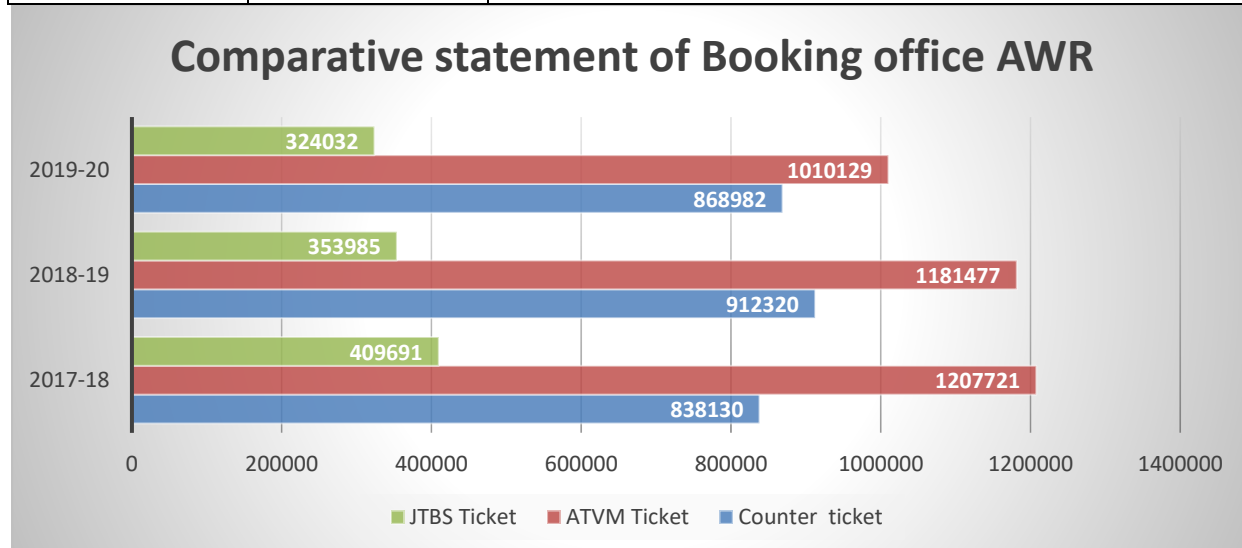
5.6.1: Cadre of Booking office AWR

S. No.	Design.	GP	SS	OR	Vac.
1.	CBS	4600	2	2	0
2.	CPS	4600	2	2	0
3.	CBC	4200	7	6	1
4.	Sr. BC	2800	1	1	0
5.	Asstt. BC	2000	1	1	0
6.	CGS	4600	1	1	0
7.	CGC	4200	2	2	0
8.	SGC	2800	1	1	0
Total			17	16	1

5.6.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CBS	1	Overall supervision.
CBS	1	For ROPD work in UTS.
CBC/ABC	5	Manning- One counter round the clock and other counter in two shifts (06.00- 14.00 & 14.00-22.00 hrs.).

CPS	2	2 CPS are working from 04.00-14.00 and 14.00-24.00 hrs. shift.
CGS	1	CGS is working in fixed roster 06.00-14.00Hrs in addition to supervisory work.
CGC/SGC	3	2 SGC are working in 14.00-22.30 Hrs and 22.00 – 06.30 Hrs shift. Rest one is being utilized as RG/LR.
CBC/ABC	3	RG-1 & LR-2
CBC	1	Vacant.



5.6.3: Analysis:-

Booking office:- There is trend of tickets issued at Alwar in the FY 2019-20 is slightly on down side in compare to FY 2017-18.

On an average total number of counter tickets issued per day in FY 2019-20 at AWR is 868982 (in 5 shifts) = 2381 tickets per day or 476 ticket per day per shift. For calculation of requirement of UTS staff on counter is $2381/800 = 2.97$ i.e., 3 staff would be sufficient to coupe up the existing counter workload. Although technically only one counter round the clock is required to full fill the existing workload.

But we should keep this fact in mind that AWR is an important station of JP division, so during the rush period one additional counter, in one shift or two shift as required may be opened.

One CBS is deputed for ROPD work. During the study it is observed that there is no need of separate supervisor for ROPD work. The ROPD work may be given to CBS incharge in addition to supervisory work.

Parcel: - Keeping in view the existing workload in parcel office AWR 02 staffs are sufficient to coupe up the workload, so both posts are **justified**.

Goods: - Average 13-15 rakes/ month are being dealt by Goods shed staff, so 04 staff is sufficient to coupe up the existing workload. Therefore all 04 posts are **justified**.

The requirement of staff in booking office on need basis is as under-

CBS-1, counter clerk -5, LR- 1 & RG- 2, Total- 9 posts **Thus, one post of CBS/ROPD and one vacant post of booking staff are found surplus, therefore, these two posts may be surrendered forthwith.**

Recommendation No- 3 :- On the analysis of above facts **one post of CBS/ROPD and one vacant post of booking staff are found surplus, therefore, these two posts may be surrendered forthwith.**

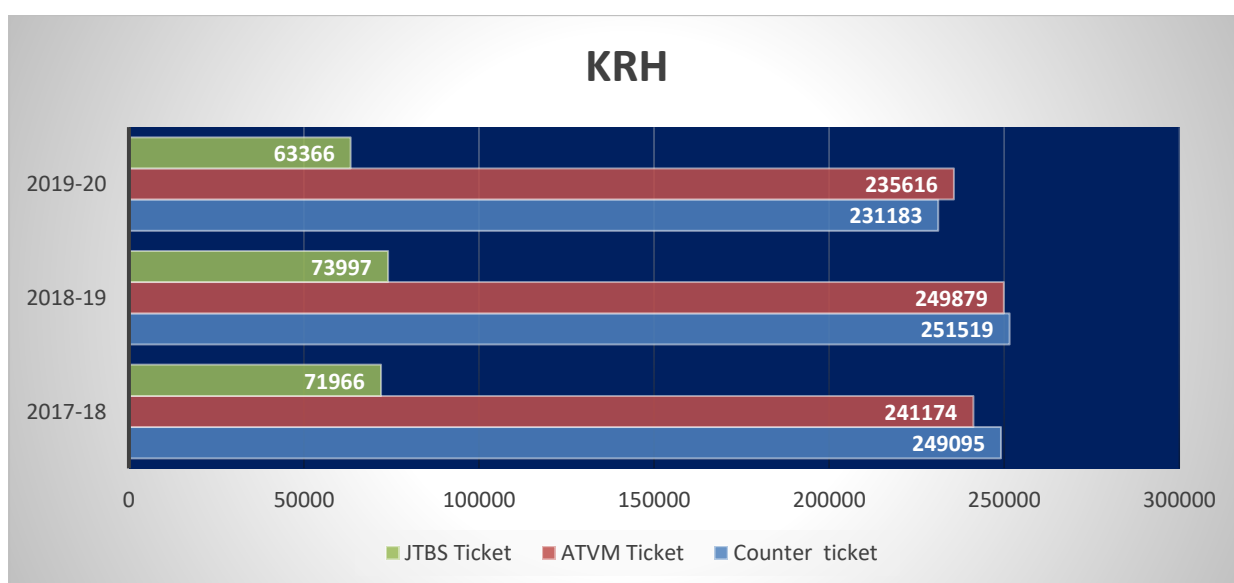
5.7.0: Booking office Khairthal:-

5.7.1: Cadre of Booking office KRH

S. No.	Design.	GP	SS	OR	Vac.
1.	CBS	4600	1	1	0
2.	CBC	4200	2	1	1
3.	ABC	2000	1	1	0
Total			04	3	1

5.7.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CBS/ SBC	3	3 staffs are working on counter, round the clock in C roster.
ABC	1	Vacant



5.7.3: Analysis:- Average total number of tickets issued per day in FY 2019-20 at KRH is 231183 (in 3 shifts) = 633 tickets per day or 211 ticket per day per shift. For calculation of requirement

of UTS staff on counter is $633/800 = 0.79$, i.e., 1 staff would be sufficient to couple up the existing counter workload.

Booking staff of KRH is underutilized; only 211 tickets from counter per day per shift are being issued. Sufficient number of Trains has already been given stoppage at this station, so there is no possibility of increase passengers' traffic in future. Possibility may be explored to utilize the staff in broken roster. Work study team is of the opinion that 02 staff in broken roster is sufficient to couple up the workload. The post of RG/LR may remain continue.

The requirement of staff in booking office on need basis is as under-
Counter clerk -2, RG/LR Total- 3 post.

Thus, 4-3 = 1 post of SBC is found surplus and may be surrendered.

