



G.275 / WSSR-392021 / 2020 – 21

**WORK STUDY TO REVIEW THE
COMMERCIAL STAFF STRENGTH
AT PRS CENTRES**

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**CBE, CBF, ED, SA & SXT
SA DIVISION**

SOUTHERN RAILWAY

PLANNING BRANCH

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AT PRS CENTRES**

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**CBE, CBF, ED, SA & SXT
SA DIVISION**

STUDIED BY

**WORK STUDY TEAM
OF
PLANNING BRANCH**

DECEMBER 2020

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(i)
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(ii)
AUTHORITY

Annual Program of work studies for the year 2020-21

(iii)
TERMS OF REFERENCE

Work study to review the PRS staff strength @ CBE, CBF, ED, SA & SXT PRS centres.

(iv)
METHODOLOGY

The following methodology has been adopted while conducting the work study:

- 1) Application of Yardstick and Need basis

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(v)

REVISED SUMMARY OF RECOMMENDATIONS

The following 8 posts are found excess to the requirement; the same may be surrendered and credited to the vacancy bank.

S. No.	Station	Category	Level	Grade pay (Rs.)	No. of post
1	CBE	CRS	7	4600	1
2		RS - II	6	4200	3
3		ECRC	5	2800	1
4	CBF	RS-II	6	4200	1
6	ED	ECRC	5	2800	1
7	SA	RS/II	6	4200	1
Total					8



CHAPTER – I

1.0 INTRODUCTION

- 1.1 The Passenger Reservation System (PRS) which was introduced in the late eighties paved way for hassle free functioning mode in reservation center. This has tantamount effect in the passenger services, qualitative improvement and satisfaction of passengers which has boosted the image of Railways. Transparency, accuracy convenience, scope for reduction of mistakes and repetition of work is the consequence of computerization and implementation of modern technology.
- 1.2 Further the system is strengthened through various supporting technology like Internet booking, e-ticketing, IVRS, touch screens, SMS, POET, India Post etc., Introduction of IUTS (UTS + PRS) machines etc., Thus inconveniences are being radically eradicated.
- 1.3 Since the manpower requirement rests on the above said factors, the study is intended to bring a judicious assessment of work force and to have analysis on ground realities in relationship with the prevailing yardstick. (Commercial circular No.23 of 2011 by Director Traffic Commercial (G)-II/RB Letter No. 2010/TG-I/20/P/Counter dated 01.06.2011) (**Annexure II**) and also as per Railway Board's letter No.11-2019/SPMPS/Yardstick/2 Dated 30.06.2020 the revised Yardstick/Norms for various O&M activities in Railways across all Departments stand reduced by 15% on as is where basis as an interim measure w.e.f.01.07.2020. This will however not be applicable to Electrical, Mechanical and Accounts Departments where the revised yardsticks have been already been issued in September 2019 (**Annexure III**).
- 1.4 This study confines to PRS centres at CBE, CBF, ED, SA & SXT of SA division.

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CHAPTER – II**2.0 PRESENT SCENARIO**

2.1 The concept of liberalization, privatization and globalization has permeated from Elite group to common mass in society. Awareness in internet booking has gained tremendous momentum. System of reservation has also switched over to electronic mode duly replacing manual operation. Thus manpower requirement is considerably reduced due to technological implementation. Based on the present trend and methodology adopted in PRS centre, an effort is taken to review the staff requirement at PRS centre's viz. CBE, CBF, ED, SA & SXT in this work study.

2.1.1 The Sanction, Actual, Vacancy & Excess position as on 25.09.2020.

STAFF STRENGTH - PRS SA Division																
Station	CRS - Level-7 (GP 4600)				RS II – Level-6 (GP 4200)				ECRC – Level -5 (GP 2800)				Total			
	S	A	V	E	S	A	V	E	S	A	V	E	S	A	V	E
CBE	7	6	1	0	12	9	3	0	1	0	1	0	20	15	5	0
CBF	1	1	0	0	5	4	1	0	0	0	0	0	6	5	1	0
ED	2	2	0	0	8	10	0	2	1	0	1	0	11	12	0	1
SA	3	2	1	0	6	7	0	1	0	0	0	0	9	9	0	0
SXT	1	1	0	0	4	5	0	1	0	0	0	0	5	6	0	1
Total	14	12	2	0	35	35	4	4	2	0	2	0	51	47	6	2

2.2. PRS CENTRES AT SA

The PRS centers are located at

- 1) CBE Railway station Main entrance East Side (First floor)
- 2) CBF Railway station North side
- 3) ED Railway Station North side Ground Floor
- 4) SA Railway Station Main Entrance East Side (First Floor)
- 5) SXT Railway Station East side.

2.2.1 CBE Railway station Main entrance East Side (First floor)

Chief Reservation Supervisor – 1 (09.00 Hrs. to 17.00 Hrs.)

