



भारत सरकार / GOVERNMENT OF INDIA
रेल मंत्रालय / Ministry of Railways
दक्षिण रेलवे / Southern Railway

प्रधानकार्यालय/ Headquarters Office,
Planning Branch,
चेन्नै - 600 003/Chennai - 600 003.

No.G.275/WSSR-292021/2020-21

Dated: 14.12.2020.

DRM / MAS

Sub : Work study to review the Commercial Staff Strength at Booking
Offices of KOK – GPD Section/ MAS Division

Ref: (1) SDGM's D.O. letter No.G.275/Annual Prog./2020-21
dated 21.08.2020.

(2) This Office letter of even No. dated 07.09.2020.

A work study on the above subject was conducted by Headquarters
Planning Branch and a report on the same is attached.

As the report is to be finalized within eight weeks, it is requested to take
expeditious action and advise this office in this regard.

A copy of the work study report may be given to organized labour.

This has the approval of SDGM.

14.12.2020

(D. JAYARAMAN)

Dy. Chief Planning Officer
for Senior Deputy General Manager.

Copy to: PCCM/MAS
(Encl: One copy of the study report)

The Director (E&R)/Rly.Bd/NDLS for information.
(e - copy of the study report)



**WORK STUDY TO REVIEW THE
COMMERCIAL STAFF STRENGTH OF
BOOKING OFFICE AT KOK – GPD - SECTION
(INCLUDING BOOKING OFFICE/WST AND
GOODS SHED/RPM - CHENNAI DIVISION**

SOUTHERN RAILWAY

PLANNING BRANCH

No. G.275 / WSSR- 292021/ 2020-21

**WORK STUDY TO REVIEW THE
COMMERCIAL STAFF STRENGTH OF
BOOKING OFFICE AT KOK – GPD - SECTION
(INCLUDING BOOKING OFFICE/WST AND
GOODS SHED/RPM - CHENNAI DIVISION**

STUDIED BY

**WORK STUDY TEAM
OF
PLANNING BRANCH**

DECEMBER 2020



INDEX

SERIAL NUMBER	CONTENT	PAGE NUMBER
(i)	ACKNOWLEDGEMENT	1
(ii)	TERMS OF REFERENCE	
(iii)	METHODOLOGY	
(iv)	SUMMARY OF RECOMMENDATION	2
CHAPTERS		
I	INTRODUCTION	3 – 4
II	PRESENT SCENARIO	5 – 17
III	CRITICAL ANALYSIS	18 – 22
IV	PLANNING BRANCH REMARKS ON CO-ORDINATING OFFICER'S VIEWS	23
V	FINANCIAL IMPLICATIONS	24
ANNEXURES		
I	S.A.V.E. STATEMENT & PIN POINTING PARTICULARS	25
II	YARD STICK & BENCH MARKING PARTICULARS	26
III	INSPECTION NOTES OF DRM/MAS NO.09/2020 DATED 07.09.2020	27 - 28

SSSS.

(i)
ACKNOWLEDGEMENT

The study team is thankful to the Officers of DRM/MAS, ADRM/MAS, Sr.DCM/MAS, ACM/I/MAS, CCI/FRIGHT/MAS & CCI/MPP/MAS for their valuable suggestions and assistance in conducting the study successfully.

The team also extends its gratitude to CCI/KOK – GPD section, Commercial Supervisors & staff of KOK – GPD section of MAS Division in assisting the team to complete the study in time.

(ii)
TERMS OF REFERENCE

- (i) Annual Programme of work studies approved by SDGM/MAS for the year 2020-21 to review the Commercial Staff strength of Booking Office at KOK – GPD Section of MAS Division.
- (ii) DRM/MAS Inspection Note No.09/2020 dated 07.09.2020, has instructed to Conduct Work Study for Commercial Clerk activities at RPM/Goods Shed.

(iii)
METHODOLOGY

The following methodology has been adopted while conducting the study.

- 1. Collection of data
- 2. Discussion with Officers and Supervisors.
- 3. Manpower requirement assessed on need basis.



