

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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Malviya Nagar, Jaipur 302017

No. G/HQ/WS/463/6/PRS/JP/2020-21

Date: 23.12.2020
31.12.2020

**Divisional Railway Manager
North Western Railway
Jaipur**

Sub: - Manpower optimization of PRS staff over Jaipur Division.


A work study for manpower optimization of PRS staff over Jaipur Division is conducted and the report is enclosed herewith.

The report contains **four recommendations** involving the surrender of **13 posts** and **recurring savings of Rs. 99.66 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 (44 Pages)


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

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



**MANPOWER
OPTIMIZATION
OF
PRS STAFF
OVER JAIPUR DIVISION**

(G/HQ/WS/463/06/PRS/JP/2020-21)

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

EXECUTIVE SUMMARY

Sr. No.	06
Study No.	G/HQ/WS/463/06/ PRS / JP/ 2020-21
Subject	Manpower optimization of PRS 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 =98 On Roll Staff = 82 Vacancies = 16
Proposed Cadre (Revenue Posts)	85
Projected Surplus Man Power (Revenue Posts)	13
Total No. of Recommendations	04
Financial Implication	99.66 Lac. per annum
Month of Circulation	December 2020

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CHAPTER-1

INTRODUCTION

The commercial department is considered as revenue earning department of any organization. Commercial department has spread its wings in reservation, ticket booking, parcel and goods activities over IR. In order to increase railway earning the commercial staff has to keep liaison with public to attract coaching as well as freight traffic.

The entire movement of railway traffic which includes basically passenger train operations as well as freight train operations is dealt by operating department whereas the booking of passengers on UTS/reserved tickets, booking of parcel, luggage and goods is done by commercial wing and this combination of operating and commercial branch is jointly called as Traffic department.

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

No doubt, the passenger reservation centers are directly linked with heavy revenue earning but the Internet Ticketing/e-ticketing introduced by IRCTC has reduced the workload of computerized reservation counters manned by CCM/PM reservation staff. As the study is related to Reservation staff, it is essential to elaborate that this staff performing their duties by offering their services to passengers visiting computerized reservation centers by facilitating them with reserved accommodation.

Reserved travel by Indian Railways is facilitated by the Passenger Reservation System (PRS). PRS provides reservation services to nearly 1.5 to 2.2 million passengers a day on over 2800 trains running throughout the country. The PRS Application CONCERT (Country-wide Network of Computerized Enhanced Reservation and Ticketing) is the world's largest online reservation application, developed and maintained by CRIS. The system currently operates from 5 Data centers. The server clusters are connected together by a core network that enables universal terminals across country, through which the travelling public can reserve a berth on any train, between any pair of station for any date and class.

The PRS is available at over 8000 counters in more than 2380 locations throughout the country, including all major stations, and important non-railhead locations such as tourist centers and district headquarters. The PRS services are available to passengers for 23 hours in a day. Passengers can reserve a berth for any train 120 days in advance. In addition to the railway counters, multiple delivery channels have been provided to Rail passengers to access the PRS services. Enquiry services through Internet were launched in year 2000. Touch screen, IVRS and Display boards are enabled at major booking locations for details on train accommodation availability. I- Ticketing and E-ticketing through Internet were launched in year 2002 and 2005 respectively. Booking through Post offices was launched in year 2007. Enquiry services through 139 were launched in year 2007. PRS ticketing through Mobile VAN (Mushkil Aasan) was launch in 2009.

In Jaipur division, total 50 PRS & UTS cum PRS locations are facilitating to access reservation tickets. Reservation staff is operating PRS counters, however UTS cum PRS locations are being operated by the Booking staff and Station Masters.

Technology leverage in the field of Railway enquiry and reservation system has shifted the business of reservation ticket from PRS counters to e-tickets remarkably. In recent past, Railways have also decided to outsource the work of issuing reservation ticket through Yatri Ticket Suvidha Kendra (YTSK), this will further lead to reduce the workload of PRS staff. Although this system has yet not been started in JP Division.

To find out the possibilities to achieve the goal as discussed above, this work-study was approved by SDGM.

CHAPTER-2

ACKNOWLEDGEMENT

2.0 Coordinating Officials of the deptt. :-

The Study Team expresses its sincere thanks and gratitude to Shri Mukesh Saini, Sr. DCM/JP, Sh. K.L. Sain CMI/Planning (Co-ordinator) and all other staff of PRS offices over Jaipur division for their extended co-operation during the course of study.

2.1 Terms of Reference:-

This study has been conducted under the following terms of reference:-

- i) Review of staff vis-à-vis workload on existing working condition.
- ii) Suggesting the ways and means for improving the system economically and efficiently.

2.2 Methodology Adopted:-

The following techniques of method study as well as work measurement have been applied to conduct the study:-

- i) Data collection and its critical analysis to arrive on factual status of present working.
- ii) Work sampling techniques for certain activities.
- iii) Holding discussions at various levels with a view to produce fruitful results.
- iv) Sample checks and spot observations.

2.3 Field units visited:-

Work study team has visited the Commercial Branch of DRM office of Jaipur division for receiving relevant circular, policy, yardstick/benchmarking and data. Major PRS units- JP, GADJ, DPA and other PRS Units also visited by the team to observe the working conditions and procedures being adopted by the staff to perform the work.

CHAPTER-3

SYNOPSIS

In Jaipur division, total 50 PRS/ UTS cum PRS locations are facilitating to access reservation tickets. Reservation staff is operating PRS counters; however, the Booking staff and Station Masters are operating UTS cum PRS locations.

Touch screen, IVRS and Display boards are enabled at major booking locations for details on train accommodation availability. I- Ticketing and E-ticketing through Internet were launched in year 2002 and 2005 respectively. Booking through Post offices was launched in year 2007. Enquiry services through 139 were launched in year 2007. PRS ticketing through Mobile VAN (Mushkil Aasan) was launched in 2009. Technology leverage in the field of Railway enquiry and reservation system has shifted the business of reservation ticket from PRS counters to e-tickets remarkably.

Almost 80% shift in making of reservation tickets from PRS counters to E-tickets has been observed in Jaipur division. In recent past, Railways have also decided to outsource the work of issuing reservation tickets through Yatri Ticket Suvidha Kendra (YTSK) scheme. Applications for authorization of YTSK over NWR has already been invited vide notice no. C-436/PRS/YTSK/2014; dated: 14.11.2014 . This will further reduce the passenger feet toward PRS counters for purchasing reservation tickets and it will result into further reduction in share of PRS counters in issuing reservation tickets.

At present in Jaipur division, 99 reservation staff are working against sanctioned cadre of 102, thus only 03 vacancies are existing in their cadre. However, there is drastic shifting in issuance of reservation tickets from PRS counters to other sources i.e. E-tickets & YTSK, resulting into considerable reduction in workload of reservation staff.

Keeping all the above mentioned factors in view, a review on the present requirement of staff has become essential.

To achieve the goal, a work study was conducted by the work study team in close coordination with nominated coordinator and other staff of the department which is discussed in the subsequent chapters.

CHAPTER-4
POLICY FOR PROVISION OF PRS FACILITY

4.1.0 Policy for provision of PRS facility

Vide Railway Board letter No. 2008/C&IS/New PRS Policy/15 Dtd 04.10.2013 in supersession of earlier instructions ministry of railway has decide to revised the guidelines for providing PRS facilities at both Railhead & Non- railhead location as under:-

- i) All stations having reservation related workload of 75 transactions per day, may qualify for provision of PRS facility.
- ii) Such locations where there is no PRS facility within a vicinity of 15 kms.
- iii) The railways can recommend additional PRS centers in metros and other big cities, where increasing population is leading to congestion at the existing PRS centers. Separate PRS may be considered if the population of the town/catchment area is more than 50000.
- iv) At least on PRS, railhead /non-railhead, in every district, irrespective of whether the location is in Distt. HQ or otherwise, need to be considered.
- v) If, nearby PRS has annual average workload of more than 100 transactions/counter/shift, a separate PRS location may be considered.
- vi) This facility may be considered to be extended in Government /Panchayat /Municipal offices/ Government Universities & institutes of eminence, Government Hospital & Airports etc. manned by their own staff on mutually agreed terms to be ratified by Railway Board.
- vii) No new conventional PRS center be generally and exclusively provided at privately owned education institutes/ Universities /Hospitals/ Airports etc. They may be advised to tie up with IRCTC on the pattern of corporate houses or that may be opt for internet kiosks to have internet booking in their premises.
- viii) Important tourist or hill stations and pilgrimage centres etc, not covered under(i) to (vii) above, may also qualify for PRS facilities.
- ix) PRS facility may be opened in Post Offices and will be manned by postal staff on mutually agreed terms and conditions, to be ratified by Railway Board.

- x) In NRH(Non-Railhead) location, PRS center may be commissioned in the accommodation provided free of cost by State Governments/District authorities and other such institutions mentioned in item (vi) to be preferably operated by their staff, who would be given adequate training by railways before commissioning of PRS. The cost towards electrical connections, civil works and air-conditioning, if any at such PRS centre would be borne by State Government/ District authorities and other such institutions as mentioned as in item (vi) Other costs toward, channel hiring and hardware equipment (both initial as well as replacement and recurring) etc., is to be borne entirely by the railways along with maintenance costs.

PRS centres for armed forces (Ministry of Defence) may be provided as per extant policy dated 30.09.2005, 05.12.2006 & 04.02.2009

- xi) NRH PRS locations having an annual average work load of less than 25 transactions per day may be recommended for closure ascertaining that there is less/negligible demand. However, all railhead PRS locations having an annual average workload less than 25 transactions may be recommended for conversion to PRS-cum-UTS terminal, if technically feasible.
- xii) All PRS centres, irrespective of whether free of cost accommodation is provided by particular organization, will remain open to general public also.

CHAPTER-5

INTRODUCTION OF NEW TECHNOLOGIES & FACILITIES

5.1.0 Introduction of New Technologies in Area of Railway Enquiry and Reservation Tickets

5.1.1. 139 IVRS and SMS :



BSNL launched 139 SMS based Value Added Service(VAS) for Railway enquiry on 02-12-2010 by M/S Bharat BPO Services Ltd, Technology partner Spice Digital Ltd for more services for ravelers, who seeks details for Indian Railway Train Enquiry Services(139) through the modes of SMS and IVRS.