	Counters							
	1	2	3	4	5	6	7	8
Working Hours	Mon to Sat 08.00 - 14.00 14.00 - 20.00 Sunday 08.00 - 14.00	Mon to Sat 08.00 - 14.00 14.00 - 20.00 Sunday 08.00 - 14.00	Mon to Sat 08.00 - 14.00 14.00 - 20.00 Sunday 08.00 - 14.00	Mon to Sat 06.00 - 12.00 Sunday 06.00 - 12.00	Mon to Sat 07.00 - 15.00 Sunday 07.00 - 15.00	Mon to Sat 13.00 - 21.00	Mon to Sat 09.00 - 17.00	Mon to Sat 09.00 - 17.00
No of Shift	2	2	2	1	1	1	1	1
Booking	Enquiry cum issuing /cancellation of tickets	Enquiry cum issuing/cancellation of tickets	Enquiry cum issuing/cancellation of tickets	Current Booking ECRC & Night Refunds	Morning Batch In-charge	Evening Batch In-charge	Accounts	EDR feeding

2.2.2 CBF (Coimbatore North) Railway station North side:

Chief Reservation Supervisor – 1 : (09.00 Hrs. to 17.00 Hrs.) – Over all Supervision of Office, duty roster, daily periodical and monthly balance sheet etc.,

Working Hours	Counter	
	1	2
	Mon to Sat 07.100 -15.00 / 13.00 - 21.00 Sunday 07.00-15.00	Mon to Sat 07.00-15.00 / 13.00 - 21.00 Sunday 07.00-15.00
No. of Shift	2	2
Booking	Normal issue of tickets including concessions, vouchers and credit cards.	In addition to normal issue of tickets, bulk bookings, circular journey tickets.

2.2.3 ED Railway Station North side (Ground Floor):

Chief Reservation Supervisor – 1 : (09.00 Hrs. to 17.00 Hrs.) - Over all Supervision of Office, duty roster, daily periodical and monthly balance sheet etc.,

Working Hours	Counter		
	1	2	3
	Mon to Sat 08.00 -14.00 / 14.15 - 20.00 Sunday 08.00-14.00	Mon to Sat 08.00 -14.00 / 14.15 - 20.00 Sunday 08.00-14.00	Mon to Sat 08.00 -14.00 / 14.15 - 20.00 Sunday 08.00-14.00
No. of Shift	2	2	1
Booking	Normal issue of tickets including concessions, vouchers and credit cards.	Normal issue of tickets including concessions, vouchers and credit cards.	Normal issue of tickets including concessions, vouchers and credit cards.

2.2.4 SA Railway Station Main Entrance East Side (First Floor):

Chief Reservation Supervisor – 3 (2 +1 working in Sr.DCM/O/SA) : (09.00 Hrs. to 17.00 Hrs.) - Over all Supervision of Office, duty roster, daily periodical and monthly balance sheet etc.,

	Counters			
	1	2	3	4
Working Hours	Mon to Sat 07.00 -15.00	Mon to Sat 07.00 - 15.00	Mon to Sat 13.00 – 21.00	Mon to Sat 15.00 – 22.00
No of Shift	1	1	1	1
Booking	Normal issue of tickets including concessions, vouchers and credit cards.	Normal issue of tickets including concessions, vouchers and credit cards.	Normal issue of tickets including concessions, vouchers and credit cards.	Normal issue of tickets including concessions & prepare Current Res. & current chart.

2.2.5 SXT Railway Station East side.

Chief Reservation Supervisor – 1 : (09.00 Hrs. to 17.00 Hrs.) - Over all Supervision of Office, duty roster, daily periodical and monthly balance sheet etc.,

	1	2
	Mon to Sat 07.00 -15.00 / 13.00 - 21.00 Sunday 07.00 -15.00	Mon to Sat 07.00 -15.00 / 13.00 - 21.00 Sunday 07.00 -15.00
Working Hours		
No. of Shift	2	2
Booking	Normal issue of tickets including concessions, vouchers and credit cards.	Normal issue of tickets including concessions, vouchers and credit cards.

2.3 Commercial Trend of PRS STATIONS:

2.3.1 No. of Forms

Month	CBE		CBF		ED		SA		SXT	
	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
APR	24559	22090	14853	12896	21411	19379	12159	11536	9960	9002
MAY	21257	21042	13437	12837	19080	18681	11552	11440	9323	8904
JUN	22836	21748	14254	12585	19864	18979	11980	11797	10322	8950
JUL	25240	24865	14629	13048	21503	20021	12097	11056	10653	9745
AUG	25883	22671	14398	11946	20500	19013	11307	11994	9978	8829
SEP	24597	21932	14054	12940	20167	18940	11960	10868	10148	8960

OCT	23971	22779	13581	11888	19681	18296	11942	10799	9405	8534
NOV	24121	23648	13069	13654	19273	19790	10472	11229	9045	9432
DEC	28270	24908	13960	13358	20540	20144	11155	10982	9874	8882
JAN	25002	23767	14425	14581	20848	21221	12025	11358	9427	9365
FEB	22771	22340	12767	13415	19089	19020	10174	11076	8937	8940
MAR	24179	15967	13609	9126	20399	14140	11113	8269	9568	6397
TOTAL	292686	267757	167036	152274	242355	227624	137936	132404	116640	105940