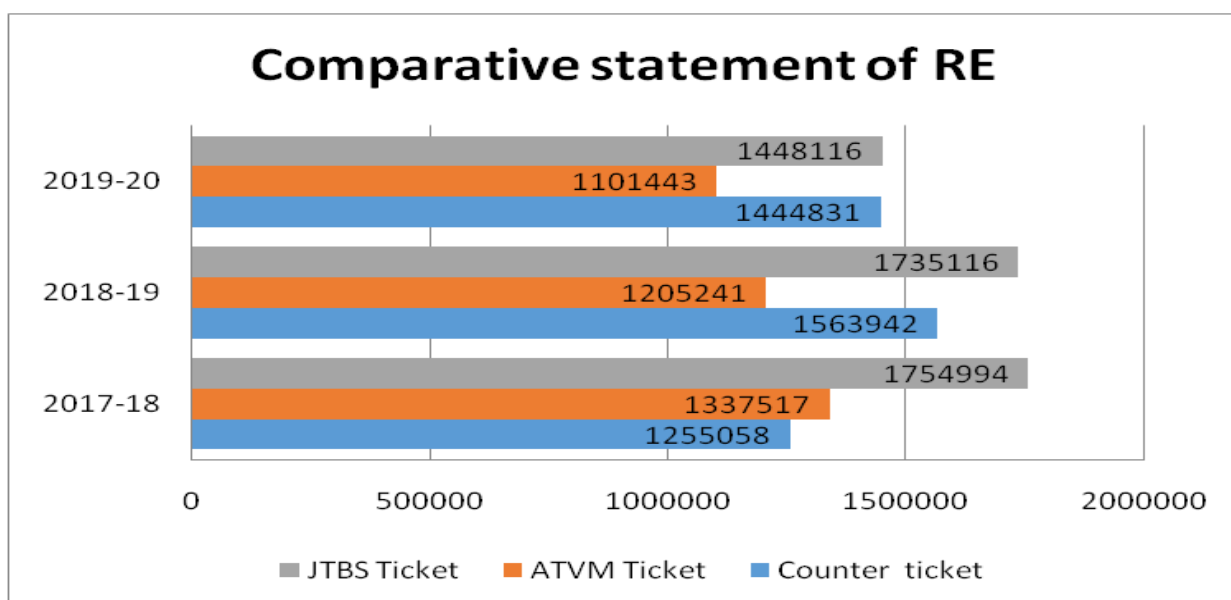
5.8.0: Booking and Parcel office Rewari:-

5.8.1: Cadre of Booking office RE

S. No.	Design.	GP	SS	OR	Vac.
1.	CBS/CPS	4600	2	2	0
2.	CBC	4200	6	8	+2
3.	Sr. BC	2800	2	0	2
4.	Asstt. BC	2000	4	1	3
Total			14	11	3

5.9.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CBS	1	Overall supervision of UTS
CPS	1	Overall supervision of Parcel section.
CBC/Sr. BC	6	Manning- Two counters round the clock.
Sr. BC/ABC	3	3 staffs are deployed to perform duty in parcel office round the clock.



5.9.3: Analysis:-

Booking office: - Overall there is decreasing trend of sale of UTS tickets from all modes i.e. counter tickets, ATVM tickets and JTBS tickets.

Average total number of tickets issued per day in FY 2019-20 at RE is 144831 (in 6 shifts) = 3958 tickets per day or 660 ticket per day per shift. For calculation of requirement of UTS staff on counter is $3958/800 = 4.94$ i.e., 5 staff would be sufficient to couple up the existing counter workload.

Rewari is an important Junction station of JP division. Work study team is of the opinion that both counters round the clock are **justified**.

Parcel:- During the study it has been observed that the average earning from parcel office RE is about Rs. 8000 per day. So keeping in view the less workload in parcel office RE there is no separate parcel supervisor is required. CBS/RE may easily supervise the parcel office activity also.

Earning from parcel office/RE doesn't commensurate to the expenditure even make on salary of staff at RE station. Necessary steps are required to be taken by the commercial deptt. to increase the parcel earning or possibility may be explored to close down the parcel office.

The requirement of staff in booking and parcel office on need basis is as under-
CBS-1, Counter clerk -6, Parcel office- 3, LR- 1 & RG- 2, Total- 13 posts

Thus, one post of CPS is surplus and may be surrender forthwith.

Recommendation No- 4 :- On the analysis of above facts **one post of CPS from RE and one post of ABC are found surplus and may be surrendered.**

5.10.0: Goods office Khor:-

5.10.1: Cadre of goods office Khor.

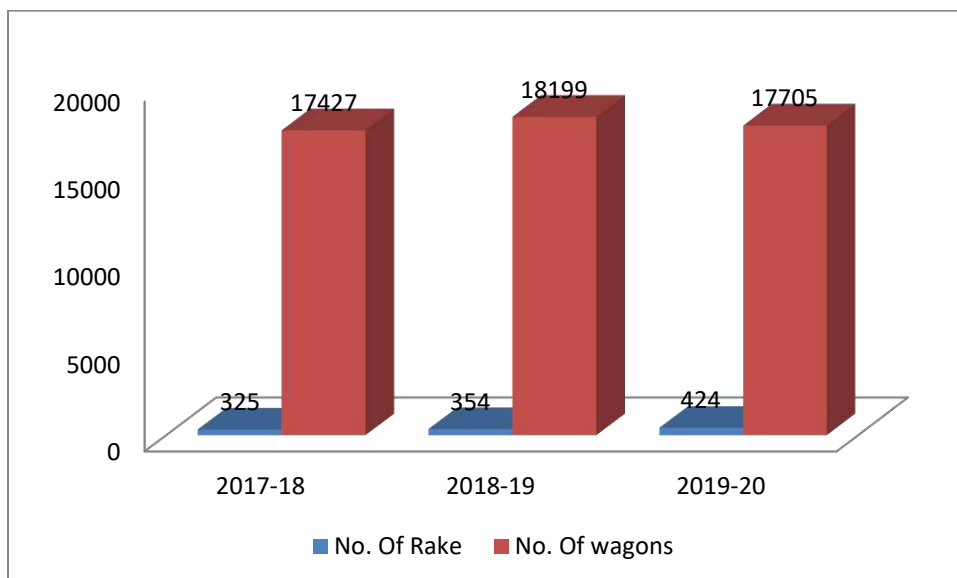
S. No.	Design.	GP	SS	OR	Vac.
1.	CGS	4600	1	1	0
2.	CGC	4200	2	2	0
3.	SGC	4200	2	1	1
Total			5	4	1

5.10.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CGS	1	Overall supervision and also performs duty of RG
CGC/SGC	3	3 CGCs are performing duty round the clock.
SGC	1	Vacant.

5.10.3: Monthwise rake and wagon Positions KORI

Month	2017-18		2018-19		2019-20	
	Rake	Wagons	Rake	Wagons	Rake	Wagons
Apr.	29	1347	31	1555	28	1341
May	26	1152	21	1056	31	1132
June	23	1223	28	1448	34	1304
Jul.	30	1558	25	1288	23	1227
Aug.	27	1167	33	1719	45	1687
Sep.	40	1773	27	1410	52	1901
Oct.	40	2083	37	1894	54	2326
Nov.	32	1676	36	1770	32	1361
Dec.	31	1622	25	1338	29	1277
Jan	27	1455	30	1591	36	1515
Feb.	20	1009	23	1259	31	1371
Mar.	27	1362	38	1871	29	1263
Total	352	17427	354	18199	424	17705



5.10.4: Analysis:- In the FY 2019-20 average 35-36 rakes/ month have been delt by Goods staff. During the study it is observed that Khori station is not able to handle the existing workload. There are only two goods line exists, possibility may be explored for one additional line for goods traffic. Although supervisor is deputed at Khori goods shed but along with supervisory work he is also working as RG. There is an urgent need to fulfill one vacant post, so that supervisor may do supervisory work independently. Therefore, all 05 posts are **justified**.

5.11.0: Booking office Narnaul:-

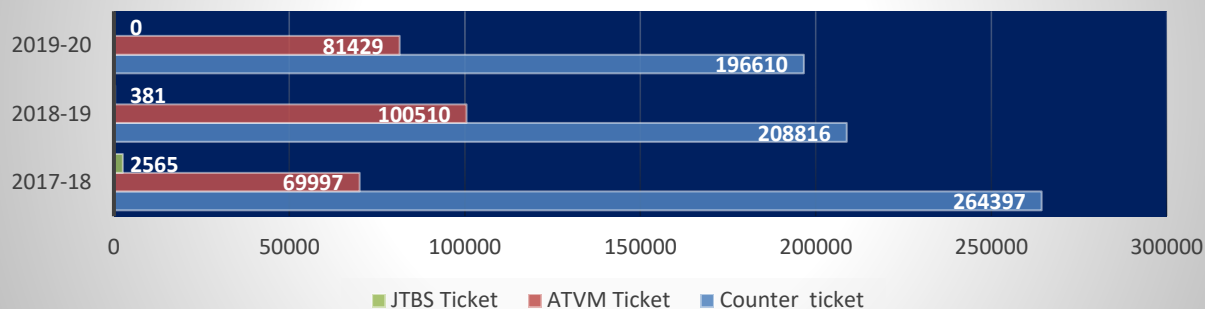
5.11.1: Cadre of Booking office NNL

S. No.	Design.	GP	SS	OR	Vac.
1.	CBS	4600	1	0	1
2.	CBC	4200	2	1	1
3.	SGC	4200	1	1	0
4.	AGC	2000	2	1	1
Total			06	3	3

5.11.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CBC/SGC/ AGC	3	3 staff are working on counter round the clock and rest giver is coming from NMK.