Railway enquiry services will be available to both Landline and Mobile Customers across the country and the passengers who needs the information through IVRS, he/she just has to dial **139** from his Landline / Mobile and follow the IVRS instructions, and those who needs message he/she just has to send SMS to **139**, the information would be provided to passengers within minutes according queries to **139**.

Indian Railways 24X7 Customer Care number is 011-39340000, and Mon-Sat (10AM-6PM) Customer Care number is 011-23345500.

The main services of 139 and SMS procedures with charges are as follows

1. **PNR Enquiry**
2. **Train Arrival/Departure Enquiry**
3. **Train Accommodation Enquiry**
4. **Fare Enquiry**
5. **Time Table Enquiry**
6. **Help / Train Message**

5.1.2 Procedure for Indian Railway Enquiry Services 139 through SMS

i. PNR Enquiry

PNR <10 digit PNR Number> Example: **PNR 8148589658**

ii. For Arrival/Departure Enquiry

AD <Train Number> <Station STD Code> Example: **AD 12712 044**

iii. For Accommodation Enquiry

Train <Train Number> <Date of journey ddmmyy> <Source station STD Code>
<Destination STD

Code> <Class> <Quota>

Example:- **TRAIN 12710 150612 08624 0866 3A G**

iv. For Fare Enquiry

FARE <Train Number> <Date of journey ddmmyy> <Source Station STD Code>
<Destination

Station STD Code> <Class> <Quota>

Example:- **FARE 12710 150612 08624 0866 3A G**

v. Time Table Enquiry

TIME <Train Number> Example:- **TIME 12712**

vi. Help / Train Message

HELP or Rail Example:- **RAIL**

Charges for sending and receiving the message

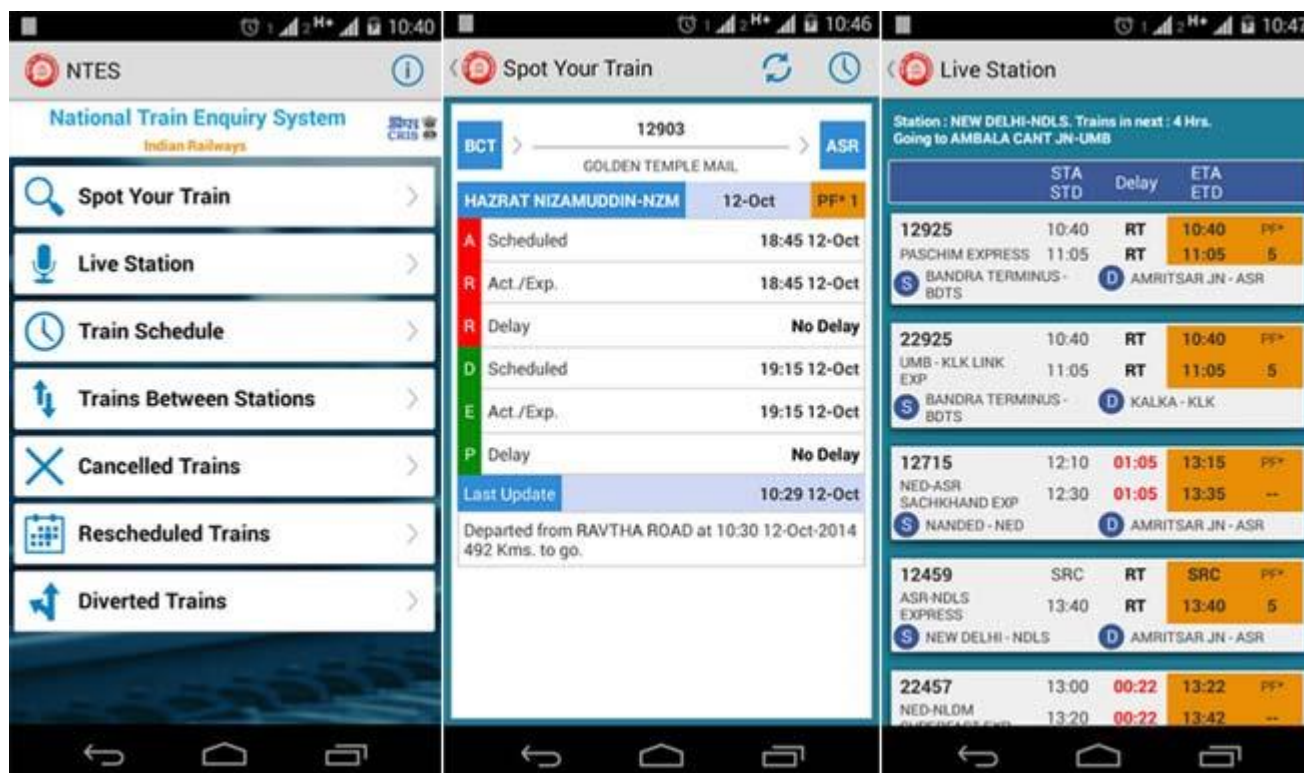
Rs 2 per message for sending from BSNL

Rs 3 per message for sending from all private operators

Receiving - Rs 1 per message

Indian Railway Enquiry Services 139 through SMS & IVRS would be available around all over the India.

5.1.3 National Train Enquiry System (NTES) on line computer and Android based application



Centre for Railway Information Systems (CRIS) has launched a mobile app on Android platform for train enquiry. The new [mobile app for Android devices](#) has many features.

“With this launch, it has now become easier for the public to get information on expected arrival and departure timings of a particular train and other related information for the benefit of rail passengers,” a senior Railway Ministry official said.

CRIS, an IT wing of railways, earlier launched mobile app for Windows 8 platform in August 2014. One of the best features of the app is “spot your train” which provides information such as its current position and expected time of arrival and departure at a particular station. Other features are ‘train schedule’, ‘trains between stations’, ‘live station’ and ‘information on cancelled rescheduled & diverted trains’. ‘Live Station’ query provides list of trains expected to arrive at/depart from any station in next 2 or 4 hours.

The National Train Enquiry System (NTES) is a comprehensive system which provides information to public about train running on near real time basis through various interfaces like nationwide unique rail enquiry number 139, website, mobile interfaces, Touch Screens, counter enquiry and display boards at stations.

CRIS has now made available a mobile app for two most commonly used platforms – Windows and Android. NTES app is available as free download.

5.1.4 I- ticket

- i. The reservation through Internet can be done on the IRCTC Web Site www.irctc.gov.in. the booking of tickets on Internet is done in this ways.
- ii. Internet Ticketing.- Under this system, a passenger has to book his ticket through IRCTC website for all trains and all classes for which working hours of the counters are from 05.00 hours to 23.30 hrs on all days. The ticket so booked is printed on ticket stationery by IRCTC in their office only at few big cities. These tickets are dispatched to passengers at their address through courier service. Concessional ticket (except Sr. Citizen concession) will not be issued on Internet Booking .
- iii. If the ticket is presented for cancellation, when it is not possible to cancel the ticket through system, a Ticket Deposit Receipt will be issued and the refund order will be issued in favour of IRCTC only who in turn will transfer the amount to the customer electronically.

5.1.5 E- ticket

- i. E- Tickets are booked via Internet through IRCTC Website. The user will print Electronic Reservation Slip (ERS) on his printer on A-4 size paper. On collection of ticket, service charges per ticket are mentioned below:-

Sitting/Sleeper Class Charges	AC Class Charges
Rs10 per ticket	Rs20 per ticket

- ii. Identification Card (I.Card) may be one of the following ☺a) PAN Card (b) Passport (c) Driving license (d) Election photo I. Card (e) Credit Card with photo (f) Photo I.card issued by Govt./Govt. bodies.(g) Student I card with photographs issued by recognize school/college (h) Nationalised bank Pass book with photographs.
- iii. The user can opt for I-ticket or E-Ticket. The user will have to feed I.Card number for E-Ticket.
- iv. Group can be booked on one I.Card. The passenger on whose I.card the ticket is booked must also travel.
- v. On a PNR which has all the passengers on waiting list at the time of charting the names of such waitlisted passengers will not appear in the charts and such passengers , if found traveling will be treated as unauthorized and charged accordingly. However on a PNR which has some passenger confirmed or RAC status and some on waiting list, all the names including thosae on waiting list will appear in chart.

5.2.1 Specimen of Electronic Reservation Slip (ERS) under e-ticketing Scheme

PNR No.	Train No. & Name	
Date	Class	
Date & Time of Booking:	-	
From:	To:	
Coach No:	Distance:	
Berth/Seat No.	No. of Passengers:	
Reservation Status:	Adult:	Child:
Fare:	Scheduled Departure:	

5.2.2 Details of Passenger/s

S.No.	Name	Age	Gender
1			
2			
3			
4			
5			
6			

Passenger who has to carry the following identification:-

Identification to be carried:-

Type	
Number	
ISSUING AUTHORITY	

- Once the passenger has Electronic Reservation Slip (ERS) with him and his name appears in the chart, no other ticket is required.
- The travelling Authority is Electronic Reservation Slip (ERS) along with I.Card and if passenger does not travel with I.card , he will be treated as without ticket.
- There is special indication in the reservation chart about the passenger booked under e-ticketing (sign ^ appears with the name of passenger).
- If passenger does not carry Electronic Reservation Slip (ERS) but his name appears in the Reservation chart Rs 50/- per Electronic Reservation Slip (ERS) will be charged from him and EFT will be issued to him in lieu of charged money.

- If the name of passenger does not appear on the Reservation chart, the passenger should not board the train as he/she will be treated as a passenger without ticket and dealt with accordingly.
- At the Exit gate of destination station, the passenger will use Electronic Reservation Slip/EFT and I.Card to exit from the station. Electronic Reservation Slip (ERS) will be collected by the gate Ticket Collector before permitting exit.

5.2.3 Cancellation of Ticket /Refund under e-ticket:-

E-Ticket can not be cancelled on regular counter. Passenger should access on the website of IRCTC i.e. www.irctc.co.in only for cancellation as no cancellation is permitted at Railway counter for electronic tickets. Before preparation of reservation chart, user can cancel the ticket through IRCTC Website. Thereafter, cancellation/refund will be routed through IRCTC.