SUMMARY OF RECOMMENDATION

RECOMMENDATION No.1:

ONE vacant post of Chief Commercial clerk in pay matrix level – 6 (GP Rs.4,200) at BO/MJR may be surrendered and credited to the Bank of surplus posts. **(1 POST)**

RECOMMENDATION No.2:

ONE vacant post of Commercial clerk in pay matrix level – 3 (GP Rs.2, 000) at BO/MJR may be surrendered and credited to the Bank of surplus posts. **(1 POST)**

RECOMMENDATION No.3:

ONE vacant post of Sr.Commercial clerk in pay matrix level – 5 (GP Rs.2, 800) at BO/PON may be surrendered and credited to the Bank of surplus posts. **(1 POST)**

RECOMMENDATION No.4:

ONE vacant post of Commercial clerk in pay matrix level – 5 (GP Rs.2, 800) at BO/GPD may be surrendered and credited to the Bank of surplus posts. **(1 POST)**

RECOMMENDATION No.5:

ONE vacant post of Commercial Supervisor in pay matrix level – 7 (GP Rs.4, 600) at GS/RPM may be surrendered and credited to the Bank of surplus posts. **(1 POST)**

RECOMMENDATION No.6:

TWO vacant posts of Chief Commercial Clerk in pay matrix level – 6 (GP Rs.4,200) at GS/RPM may be surrendered and credited to the Bank of surplus posts. **(2 POSTS)**

RECOMMENDATION No.7:

TWO vacant posts of Sr. Commercial Clerks in pay matrix level – 5 (GP Rs.2,800) at GS/RPM may be surrendered and credited to the Bank of surplus posts. **(2 POSTS)**

RECOMMENDATION No.8:

ONE vacant post of Commercial Clerks in pay matrix level – 3 (GP Rs.2,000) at GS/RPM may be surrendered and credited to the Bank of surplus posts. **(1 POST)**

TOTAL - 10 POSTS.

SSSS

INTRODUCTION

The Commercial Department of Indian Railways is the only Revenue earning department from all the three resources of goods, passengers and sundry earnings. The revenue from huge sources are assessed, collected and accounted. Hence, all possible measures are taken by this department to stretch its tireless hands to embrace all resources to the organization and its growth.

- ❖ The Commercial department of Railways is responsible for sales, marketing and servicing to passenger and goods efficiently.
- ❖ Booking Office contributes significantly towards coaching earnings.

BOOKING OFFICE:

- In Commercial Department, Booking office is one of the main revenue collecting entries of the passenger transportation for Indian Railways. The earnings from booking office are one of the major items of passenger earnings. But the passenger traffic is a highly subsidized one and there shall be every attempt to prune the expenditure on booking. This will help to reduce the gross subsidization from freight earnings.
- Now days, the booking through UTS system, Mobile Tickets, ATVM, computerization of returns etc. has made the booking process easier and speedier. Though, there have been modifications, improvement in modern technology, application and facilitation, these have to be translated in terms of manpower planning. Wherever technological advancement has been enforced the same should be implemented and result achieved. So an attempt has been made to utilize the man power to optimum size in the study.
- The Coaching, Goods and Sundry earnings form the backbone of the Railways and it decide the viability of the Railways. Parcel, Luggage and Goods earnings contribute more towards the Railway revenue.

- The purpose of this work study is intended to analyze the requirement of staff at Booking Office at KOK – GPD Section of Chennai Division. As per the Night Surprise Inspection Notes No. 09/2020 dated 07.09.2020 of DRM/MAS at point No.10 has instructed to conduct a work study for commercial clerk activities at RPM (Goods Shed). Hence, the scope of the study has been extended and included BO/WST and (Goods Shed) RPM.



CHAPTER - II**PRESENT SCENARIO**

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 issue of tickets 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 Booking Office, an effort is taken to review the staff requirement of BO. The duties of the staff, earnings, workload and detailed traffic trend pattern are explained the following paragraph and discussed in subsequently.