Comparative statement of Booking office NNL



समय सारणी 01-07-2019 से नारनौल		उत्तर पश्चिम रेलवे अप एवं डाउन साइड की गाड़ियाँ UP AND DOWN SIDE TRAINS		NORTH WESTERN RAILWAY		TIME TABLE W. E. F. 01-07-2019 NARNAUL	
गाड़ी सं. TRAIN NO.	गाड़ी का नाम NAME OF THE TRAIN	कहाँ से FROM	कहाँ तक TO	आगमन ARRIVAL	प्रस्थान DEPARTURE	प्लेटफार्म PLATFORM	नारनौल से संचालन के दिवस DAYS OPERATION AT NARNAUL
12982	चेतक सुपर फास्ट CHETAK SUPER FAST	उदयपुर सिटी UDAIPUR CITY	दिल्ली स. रो. DELHI S. R.	02.10	02.12	-	प्रतिदिन DAILY
59716	रेवाड़ी फुलेरा पैसेन्जर REWARI PHULERA PASS.	रेवाड़ी REWARI	फुलेरा PHULERA	06.31	06.32	-	प्रतिदिन DAILY
59715	फुलेरा रेवाड़ी पैसेन्जर PHULERA REWARI PASS.	फुलेरा PHULERA	रेवाड़ी REWARI	06.51	06.53	-	प्रतिदिन DAILY
22451	बान्द्रा टर्मिनस चंडीगढ़ सुपर फास्ट एक्सप्रेस BANDRA TER. CHANDIGARH S. F. EXP	बान्द्रा टर्मिनस BANDRA TERMINUS	चंडीगढ़ CHANDIGARH	09.00	09.02	-	मंगल, बुध TUE, FRI
12065	जन शताब्दी सुपर फास्ट JAN SHATABDI SUPER FAST	अजमेर AJMER	दिल्ली स. रोहिल्ला DELHI S. ROHILLA	08.49	08.51	905	सोम, मंगल, बुध, शुक्र, शनि MON, TUE, WED, FRI, SAT
22949	बान्द्रा टर्मिनस दिल्ली स. रो. BANDRA TERMINUS DELHI S. R.	बान्द्रा टर्मिनस BANDRA TERMINUS	दिल्ली स. रोहिल्ला DELHI S. ROHILLA	10.10	10.12	-	गुरु THU
59720	रेवाड़ी फुलेरा पैसेन्जर REWARI PHULERA PASS.	रेवाड़ी REWARI	फुलेरा PHULERA	10.14	10.15	-	प्रतिदिन DAILY
22452	चंडीगढ़ बान्द्रा टर्मिनस सु. फा. एक्स. CHANDIGARH BANDRA TER. S. F. EXP	चंडीगढ़ CHANDIGARH	बान्द्रा टर्मिनस BANDRA TERMINUS	12.16	12.18	-	बुध, रविवे WED, SUN
59719	फुलेरा रेवाड़ी पैसेन्जर PHULERA REWARI PASS.	फुलेरा PHULERA	रेवाड़ी REWARI	15.01	15.02	-	प्रतिदिन DAILY
12066	जन शताब्दी सुपर फास्ट JAN SHATABADI SUPER FAST	दिल्ली स. रो. DELHI S. R.	अजमेर AJMER	18.29	18.31	1825	सोम, मंगल, बुध, शुक्र, शनि MON, TUE, WED, FRI, SAT
22950	दिल्ली स. रो. बान्द्रा टर्मिनस DELHI S. R. BANDRA TERMINUS	दिल्ली स. रो. DELHI S. R.	बान्द्रा टर्मिनस BANDRA TERMINUS	18.29	18.31	-	गुरु THU
59718	रेवाड़ी फुलेरा पैसेन्जर REWARI PHULERA PASS.	रेवाड़ी REWARI	फुलेरा PHULERA	20.38	20.39	-	प्रतिदिन DAILY
59717	फुलेरा रेवाड़ी पैसेन्जर PHULERA REWARI PASS.	फुलेरा PHULERA	रेवाड़ी REWARI	20.57	20.58	-	प्रतिदिन DAILY
12981	चेतक सुपर फास्ट CHETAK SUPERFAST	दिल्ली स. रो. DELHI S. R.	उदयपुर सिटी UDAIPUR CITY	21.50	21.52	-	प्रतिदिन DAILY

गाड़ी पुछताछ के लिए 139 पर सम्पर्क करे।

Colour Code's : Blue - Passenger, Green - Super Fast (Except Rajdhani, Shatabdi & Duranto)
Red - Non-Super Fast Mail/Express, Magenta - Rajdhani, Shatabdi & Duranto, Black - Garib Rath Train

5.11.3: Analysis:- Overall there is decreasing trend of sale of UTS tickets from all modes i.e. counter tickets, ATVM tickets and JTBS tickets.

Average total number of counter tickets issued per day in FY 2019-20 at NNL is 196610 (in 3 shifts) = 539 tickets per day or 180 ticket per day per shift. For calculation of requirement of UTS staff on counter is $539/800 = 0.67$, i.e., 1 staff would be sufficient to couple up the existing counter workload.

During the study it has observed that booking staff of NNL is underutilized. 3 hrs or more in-action period has been seen so many times (7 times in a day). On duty booking staff may be utilized elsewhere during this in-action period or routine work like ROPD, to prepare statement of cancellation/special cancellation ticket. It is worth to mention here that traffic in the night shift from 22.00 – 06.00 hrs. is negligible and possibility may be explored whether on duty Station Master can sell the tickets in night shift.

Keeping in view the less workload at NNL, supervisory CBS is not justified. The work of Balance Sheet, ROPD etc. can be given to Shift staff as they have sufficient in-action time during their shifts. Rest giver of NNL can provide rest to the staff of NMK station also. This station has been closed for Goods working; therefore, there is no need to Goods staff at this station.

The requirement of staff in booking office on need basis is as under-
CBS- 1, Counter clerk -1, RG/LR-1 Total- 3 posts.

Thus, 6-3 = 3 posts of SGC/AGC are found surplus and may be surrendered forthwith.

5.11.4:- Recommendation No- 5 :- On the analysis of above facts and keeping in view that the goods station has already been closed for goods traffic. Therefore, **3 posts of SGC/AGC are found surplus and may be surrendered forthwith.**