2.3.2 No. of Tickets:

Month	CBE		CBF		ED		SA		SXT	
	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
APR	25489	22969	15393	13390	21881	19652	12878	12062	10306	8288
MAY	22158	22001	13914	12825	19352	18882	12492	11953	9605	9192
JUN	24511	22421	14691	12947	20144	19123	12833	12236	10566	9183
JUL	26019	25495	15047	13434	21870	20175	12629	12034	10895	10018
AUG	26687	23373	14785	12331	20857	19216	11845	12536	10287	9103
SEP	25512	22780	14459	13222	20480	19124	12491	11326	10410	9205
OCT	24822	22558	9086	12237	19949	18528	12570	11344	9646	8574
NOV	24993	24230	13479	14152	19658	20002	10904	11653	9232	9710
DEC	29236	24908	13422	14282	20888	20394	11697	11434	10150	9146
JAN	26397	24696	14991	15035	21181	21619	12551	11903	9720	9663
FEB	23601	22267	13259	13839	19335	19508	10628	11545	9227	9197
MAR	25009	16030	14078	9443	20635	14476	11570	8658	9825	6600
TOTAL	304434	273728	166604	157137	246230	230699	145088	138684	119869	107879

2.3.3 Net Earnings: in Rs.

Month	CBE		CBF		ED		SA		SXT	
	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
APR	15951694	15142775	8184640	8084930	9943455	10518990	9138270	9417155	5138415	5238235
MAY	13023224	13751995	7356895	7708645	9085474	10154596	7328490	9699210	5127770	5417935
JUN	16043475	15824275	8751719	8603603	9749795	10939910	8074220	8811715	5883080	5306395
JUL	18568985	17922561	9276600	9114108	10838575	11042563	8061470	7728325	5610665	5129335
AUG	16990205	13794918	8898285	6940660	9550775	9391195	7095065	7106930	5281150	4346425
SEP	18543207	15378044	9602010	9172905	10858415	10481758	7670290	7505095	5313815	4961658
OCT	16714815	15129186	9107655	7046850	10167060	10450880	7611750	7347725	5306540	4750565
NOV	17833565	16908435	8858105	8621645	10327330	10857270	6940375	8500780	4675685	5307245
DEC	23836147	19574555	9574914	10379855	12037585	12369395	8028800	7941700	5999220	5462455
JAN	18981848	18497608	9830950	10777870	11705454	13043010	8358575	8279185	5527340	5952414
FEB	16570223	16671209	8749005	9123470	10767838	12044625	6851644	8135050	5746600	5514250
MAR	15663694	7592250	8601505	3954955	11572855	5468230	7780020	3877283	5609530	2478600
TOTAL	208721082	186187811	106792283	99529496	126604611	126762422	92938969	94350153	65219810	59865512

2.4 The Cadre:

Enquiry-cum-Reservation clerks are recruited in Level-5 (GP Rs.2800) through Direct Recruitment from graduates as well as through promotions from Booking clerks/Trains clerk/Train Examiner etc. The Post/Grade of Reservation Supervisor/II in Level – 6 (GP Rs.4200). The apex grade is CRS in Level-7 (GP Rs.4600).

2.4.1 Duties of Chief Reservation Supervisor

- General supervision and overall maintenance of PRS
- Checking up of muster rolls/attendance registers
- Preparation and maintenance of duty rosters
- Checking of vouchers and tallying
- Checking of daily cash previous day and tallying of accounts
- Ensuring timely operation of counters
- Printing of daily accounts statements
- Checking and maintenance of Refunds on previous day (ROPD)

- Checking of non-issued tickets, modifications
- Checking of tatkal booking
- Printing of charts for originating/en-route trains
- Attending general enquiries and maintaining public complaints books
- Checking and tallying of periodical reports
- Procuring ticket stocks, stationeries, application forms etc.,
- Maintaining full role, part roll, ticket registers
- Maintaining Standing Order Book (SOB)
- Maintaining personal cash declaration registers
- Issuing of bulk booking permission, special cancellations, boarding point permission and corrections.
- Dealing / reply to HQ and attending meetings
- Maintaining manual ABR (Advance Booking Refunds)
- Deputing staff to other areas / additional counters
- Provision of statistics
- Ensuring counter terminals, POET, Touch screen M/C functions.