The Sanctioned, Actual, Vacancy and Excess staff strength at KOK – GPD section including BO/WST and Goods shed/RPM is enclosed as **Annexure -I**.

Summary of Commercial Staff Strength at KOK – GPD section (Including BO/WST & GS/RPM is as follows. (As per new Pin-Pointing particulars as on 30.6.2020)
Authority: SR.DPO/MAS letter No.M/P(S)483/111/12/cc dated 16.09.2020.

Category	G.P in (Rs.)	Sanction	Actual	Vacancy	Excess
CS	4600	15	9	6	-
CCC	4600	40	37	3	-
Sr. CC	2800	19	21	-	2
CC	2000	14	7	7	-
Total		88	74	16	2

NAME OF THE STATIONS AVAILABLE BETWEEN WST – GPD SECTION:

The Booking Office of WST, KOK, TNP, TVT, WCN, KAVM, ENR, AIP, MJR, APB, PON, KVP and GPD are being manned by Commercial Clerk

The RPM, VOC, AIPP and NPKM stations have been outsourced and are being manned by Halt agency.

DUTY ROSTER:

The Commercial Clerks of KOK – GPD section are performing duties in Continuous Roster as per the details given below:

- a) Morning Shift - 0600 hrs to 1400 hrs
- b) Evening Shift - 1400 hrs to 2200 hrs
- c) Night Shift - 2200 hrs to 0600 hrs

ALLOCATION OF DUTIES:

All the Booking clerks posted at KOK – GPD section are performing counter duties except TVT, ENR, MJR, PON and GPD stations are posted with Commercial Supervisor who is performing supervisory duties in General Shift and acting as overall in-charge for the Booking Office.

ISSUE OF SEASON TICKETS:

TVT, MJR, KVP and PON stations are situated nearby School and Colleges. Hence, when compared to the other stations in this sections, the Issue of Concession tickets at these stations are normally on higher side.

HALT STATIONS:

In this KOK – GPD section, RPM, VOC, AIPP and NPKM stations are manned by Halt agency for which there is no commercial clerks are posted and performing duties in these stations.

ACTIVITIES AT BOOKING OFFICE:

1. a) The Activities performed by Booking Clerks are issue/cancellation of un-reserved passenger tickets and other allied activities like collection of amount from the travelling passengers, accountal and remittance etc. Whenever a ticket surrendered for cancellation, the Booking clerk has to check the genuinely of the ticket. Then he selects the format for cancellation and has to feed the UTS number, Fare and number of tickets to be cancelled. Then the system will generate the cancelled ticket. The balance amount is to be handed over to the Passenger. Then the Booking Clerk should cross the ticket presented for cancellation and the preserves the both.

- b) Whenever a Passenger approach for a journey ticket, the booking clerk has to ensure the Station to which the Passenger wants a ticket then, he has to verify in the System for the particular station, class, number of Adults, Number of Child, Concession tickets etc. and inform the fare to the Passenger. After getting the fare, he /she has to enter the Station Code, Number of tickets, Class, route. Then, he/she has to press the 'Y' key for printing the ticket. After printing the ticket, he has to hand over the ticket with balance amount if any, to the Passenger.
- c) Whenever, a TTE approach to the Booking Counter for remittance, the Booking Clerk will get the CRM with Cash and verifies it. Then he goes to Main menu and selects the appropriate option for remittance. At present, a New Performa contains more than 19 Column to be filled up. After printing the ticket, the Booking Clerk has to enter the amount, date and ticket number in the CRM (Miscellaneous ticket).

ACTIVITIES PERFORMED BY SUPERVISORS DAILY, PERIOD ENDING AND MONTHLY:

The Booking Supervisor on arrival has to sign in the Muster Roll. After that, he has to verify the availability of ticket Rolls for the day. Then he has to ensure the remittance of Cash. Then, he has to take the daily Reports for verification of the yesterday's transaction. After that he has to check the functioning of ATVMS (If ATVMS are available), availability of ticket Stock for UTS and ATVM.