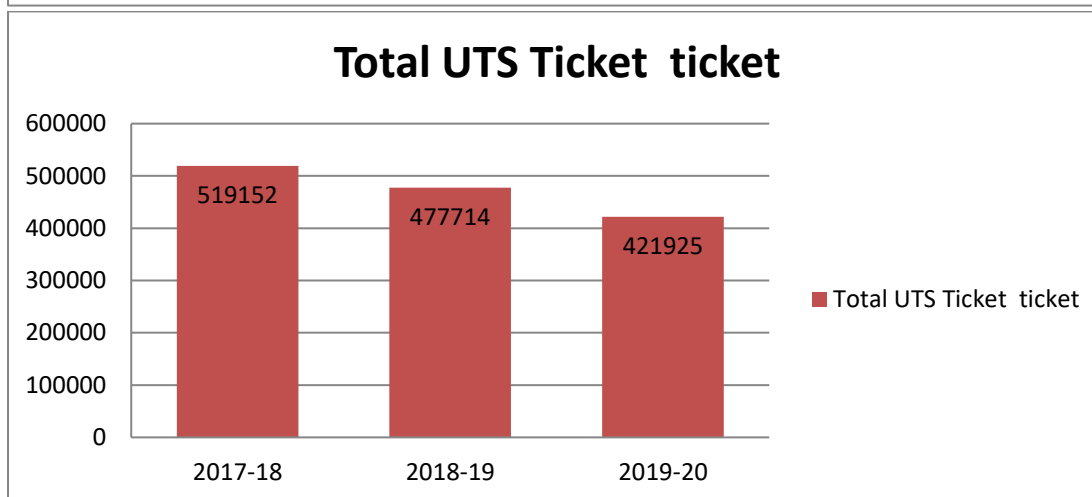
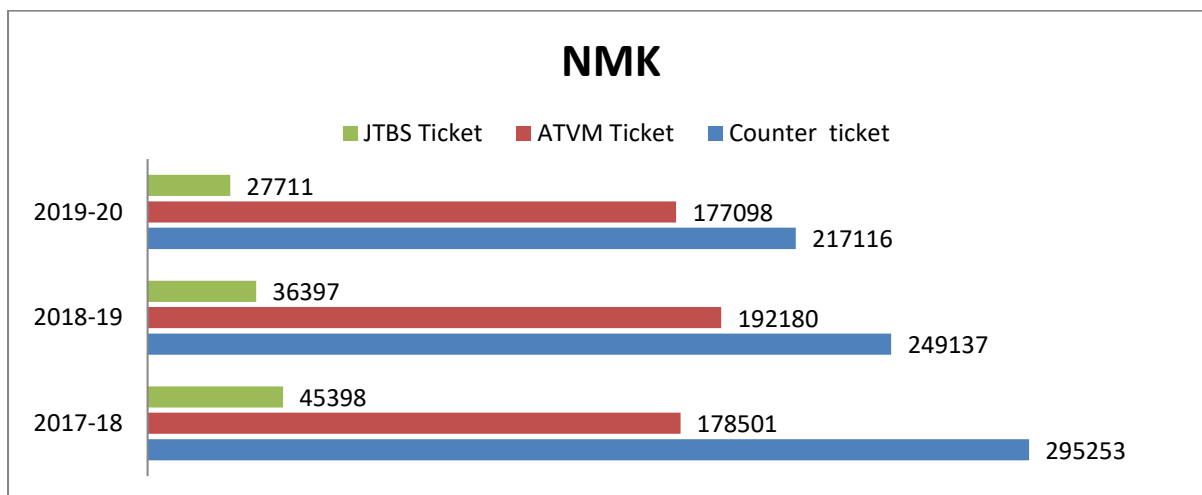
5.12.0: Booking office Neem ka Thana:-

5.12.1: Cadre of Booking office NMK: -

S. No.	Design.	GP	SS	OR	Vac.
1.	CBS	4200	2	1	1
2.	SBC	2800	1	1	0
Total			03	2	1

5.12.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CBC/SGC	2	2 staff are working on counter round the clock 10.00-22.00 and 22.00 – 10.00



5.12.3: Analysis:- The trend of ticket issued from counter is decreasing constantly. About 5% decreasing rate in the FY 2019-20 was seen in compare to FY 2017-18. It clearly indicates that utilization of ATVM is increasing regularly. 19% decreasing trend in passenger traffic at NMK has observed during the study. Reasons, of decreasing passenger traffic, should be find out and necessary steps should be taken to increase the passenger traffic.

Average total number of tickets issued per day in FY 2019-20 at NMK is 595 (in 2 shifts) = 298 tickets per day per shift. For calculation of requirement of UTS staff on counter is $595/800 = 0.74$, i.e., 1 staff would be sufficient to coupe up the existing counter workload.

Booking staff of NMK is also underutilized. He had sufficient in-action period to do his routine work like-Preparation of B/sheet, ROPD, NIT etc. so 02 posts are sufficient to coupe up the existing workload. Rest will be provided by the NNL staff. Therefore, **one vacant post is surplus and may be surrendered forthwith.**

The requirement of staff in booking office on need basis is as under-
Counter clerk -2, Total- 2 posts

Thus, 3-2 = 1 post of ABC is found surplus and may be surrender.

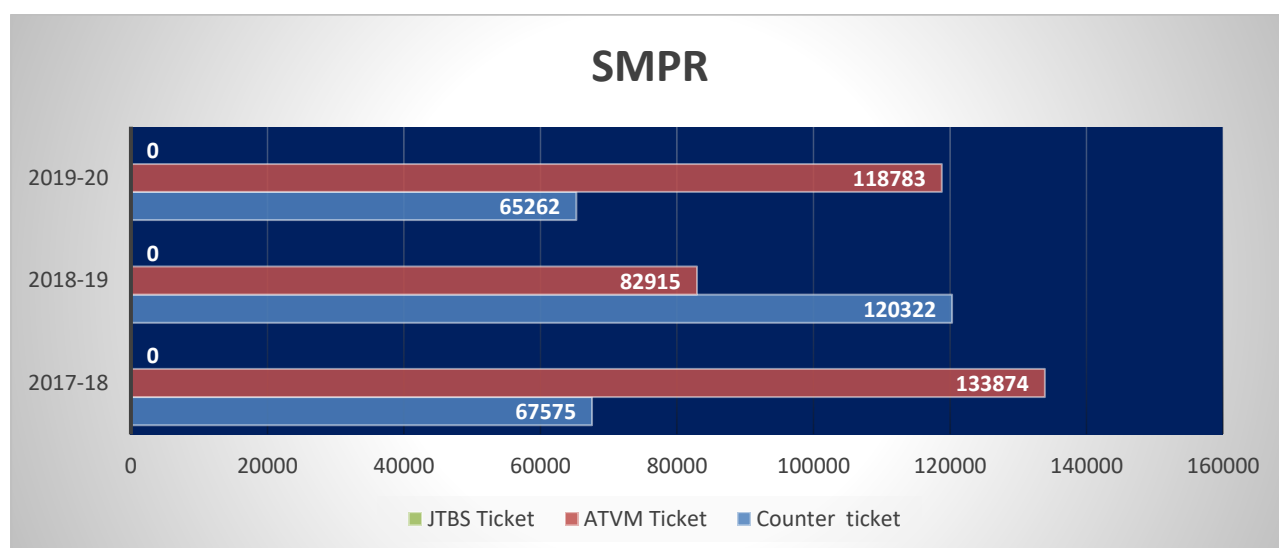
5.11.0: Booking office Shri Madhopur:-

5.11.1: Cadre of Booking office SMPR

S. No.	Design.	GP	SS	OR	Vac.
1.	CBC	4200	1	1	0
2.	SBC	2800	1	2	0
Total			02	2	0

5.11.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CBC/SBC	2	2 staffs are working on counter, round the clock from 07.00-19.00 and 19.00 – 7.00



5.12.3: Analysis:- Decreasing trend in passenger traffic has also observed in SMPR. Average total number of tickets issued per day in FY 2019-20 at SMPR is 65262 (in 2 shifts) = 179 tickets per day or 90 ticket per day per shift. For calculation of requirement of UTS staff on counter is $179/800 = 0.22$, i.e., one staff would be sufficient to cope up the existing counter workload.

Only 179 tickets are being sold in two shifts at SMPR station. The staff is very much underutilized and requirement of commercial staff in both shifts is not justified. There is very less workload of passenger traffic as well as operational traffic so booking of un-reserved ticket the shift of 19.00 – 07.00 hrs may be done by the operating staff. Therefore, only one commercial staff is sufficient in 07.00- 19.00 hrs shift.

The requirement of staff in booking office on need basis is as under-
Counter clerk -1, Total- 1 post

Thus, 2-1 = 1 post of ABC is found surplus and may be surrendered.

5.12.4:- Recommendation No- 6 :- On the analysis of above facts, one post each of ABC from NMK and SMPR are found surplus and may be surrendered.

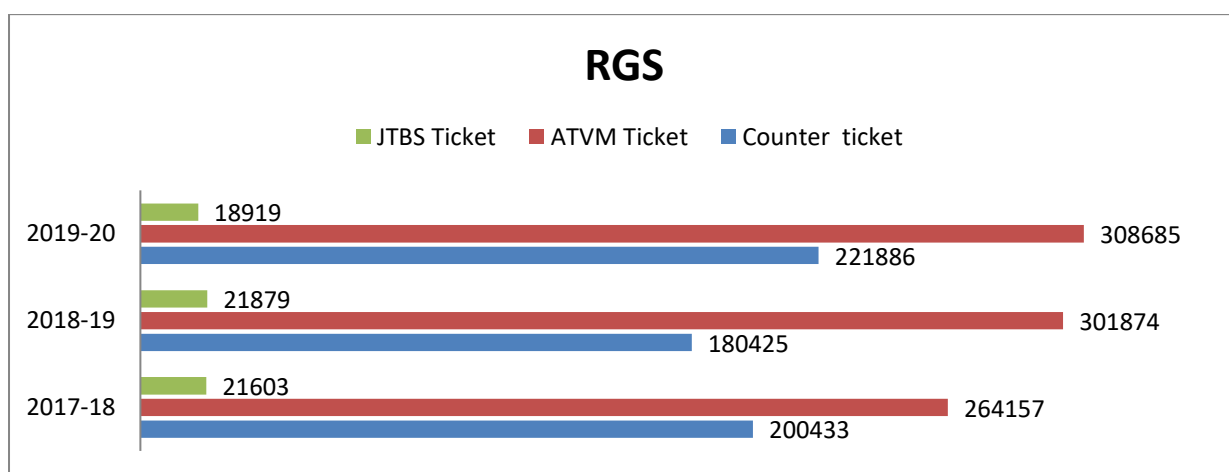
5.13.0: Booking office Ringus:-

5.13.1: Cadre of Booking office RGS

S. No.	Design.	GP	SS	OR	Vac.
1.	CBS	4600	1	1	0
2.	CBC	4200	1	1	0
3.	SGC	2800	3	1	2
Total			05	3	2

5.13.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CBS/CBC/ SGC	3	3 staffs are working on counter round the clock.