2.4.2 Duties of RS/II & ECRCs:

- Preparing and complementary work
- Checking of the main profile for new trains, change in profile of existing trains.
- Checking the ear-marking of various quotas, general, tatkal, HQ, ladies, Senior citizen, handicapped, changes, addition / deletion of stoppage / coaches etc.
- Going through SOB, Reservation / refund rules, instructions.
- During the process of reservation, application forms, scrutinizing the application for filling, signing and checking the availability of train data, class, quota and informing passengers about the alternate availabilities.
- Correction wherever needed be done through passenger
- Checking the corrections / error / rectifications
- Feeding data to the server through terminal
- Refund the tickets and night train charts and current charts.
- Morning chart, DQ feeding, ticket lost, name change etc.,
- Collection of cash, checking of printed tickets and issuing the tickets

- Process of cancellation, verification of partial / full realization of cancellation charges, receipts of cancellation tickets, printing of proper tickets.
- Remittance of cash to Bank/Preparation of voucher for remittance through CBS.
- Preparation of daily, periodical and monthly balance sheet.

2.4.3 COUNTER & NON-COUNTER ACTIVITIES:

i) Counter activities

Enquiry, Ticket reservation / cancellation, Tatkal booking, Concession Tickets, Refund and Current Booking are termed as counter activities.

ii) Non-Counter activities

The following are the non-counter activities or back up duties performed.

a) Overall Supervisor

CRS will be the General supervising and overall in-charge and co-ordination with other allied activities, roster for PRS centre and attending all the correspondence with regard to ECRCs, Complaints, Vigilance, Consumer Court Cases, attending meeting with officers, OLIC, etc.

b) Cash handling

On closure of daily accounts, CRS will collect the cash from all the counters at the end of each shift and hand over to the Chief Booking Supervisor (CBS) daily for onward transfer to Bank in the units of VPT, SRT, CVP & TCN. In MDU, TEN & TN collections are dealt by the PRS/CRS himself for remittance in the nominated banks

c) Accounts

Checking of accounts tallying the same with cash remittance counter-wise / shift-wise, checking of ROPD, NI, Manual ABR, and concession voucher, preparing of SN2, balance sheet, outstanding list, etc

d) Shift Supervising

Permission for bulk booking, passenger name change, and time barred refunds, VIP booking, ticket lost, special cancellation, full rolls / part rolls checking, supplying ticket rolls for counters as and when required, recovery particulars from console, sending EQ requests from VIPs and attending Railway phone, etc.

e) Stores / Pass / Misc.

Procurement and maintenance of hardware, stationery maintenance of old records, maintenance of tools and plants, etc. And also maintenance staff welfare, Pass and PTO for ECRCs.

f) Charting

The chart printing is done by the Printer inter-connected with the reservation system of IR by feeding various data. Printing of en-route chart for Concern station boarding trains

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CHAPTER – III

3.0 CRITICAL ANALYSIS

- 3.1 Commercial Department plays a major role in Railway's earnings since the system is directly connected with passengers. The passenger earning trend is being maintained on day to day basis. Railways continue to heed for augmentation of special trains and coaches. The technological transfer from manual operation to computer system in the railway reservation is a boon for ECRCs and the introduction of internet and e-ticketing has since made inwards and the tedious procedures like approaching counters, standing in queue, waiting for the transaction have all shrunk to major extent. Therefore, about 65% of tickets are booking through e-ticketing as on 31.03.2020. If passenger marketing system plays a vital role vigorously through advertisement about such facilities in the form of announcement, clerical role towards booking can be reduced. The erstwhile peak period phenomena has also been overcome due to the advent of internet and enhancement of the period of ABR to four months, therefore the concept of peak season and off season is nullified.
- 3.2 Computerized Reservation System is being strengthened through various supporting systems like IVRS, SMS replies to passenger queries regarding reservation, availability of accommodation, touch screen, POETS, India Post, PRS Centers at Non-Railway premises, introduction of IUTS (UTS & PRS) have synchronized the concept of computerized reservation to wider level with inter connectivity.
- 3.3 Manual entries are replaced by
- computer typing
 - Physical checking is simplified
 - Arithmetical calculation is not required now
 - Typing time for Reservation is reduced due to easiness of corrections
Cancellation of entries and which become simultaneous activities
 - IMS Charting preparation require very few inputs due to connectivity
 - No register entries are required at the time of reservation in each case.

- 3.4 On need base and the present practice in Southern Railway; the study team applies the yardstick of 140 transactions per shift per counter for this work study.

3.5 The Role of Non-Railway Agencies:

In the beginning of computerized reservation the entire operation was controlled by Railway employee. At First the IRCTC entered the scene and started supplying tickets to the passengers at their door steps for a premium charge. Then credit card booking comes to vogue. Then the internet booking by the parties themselves directly through internet was allowed duly eliminating the need for engaging the middle man. To avoid misuse of this facility, prescribed identity cards like PAN, Ration, Driving License etc., and the passengers are required to carry out during their journey. For internet booking, the only requirement is the possession of credit / debit card. Now-a -days, reservation on mobile through SMS is permitted which eliminates the necessity of printed tickets. Thus, booking other than through PRS Centre is drastically increased which results in reduction of booking through PRS Centre. On observation, it is noticed that proper advertisement through all media in a wider range is still in embryonic stage. However, as this study is limited to the above mentioned three PRS Centers, the work method and application of formula are taken into account for requirement of man power analysis.