5.2.4 Change In The Name Of Passenger Holding Confirmed Reservation:-

- A) A berth or a seat reserved in the name of a person shall be used only by the person and shall not be transferable to any other person.
- B) Chief Reservation Supervisors of important stations are authorized by Railway administration to permit the change of name of a passenger having a seat or berth reserved in his name in the following circumstances:-
 - a) Where the passenger is a Government Servant, proceeding on duty and appropriate authority, makes a request in writing 24 hours before the scheduled departure of train that the reservation made in the name of the Government servant be transferred to another Government servant proceeding on duty:
 - b) Where the passenger makes a request in writing 24 hours before the scheduled departure of the train that the reservation made in his name be transferred to another member of his family, meaning Father, Mother, Brother, Sister, Son, Daughter, Husband and Wife.
 - c) Where the passengers are students of a recognized educational institution and the Head of the institution makes a request in writing 48 hours before the scheduled departure of the train, that the reservation made in the name of any student be transferred to any other student of the same institute.
 - d) Where the passengers are members of a marriage party and any person deemed to be Head of such party makes a request in writing 48 hours before the scheduled departure of the train that the reservation made in the name of any member of the marriage party be transferred to any other person.
 - e) Such requests will be granted only once. Regarding item no. 1 & (d), such requests for a change in excess of 10% of the total strength of the group shall not be granted.

f) 5.3.0 Facilities Related to “Enquiry and Information” Provided at various stations of Jaipur Division:

S. No.	Stations	Time Table Display	Public Address System/ Computer based Announcement	Electronic Train Indicator Boards	Signages	NTES	IVRS	Touch Screen Enquiry System
1	Phulera	Yes	Yes	Yes	Yes	No	Yes	No
2	Jaipur	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	Dausa	Yes	Yes	Yes	Yes	No	Yes	Yes
4	Bandikui	Yes	Yes	Yes	Yes	Yes	Yes	Yes
5	Alwar	Yes	Yes	Yes	Yes	Yes	Yes	Yes
6	Rewari	Yes	Yes	Yes	Yes	Yes	Yes	No

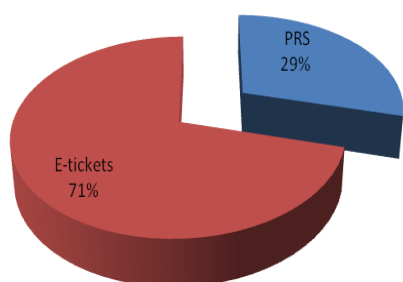
This shows that most of the information regarding arrival and departure of trains, their platform numbers, place of coach on the platform, PNR enquiry, reservation availability enquiry and information regarding availability of various facilities can be access through audio-visual techniques available on the major stations of Jaipur division. Introduction of these new technologies facilitate the free hand access of information to the customer and this has reduced the workload of Enquiry counters remarkably.

CHAPTER-6
PERFORMANCE DETAIL

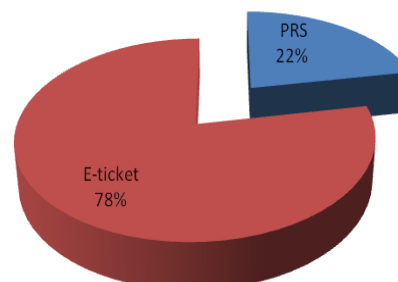
6.0: Comparison of E-Ticket Contribution & PRS-Ticket Contribution

Performance of E-Ticket (2018-19)						
Month	Total PRS Performance		E - Ticket Performance		% of E-Ticket Contribution	
	Passenger (in Lac)	Earnings (in Crore)	Passenger (in Lac)	Earnings (in Crore)	Passenger	Earnings
Apr-18	7.05	37.24	5.24	30.48	74.33	81.85
May-18	7.96	42.64	5.69	34.67	71.48	81.31
Jun-18	7.45	38.75	5.74	33.99	77.05	87.72
Jul-18	8.71	44.19	5.52	30.57	63.38	69.18
Aug-18	8.58	42.82	5.77	30.60	67.25	71.46
Sep-18	8.71	43.49	5.54	29.68	63.61	68.25
Oct-18	8.41	40.83	5.80	31.25	68.97	76.54
Nov-18	7.66	40.35	5.73	32.76	74.80	81.19
Dec-18	7.89	40.85	6.00	35.19	76.05	86.14
Jan-19	8.53	43.89	6.03	34.96	70.69	79.65
Feb-19	7.33	38.11	5.36	30.56	73.12	80.19
Mar-19	8.39	42.75	6.07	34.01	72.35	79.56
Total	96.67	495.91	68.49	388.72	70.85	78.39

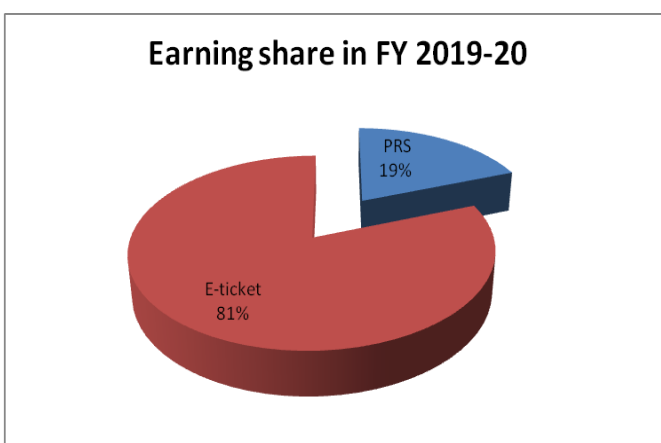
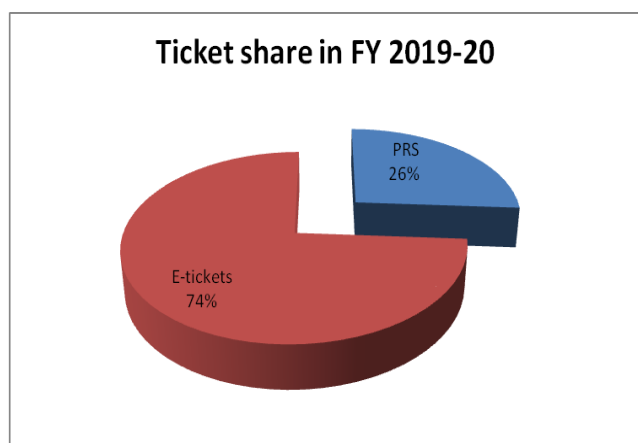
Ticket share in FY 2018-19



Earning share in FY 2018-19



Performance of E-Ticket (2019-20)						
Month	Total PRS Performance		E - Ticket Performance		% of E-Ticket Contribution	
	Passenger (in Lac)	Earnings (in Crore)	Passenger (in Lac)	Earnings (in Crore)	Passenger	Earnings
Apr-19	7.95	41.39	6.02	34.09	75.72	82.36
May-19	8.60	43.74	6.69	38.49	77.79	88.00
Jun-19	8.28	42.79	6.55	37.61	79.11	87.89
Jul-19	9.74	49.56	6.28	33.92	64.48	68.44
Aug-19	7.79	39.15	5.57	29.42	71.50	75.15
Sep-19	8.81	44.19	5.90	31.22	66.97	70.65
Oct-19	8.03	38.74	6.42	34.33	79.95	88.62
Nov-19	8.96	46.37	6.58	37.60	73.44	81.09
Dec-19	8.48	43.96	6.78	39.87	79.95	90.70
Jan-20	9.02	47.62	6.47	37.07	71.73	77.85
Feb-20	8.31	43.77	5.92	34.14	71.24	78.00
Total	93.97	481.28	69.18	387.76	73.80	80.80



Above statistics of net earnings of Jaipur division reflects that in financial year 2018-19 contribution of E-ticket earning was 47.38% which increase in successive years 2013-14 and 2014-15 (till September) as 55.18% and 60.98% respectively. Thus, with the improved facilities of internet and with availability of high speed server, shifting of reservation tickets from PRS counters to E-tickets is increasing day by day. Decreasing trend of reservation requisition forms dealt at most of the PRS locations of Jaipur division also witnessing the increasing popularity of E-tickets.

Details of location wise PRS workload over Jaipur division:-

A. PRS Locations

S. No.	Locations	FY 2017-18			FY 2018-19			FY 2019-20		
		No. of Forms	Net passenger	Earning	No. of Forms	Net passenger	Earning	No. of Forms	Net passenger	Earning
1	Jaipur	555413	541911	219350961	560839	524789	205651492	517433	466316	188767338
2	GADJ	148809	213310	95029060	154510	216075	89649375	136267	186805	78156233
3	Dausa	35245	54002	20081878	41038	57773	20056225	37535	52699	19214535
4	BKI	27449	38572	14269732	30077	45440	16082915	29779	43891	16475435
5	AWR	117866	155825	59848267	112474	143886	54748494	104116	133182	50933325
6	RE	98317	124062	57639394	96952	123308	59026196	89727	112696	55231793
7	DPA	65440	92243	42097245	65076	88762	38682915	60777	79966	36961710
8	SIKR	72765	87950	54640309	71392	88500	53876068	66187	80562	50055579
9	JJN	32758	37187	23462596	30726	35850	22146564	27632	33051	20918030
10	KSG	26579	39012	19172414	22155	34387	17560183	22119	31830	16739280
11	PBCJ	78541	111412	56059820	71019	101598	49858528	66650	90732	46266254
12	JP Vidhan Sabha	5751	10249	6510160	4177	7339	4127960	3692	6481	3841495
13	JP High court	11278	17443	7233260	10360	15857	6518985	9804	15481	6759496
14	Tonk	7372	11899	5544560	8099	13209	6298590	7368	11377	6237700