5.13.3: Analysis:- The trend of ticket issued from ATVM is increasing constantly and sale of ticket from JTBS slightly on lower side, resulted sale of counter ticket increased proportionally.

Average total number of tickets issued in FY 2019-20 at RGS is 221886 (in 3 shifts) = 608 tickets per day or 202 ticket per day per shift. For calculation of requirement of UTS staff on counter is $608/800 = 0.76$, i.e., 1 staff would be sufficient to couple up the existing counter workload.

Ringus is a very important station of JP Division. Although this time commercial staff is very much underutilized. But this possibility can't be ruled out that with increase number of trains, passenger traffic would be increased. Though as per calculation only one staff is sufficient to couple up the existing workload but keeping in view the importance of RGS station and possibility of increasing passenger traffic in future one counter is essential to operate round the clock.

Keeping in view the less workload supervisory CBS is not required and fixed roster 06.00- 14.00 hrs may be given to him. Routine work like Preparation of Balance Sheet, ROPD, NIT etc. may be divided amongst the counter clerks as there are so many inaction periods which are more than 2 hours.

The requirement of staff in booking office on need basis is as under-
CBS- 1 Counter clerk -2, RG/LR-1 Total- 4 posts.

Thus, 5-4 = 1 posts of Asstt. BC is found surplus and may be surrender forthwith.

5.13.4:- Recommendation No- 7 :- On the analysis of above facts, **one post of ABC is found surplus and may be surrendered forthwith.**

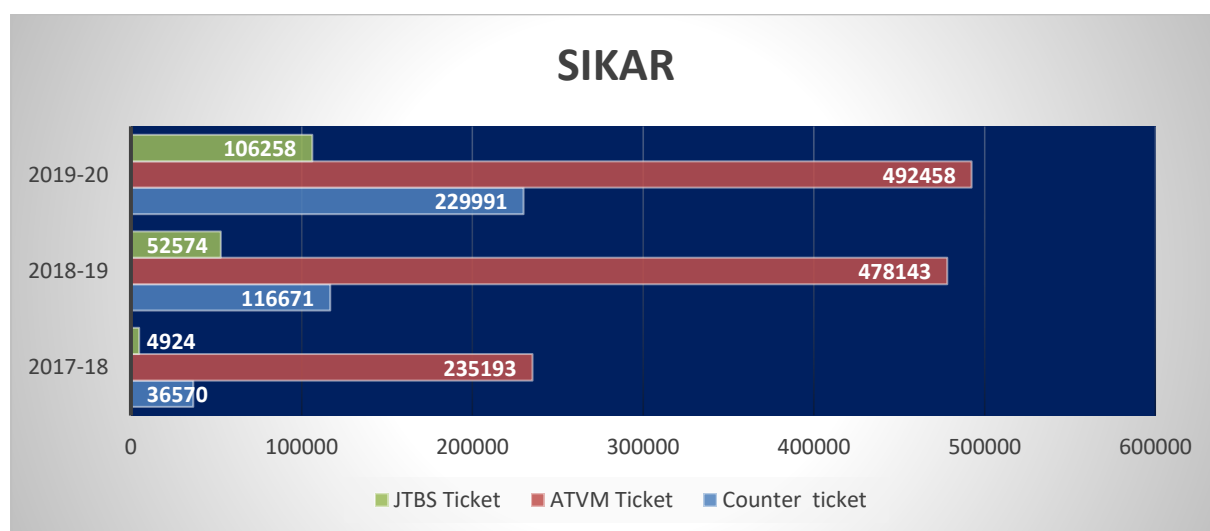
5.14.0: Booking office Sikar:-

5.14.1: Cadre of Booking office SIKR

S. No.	Design.	GP	SS	OR	Vac.
1.	CBS	4600	2	2	0
2.	CBC	4200	4	4	0
3.	SBC	2800	2	2	0
4.	CPC	4200	1	1	0
Total			09	9	0

5.14.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CBS	1	Overall supervision of Booking and Parcel office.
CPS	1	Deployed in parcel office.
CBC	3	3 staffs are working on counter round the clock.
CBC	1	Provide rest to SIKR and JJN PRS staff.
SBC	3	RG/LR for SIKR, JJN and CRWA.



5.14.3: Analysis:- Increasing trend in selling of UTS ticket has observed from counter, ATVMs and JTBS. After gauge conversation SIKR station has linked form all parts of Indian railways so very much possibility of increase all type of traffic (Passenger, parcel and Goods).

Average total number of tickets issued in FY 2019-20 at SIKR is 229991 (in 3 shifts) = 630 tickets per day or 210 ticket per day per shift. For calculation of requirement of UTS staff on counter is $630/800 = 0.78$, i.e., 1 staff would be sufficient to coupe up the existing counter

workload.

At present 9 staff are working in booking and parcel office. Although it seems that staff of booking office SIKR is very much underutilized, but possibility of increasing all type of traffic in future can't be ruled out. Therefore, to operate one counter round the clock is essential.

At present only one staff is deputed to handle the parcel work. As stated in above para that there is possibility to increase in parcel traffic in future, therefore two staff is essential in parcel office and supervisory work may be done by the CBS. One additional post may be left for LR work in rest of the CMI/SIKR's section.

The requirement of staff in booking and parcel office on need basis is as under-

CBS- 1, Counter clerk -3, Parcel clerk-2, RG/LR-3, **Total- 9 posts.**

All 9 posts are justified.

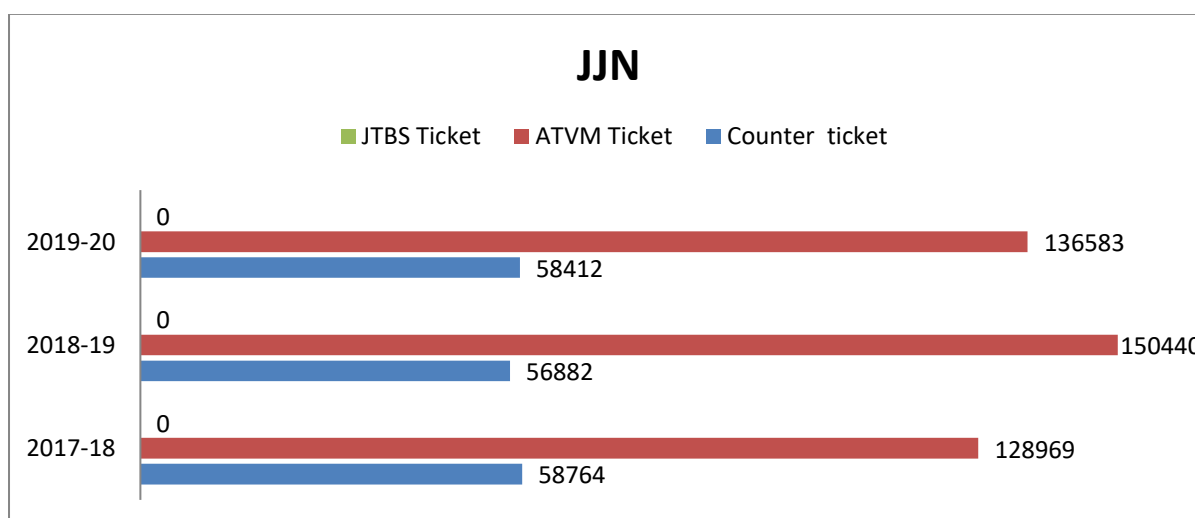
5.15.0: Booking office Jhunujhunu:-

5.15.1: Cadre of Booking office JJN

S. No.	Design.	GP	SS	OR	Vac.
1.	CBC	4200	2	2	0
2.	SBC	2800	2	1	1
3.	ABC	2000	1	0	1
Total			5	3	2

5.15.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CBC/SBC	2	2 staff are working on counter round the clock 08.00 - 20.00 and 20.00 - 08.00.
SBC	1	LR/RG



5.15.3: Analysis:- Average total number of tickets issued in FY 2019-20 at JJN is 58412 (in 2 shifts) = 160 tickets per day or 80 ticket per day per shift. For calculation of requirement of UTS staff on counter is $80/800 = 0.10$, i.e., 1 staff would be sufficient to cope up the existing counter workload.