- 3.6 The methodology adopted to determine the requirement of ECRC/RS-III/ CRS.
- a) The average number of applications dealt per day over the current year and two previous years.
 - b) No. of forms / applications per shift is 140
 - c) Performance of back office duties like Cash, Accounts dealing, Charting etc.,

- 3.6.1 As per revised Yardsticks/Norms issued by Railway Board vide letter No.11-2019/SPMS/Yardstick/2 dated 30.06.2020 for various O&M activities across all departments on the Railways stand reduced by 15% on as is where is basis as an interim measure w.e.f.01.07.2020. This will however not be applicable to Electrical, Mechanical and Accounts Departments where the revised Yardsticks have already been issued in September 2019.**

3.7 REQUIREMENT OF STAFF AT PRS CENTRE /CBE

The sanctioned strength is 20, the actual strength is 15. The average number of transaction and net earnings per day during the past two years from April 2018 to March 2020 (24 Months) is as follows (Reference Table 2.3.1).

3.7.1 Back up activities and staff requirement:

The charting activities for intermediate stations on an average of 25 - 30 trains in a day, cash dealing and accounts activities are back up activities. The deputation of one staff to PRS/PTJ is also required to be considered. However, deployment of one supervisors' batch in-charge, in addition to the general supervisor Cash dealing and accounts work can very well be done by shift supervisors and ECRCs as assistants. However, study team has allowed the pattern to be continued.

3.7.2 Requirement of Staff at PRS Centre / CBE for various activities

Year/Description	No. of Forms/Staff required
2018-19	292686
2019-20	267757
Total	560443
Average/Month (24 Months)	23352
Average/Day = (Average/Month ÷ 30)	779
No. of forms per counter/per shift (As per revised Yardstick mentioned in para 3.6.1 above)	140+21=161
No. of Staff Required (779/161)	4.83 say 5
Night reservation counter R.G.	1
Sub-Total	6
R.G. 16.66% % for 7(including RG to PRS/PTJ)	1.16 say 1
Sub Total	7
Batch In-charge	2
Accounts & EDR feeding	1
Sub-Total	10
L.R. at 15%	1.5 say 2
Overall In-charge	1
TOTAL STAFF REQUIREMENT	13

3.7.3 Sanction Vs Requirement

Category	Level & Grade Pay	Sanction	Actual	Requirement	Surplus
CRS	L-7 (Rs.4600)	7	6	6	1
RS / II	L-6 (Rs.4200)	12	9	7	5
ECRC	L-5 (Rs.2800)	1	0	0	1
Total		20	15	13	7

Recommendation No.1

1 posts of CRS in Level -7 (GP Rs.4600),
 5 posts of RS/II in Level-6 (GP Rs.4200) and
 1 post of ECRC in Level-5 (GP Rs.2800) which are found excess to the requirement may be surrendered and credited to the vacancy bank.

(07 Posts)**3.8 REQUIREMENT OF STAFF AT PRS CENTRE / CBF**

The sanctioned strength is 6, the actual strength is 5. The average number of transaction and net earnings per day during the past two years and current year from April 2018 to March 2020 is as follows (Reference Table 2.3.1)

Year/Description	No. of Forms/Staff required
2018-19	167036
2019-20	152274
Total	319310
Average/Month (24 Months)	13305
Average/Day = (Average/Month ÷ 30)	444
No. of forms per counter/per shift (As per revised Yardstick mentioned in para 3.6.1 above)	140+21=161
No. of Staff Required (444/161)	2.75 say 3
R.G. 16.66%	0.5
Sub Total	3.5
L.R. at 15%	0.5
Overall In-charge	1
TOTAL STAFF REQUIREMENT	5

3.8.1 Sanction Vs Requirement

Category	Level & Grade Pay	Sanction	Actual	Requirement	Surplus
CRS	L-7 (Rs.4600)	1	1	1	0
RS / II	L-6 (Rs.4200)	5	4	4	1
ECRC	L-5 (Rs.2800)	0	0	0	0
Total		6	5	5	1

Recommendation No.2:

1 post of RS/II in Level-6 (GP Rs.4200) which is found excess to the requirement may be surrendered and credited to the vacancy bank.

(01 Post)

3.9 REQUIREMENT OF STAFF AT PRS CENTRE / ED

The sanctioned strength of 11 and the Actual is 12. The average number of transaction and net earnings per day during the past two years and from April 2018 to Feb March 2020 is as follows (Reference Table 2.3.1)

Year/Description	No. of Forms/Staff required
2018-19	242355
2019-20	227624
Total	469979
Average/Month (24 Months)	19583
Average/Day = (Average/Month ÷ 30)	653
No. of forms per counter/per shift (As per revised Yardstick mentioned in para 3.6.1 above)	140+21=161
No. of Staff Required (653/161)	4.05 say 4
Accounts & EDR	1
Charting duty	1
Sub-Total	6
R.G. 16.66% for 8 (including RG to PRS/KRR)	1.33 say 1
Sub Total	7
L.R. at 15% for 9 (including RG to PRS/KRR)	1.35 say 1
Sub-Total	8
Overall In-charge	1
TOTAL STAFF REQUIREMENT	9

3.9.1 Back up activities and staff requirement

The charting activities are Yercaud Exp. main chart, remote chart for 3 trains, Ex-booking chart for more than 60 trains per day and current chart for 6 trains. Preparation of voucher and Cash remitted in bank through CBS.