B. UTS Cum PRS Locations

S. No.	Locations	FY 2017-18			FY 2018-19			FY 2019-20		
		No. of Forms	Net passenger	Earning	No. of Forms	Net passenger	Earning	No. of Forms	Net passenger	Earning
1	GTJT	50665	69441	29587593	64472	82397	30651253	61442	81756	33063084
2	Rajgarh	3234	4533	1500338	4458	6719	1994153	7625	11092	3510690
3	KRH	18263	27485	12359830	19746	29490	13643005	20476	30310	13783100
4	FL	16012	27331	9738176	17979	28640	9980120	15783	25965	10033719
5	JOB	931	1810	612350	1596	3062	1161045	1685	3296	1553705
6	KKU	5965	9800	4013820	6125	9898	4026590	6256	9349	3959185
7	SNGN	27118	42137	20194470	28763	42239	18910855	26573	38115	18127290
8	BNLW	9568	15605	7746355	9815	16070	7124970	7370	12312	6255415
9	CKB	1923	4118	1642890	2903	3892	938165	2190	3246	1027473
10	DKBJ	45616	69430	31378087	37430	57672	27440383	36757	53541	26134902
11	COM	9119	14267	7858605	10252	15678	8029780	10410	15493	8913245
12	NWH	7088	10228	7935060	10244	15820	12869750	10260	15595	13818530
13	CRWA	17050	20254	11171312	15073	18951	10822509	12938	16722	10679923
14	SRGH	2790	3920	3031210	3617	5430	4313590	3320	5039	4228340
15	FPS	9522	13477	10069725	9860	13488	9100395	10405	14130	10229958
16	RGS	15284	19192	9215842	17704	21474	10216590	16799	19153	9570485
17	SMPR	13705	17275	10442770	11510	13780	7915385	11236	13482	8004550
18	NMK	19751	22197	10856955	20357	23704	10997060	20922	23836	11462380
19	NNL	22856	27625	14827209	22770	28882	15244063	22021	28187	15001999

C. PRS in Military Area & Post office

S. No.	Locations	FY 2017-18			FY 2018-19			FY 2019-20		
		No. of Forms	Net passenger	Earning	No. of Forms	Net passenger	Earning	No. of Forms	Net passenger	Earning
1	AWR Defence	31827	38122	10245452	22693	21232	9262885	19276	16069	10104041
2	JP Defence	58460	74229	26377621	40518	44306	21531498	13512	15220	10747351
3	KSG Post office	411	885	523530	0	0	0	0	0	0
4	Pilani Post office	664	915	670150	1405	2095	1538940	1447	2212	1718940

Average number of reservation forms dealt with by per day per shift.

SN	Station	No. of counter	Shift	Deployment of staff	No. of forms in 2019-20	Average forms /shift
1	Jaipur	5	10	39	517433	142
2	GADJ	2	4	6	136267	93
3	Dausa	1	1	1	37535	103
4	BKI	1	1	1	29779	82
5	AWR	2	2	4	104116	143
6	RE	2	4	5	89727	61
7	DPA	1	2	3	60777	83
8	SIKR	2	3	3	66187	60
9	JJN	1	1	1	27632	76
10	KSG	1	1	1	22119	61
11	PBCJ	1	2	2	66650	91
12	JP Vidhan Sabha	1	1	1	3692	10
13	JP High court	1	1	1	9804	27
14	Tonk	1	1	1	7368	20
15	RHG	1	1	1	7625	21
16	NNL	1	1	1	22021	60
17	KRH	1	1	1	20476	56
18	FL	1	1	1	15783	43
19	DKBJ	1	1	1	36757	101
20	RGS	1	1	1	16799	46
21	NMK	1	1	1	20922	57
22	CRWA	1	1	1	12938	35
23	GTJT	1	2	2	61442	84
24	BNLW	1	1	1	7370	20
25	SNGN	1	1	1	26573	73
				81		

Comparative statement of performance of PRS over Jaipur division for the year 2015-16 and 2019-20

		2015-16			2019-20			% variation of 2015-16 & 2019-20		
		No. of Forms	Net passenger	Earning	No. of Forms	Net passenger	Earning	Form	Passenger	Earning
1	Jaipur	621499	642116	268422704	517433	466316	188767338	-17	-27	-30
2	GADJ	196609	255261	112988848	136267	186805	78156233	-31	-27	-31
3	Dausa	40285	53547	18949410	37535	52699	19214535	-7	-2	1
4	BKI	27452	35922	11920825	29779	43891	16475435	8	22	38
5	AWR	152558	194917	71870582	104116	133182	50933325	-32	-32	-29
6	RE	125034	150444	66094463	89727	112696	55231793	-28	-25	-16
7	DPA	86915	111917	49920520	60777	79966	36961710	-30	-29	-26
8	SIKR	90392	99082	58636878	66187	80562	50055579	-27	-19	-15
9	JJN	40520	41081	22977096	27632	33051	20918030	-32	-20	-9
10	KSG	32001	40965	18719205	22119	31830	16739280	-31	-22	-11
11	PBCJ	122937	164504	82416528	66650	90732	46266254	-46	-45	-44
12	JP Vidhan Sabha	9873	15666	10830280	3692	6481	3841495	-63	-59	-65
13	JP High court	20030	33274	18075235	9804	15481	6759496	-51	-53	-63
14	Tonk	10588	15213	6831175	7368	11377	6237700	-30	-25	-9
15	GTJT	49844	62370	26297161	61442	81756	33063084	23	31	26
16	Rajgarh	3340	4169	1260205	7625	11092	3510690	128	166	179
17	KRH	18823	27417	11153915	20476	30310	13783100	9	11	24
18	FL	17791	29282	10114870	15783	25965	10033719	-11	-11	-1
19	SNGN	25927	37650	17251520	26573	38115	18127290	2	1	5
20	BNLW	12482	20548	8864935	7370	12312	6255415	-41	-40	-29
21	DKBJ	69536	96173	42822013	36757	53541	26134902	-47	-44	-39
22	CRWA	7683	8077	4347066	12938	16722	10679923	68	107	146
23	FPS	11924	15587	10450630	10405	14130	10229958	-13	-9	-2
24	RGS	17508	19651	9120408	16799	19153	9570485	-4	-3	5
25	NMK	22320	23081	10975326	20922	23836	11462380	-6	3	4
26	NNL	27792	30336	14724748	22021	28187	15001999	-21	-7	2
Average % Variation								-13	-6	0

Comparative statement of performance of PRS over Jaipur division for the year 2018-19 and 2019-20

S. No.	Locations	FY 2018-19			FY 2019-20			% variation of 2018-19 & 2019-20		
		No. of Forms	Net passenger	Earning	No. of Forms	Net passenger	Earning	Form	Passenger	Earning
1	Jaipur	560839	524789	205651492	517433	466316	188767338	-8	-11	-8
2	GADJ	154510	216075	89649375	136267	186805	78156233	-12	-14	-13
3	Dausa	41038	57773	20056225	37535	52699	19214535	-9	-9	-4
4	BKI	30077	45440	16082915	29779	43891	16475435	-1	-3	2
5	AWR	112474	143886	54748494	104116	133182	50933325	-7	-7	-7
6	RE	96952	123308	59026196	89727	112696	55231793	-7	-9	-6
7	DPA	65076	88762	38682915	60777	79966	36961710	-7	-10	-4
8	SIKR	71392	88500	53876068	66187	80562	50055579	-7	-9	-7
9	JJN	30726	35850	22146564	27632	33051	20918030	-10	-8	-6
10	KSG	22155	34387	17560183	22119	31830	16739280	0	-7	-5
11	PBCJ	71019	101598	49858528	66650	90732	46266254	-6	-11	-7
12	JP Vidhan Sabha	4177	7339	4127960	3692	6481	3841495	-12	-12	-7
13	JP High court	10360	15857	6518985	9804	15481	6759496	-5	-2	4
14	Tonk	8099	13209	6298590	7368	11377	6237700	-9	-14	-1
15	GTJT	64472	82397	30651253	61442	81756	33063084	-5	-1	8
16	Rajgarh	4458	6719	1994153	7625	11092	3510690	71	65	76
17	KRH	19746	29490	13643005	20476	30310	13783100	4	3	1
18	FL	17979	28640	9980120	15783	25965	10033719	-12	-9	1
19	SNGN	28763	42239	18910855	26573	38115	18127290	-8	-10	-4
20	BNLW	9815	16070	7124970	7370	12312	6255415	-25	-23	-12
21	DKBJ	37430	57672	27440383	36757	53541	26134902	-2	-7	-5
22	CRWA	15073	18951	10822509	12938	16722	10679923	-14	-12	-1
23	FPS	9860	13488	9100395	10405	14130	10229958	6	5	12
24	RGS	17704	21474	10216590	16799	19153	9570485	-5	-11	-6
25	NMK	20357	23704	10997060	20922	23836	11462380	3	1	4
26	NNL	22770	28882	15244063	22021	28187	15001999	-3	-2	-2
Average % Variation								-4	-5	0

CHAPTER-7

CADRE POSITION

7.0 STATION WISE CADRE POSITION OF PRS STAFF OVER JAIPUR DIVISION:

SN	Station	CRS			Reservation Supervisor			ECRC			Total Staff		
		GP-4600			GP-4200			GP-2800					
		SS	OR	Vac.	SS	OR	Vac.	SS	OR	Vav.	SS	OR	Vac.
1	JP	12	12	0	20	20	0	1	0	1	33	31	2
2	D/Base	1	1	0	1	1	0	1	0	1	3	2	1
3	JP Enqiry	2	2	0	3	3	0	2	1	1	7	6	1
4	GADJ	1	1	0	5	5	0	1	0	1	7	6	1
5	GTJT	0	0	0	2	2	0	0	0	0	2	2	0
6	DO	0	0	0	2	1	1	0	0	0	2	1	1
7	BKI	0	0	0	1	1	0	0	0	0	1	1	0
8	RHG	0	0	0	1	1	0	0	0	0	1	1	0
9	AWR	1	1	0	4	4	0	0	0	0	5	5	0
10	KRH	1	1	0	0	0	0	0	0	0	1	1	0
11	RE	1	1	0	4	4	0	1	0	1	6	5	1
12	DPA	1	1	0	2	2	0	1	0	1	4	4	0
13	SNGN	0	0	0	1	1	0	0	0	0	1	1	0
14	BNLW	0	0	0	1	1	0	0	0	0	1	1	0
15	TONK	0	0	0	1	1	0	0	0	0	1	1	0
16	FL	0	0	0	1	1	0	0	0	0	1	1	0
17	KSG	0	0	0	1	1	0	0	0	0	1	1	0
18	DKBJ	0	0	0	0	0	0	2	0	2	2	0	2
19	RGS	0	0	0	0	0	0	1	1	0	1	1	0
20	SIKR	0	0	0	3	3	0	0	0	0	3	3	0
21	JJN	0	0	0	1	1	0	1	0	1	2	1	1
22	CRWA	0	0	0	1	1	0	0	0	0	1	1	0
23	FPS	0	0	0	0	0	0	1	0	1	1	0	1
24	NMK	0	0	0	0	0	0	1	1	0	1	1	0
25	NNL	0	0	0	0	0	0	1	0	1	1	0	1
26	Jalebi Chowk (PBCJ)	1	1	0	1	1	0	0	0	0	2	2	0
27	Vidhan Sabha	1	1	0	0	0	0	0	0	0	1	1	0
28	High Court	0	0	0	0	0	0	1	1	0	1	1	0
29	Helpline No. 138	0	0	0	1	1	0	3	0	3	4	1	3
30	EQ JP	0	0	0	0	0	0	1	0	1	1	0	1
Total		22	22	0	57	56	1	19	4	15	98	82	16