Only 80 ticket from counter per day per shift and 374 tickets from ATVM per day are being sold. It clearly indicates that passenger traffic is very low and there is technically no justification to provide separate counter clerk to sell the tickets. Possibility of selling tickets by other mean like Booking by Station Master or increasing number of ATVMs may be explored.

The requirement of staff in booking office on need basis is as under-
Counter clerk -2, RG/LR-1 Total- 3 posts.

Thus, 5-3 = 2 posts of SBC are found surplus and may be surrender forthwith.

5.15.4:- Recommendation No- 8 :- On the analysis of above facts, **02 posts of booking clerk are found surplus and may be surrendered forthwith.**

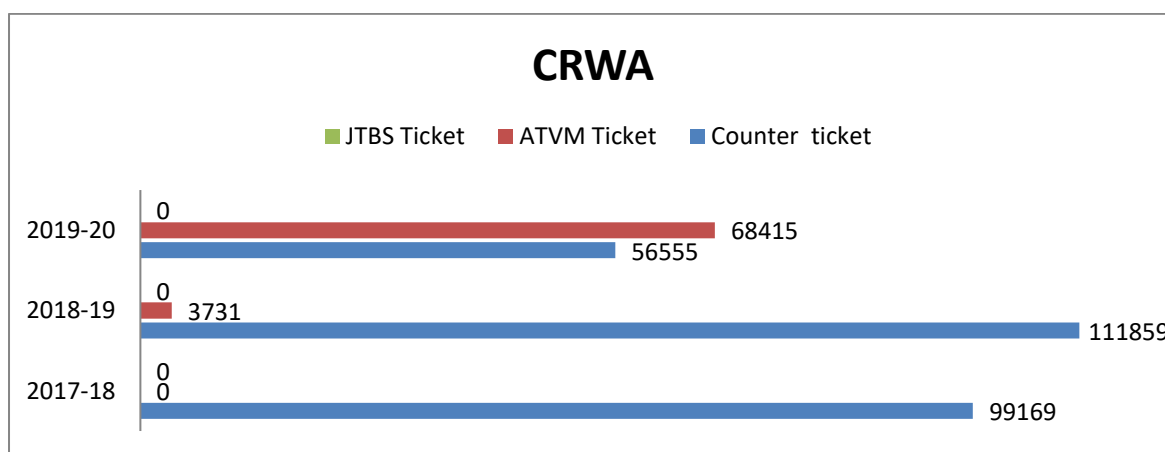
5.16.0: Booking office Chirawa:-

5.16.1: Cadre of Booking office CRWA

S. No.	Design.	GP	SS	OR	Vac.
1.	CBC	4200	1	1	0
Total			01	1	0

5.16.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CBC	1	Staff is working on counter 08.00 - 20.00.



5.16.3: Analysis:- Average total number of tickets issued in FY 2019-20 at CRWA is 56555 (in one shift) = 155 tickets per day in a shift. For calculation of requirement of UTS staff on counter is $155/800 = 0.19$, i.e., 1 staff would be sufficient to coupe up the existing counter workload.

Presently, one staff is deployed to work in booking office from 08.00- 20.00 hrs. Keeping in view the less workload one booking staff is sufficient to coupe up the existing workload and the booking work in night shift may be done by the on duty Station Master. Therefore, one post is **justified**.

5.17.0: Booking office Chomu Samod:-

5.17.1: Cadre of Booking office COM

S. No.	Design.	GP	SS	OR	Vac.
1.	CBC	4200	1	1	0
Total			01	1	0

5.17.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CBC	1	Staff is working on unified counter from 08.00 - 20.00.

5.17.3: Analysis:- Section was closed for gauge conversation till 2019 . Now only 21 tickets per day have been issued from unified counter. Keeping in view increase traffic in future this post is justified and in the night shift booking work may be done by the on duty Station Master. Therefore, one post is **justified.**

5.18.0: Booking office Dher ka Balaji:-

5.18.1: Cadre of Booking office DKBJ

S. No.	Design.	GP	SS	OR	Vac.
1.	CBS	4600	1	1	0
2.	CBC	4200	1	1	0
Total			2	2	0

5.18.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CBS/CBC	2	Staff is working on counter from 08.00 - 20.00 and 20.00 to 08.00 hrs.

5.18.3: Analysis:- Average total number of tickets issued in FY 2019-20 at DKBJ is 22217 (in two shifts) = 61 tickets per day or 30 tickets per day per shift. For calculation of requirement of UTS staff on counter is $61/800 = 0.076$.

Although at present work load is very less. But after gauge conversion workload will increase so both posts of booking clerks are **justified.**

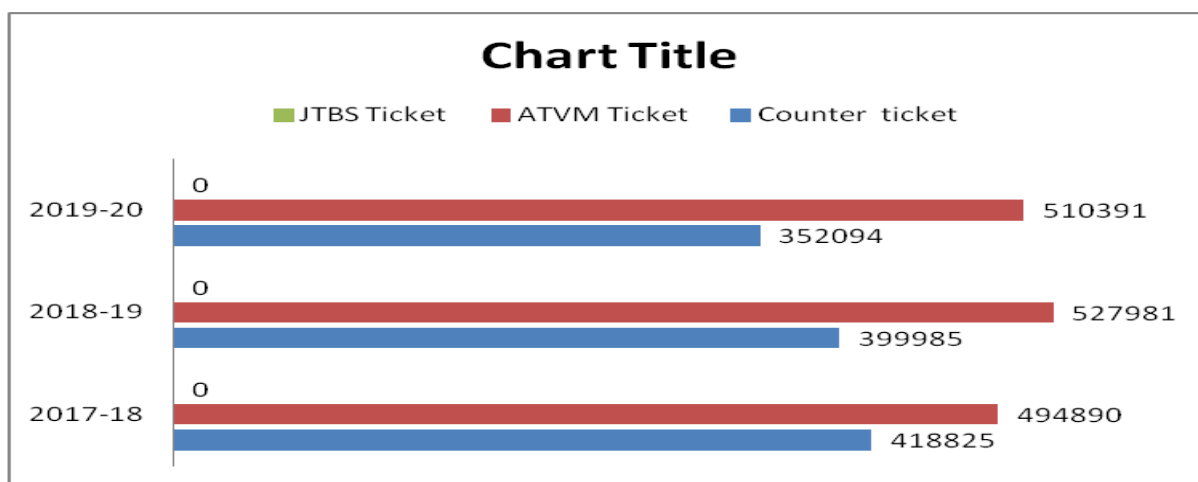
5.19.0: Booking office Durgapura:-

5.19.1: Cadre of Booking office DPA

S. No.	Design.	GP	SS	OR	Vac.
1.	CBS	4600	1	1	0
2.	CBC	4200	2	2	0
3.	SBC	4200	3	3	0
4.	ABC	2000	1	1	0
Total			07	7	0

5.19.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CBS	1	Overall supervision.
SBC/ ABC	3	3 staffs are working on counter round the clock on 1 st entry.
	1	One counter clerk is working in broken shift on 2 nd entry.
ABC	2	Providing rest and leave to the staff of CKB, BNLW and SNGN



5.19.3: Analysis :- Average total number of counter tickets issued per day in FY 2019-20 at DPA is 352094 (in 4 shifts) = 965 tickets per day or 241 ticket per day per shift. For calculation of requirement of UTS staff on counter is $965/800 = 1.20$, i.e., 2 staffs would be sufficient to cope up the existing counter workload.

Although only 241 tickets are being issued per day per shift and technically DPA Booking staff seems underutilized. But DPA is a suburban station of JP and very important too. On operational point of view it is also a very busy station so booking work can't be entrusted to operating staff. Keeping in view the passenger amenities and possibility of increasing passenger traffic in future one counter round the clock is must to be in operation. Simultaneously one counter on 2nd entry is also essential to provide.

The requirement of staff in booking office on need basis is as under-
CBS- 1, Counter clerk -4, RG/LR-2 Total- 7 posts.

Therefore, all 7 posts are justified.

5.20.0 : Booking office of SNGN, BNLW and CKB

5.20.1: Cadre of Booking office SNGN, BNLW and CKB:

S. No.	Station	Design.	GP	SS	OR	Vac.
1.	SNGN	CBS	4600	1	1	0
2.	BNLW	CBC	4200	1	1	0
3.	CKB	CBC	4200	1	1	0
Total				3	3	0

5.20.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CBS/CBC	3	One staff is deputed on counter in broken shift on each 3 stations.

5.20.3: Analysis:- From SNGN, BNLW and CKB 309, 276 and 195 are being issued respectively. In all these three stations, staff is underutilized. ISA is a E-Class station but 412 tickets per day are being issued by the ticket agent. In all above three stations commercial staff is deputed which is not economical. Like the ISA station these three stations may be given to ticket agent and huge railway revenue may be saved. There is an urgent need to review the class of stations of JP Division. So possibility may be explored to outsource of these three stations.