A miscellaneous activity such as Public Enquiry, enquiry from Office of the Divisional Commercial Manager, Amenities of the Staff is being monitored by him.

During 10th period ending, Month end he has to prepare SN2, Balance sheet with enclosures to the return and dispatched the same to the traffic accounts office /TPJ/MAS.

The required ICV books, stationary, printers for the station, has to be collected from the ICV depot/MS, ensure the accountal in the concerned registers and to keep up to date for auditing purpose.

MODE OF REMITTANCE OF STATION EARNINGS:-

All the Counter Cash in Shifts were handed over to the Cashier with DTC, Concessions, vouchers and TTE CRMS, the same were consolidated and entries were made in the Handing over Register.

On the following day, Statements will be taken for cash Remittance and tallied with Cash book and the amount to be remitted into the Bank will be entered in the Bank Challan Book in triplicate.

After verifying the Cash remittance, the Challan, Vouchers and Cheque were entered in the Voucher Remittance Note and will kept in a Cash Bag and sealed. Then the sealed cash bag will be handed over to cash collecting staff with entry in the Cash remittance Book.

After receipt of the CR Note dully attested by the cash office staff, the same will be pasted in the CR Note after verification.

DETAILS OF UTS EARNINGS FOR THE PERIOD FROM APRIL 2017 TO MARCH 2020 AT KOK – GPD SECTION (INCLUDING BO/WST):

Note: Due to spread of Novel Corona (**COVID 19**), the passenger train services have been stopped from 24.03.2020. Hence, the BOs of all the stations have been closed to till date and no transactions are taken place. Hence, the average ticket issued particulars for the previous three years (From March 2017 to April 2020) was taken for this study purpose.

STATION NAME	UTS EARNINGS FOR 2017-18			AVERAGE TKTS PER	
	No.OF TKTS	NO.OF PSGN	AMOUNT IN Rs.	MONTH (1) ÷ 12	DAY (4) ÷ 30
	(1)	(2)	(3)	(4)	(5)
WST	416399	1554884	12737485	34700	1157
KOK	410546	1604828	15305065	34212	1140

TNP	521854	1687326	13499769	43487	1450
TVT	918974	3485821	25247181	76581	2553
WCN	525729	2317037	19250085	43811	1460
KAVM	288310	1097764	7582263	24026	811
ENR	608822	2373578	13415532	50735	1691
AIP	512940	2033061	11761884	42745	1425
MJR	985866	5021239	29160253	82156	2739
APB	343491	1763824	9003555	28624	954
PON	1075767	4851413	32205034	89647	2988
KVP	467748	1610669	12831400	38979	1299
GPD	951662	2860671	40307374	79305	2644

STATION NAME	UTS EARNINGS FOR 2018-19			AVERAGE TKTS PER	
	No.OF TKTS	NO.OF PSGN	AMOUNT IN Rs.	MONTH (1) ÷ 12	DAY (4) ÷ 30
	(1)	(2)	(3)	(4)	(5)
WST	370976	644875	9628110	30914	1030
KOK	364566	621912	11893455	30381	1013
TNP	467140	817912	10318400	38928	1298
TVT	811078	1316048	17751160	67590	2253
WCN	464776	791996	13925345	38731	1291
KAVM	255857	426244	4850895	21321	711
ENR	540646	973120	89446880	45054	1502
AIP	455848	871027	7495220	37987	1266
MJR	854456	1478239	15905680	71204	2373
APB	298177	535420	4839190	24848	829
PON	934500	1640870	19196265	77875	2596
KVP	420244	851806	3677795	35020	1167
GPD	860069	1453967	3258315	71672	2389