3.9.2 Sanction Vs Requirement

Category	Level & Grade Pay	Sanction	Actual	Requirement	Surplus
CRS	L-7 (Rs.4600)	2	2	2	0
RS / II	L-6 (Rs.4200)	8	10	7	1
ECRC	L-5 (Rs.2800)	1	0	0	1
Total		11	12	9	2

Recommendation No.3

1 post of RS/II in Level-6 (Rs.4200) and

1 post of ECRC in Level-5 (GP Rs.2800) which are found excess to the requirement may be surrendered and credited to the vacancy bank.

(02 Posts)

3.10 REQUIREMENT OF STAFF AT PRS CENTRE / SA

The sanctioned strength of 9 and the Actual is also 9. The average number of transaction and net earnings per day during the past two years and from April 2018 to March 2020 is as follows (Reference Table 2.3.1)

Year/Description	No. of Forms/Staff required
2018-19	137936
2019-20	132404
Total	270340
Average/Month (24 Months)	11264
Average/Day = (Average/Month ÷ 30)	376
No. of forms per counter/per shift (As per revised Yardstick mentioned in para 3.6.1 above)	140+21=161
No. of Staff Required (376/161)	2.33 say 2
Morning /Evening Current counter & chart preparation	2
CRS - Accounts & Cash	2
Sub-Total	6
R.G. 16.66%	0.99 say 1
Sub Total	7
L.R. at 15%	1.05 say 1
TOTAL STAFF REQUIREMENT	8

3.10.1 Sanction Vs Requirement

Category	Level & Grade Pay	Sanction	Actual	Requirement	Surplus
CRS	L-7 (Rs.4600)	3	2	3	0
RS / II	L-6 (Rs.4200)	6	7	5	1
ECRC	L-5 (Rs.2800)	0	0	0	0
Total		9	9	8	1

Note: One CRS who is on Roll in SA/PRS, presently working in Sr.DCM/O/SA.

Recommendation No.4

1 post of RS/II in Level-6 (GP Rs.4200) which is found excess to the requirement may be surrendered and credited to the vacancy bank.

(01 Post)

3.11 REQUIREMENT OF STAFF AT PRS CENTRE / SXT

The sanctioned strength of 5 and the Actual is 6. The average number of transaction and net earnings per day during the past two years and from April 2018 to March 2020 is as follows (Reference Table 2.3.1).

Year/Description	No. of Forms/Staff required
2018-19	116640
2019-20	105940
Total	222580
Average/Month (24 Months)	9274
Average/Day = (Average/Month ÷ 30)	309
No. of forms per counter/per shift (As per revised Yardstick mentioned in para 3.6.1 above)	140+21=161
No. of Staff Required (309/161)	1.91 say 2
R.G. 16.66%	0.33 say 1
Sub Total	3
L.R. at 15%	0.45 say 1
Sub-Total	4
CRS General	1
TOTAL STAFF REQUIREMENT	5

3.11.1 Sanction Vs Requirement

Category	Level & Grade Pay	Sanction	Actual	Requirement	Surplus
CRS	L-7 (Rs.4600)	1	1	1	0
RS / II	L-6 (Rs.4200)	4	5	4	0
ECRC	L-5 (Rs.2800)	0	0	0	0
Total		5	6	5	0

Note: One staff who is on Roll in SXT/PRS, presently working in Sr.DCM/O/SA.

SUMMARY OF RECOMMENDATIONS

The following 11 posts are found excess to the requirement; the same may be credited to the vacancy bank.

S.No	Station	Category	Level	Grade pay (Rs.)	No. of post
1	CBE	CRS	7	4600	1
2		RS - II	6	4200	5
3		ECRC	5	2800	1
4	CBF	RS-II	6	4200	1
5	ED	RS – II	6	4200	1
6		ECRC	5	2800	1
7	SA	RS/II	6	4200	1
Total					11



CHAPTER – IV

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

The reply to work study No 392021 pertaining to PRS centre's staff strength CBE, CBF, ED, SA&SXT in SA division is received on 24.12.20 vide letter No SA/C496/392021/2020-21 is reproduced below with the reply of the planning branch.