After outsourcing these three stations all 3 posts are surplus and may be surrendered.

5.20.4:- Recommendation No- 9 :- On the analysis of above facts, **one post each of booking clerk from SNGN, BNLW and CKB are found surplus and may be surrendered after outsourcing.**

5.21.0: Booking office Asalpur Jobner:-

5.21.1: Cadre of Booking office JOB

S. No.	Design.	GP	SS	OR	Vac.
1.	Sr. BC	2800	2	2	0
Total			2	2	0

5.21.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
Sr.BC	2	Staff is working on counter from 08.00 - 20.00 and 20.00 to 08.00 hrs.

5.21.3: Analysis:- Average total number of tickets issued in FY 2019-20 at JOB is 102109 (in two shifts) = 280 tickets per day or 140 tickets per day per shift. For calculation of requirement of UTS staff on counter is $280/800 = 0.35$.

140 tickets are being issued per day per shift from this station. The commercial staff is very much underutilized. It is not economical to be continued commercial staff on this station and possibility may be explored to give booking work to booking agent.

During meeting it was told that one weigh Bridge has been installed on JOB station, moreover this station is going to open for goods traffic too. Therefore, the booking staff would be utilized there. So, both posts are **justified**.

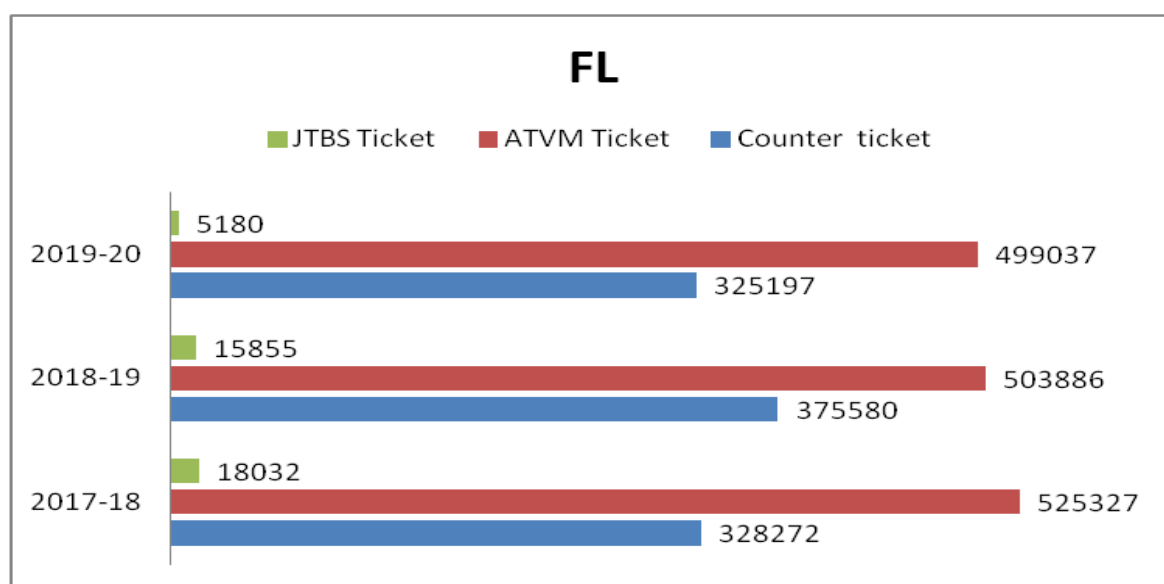
5.22.0: Booking office Phulera:-

5.22.1: Cadre of Booking office FL

S. No.	Design.	GP	SS	OR	Vac.
1.	CBS	4600	1	1	0
2.	CBC	4200	3	3	0
3.	Sr. BC	2800	1	1	0
4.	Asstt. BC	2000	1	1	0
Total			6	6	0

5.22.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CBS	1	Overall supervision.
CBC/Sr.BC	4	Manning one counter - round the clock.
CBC/ABC	1	RG/LR -2 in FL and JOB.



5.22.3: Analysis:- Average total number of tickets issued in FY 2019-20 at FL is 325197 (on 3 shifts) = 891 ticket per day and 297 tickets per shift. For calculation of requirement of UTS staff on counter is $891/800 = 1.11$ i.e. 1 staff would be sufficient to cope up the existing workload, although technically only one person is required to fulfill the existing workload.

60% of UTS ticket workload has been shifted towards ATVM. Only 40% tickets or 891

tickets per day are being sold from counter in three shifts. Technically it is neither economical nor justified. But this fact will have to keep in mind that FL is important junction station, so to facilitate the public, counter has to be continuing round the clock.

The requirement of staff on need basis is as under-

CBS-1, counter clerk -3, LR- 1 & RG- 1, Total- 6 staff

Therefore, all 6 posts are **justified**.

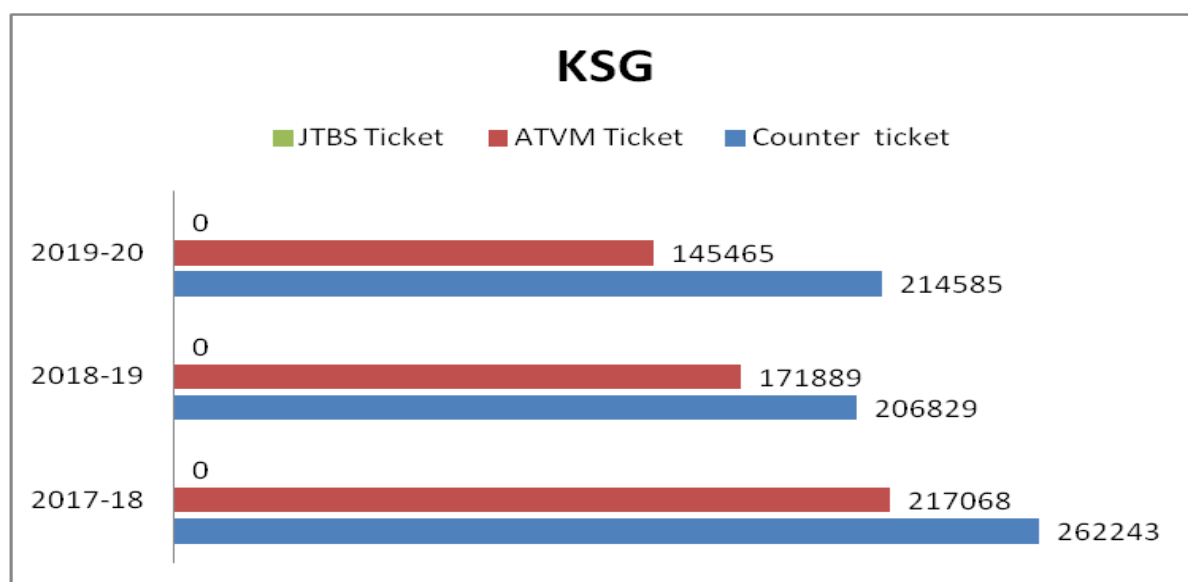
5.23.0: Booking office Kishangarh:-

5.23.1: Cadre of Booking office KSG

S. No.	Design.	GP	SS	OR	Vac.
1.	CBS	4600	1	1	0
2.	CBC	4200	1	1	0
3.	Asstt. BC	2000	2	1	1
Total			4	3	1

5.23.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CBS	1	Overall supervision.
CBC/ABC	3	Manning one counter - round the clock.



5.23.3: Analysis:- Average total number of ticket issued in FY 2019-20 at KSG is 214585 (on 3 shifts) = 588 ticket per day and 196 tickets per shift. For calculation of requirement of UTS staff on counter is $588/800 = 0.73$ i.e. 1 staff would be sufficient to cope up the existing workload. Although technically only one person is required to full fill the existing workload.

40% tickets are sold through ATVM. Only 588 tickets are sold through counters in three shifts. Staffs of KSG booking are also very much underutilized. But this fact will have to keep in mind that KSG is an important station, so to facilitate the public, counter has to be provided round the clock. Therefore, all 4 posts are **justified**.

5.24.0: Goods office Kanakpura:-

5.24.1: Cadre of goods office KGU.

S. No.	Design.	GP	SS	OR	Vac.
1.	CGS	4600	2	2	0
2.	CGC	4200	3	5	+2
3.	SGC	2800	1	0	-1
Total			6	7	+1

5.24.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CGS	1	Overall supervision of goods shed KGU.
CGC/SGC	3	3 CGCs are performing duty round the clock.
SGC	2	RG/LR for KGU/Goods and ICDK

5.24.3: Month wise rake position of KGU.