CHAPTER-8
DUTY & DEPLOYMENT OF STAFF

8.1.0 Duties of Different Staffs

To ease the working, Commercial branch is divided into different units. Hence, the deployment, unit-wise duties and assessment of these staff is as under:-

Sanctioned strength of PRS JP is as under:-

Unit	S. N.	Design.	GP	SS	OR	Vac.
JP	1	CRS	4600	12	11	1
	2	RS	4200	20	20	00
	3	ECRC	2800	1	0	1
D/Base	1	CRS	4600	1	1	0
	2	RS	4200	1	1	0
	3	ECRC	2800	1	0	1
JP Enq	1	CRS	4600	2	2	0
	2	RS	4200	3	3	0
	3	ECRC	2800	2	1	1
Help line No. 138	1	RS	4200	1	1	0
	3	ECRC	2800	3	0	3
EQ JP	1	ECRC	2800	1	0	1
Total				48	40	8

Deployment of on roll staff:-

01 CRS (General): He performs following work:

- i) Cash declaration & signing on the duty .
- ii) Complete muster role check and closing.
- iii) Detail check and cash deposited of previous day.
- iv) Daily Duty assigning to staff.
- v) Drawing out VVIP, VIP & cancer passenger lists from system and sending to NWR-HQ & Div –HQ
- vi) Attending telephone of VVIP and higher authority. Ensuring their reservation and handing over reservation tickets to the concern.
- vii) To check the EQ received for the VVIP, VIP, High Officials Requisition Slip and others.
- viii) Update on self with all latest rules and orders through system and dak received from the Railway Board, zonal and divisional authorities.
- ix) Create office rule accordingly and get signed in assurance register.

- x) Complete office record maintenance, Sick /Fit, muster role posting & dak received, leave, correspondence record etc.
 - xi) Maintenance of fluctuation & debit/credit records.
 - xii) Get the Periodical check of office record by accounts and audit deptt.
 - xiii) Assists in the regular inspection by the officials and higher authorities time to time.
 - xiv) Assigned special duty of name change of passenger & party & maintenance of same in records.
 - xv) Checking of irregularities in the car & motorcycle parking premises and publicity boards.
 - xvi) Get the displays of train timetable and platforms Updated time to time.
- Any other duties assigned by the higher officials time to time.

Post is justified.

01- RS (ROPD & Accts.): He performs following work:

- i) Cash declaration & signing on the duty.
- ii) Drawing out PRS Reports & ROPD summary of whole PRS counters of JP & PBCJ.
- iii) Drawing out report of daily cash summary, Vouchers, CST etc of PRS counters of JP for cross checking of cash deposited.
- iv) Minute check of ROPDs, Tkts, spl canc, modification, vouchers, CSTs done regularly.
- v) Maintain record of Complete ROPD.
- vi) Receives Debits from the Accounts Office-All, & TIAs.
- vii) Register and record as disputed/ admitted with No. of Error Advices and
- viii) Trying to take the credits on genuinity & factuality from TIA of Special credit,
- ix) Daily accounts check of ROPD, bunch them as per columns.
- x) After completion of period, the same are sent to Traffic Accounts office Ajmer.
- xi) The earnings, debits, credits are registered and monthly balance sheet is prepared depicting all & copy of same is sent to Accounts office Ajmer.
- xii) Special credits are taken on account of disputed debits.
- xiii) Admit debits are arranged to get deposited in railways A/c.
- xiv) Assist Chief Booking Supervisor in preparation of station balance sheet.
- xv) Any other duties assigned by the higher officials time to time.

01-CRS (EDR & Cash): He performs following work:

- i) Cash declaration & signing on the duty.
- ii) Accepts the Exceptional Data Reports (EDRs) from the Head Ticket Clerk (HTC) staff and give receipt.
- iii) Opens the system on personal ID & Feed them in the system.
- iv) Collects the shift wise cash from all operators personally with proper check of currency notes to avoid fake currency.
- v) Collects Refund of Previous day (ROPD) Tickets, VOUCHERS, Check Solders Tickets (CST), cash summaries etc.

- vi) Making a proper register and recording of the cash received and depositing to Chief Cashier in Booking with RPF security on daily basis twice for the two shifts.
- vii) In between the two cash collection, finishes pendency of work of EDR efficiently.
- viii) Get the balance sheet prepared monthly and dispatch to the accounts and higher commercial authorities.
- ix) Duty EDR & cash in a view:-
 - a. Feeding of EDR- 300 per day.
 - b. Cash collection of 7 lacks per day.
- ix) Any other duties assigned by the higher officials time to time.

Remarks:- This scheme was launched by railway for granting refund through PRS to not turn up passenger, lower class travel, failure of AC, Accommodation not provided and cancellation of trains from any where the country, even after the prescribed time limits. The TTE prepares EDR showing the details of not turn up passengers. EDR brought by TTEs in PRS centers and fed in to the system by counter clerk. The data so fed kept on live in PRS for 30 days after the schedule departure the trains from its original stations. But not refund rule has changed. Now refund is not applicable for a confirm ticket if no cancellation is done prior to charting or TDR is not filed up to 4 hours before the train is set to live the stations.

TTEs are preparing EDR in all trains 300-350 EDRs are being received in PRS every day. When EDRs are received on counter, counter clerk is obliged to feed them.

To avoid this unnecessary work load not only in PRS but on board TTE also, a detail study about the importance of EDR needs to be done at Railway Board level, to find out in which train need to have an EDR.

01-CRS (Stock): He performs following work:

- i) Cash declaration & signing on the duty.
- ii) Collection of one day previous record of charts from current counter, Requisition forms dealt at all PRS counter and arrange them date wise in the stock room.
- iii) Indent for the chart paper, ticket rolls, requisition forms etc, for all the PRS locations of the division and Issuing as per their demand respectively.
- iv) Keep the record of chart copy, requisition forms, EDRs, coach memos, registers of VIP quota intact for 6 months as per official rule.
- v) Demanding & arrangement reservation requisitions, fax paper, Tonners, Ribbins refills,
- vi) Providing the records as & when needed as per RTI demand, by div/ Zonal head quarter, by GRP, RPF, Vigilance & other investigating agencies for legal assistance.
- vii) Draw out all monthly continuity statements i.e, M-17 for Jaipur, Jalabi chowk, Vidhan Sabha, Jaipur Cantt. & High Court and sending to Accounts office Ajmer for monthly check.
- viii) After 6 months the record of charts, registers, forms etc are sent to Ajmer accounts office. For final disposal.

- ix) Pursuing the bills of auto rickshaw charges, tonner refilling, cartridges , ribins etc through station imprest.
- x) Any other duties assigned by the higher officials time to time.

Remarks:- As discussed earlier, government is emphasizing paperless work. In this order government is going to start a new paper less ticket scheme. Paper ticket will be replace with an SMS, commuters will receive each time they book the ticket at Railway counter like the passenger who buy e-tickets online and get an SMS. After implementation of this scheme along with HHT, the requirement of chart paper, ticket roll etc. will be reducing remarkably.

After implementation of above said scheme only 02 staff would be sufficient to coupe up the reduced workload of stock, EDR, Cash & ROPD and then **01 post may be surrendered.**

04-CRS +1 RS (Charting): They perform following work:

- i) Cash declaration & signing on the duty.
- ii) Opening system on personal ID.
- iii) Preparation of VIP list.
- iv) Preparation of Cancer passenger's list
- v) Preparation of skeleton charts of advance dates and loading in PC needed in case of system failure.
- vi) Ensuring allotment of EQ for list received from Div and Zone EQ cell.
- vii) Information regarding cancer passengers to Div & Zonal HQtrs.
- viii) Man Machine Interface (MMI) programming after memo from Yard Master.
- ix) Feeding TTE's name, cabin coupe allotment in the system.
- x) Ensuring that all the VVIP, VIP applications get the priority both from Divn & Zone and no VIP left before release of the chart.
- xi) Receives EQ quota both from Div. & Zone on telephone and through Fax.
- xii) Feeding EQ, Defence, Out Station (OS), Indian Tourism Development Corporation (ITDC) & release the same at the time of charting.
- xiii) Preparation of final chart and printing 3 copies of each train chart
- xiv) Checking the data received from Yard Master, HO, DF, OS, ITDC quota in final chart. Send the copies to HTC, counter no. 10 (Current Reservation) and for pasting on coaches.
- xv) Enabling the trains one hour before the schedule departure of train for current booking.
- xvi) Ensuring the Charts of special trains and feeding of HO etc as and when fired in the system,
- xvii) Charting in one view:-
 - a. No of Trains-80 per day.
 - b. MMI of 20 trains per Day.
 - c. Feeding of HO berths – 2675 approx.
 - d. No skeleton charts prepared -60.

xviii) Any other duties assigned by the higher officials time to time.

Remarks:- Presently 4 CRS and 01 RS (two in morning and three in evening shift) are deployed in charting section. They are performing duties as per maintained in para xvii. Keeping in view the workload existing staff is sufficient to cope up the existing work load.

Government is emphasizing on paperless work. In this order e-dak and e-office has already been implemented. The practice of charting on trains has already been abolished. The HHT(Hand held terminals) system has already been implemented in main trains by the Railway, and this practice will be started in all trains very soon. After its implementation there will be no requirement of printing chart.