STATION NAME	UTS EARNINGS FOR 2019-20			AVERAGE TKTS PER	
	No.OF TKTS	NO.OF PSGN	AMOUNT IN Rs.	MONTH (1) ÷ 12	DAY (4) ÷ 30
	(1)	(2)	(3)	(4)	(5)
WST	397726	1403116	11554786	33144	1105
KOK	361670	1520607	14097145	30140	1005
TNP	514449	1653316	13412941	42871	1429
TVT	795756	3137111	24442529	66313	2210
WCN	503074	2067156	17987712	41923	1397
KAVM	267429	991211	7239447	22286	743
ENR	580604	2205560	12813785	48384	1613
AIP	489778	1863040	11464543	40815	1360
MJR	925396	4640966	28412510	77116	2571
APB	330759	1616233	8469796	27563	919
PON	1059920	4634934	31790531	88327	2944
KVP	477008	1615731	13407641	39751	1325
GPD	908921	2757533	38061742	75743	2525

DETAILS OF SEASON TICKETS EARNINGS FOR THE PERIOD FROM APRIL 2017 TO MARCH 2020 AT KOK – GPD SECTION (INCLUDING BO/WS:

STATION NAME	ST EARNINGS FOR 2017-18			AVERAGE TKTS PER	
	No.OF TKTS	NO.OF PSGN	AMOUNT IN Rs.	MONTH (1) ÷ 12	DAY (4) ÷ 30
	(1)	(2)	(3)	(4)	(5)
WST	14920	883000	2368790	1243	41
KOK	15903	918100	2452765	1325	44
TNP	12364	692550	2091298	1030	34
TVT	32525	1929100	5617401	2710	90
WCN	24500	1363400	3975355	2042	68
KAVM	10418	602850	2024601	868	29
ENR	23258	1266800	3460685	1938	65
AIP	21005	1126650	3699546	1750	58

MJR	60920	3456800	11824135	5076	169
APB	22611	1221950	3828654	1884	63
PON	54392	3041350	11129144	4533	151
KVP	14071	821150	3001051	1173	39
GPD	23040	1274050	5501299	1920	64

STATION NAME	ST EARNINGS FOR 2018-19			AVERAGE TKTS PER	
	No.OF TKTS	NO.OF PSGN	AMOUNT IN Rs.	MONTH (1) ÷ 12	DAY (4) ÷ 30
	(1)	(2)	(3)	(4)	(5)
WST	45423	910009	3109375	3785	126
KOK	45980	982916	3411610	3832	128
TNP	54714	869414	3181369	4560	152
TVT	107896	2169773	7496021	8991	300
WCN	60953	1525041	5324740	5079	169
KAVM	32453	671520	2731368	2704	90
ENR	68176	1400458	4468652	5681	189
AIP	57092	1162034	4266664	4758	159
MJR	131410	3543000	13254573	10951	365
APB	45314	1228404	4164365	3776	126
PON	141267	3210543	13008769	11773	392
KVP	47504	851806	3677795	3959	132
GPD	91593	1406704	7759059	7633	254

STATION NAME	ST EARNINGS FOR 2019-20			AVERAGE TKTS PER	
	No.OF TKTS	NO.OF PSGN	AMOUNT IN Rs.	MONTH (1) ÷ 12	DAY (4) ÷ 30
	(1)	(2)	(3)	(4)	(5)
WST	12775	755500	2025475	1065	35
KOK	16875	947250	2451510	1406	47
TNP	13909	770950	2166425	1159	38

TVT	31594	1850950	5368726	2633	88
WCN	22092	1252600	3640700	1841	61
KAVM	9805	556500	2127729	817	27
ENR	21995	1201150	3412594	1833	61
AIP	18272	998850	3416690	1533	30
MJR	54549	3114100	11065708	4546	152
APB	19891	1071950	3449540	1658	55
PON	50636	2858750	10628432	4220	141
KVP	13015	768800	2841566	1085	36
GPD	21477	1202500	5275682	1780	60

NUMBER OF COUNTERS FUNCTIONING, STAFF WORKING AND NUMBER OF ATVMS/Co-TVMS COUNTERS:

NAME OF THE STATION	BOOKING OFFICE		
	NO.OF COUNTERS FUNCTIONING	NO OF STAFF WORKING	NO OF ATVMS/Co-TVMS
RPM(GS)	NA	6	NA
WST	1	4	NA
KOK	1	5	1
TNP	1	5	NA
VOC(HALT)	1	0	NA
TVT	2	9	1
WCN	1	4	1
KAVM	1	4	NA
ENR	1	4	NA
AIPP(HALT)	1	0	NA
AIP	1	5	NA
NPKM(HALT)	1	0	NA
MJR	2	7	1
APB	1	4	NA
PON	2	7	1
KVP	1	4	NA
GPD	2	6	NA
Total	20	74	-

AVERAGE NUMBER OF TRAINS DEALT PER DAY AT KOK–GPD SECTION:

STATION	AVG. NO OF TRAINS DEALT PER DAY	
	Mail/Exp or SF	EMU/MEMU/PASS
RPM(HALT)	NIL	60
WST	NIL	60
KOK	NIL	98
TNP	NIL	98
VOC(HALT)	NIL	98
TVT	NIL	98
WCN	NIL	98
KAVM	NIL	98
ENR	NIL	98
AIPP	NIL	92
AIP	NIL	92
NPKM	NIL	92
MJR	NIL	92
APB	NIL	92
PON	NIL	92
KVP	NIL	88
GPD	2	88

DETAILS OF VARIOUS STATEMENTS GENERATED IN UTS SYSTEM

1. TTE Money Receipts
2. Sundries and other Earnings
3. Concession (Passengers)
4. Military vouches
5. RTC Concessions
6. M-17 Continuity
7. M-9 Classification
8. SPL Cancellation (Season tickets)
9. Izzat Concession
10. Service Tax
11. Cancelled Tickets
12. SPL cancelled Tickets
13. Non-Issued Tickets
14. Ticket Checking –Money Receipts
15. Police Vouchers
16. Concession Season Tickets
17. Blank Paper Tickets

18. Summary of Transaction
19. Ticket Information
20. Concession Passenger(Season)
21. Pay Voucher Report
22. Automatic Ticket Vending Facilitator Reports
23. Jan Shadharan Ticket Booking Sewak Reports
24. Balance Sheets
25. Station Earnings (SN2)

DETAILS OF VARIOUS REGISTERS MAINTAINED AT BOOKING OFFICE

1. Handing over Book (HOB)
2. Daily Trains Cash Book (DTCB)
3. Proof Book
4. Handing over Cash /Taken over Cash Register(HOC/TOC)
5. Non-Issued Register
6. Special cancellation Register
7. Coaching Cash Summary Book
8. Sundry Statement Register
9. Station Earnings Register (SN2)
10. Jan Shadharan Ticket Booking Sewak (JTBS) Register
11. Error Advice Register(EA)
12. Outstanding Register
13. Short Remittance Cash Register
14. Missing Tickets Register
15. Blank Paper Ticket Register
16. Bank Challan Book
17. Cash Bag Deposit Register
18. Cash Remittance Note Book
19. Ticket Stock Register
20. Smart Card Register (SMC)
21. Missing Tickets Register
22. Private Cash Declaration Register(PCDR)
23. Automatic Ticket Vending Facilitator Register (ATVM)
24. Roster Book
25. Standing Order Book (SOB)

26. Special Events Register
27. System Failure Register
28. Special Events Register
29. Tools and Plants Register
30. Uniform Register
31. Time Table Register
32. TIA Inspection Register
33. Auditor Inspection Register
34. Officer Inspection Register
35. Safe Custody Register
36. Money Receipt Register
37. Staff Grievances Register(GEN)
38. User ID Register
39. CCI Inspection Register
40. Pass/PTO Register
41. Staff Grievances Register (SC&ST)
42. Staff Grievances Register(OBC)
43. UTS CMS Log Book
44. Printer Failure Register