Month	2017-18		2018-19		2019-20	
	Rake	Wagons	Rake	Wagons	Rake	Wagons
Apr.	42	2001	28	1306	41	1825
May	37	1651	38	1728	41	1487
June	47	2350	45	2222	47	1762
Jul.	39	1796	33	1477	40	1489
Aug.	54	2037	27	1282	47	1701
Sep.	45	1793	38	1770	62	2309
Oct.	48	2384	35	1570	57	2043
Nov.	41	2083	43	2029	54	1961
Dec.	34	1627	45	2111	54	2156
Jan	33	1556	45	2101	37	1407
Feb.	36	1707	26	1248	43	1434
Mar.	27	1317	40	1811	34	1172
Total	483	22302	443	20655	557	20746

5.24.4: Analysis:- In the FY 2019-20 average 45-46 rakes/ month have been dealt by Goods staff. KGU is number one goods inward station of JP division. Three staffs are deputed to work round the clock and two persons are working as LR/RG for KGU and ICDK Therefore, **all 06 posts are justified**.

5.25.0: Booking office Jagatpura:-

5.25.1: Cadre of Booking office GTJT

S. No.	Design.	GP	SS	OR	Vac.
1.	CBS	4600	1	1	0
2.	CBC	4200	1	1	0
Total			2	2	0

5.18.2: Deployment of above on roll staff:-

Design	Present staff	Deployment
CBS/CBC	2	Staff is working on counter from 06.00 - 14.00 and 14.00 to 22.00 hrs. and booking of night shift's has done by on duty Station Master.

5.18.3: Analysis:- Average total number of tickets issued in FY 2019-20 at GTJT is 148669 (in two shifts) = 407 tickets per day or 204 tickets per day per shift. For calculation of requirement of UTS staff on counter is $407/800 = 0.50$.

Although only 204 tickets are being issued per day per shift and technically GTJT Booking staff seems underutilized. But GTJT is a suburban station of JP and very important too. On operational point of view it is also a very busy station so booking work can't be entrusted to operating staff. Keeping in view the passenger amenities and possibility of increasing passenger traffic in future one counter in two shifts is must to be in operation.

The requirement of staff in booking office on need basis is as under-
Counter clerk -2, Total- 2 posts.

Therefore, all 2 posts are justified.

CHAPTER-VI

SUMMARY OF SURPLUS POSTS.

S.N	Station	C	OR	V	Recommended cadre	Surplus posts
1/A	JP/Booking	36	32	4	29	7
1/B	JP/Parcel	28	24	4	21	7
2	RE	14	11	3	13	1
3	KRH	4	3	1	3	1
4	AWR	17	16	1	15	2
5	RHG	2	1	1	2	0
6	BKI	8	8	0	8	0
7	KVGM	1	1	0	1	0
8	DO	5	4	1	5	0
9	GTJT	2	2	0	2	0
10	GADJ	10	8	2	10	0
11	JOB	2	2	0	2	0
12	FL	6	6	0	6	0
13	KSG	4	3	1	4	0
14	SMPR	2	0	2	1	1
15	NMK	3	2	1	2	1
16	NNL	6	5	1	3	3
17	DPA	7	7	0	7	0
18	SNGN	1	1	0	0	1
19	BNLW	1	1	0	0	1
20	CKB	1	1	0	0	1
21	DKBJ	2	2	0	2	0
22	COM	1	1	0	1	0
23	RGS	5	4	1	4	1
24	SIKR	9	9	0	9	0
25	JJN	5	3	2	3	2
26	CRWA	1	1	0	1	0
27	KKU	6	5	1	6	0
28	KORI	5	5	0	5	0
TOTAL		194	168	26	165	29

CHAPTER-VII

SUGGESTIONS

Suggestions:-

Policy on introduction of JTBS and ATVM vis-à-vis closure of booking counters is not clear. Matter is required to be referred to Board, whether on opening of JTBS, ATVM, what will be future of current booking counters. More than 60% traffic has been shifted from booking counters to ATVMs, but counters cannot be closed as there is round the clock requirement of issue of tickets, being a basic requirement, the passenger traffic remained with booking counters does not justify posting of Booking clerks as per Railway Board's letter No. 2013/TG.IV/10/PA/Policy of Dt. 20.03.2013. At most of the stations, staff is underutilized. Provision of ATVMs is just like outsourcing, therefore, wherever such facility is being provided, the booking counters may be reduced.

1. At some of the station, even total sale of tickets in a month is less than the salary expenditure of booking clerk itself. Where per day counter sell of tickets is less than 400 tickets, there, this work should be given to Booking Agents.

There are 07 stations in JP Division where sell of ticket is less than 400, at such stations to keep a Booking clerk are not economical. Possibility may be explored to appoint Booking Agents in Such stations.

During the discussion with DCMI it was told that in such type of stations where per day sell is less than 400 tickets comes under the category "D" and on "D" class stations agents can't be appointed.

As this is a policy matter and only Railway Board have right to change in policy. Therefore it should be discussed with Board and necessary amendment should be made in policy after consulting Board to change "D" class station in "E" Class.

2. ATVM agents may be legally bounded to man the ATVMs round the clock and sell 100% tickets as per requirement. A clause should be in co-operate in contract condition that if the Booking agent fails to make the Booking round the clock, his contract will be terminated with immediate effect.
3. Centralized controlling system is needed for those stations where two or three rakes received in a month. In such type of system both Commercial Clerk should be under the control of DCMI and when they do not have any type of work they may be utilized as LR
4. A separate branch should be set up in the division for timely maintenance of ATVM and timely renewed of Agents contract. They will be responsible to ensure that the passengers are not suffered due to malfunctions of machine or absence of Agent.

CHAPTER-VIII

Minutes of the meeting

A meeting was held on 31.03.2021 in the chamber of Sr.DCM/JP regarding manpower optimization of Booking, Parcel and Goods staff over JP Division. Total 34 posts were identified as surplus, but only 13 posts were agreed for surrender forthwith.

Although 03 posts from NNL station were being agreed but due to opening of new station MVB for goods traffic these three posts were transferred.

3 posts of Clock Room/JP are suggested for outsource. Due to less workload and underutilization of staff one post each from SNGN, BNWL, CKB, DKB, COM, CRWA and JJN are suggested to appoint booking agent on said stations. Minutes of the meeting are as under:-

Minutes of the Meeting held with Sr. DCM/Jaipur

A meeting was held in the chamber of Sr. DCM/Jaipur on 30.03.2021 in which AWSO/NWR/JP has describe the summary of work study regarding manpower optimization of Booking, Parcel and Goods staff over Jaipur Division.

Total 34 posts were identified as surplus from various stations of Jaipur Division.

It was recommended to surrender 14 posts out of 64 from JP Parcel and Booking section.

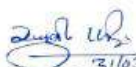
Total 08 (4 posts from Booking office JP and 4 posts from Parcel/JP) were accepted for surrender from Booking and parcel office JP. However 3 posts of Clock room will be surrendered after the finalization of outsourcing.

Keeping in view the less workload in parcel office RE 01 post from RE and less workload at Booking counters 02 posts from AWR, 01 post from JJN and 01 post from RGS were agreed for surrender.

However 3 posts from NNL were agreed for surrender but due to opening of MVB for goods traffic these 03 posts were transferred from NNL. It was told that 02 posts would be required to fulfill the requirement of LR/RG at MSTB, MARIK, CMLK and KIIP sidings. Thus, only 11 posts are agreed for surrender.

SNGN, BNWL, CKB, DKB, COM, CRWA and JJN, on these stations the sale of tickets in a month is less than the salary expenditure of Booking clerk itself. Keeping this fact in view it was recommended to explore the possibility to appoint Booking agent at such stations where the sale of ticket is less than 400 per day.

At SMPR and NMK stations, it was recommended to book the tickets in night shift by the on duty Station Master. But during meeting it was told that due to heavy workload of goods train operations, booking of tickets by station master in night shift is not possible. But it is worth mentioning here that maximum goods operation is going to transfer DFCCIL. Then only coaching trains will remain for operation, then the booking may be looked after by the on duty station master easily and one post from each station may be surrendered.


(Raghuvir Singh)
AWSO/HQ/NWR


(Mukesh Saini)
Sr. DCM/JP

CHAPTER-IX
FINANCIAL IMPLICATION

With the proposal of surrender of 29 posts of Group 'C' staff the recurring savings per annum in unit wise money value amount is given below:-

S. No.	Design.	GP	Pay Matrix		Mean pay of Pay Matrix	DA @ 17%	Total Money value	No. of posts	Total saving/ month	Total saving/ year
1	CPC	4600	44900	58600	51750	8798	60548	1	60548	726570
2	Sr.BC	2800	29200	38100	33650	5721	39371	1	39371	472446
3	Asstt. BC	2000	21700	28400	25050	4259	29309	27	791330	9495954
Total								29	891248	10694970

Total recurring savings per annum comes to 106.94 Lac.