Discussion was done in detail on this matter with CRS and charting staff. It was appraised that even after this practice (HHT) came into the force, at least 3 staff (One in morning and two in evening shift) would be required for feeding of HO quota and MMI of trains. Therefore after implementation of this practice **02 post of RS would become surplus and may be surrendered.**

02- CRS (Shift In-charge): They perform following work:

- i) Ensure Proper & timely opening and closing of PRS office and reservation counters too.
- ii) Declare personal cash and sign on duty first.
- iii) Take charge from the previous duty staff on record.
- iv) Ensure proper cleanliness in the PRS premises throughout the day.
- v) Arrange to open the system in time get the staff signed on duty as well in assurance register and in declaring individual personal cash verify and assigned the counters to Co –Staff for regular counter work.
- vi) Monitor all the counters, queue length, complaints of the system & passengers.
- vii) Monitor tatkal & non-tatkal lines separately with RPF/ GRP staff.
- viii) Issue and record the ticket rolls supplied to the counters making all entries.
- ix) Get issued & provide the Cash imprest for convenience in cash transactions with passenger customers and deposit on closure of counters in cash.
- x) Announce special trains and arrange to provide the passenger for booking and also for assistance of RPF & GRP for smooth working on counters etc
- xi) Issue rolls on completion and supervises with ID in reopening.
- xii) On any failure, try to put it right through the assistance of S&T staff, Data Base staff, Console-NDLS, private contractors etc. maintain the full record of failure and remedy taken and intimate the concerned authorities timely .
- xiii) Attend Auto phone and higher officials and assist the special cases in making reservation with special power endowed.
- xiv) Attend passenger and resolve the complaint on spot.
- xv) Monitor PNR / Rapid display machines.
- xvi) Resolves problems of counter clerk like key board, printer mistake ribbon refills etc.

- xvii) Assist the vigilance / TIA & other agencies in their regular & random checks.
- xviii) Assist the CRS General in official inspection of Authorities like GM, CCM, MT, special visits of MR/MOSR etc.
- xix) Any other duties assigned by the higher officials time to time.

10-RS (PRS-Counter):

05 counters are being operated in 02 shifts 08.00 to 14.00 hours and 14.00 to 20.00 hours. Their work is to issue, cancel and modify the reservation tickets.

03-RS (Current Counter):

01 staff is performing duty in 03 shifts i.e. 08.00 to 16.00 hours, 16.00 to 24.00 hours and 00.00 to 08.00 hours.

They issue, cancel and modify the reservation tickets after preparation of reservation chart. They are also responsible for handing over the copy of reservation chart to on board ticket checking staff.

Remarks: Presently average 1417 requisition forms are being dealt with over these counters. The requirement of manpower calculation is arrived as per yardstick of 180 forms per shift – $1417/180 = 7.8$ says as 8 shifts.

According to the above calculation there is only 8 shift are required. During discussion with CRS/JP it was apprised that whenever shortage of staff reported from the section, then it has managed from PRS/JP.

Keeping all above facts in view work study team considered and allowed to open 5 counters in 2 shifts. Moreover, JP is divisional and zonal HQ and main station of JP division. Despite the reservation window being closed, the process of cancellation and current reservation continues. Thus, the study is considered and allowed one counter separately clockwise as current reservation/counter.

In addition to above two shift supervisors has also been provided in both shift but team has observed that no significant work is left for shift supervisor. Keeping in view the less workload of shift supervisor, it is being advised to withdraw these both posts. This will result into surplus of 02 posts of RS. Therefore these posts may be surrendered forthwith.

03-RS (Announcement): They perform following duties in 03 shifts:

- i) Ensure proper & timely manning counter.
- ii) Sign on duty first in register personally.
- iii) Attends telephone without loss of time.
- iv) Make announcements manually as well as through P A system.
- v) Announce PF change immediately for all type of train passengers.
- vi) Announce immediate attendance of staff on duty such as bhisty/ valve man for watering, safaiwalas for cleanliness on board and platform.
- vii) Be in touch with station enquiry for more efficiency & promptness.

- viii) Announce passenger amenities like lifts escalators wheel chairs, and battery operated vehicles for handicapped & aged ones.
- ix) Announce coolie charges, prepaid taxi, retiring rooms available etc.
- x) Special announcements regarding loss & found, medical assistance on board etc.
- xi) Any other duties assigned by the higher officials time to time.

Posts are justified.

03 RS: (Face to Face Enquiry)

01 staff in each shift 06.00 to 14.00. 14.00 to 22.00 hours and 22.00 to 06.00 hours is performing work on face to face enquiry situated near booking office of Jaipur station:

They have to perform following duties:

1. Informing expected arrival/departure and platform numbers of trains.
2. Receiving information regarding arrival/ departure of trains from Control enquiry.
3. Feeding information in the computer system for LED display regarding arrival and departure of the trains.

Posts are justified.

02 CRS + 01 RS (Enquiry in Control office 138):

01 staff in each shift 06.00 to 14.00. 14.00 to 22.00 hours and 22.00 to 06.00 hour is performing work on enquiry situated in control room of DRM office.

They receive expected arrival/departure time of trains from control boards of train and informed it to the Face to Face enquiry window and staff performing work for announcement regarding arrival/departure of train.

Remarks: It was observed that current reservation counter in separate location is also causing inconvenience to the passengers. Thus, this counter may be located near face to face enquiry and announcement office.

3 PRS staff have been posted to monitor the helpline round the clock alongwith helping in allotment in emergency quota. In addition to this a new assignment of parcel related inquiry is entrusted to them. Therefore all 3 posts are **justified**.

2 RS:- (Headquarter/NWR)

1 Non cash PRS counter has been provided in HQ office/NWR to secure reservation for the convenience of Railway staff. 2 PRS staff is deployed to work in HQ office. One staff is working on PRS counter and other is performing duty in EQ cell. **Both posts are justified.**

05 ECRC- (Rest Giver)+ 04 ECRC- (Leave Reserve): posts are justified.

01 ECRC (EQ/JP):- Post is vacant.

Remarks:- This post is lying vacant since long. Therefore, this post may be surrendered forthwith.

Data Base

01-CRS + 01 RS + 1 ECRC(Vacant): Presently 02 staff are deployed for the work of D/Base.

Remarks: Although the work assigned to above staff is neither comes under their defined duty list nor they are technically qualified but they are performing this job in a very good manner. Thus, these 02 posts are justified and one vacant post is surplus and may be surrendered forthwith.

Analysis:- During the study it has observed that average No. of forms dealt with and no. of passenger per month in PRS JP are reducing regularly. This is due to more and more passengers opting for e-ticket facility. It is also noted that the pattern of passengers opting the e-ticket is increasing by 4% every year. The share of e-ticket, in the FY 2019-20 was 77% in compare to 45% share for FY 2015-16 and this trend is likely to be continued to grow.

Therefore work study team is of the opinion that strength of PRS staff should be reduced proportionately to the reduction of work load.

Work study team has done detail analysis of staff requirement at JP Division in view of reduced work load. Hence, the staff requirement is arrived based on yardstick and need base, where ever necessary.

As discussed above total 6 posts of PRS staff are surplus and may be surrendered forthwith.

2. Gandhi Nagar Jaipur

01 CRS + 05 RS+ 01 ECRC(Vacant):

02 counters are being operated in 02 shifts 08.00 to 14.30 and 14.30 to 21.00 hours from Monday to Saturday. On Sunday 02 counters are being operated in shift 08.00 to 14.30 hours and 01 counter is being operated in shift 14.30 to 21.00 hours. Their work is to issue, cancel & modify the reservation tickets and to give the enquiry as and when required.

01 CRS: He performs duty in shift 09.00 to 17.30 hours. He also works on 01 reservation counter from 10.00 to 12.00 hours to clear extra rush along with he is responsible for checking Refunds of Previous Day (ROPD), cash vouchers, preparing Ex booking reservation charts for train no. 12985, 19665, 14659 & 12464 (Thrice in a week) and performing other miscellaneous works.

Remarks: Looking at the present workload of PRS office GADJ, average 373 Slips per day or 93 requisition slips/shift are being dealt with over these counters. The requirement of manpower calculation is arrived as per yardstick of 120 forms per shift – $373/120 = 3.10$ says as 3 shifts.

According to the above calculation there is only 3 shifts are required (2 shifts in morning and one in evening). CRS is also operating one additional counter daily 10.00 to 12.00 hours to clear the extra rush. So requirement of staff is as under-

CRS- 1, RS/ECRC -3, LR/RG- 2 = Total 6 PRS staff.

Therefore, 06 staff would be sufficient to coupe up the existing workload. Remaining 1 PRS staff is found surplus and may be surrendered forthwith.

3. Gatore Jagatpura

02 RS: 01 counter is being operated in 02 shifts 1st shift is only PRS 08.00 to 14.00 and 2nd shift Unified 14.00 to 20.00 hours. Their work is to issue, cancel & modify the reservation tickets and to give the enquiry as and when required. Along with, they are responsible for checking Refunds of Previous Day (ROPD), cash vouchers and performing other miscellaneous work.

Remarks: Average 168 requisition slips per day are being dealt with by PRS/GTJT office thus average per shift 84 requisition slips are being dealt with, which are very less. GTJT is a suburban station of JP. The possibility of increasing traffic in near future can't be ruled out. Therefore both posts are **justified**.

4. Dausa

01 RS+ 01 ECRC(Vacant): 01 counter is being operated in 01 shift 08.00 to 15.00 hours. His work is to issue, cancel & modify the reservation tickets and to give the enquiry as and when required. Along with, they are responsible for checking Refunds of Previous Day (ROPD), cash vouchers and performing other miscellaneous work.

Remarks: Average 103 requisition slips per day are being dealt with by DO PRS office. Although the staff is underutilized because as per Railway Board circular 120 slips/shift is required for optimum use but keeping in view the passengers convenient at least one counter is essential to open and one additional staff is required to fulfill the emergency requirement in other stations. So both posts are **justified**.

5. Bandikui

01 RS: 01 counter is being operated in 01 shift 08.00 to 15.00 hours. Their work is to issue, cancel & modify the reservation tickets and to give the enquiry as and when required. Along with, they are responsible for checking Refunds of Previous Day (ROPD), cash vouchers, Ex booking chart of train no. 12413, 14854, 19717, 12404, 15013, 19665, 14321/22 & 14659 and performing other miscellaneous work.

Remarks: Average 82 requisition slips per day are being deal with by BKI PRS office. **As per policy for additional shift of PRS counter, requisition forms must be above 100, while this condition is not being fulfilled by the PRS/BKI.** To dealt with 82 requisition forms per day, 01 staff is sufficient at PRS/BKI. So, post is **justified**.

6. Rajgarh

1 RS : 01 counter is being operated in 01 shift 08.00 to 15.00 hours. His work is to issue, cancel & modify the reservation tickets and to give the enquiry as and when required. Along with, they are responsible for checking Refunds of Previous Day (ROPD), cash vouchers and performing other miscellaneous work.