CO-ORDINATING OFFICER'S REMERKS:

With reference to the above work study report, it is felt that, the work study has been conducted only based on the yardstick and not the local factors and following details are submitted for your perusal.

i) PRS /COIMBATORE

- One PRS Counter has to work from 06.00hrs to 12.00hrs for current reservation for Janshabdi Express/Kurla Express and current cancellation for the morning trains. A separate counter is mandated since 06.00hrs to 09.00hrs are peak hours in the unreserved segment, which is not considered in the work study. Hence one RS II post is required for manning the counter.
- As per RB vide Lr. No PC-V II/2020/HRMS/6 Dt.14.08.2020, for implementation of E- Privilege/ PTO in HRMS, one in-charge post and one clerk is to be nominated exclusively for issuing of pass to commercial staff over Salem Division. Hence the one CRS post and one RS II post at CBE are accommodated for the same, which is not considered.
- 14 ECRC posts were surrendered in consequent to the work study report and 50% surrender on Economic measures as advised by Railway Board respectively Vide DPO LrNo.SA/P.125/I/PS Dt.26.05.20 & Lr No.SA/P.125/I/PS Dt.31.07.20. Due to this, there is a mismatch in the pinpoint in ECRC cadre and the actual requirements/posts available.
3 ECRC posts at PRS/TUP had been surrendered which had resulted in reduction of sanctioned staff strength to 5 post as against 8 posts which is necessary to man the counters where work load is justifiable for 8 posts. To fill this vacancy a revised pinpointing is requested, on receipt of the same 3 RS II post from CBE shall be transferred to TUP.
- Rest Giver (RG)/ Leave Reserve (LR) for ONR are being operated from CBE account, which is not considered.
- The requirement 6 ECRC staff with justification given above is summarized as under
 - i) One RS II – 06.00hrs to 12.00 hrs counter
 - ii) One CRS and one RS II – Issue of Passes/PTOs in HRMS
 - iii) Three RS II –Posts transferred from CBE to TUP in revised pinpointing

Considering the above one ECRC post may be treated as surplus at PRS/CBE.

PLANNING BRANCH REPLY:

For subject No.(i), the man power is already provided in the work study in Para 3.7.2.

For subject No.(ii), the man power may be utilized from divisional office Commercial Branch staff instead of using open line staff. Moreover, ECRCs pertaining to SA and other PRS centers are working in the division and they may be utilized for this purpose.

For subject No.(iii), instead of transferring three staff from CBE to TUP, the required staff may be transferred from other PRS centers like surplus from MTP and utilized.

The requirement of RG/LR for ONR is not mentioned in the data provided by the Co-ordinating Supervisor.

However, considering the requirements of the Co-ordinating Officer, the work study team partially agreed to provide two more man power to CBE/PRS.

CO-ORDINATING OFFICER'S REMERKS:

ii) PRS/CBF

One RS II suggested in the work study may be treated as surplus.

PLANNING BRANCH REPLY:

Agreed to.

CO-ORDINATING OFFICER'S REMERKS:

iii) PRS/ERODE

Vide para 3.9 of work study report, rounded off RG as 1 for 8 staff, it will not sufficient to comply the scheduled rest for the staff.

Considering the above, one ECRC post may be treated as surplus at PRS/ED.

PLANNING BRANCH REPLY:

Agreed to. In Para 3.9, the R.G works out to 1.33 and LR is works out to 1.35. The RG + LR = 2.68 which can be taken as 3 whereas, in the draft one staff was allowed for each RG & LR. Hence, one RS-II is additionally allowed as suggested by Co-ordinating Officer.

CO-ORDINATING OFFICER'S REMERKS:

iv) PRS/SA

One RS II suggested in work study may be treated as surplus.

PLANNING BRANCH REPLY:

Agreed to.

Sanction Vs Requirement for PRS centre's in SA division

STATION	SANCTION	ACTUAL	REVISED REQUIREMENT	SURPLUS
CBE	20	15	15	5
CBF	6	5	5	1
ED	11	12	10	1
SA	9	9	8	1
TOTAL	46	41	38	8

SUMMARY OF REVISED RECOMMENDATIONS

The following 8 posts are found excess to the requirement; the same may be surrendered and credited to the vacancy bank.

S. No.	Station	Category	Level	Grade pay (Rs.)	No. of post
1	CBE	CRS	7	4600	1
2		RS - II	6	4200	3
3		ECRC	5	2800	1
4	CBF	RS-II	6	4200	1
6	ED	ECRC	5	2800	1
7	SA	RS/II	6	4200	1
Total					8

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CHAPTER – V**5.0 FINANCIAL SAVINGS**

5.1 If the recommendations made in the study report are implemented, then the annual recurring financial savings will be as under:

Sl. No.	Category	Level & Grade pay	No. of posts	Money Value (Rs.)	Annual savings (Rs.)
1	CRS	L-7 (Rs.4600)	1	1,09,571	13,14,852
2	RS - II	L-6 (Rs.4200)	5	86,463	51,87,780
3	ECRC	L-5 (Rs.2800)	2	71,078	17,05,872
Total			8		82,08,504