Remarks: Average 21 requisition slips per day are being dealt with by Rajgarh PRS office. As per Railway Board letter No. 2008/C&IS/New PRS policy/15 dated 04.10.2013 and PCCM letter No. C-436/PRS/Gen./2020/part-iv dated 24.08.2020, it is clearly maintained that where the annual average workload of rail head PRS locations is less than 25 transaction per day may be recommended for conversion to PRS cum UTS terminal. Therefore, **Looking at the workload of PRS RHG, it is being advised that PRS counter may be converted into unified counter.** This will result into considerable enhance in earning to Railways. Therefore, **01 post of RS is justified**

7. Alwar

04 RS : One counter is being operated in 02 shifts 08.00 to 14.00 and 14.00 to 20.00 hours and one counter is operated in 10.00 to 16.00 Hours. Their work is to issue, cancel & modify the reservation tickets and to give the enquiry as and when required.

01 CRS: He is in-charge and over all supervisor of the office. He is responsible for checking Refunds of Previous Day (ROPD), cash vouchers, preparing main reservation charts for train no. 12016, 12983, 09725, 15013, 19611 & 19613 and Ex-booking charts of 32 trains. Along with, he is performing other miscellaneous works.

Remarks: Average 285 requisition slips per day (95 slips per shift) are being dealt with thus to perform the work of PRS AWR. Looking at the present workload of PRS office AWR , average 285 Slips per day or 95 requisition slips/shift are being dealt with over these counters. The requirement of manpower calculation is arrived as per yardstick of 180 forms per shift – $285/120 = 2.37$ says as 3 shifts.

According to the above calculation there is only 3 shifts are required. Therefore, only 2 counter in morning shifts and one counter in evening shift would be required to existing workload. So requirement of staff is as under-

CRS- 1, RS/ECRC -3, LR/RG- 1 = Total 5 PRS staff.

Therefore, all 5 posts of PRS staff are justified.

8. Kherthal

01 CRS: Performs duty in shift 07.30 to 15.30 hours. He operates Unified counter in shift 08.00 to 14.00 hours. He issues unreserved tickets from 08.00 to 10.00 hours and reservation tickets from 10.00 to 14.00 hours. After 14.00 hours, he deposits the collects cash in bank, checks ROPD, concession vouchers and also performs other miscellaneous work.

Remarks: Average total 56 requisition slips are being dealt with by the staff in a day. Therefore, instead of separate PRS, unified terminal has been provided at KRH. Post is justified.

9. Rewari

01 CRS + 04 RS + 1 ECRC(Vacant) : 02 counters are being operated in 02 shifts 08.00 to 14.00 hours and 14.00 to 20.00 hours. Their work is to issue, cancel & modify the reservation tickets and to give the enquiry as and when required.

01 CRS: He is responsible for checking Refunds of Previous Day (ROPD), cash vouchers, and performing other miscellaneous works.

Remarks: Average 246 requisition slips/day are being dealt with on these 02 counters. Thus, average 61 requisition slips in each shift are being dealt with, which are very less. The requirement of manpower calculation is arrived as per yardstick of 120 forms per shift – $246/120 = 2.05$ say as 2 shifts.

According to the above calculation there is 2 shifts are required. But, keeping a lenient view and to clear rush in morning shift, study team considered and allowed to open two counters in morning and one counter in evening shifts. So requirement of staff is as under-

CRS- 1, RS/ECRC -3, LR/RG- 1 = Total 5 PRS staff.

Therefore, 05 staff would be sufficient to coupe up the existing workload. Remaining 1 vacant post of PRS staff is found surplus and may be surrendered forthwith.

10. Durgapura

01 CRS + 2 RS + 01 ECRC (Vacant): 01 counter is being operated in 02 shifts 08.00 to 14.00 hours and 14.00 to 20.00. Their work is to issue, cancel & modify the reservation tickets and to give the enquiry as and when required.

01 CRS: He is responsible for checking Refunds of Previous Day (ROPD), cash vouchers, and performing other miscellaneous works.

Remarks: Average 167 requisition slips per shift are being dealt with by PRS/DPA office. 01 post of ECRC is lying vacant. Although, looking at the workload, 02 staffs are sufficient to handle the workload but DPA is handing most of the traffic and this station is adjoining station of JP so study considered an allowed 01 counter in 02 shifts. So requirement of staff is as under-

CRS- 1, RS -2 = Total 3 PRS staff.

Therefore, 03 staff would be sufficient to coupe up the existing workload. Remaining 1 PRS staff is found surplus and may be surrendered forthwith.

11. Sanganer

01-RS: 01 counter is being operated in 01 shift 08.00 to 15.00 hours. His work is to issue, cancel & modify the reservation tickets and to give the enquiry as and when required. Along with, they are responsible for checking Refunds of Previous Day (ROPD), cash vouchers and performing other miscellaneous work.

Remarks: Average total 73 requisition slips are being dealt with by the staff in a day. SNGN is as suburban station of JP. Therefore, one counter is essential to operate. So, one post of PRS staff is **justified**.

12. Banasthali Niwai

01-RS: Performs duty in shift 07.30 to 15.30 hours. He operates Unified counter in shift 08.00 to 14.00 hours. After 14.00 hours he checks ROPD, concession vouchers and also performs other misc. work.

Remarks: Average total 20 requisition slips are being dealt with by the staff in a day. Therefore, instead of separate PRS, unified terminal has been provided at BNLW. So, 1 PRS staff is **justified**.

13. Tonk

01-RS: Performs duty in shift 07.30 to 15.30 hours. He operates PRS counter in shift 08.00 to 14.00 hours. After 14.00 hours, he checks ROPD, concession vouchers and also performs other miscellaneous work.

Remarks: Average total 20 requisition slips are being dealt with. **As per policy- over at least 75 transactions per day will qualify for PRS location and at least one PRS, railhead/non-railhead, in every district, irrespective of whether location is in district HQ or otherwise, need to be considered.**

Unified counter has already been working in the Bansathali Niwai station, situated in Tonk district. Moreover PCCM/NWR vide his letter NO. C-436/PRS/Gen/2020/Part.iv dated 24.08.2020 has ordered to close the non rail head PRS location whose annual average workload of less than 25 transaction/day therefore, PRS of Tonk is being advised either closed or to be handed over to postal department and 01 post of RS here is considered surplus and may be surrendered.

14. Phulera

01-RS- Performs duty in shift 07.30 to 15.30 hours. He operates PRS counter in shift 08.00 to 14.00 hours. After 14.00 hours, he checks ROPD, concession vouchers and also performs other miscellaneous work.

Remarks: Average total 43 requisition slips are being dealt with by the staff in a day. Therefore, instead of separate PRS, unified terminal has been provided at FL. So, 1 post of PRS staff is **justified**.

15. Kishangarh

01-RS: Performs duty in shift 07.30 to 15.30 hours. He operates PRS counter in shift 08.00 to 14.00 hours. After 14.00 hours, he checks ROPD, concession vouchers and also performs other miscellaneous work.

Remarks: Average total 61 requisition slips are being dealt with. KSG is an important station of JP division therefore; one post of PRS staff is **justified**.

16. Derka Bala ji

02 RS: Presently 01 counter is being operated in 01 shift 08.00 to 14.00 hours. Their work is to issue, cancel and modify the PRS tickets. Along with, they check ROPD, concession vouchers and perform other miscellaneous work.

Remarks: Average 101 requisition slips per day are being dealt with by PRS/DKBJ. DKBJ is located within Jaipur City and caters large vicinity like- Durgabadi, Vidhyadhar Nagar, Jhotwara etc. After gauge conversation traffic will increase and to clear the traffic operation of one counter would be required in both shifts. Thus, both posts are **justified.**

17. Ringas

01-ECRC : Performs duty in shift 07.30 to 15.30 hours. He operates PRS counter in shift 08.00 to 14.00 hours. After 14.00 hours, he checks ROPD, concession vouchers and also performs other miscellaneous work.

Remarks: Average 46 requisition slips per day are dealt with. Therefore, instead of separate PRS, unified terminal has been provided at RGS. Therefore, **01 post of ECRC is justified.**

18. Sikar

03 RS: 02 counters are being operated in morning shifts and one counter is operated in evening shift. Their work is to issue, cancel, and modify reservation tickets. Along with they have to check ROPD, concession voucher and perform other miscellaneous work.

Remarks: Average 181 requisition slips per day are being dealt with from PRS/SIKR. Thus, in each shift average 60 requisition forms only are dealt with. It is not beneficial to operate two shifts in the morning, instead of two shift one additional counter may be operate from 10.00 to 12.00 hrs. to clear the extra rush and remaining time the staff may be utilized for other work like charting, ROPD, balance sheet etc. Thus, **only 01 window in 02 shifts is sufficient.** Hence, 03 posts of RS are **justified.**

19. Jhunjhunu

01 RS+ 1 ECRC(Vacant) : 01 counter is being operated in morning shifts 08.00 to 14.00 hours and one unified counter is also operated in 14.00 to 20.00 hours by booking clerk. Their work is to issue, cancel and modify the reservation tickets. Along with, they are responsible for checking ROPD, concession vouchers and performing other miscellaneous work.

Remarks: Average 76 requisition slips per day are being dealt with at PRS/JJN. Thus, looking at the present work load and shifting of reservation ticket towards E-ticketing, only 01 shift is sufficient. During the discussion it was told that one additional staff would be required to full fill the requirement of staff in emergency at other stations. So, both posts are **justified.**

20. Fathepur Shekhawati

01 ECRC (Vacant): 01 unified counter is being operated in shift 08.00 to 14.00 hours by station master. His work is to issue, cancel and modify the reservation tickets. Along with, he is responsible for checking ROPD, concession vouchers and performing other miscellaneous work.

Remarks: Average 29 requisition slips per day are being dealt with at PRS/FPS. Keeping in view the less workload and shifting of counter ticket to e-ticketing unified counter operated by SM is sufficient to cope up the workload. **Therefore, one vacant post of ECRC may be withdrawn and surrendered forthwith.**

21. Neem ka Thana

01-ECRC: 01 unified counter is being operated in shift 08.00 to 14.00 hours. His work is to issue, cancel and modify the reservation tickets. Along with, he is responsible for checking ROPD, concession vouchers and performing other miscellaneous work.

Remarks: It is unified counter and average 57 requisition slips per day being dealt with at PRS/NMK. Therefore, one post of ECRC is **justified.**

22. Narnaul

01- ECRC: 01 unified counter is being operated in shift 08.00 to 14.00 hours. His work is to issue, cancel and modify the reservation tickets. Along with he is responsible for checking ROPD, concession vouchers and performing other miscellaneous work.