ANNEXURE – I**SAVE STATEMENT AS ON 25.09.2020**

STAFF STRENGTH - PRS SALEM DIVISION																			
Station	CRS – L-7(4600)					RS II- L-6 (4200)					ECRC-L-5(2800)					Total			
	S	A	V	E		S	A	V	E		S	A	V	E		S	A	V	E
CBE	7	6	1	0		12	9	3	0		1	0	1	0		20	15	5	0
CBF	1	1	0	0		5	4	1	0		0	0	0	0		6	5	1	0
ED	2	2	0	0		8	10	0	2		1	0	1	0		11	12	0	1
SA	3	2	1	0		6	7	0	1		0	0	0	0		9	9	0	0
SXT	1	1	0	0		4	5	0	1		0	0	0	0		5	6	0	1
Total	14	12	2	0		35	35	4	4		2	0	2	0		51	47	6	2

ANNEXURE – II

GOVERNMENT OF INDIA (Bharat Sarkar)
MINISTRY OF RAILWAYS (Rail Mantralya)
(RAILWAY BOARD)

No.2010/TG-I/20/P/Counter

New Delhi, dated 01.06.2011

Chief Commercial Managers,
All Zonal Railways.

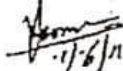
(COMMERCIAL CIRCULAR NO. 23 OF 2011)

Sub: Yardstick for opening of additional reservation counter at the existing computerized Passenger Reservation System (PRS) location

At present, there is no uniform yardstick for opening of additional reservation counter at existing computerized Passenger Reservation System (PRS) centers. Zonal Railways have been following varying yardsticks for this purpose.

2. The issue has been examined in consultation with Zonal Railways and keeping in view the present working hours of the Reservation Centers, it has been decided that at those locations where daily average number of transactions per shift per counter are 180 or more, Railways can take action to open additional counters subject to availability of manpower, space and other infrastructure.

3. Please acknowledge the receipt.


(V.K. Sharma)
Director Traffic Commercial (G)-II
Railway Board

Copy to:

- 1) CCM/PMs and CCM/PSs, all Zonal Railways.
- 2) EDV (T), EDEC, DF(C), OSD/TC, F(C) & V (SS) branches of Railway Board.
- 3) MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
- 4) General Manager/PRS, CRIS, Chanakyapuri, New Delhi.
- 5) Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- 6) The Principals, Zonal Training Centers, Central Railway/Bhusaval, Eastern Railway Dhanbad, Northern Railway, Chandauli, NE Railway, Muzaffarpur, NF Railway, Alipurduar, Southern Railway, Trichy, SE Railway, Sini, Western Railway, Udaipur.
- 7) General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- 8) General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- 9) Secretary General, Federation of Railway Officers Association (FROA), Room No.256-A, Rail Bhawan, New Delhi.
- 10) Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
- 11) Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
- 12) CTM, Metro Railway, Metro Rail Bhawan, 33/1, J L Nehru Road, Kolkata-71.

ANNEXURE – III

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAILWAY BOARD**

No.11-2019/SPMPS/Yardstick/2

New Delhi, dated 30.06.2020

General Managers,
All Indian Railways/ PUs

Sub: Revision of Yardsticks/ Norms of various O&M activities on the Railways

Ref: Resolution of full Board Meeting dated

Consequent upon the directive from CRB in December, 2017, a comprehensive "Manpower, Strategy Note" was issued to all Zonal Railways in May, 2018. Key component of this strategy was the revision of Yardsticks/Norms of various activities on the Railways. Board in its Meeting held on 28.12.2017 decided that manpower yardsticks for various O&M activities of all departments may be reviewed on account of technological inputs, outsourcing, changes in maintenance practices.

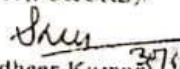
2.0 Accordingly, in May, 2019 Zonal Railways were advised to undertake a Zero Based Review of yardsticks for all O&M activities. Based on the inputs, the detailed views were given for concluding the revision of Yardsticks. Final view has already been given on Yardsticks for Civil Engg (Trackmen), Medical, Accounts and Commercial Departments. However, the same for Civil Engg (Bridge & Works), S&T, Security, Stores, Operating, Personnel and other Miscellaneous Departments have not yet been finalized.

3.0 Pursuant to the decision taken by the Board in its meeting held on 29.06.2020, it has been decided that the Yardsticks/Norms of various O&M activities across all Departments on the Railways stand reduced by 15% on as is where basis as an interim measure w.e.f 01.07.2020. This will however not be applicable to Electrical, Mechanical and Accounts Departments where the revised Yardsticks have already been issued in September 2019.

4.0 The final Yardsticks/Norms for each discipline will be communicated subsequently with the approval of Board on case to case basis. This interim reduction will automatically get superseded once the final revision of Yardsticks/ Norms are issued.

5.0 The PCPO and PFA of concerned Zonal Railway/PU may accordingly revise the Yardsticks/Norms of various O&M activities across all Departments (except Electrical, Mechanical and Accounts) and communicate compliance to Planning Directorate.

This issues with the approval of full Board (ME, MTR, MRS/MMM, MST, MT, FC & CRB).


 (Sudheer Kumar)
 Additional Member (Planning)
 Railway Board

Copy - CRB, ME, MT, MTR, MRS/MMM, MST, FC, DG/HR, Secy/RB, AM/Revenue