Remarks: It is unified counter and average 60 requisition slips per day being dealt with at PRS/NNL. Post is **justified.**

23. Chirawa

01- RS : 01 unified counter is being operated in shift 08.00 to 14.00 hours. His work is to issue, cancel and modify the reservation tickets. Along with he is responsible for checking ROPD, concession vouchers and performing other miscellaneous work.

Remarks: It is unified counter and average 35 requisition slips per day being dealt with at PRS/CRWA. One staff to operate the counter therefore, one post is **justified.**

24. Jaleb Chowk, Jaipur

01 CRS + 01 RS: 01 counter is being operated in 02 shifts 08.00 to 14.00 hours and 14.00 to 20.00 hours. Their work is to issue, cancel and modify the PRS tickets. Along with, they check ROPD, concession vouchers and perform other miscellaneous work.

Remarks: Average 183 requisition slips per day are being dealt with by PRS/PBCJ. Thus, 92 requisition slips are being dealt with in each shift. PBCJ is non-railhead PRS, located in old Jaipur City and cater large vicinity. Thus, looking at the workload and location of the PRS, existing of staff are **justified.**

25. Vidhan Sabha

01 CRS: 01 counter is being operated in shift 09.00 to 16.00 hours at PRS situated within premises of Rajasthan Vidhan Sabha. His work is to issue, cancel and modify the PRS tickets. Along with, he checks ROPD, concession vouchers and performs other miscellaneous work.

Remarks: Average 10 requisition slips per day are dealt with at PRS Vidhan Sabha and exclusively for public representatives (MLAs) and staff of Vidhan Sabha.

PCCM/NWR vide his letter NO. C-436/PRS/Gen/2020/Part-iv dated 24.08.2020 has ordered to close the non rail head PRS location whose annual average workload is less than 25 transaction/day. As per PCCM order this PRS centre should be closed immediately. But this centre is located in a very important place therefore it can't be closed. But after consultation with higher authorities this change can be made that this PRS can be open at the time when assembly session is going on. **Hence, one post of CRS is surplus and may be surrendered forthwith.**

26. High court

01 ECRC: 01 counter is being operated in shift 08.00 to 14.00 hours at PRS situated within premises of Rajasthan High Court. His work is to issue, cancel and modify the PRS tickets. Along with, he checks ROPD, concession vouchers and performs other miscellaneous work.

Remarks: Average **27 requisition slips per day** are dealt with at PRS Jaipur High Court. **This is not meeting with the minimum required number of requisition slips i.e. 75 to operate a separate PRS. So, it is being advised to extend the timing of PRS/High Court from 09.00 to 16.00 hours and also proper advertisement of the same to achieve minimum desired requisition slips to operate a PRS.**

Note: During critical analysis of the duties, it was found that 85 reservation staffs are sufficient to perform existing workload of Jaipur division. Thus out of sanctioned cadre of 98 reservation staff, 13 reservation staff are identified as surplus. But, with a view that promotion aspect of the staff should not be affected with these surrenders, it is advised to surrender 13 posts of initial/lower grades.

CHAPTER-9

CRITICAL ANALYSIS OF WORKLOAD & RECOMMENDATIONS

9.0.0 Critical Analysis:-

1. Presently, in Jaipur division, 26 PRS locations with 35 PRS counters and 9 unified counters are being manned by 22 CRS, 56 RS and 4 ECRC i.e. by 82 reservation staff.
2. Overall average reduction of 4% requisition slips per annum has been observed.
3. There is a shift of 81% of earning from PRS counters to E tickets, which shows increasing popularity of E-tickets and with increase server speed this E-tickets earning share is going to increase further.
4. New technologies like 139 IVRS and SMS services and online NTES service as well its availability on android application has reduced the need of direct train related inquiry.
5. Other on ground facilities at Major stations like Train Arrival/Departure Display, Coach number display, Chart display on the screen, LED display, announcement, NTES and IVRS have also reduced the face to face inquiry on the stations.
6. Workload of individual locations was critically analyzed on the basis of data like number of requisition slips being dealt with, number of passengers booked and earning was compared with last two financial years and remarkable decrease in the business of reservation tickets from PRS counters noticed.

9.1.0 Recommendations:-

On the above basis it is recommended that:

9.1.1 Recommendation 01:

After analysis of business trend of PRS ticket in last two financial years, their shifting towards E-ticketing and workload of an individual staff, incorporating recommendations below 02 to 04, it is suggested 85 Number of staff is required to perform PRS work over Jaipur division. Thus out of sanctioned cadre of 98 reservation staff, 13 reservation staff are identified as surplus, which **may be surrendered**.

9.1.2 Recommendation 02: PRS- Vidhan Sabha is dealing with only 10 requisition slips per day, as it is not accessible to common man therefore it is advised that the counter may be relocated in a manner so that common man can also access the facility.

9.1.3 Recommendation 03: PRS-High Court is dealing with average 27 requisition slips per day which are less therefore shift timing of the PRS may be rescheduled to achieve minimum required number of requisition slips per day.

9.1.4 Recommendation 04: Due to technology leverage, all the enquiries related to reservation tickets, arrival & departure of trains and others are freely accessible, therefore, it is suggested that possibility may be explore to club the face to face enquiry and Control office enquiry.

CHAPTER-10

SUMMARY OF SURPLUS POSTS

SN	Station	No. of counter	Shift	Cadre	Deployment of staff	Proposed	surplus	No. of forms in 2019-20	Average forms /shift	Per day	Per day/ 120
1	Jaipur	5	10	48	40	41	7	517433	142	1418	11.82
2	GADJ	2	4	7	6	6	1	136267	93	373	3.11
3	Dausa	1	1	2	1	2	0	37535	103	103	0.86
4	BKI	1	1	1	1	1	0	29779	82	82	0.68
5	AWR	2	3	5	4	5	0	104116	95	285	2.38
6	RE	2	4	6	5	5	1	89727	61	246	2.05
7	DPA	1	2	4	3	3	1	60777	83	167	1.39
8	SIKR	2	3	3	3	3	0	66187	60	181	1.51
9	JJN	1	1	2	1	2	0	27632	76	76	0.63
10	KSG	1	1	1	1	1	0	22119	61	61	0.51
11	PBCJ	1	2	2	2	2	0	66650	91	183	1.53
12	JP Vidhan Sabha	1	1	1	1	0	1	3692	10	10	0.08
13	JP High court	1	1	1	1	1	0	9804	27	27	0.23
14	Tonk	1	1	1	1	0	1	7368	20	20	0.17
15	RHG	1	1	1	1	1	0	7625	21	21	0.18
16	NNL	1	1	1	1	1	0	22021	60	60	0.50
17	KRH	1	1	1	1	1	0	20476	56	56	0.47
18	FL	1	1	1	1	1	0	15783	43	43	0.36
19	DKBJ	1	1	2	1	2	0	36757	101	101	0.84
20	RGS	1	1	1	1	1	0	16799	46	46	0.38
21	NMK	1	1	1	1	1	0	20922	57	57	0.48
22	CRWA	1	1	1	1	1	0	12938	35	35	0.29
23	GTJT	1	2	2	2	2	0	61442	84	168	1.40
24	BNLW	1	1	1	1	1	0	7370	20	20	0.17
25	SNGN	1	1	1	1	1	0	26573	73	73	0.61
26	FPS	1	1	1	0	0	1	10405	29	29	0.24
Total				98	82	85	13				

CHAPTER-11
MINUTES OF MEETING

11.0 Discussion Meeting with Sr. DCM/JP:

A detailed discussion over the work study was done by AWSO in meeting with Sr. DCM/JP on 22.12.2020. During discussion, Sr. DCM/JP agreed upon to surrender 07 posts out of recommended 13 posts as surplus. Minutes of the meeting are as under:-

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CHAPTER-12
SUMMARY OF RECOMMENDATIONS

12.0.0 Detail of summary of recommendations

S. No.	Recommendations	Para No.	Accepting/ Implementing Authority
1.	Recommendation No.- 01: After analysis of business trend of PRS ticket in last three financial years, their shifting towards E-ticketing and workload of an individual staff, incorporating recommendations below 02 to 04, it is suggested 71 Number of staff is required to perform PRS work over Jaipur division. Thus out of sanctioned cadre of 102 reservation staff, 31 reservation staff (5 CRS + 17 RS+09 ECRC) are identified as surplus, which may be surrendered.	9.1.1	DRM/Jaipur
2.	Recommendation No.- 02: PRS- Vidhan Sabha is dealing with only 24 requisition slips per day, as it is not accessible to common man therefore it is advised that the counter may be relocated in a manner so that common man can also access the facility	9.1.2	
3.	Recommendation No.- 03: PRS-High Court is dealing with average 64 requisition slips per day which are less therefore shift timing of the PRS may be rescheduled to achieve minimum required number of requisition slips per day.	9.1.3	
4.	Recommendation No.- 04: Due to technology leverage, all the enquiries related to reservation tickets, arrival & departure of trains and others are freely accessible, therefore, it is suggested to find out possibilities not to operate the PRS enquiry and Control office enquiry.	9.1.4	

CHAPTER-13
FINANCIAL IMPLICATION

With the proposal of surrender of 13 posts of Group 'C' staff the recurring savings per annum in unit wise money value amount is given below:-

S. No.	Station	Design.	GP	Pay Matrix		Mean pay	DA @ 17%	Total Money value	No. of posts	Total saving/ month	Total saving/ year
1	JP	CRS	4600	44900	58600	74200	12614	86814	1	86814	1041768
		RS	4200	35400	46200	58500	9945	68445	2	136890	1642680
		ECRC	2800	29200	38100	48250	8203	56453	4	225810	2709720
2	GADJ	ECRC	2800	29200	38100	48250	8203	56453	1	56453	677430
3	RE	ECRC	2800	29200	38100	48250	8203	56453	1	56453	677430
4	DPA	ECRC	2800	29200	38100	48250	8203	56453	1	56453	677430
5	FPS	ECRC	2800	29200	38100	48250	8203	56453	1	56453	677430
6	Tonk	RS	4200	35400	46200	58500	9945	68445	1	68445	821340
7	Vidhan Sabha	CRS	4600	44900	58600	74200	12614	86814	1	86814	1041768
Total									13	830583	9966996