2.18 **GOODS SHED – ROYAPURAM (RPM)**

RPM goods shed is situated between Chennai Beach and Washermanpet stations. This is one of the feeding goods shed for the CONCOR traffic for preparing RRs and looking after the allied activities in FOIS for placement and releasing of wagons at CONCOR siding. Apart from that, "ORTHOXEYLENE" oil is loading at these Goods shed for Walajaroad station. RPM Goods shed is dealing with loading and unloading. It was conveyed by the CGSR/RPM to the work study team that, in future, Millennium Parcel traffic is going to be taking place of 21 coaches in a rake. There is an Electronic In-motion weighbridge (EIMWB) is erected at western side of Goods Shed and the Calibration and Test weighment is being carried out once in a year and last test weighment was done on 12.09.2020. This maintenance is being carried out by "RACE LAKE" corporation under AMC. The weighbridge is in working condition.

2.17 WORKING HOURS:

The declared working hours for this goods shed is round the clock. On Normal days staff posted at this GS is working from 0600 hrs to 1400 hrs in morning shift and from 1400 hrs to next day 0600 hrs in the Evening and night shifts. One Commercial Supervisor (CS) is working in General shift and he is acting as over in-charge for RPM goods shed. Whenever casualties arise the CS is performing duties in shift hrs.

2.20 The details of **INWARD TRAFFIC** dealt at Royapuram Goods Shed for the year 2017 – 18, 2018 – 19 & 2019 – 20 is as follows:

	Inward Traffic (Wheat & Rice)					
	2017-18		2018-19		2019 – 20	
	No. of Rake/ wagons	Wt in Qtl.	No. of Rake/ wagons	Wt in Qtl.	No. of Rake/ wagons	Wt in Qtl.
Total	26/1105	68368	30/1311	82492	26/1024	64856
Average/ Month	2/92	5697	2.5/109	6874	2/85	5404

The details of **OUTWARD TRAFFIC** dealt at Royapuram Goods Shed for the year 2017 – 18, 2018 – 19 & 2019 – 20 is as follows:

Month	Outward Traffic (Excl. GST)								
	2017-18			2018-19			2019 – 20		
	No. of wagons	Wt in Qtls	Amount in (Rs)	No. of wagons	Wt in Qtls	Amount in (Rs)	No. of wagons	Wt. in Qtls	Amount in (Rs)
Total	1791	99239	33010281	1940	106824	37984670	1741	95658	35641148
Average/ Month	149	8270	2750857	162	8902	3165389	145	7972	2970095

The details of **OUTWARD TRAFFIC DEALT AT CONCOR (CHIC)** for the year 2017 – 18, 2018 – 19 & 2019 – 20 is as follows:

Month	Outward Traffic (Excl. GST)								
	2017-18			2018-19			2019 – 20		
	No. of wagons	Wt in Tonne	Amount in Lakhs	No. of wagons	Wt in Tonne	Amount in Lakhs	No. of wagons	Wt in Tonne	Amount in Lakhs
Total	28882	69.42	32.77	29975	65.93	33.18	23920	55.87	25.47

With the above data's an analysis has been made to review the requirement of Commercial Staff strength at KOK – GPD section including BO/WST & GS/RPM and the same is discussed in the subsequent chapter.

SSSS

CHAPTER – III

CRITICAL ANALYSIS

Commercial Department plays a major role in Railway's earnings since the system is directly connected with passengers. The commercial trend of passenger earnings is being maintained on day to day basis. Railways continue to heed for augmentation of special trains and coaches. The technological development from manual operation to computerized system in the railways is a boon for booking office, as well as for passengers and the introduction of internet and the e-ticketing has since made in-roads and tedious procedures like approaching counters, standing in queue, carrying cash, waiting for transaction have all shrunk to a major extent.

As a major employer, the main crunch in the building is the expenditure on establishment for Zonal Railways. This needs pruning at stages possible and mostly in non-safety categories. Though, there have been modifications, improvement in technology, application and facilitation, these have to be translated in terms of manpower planning. Wherever technological advancement has been enforced, the same should be implemented and result achieved.

Since the workload at booking office is not uniform in nature ie. During peak hours the issue of ticket is continuous & lesser during non-peak hours and for some times, the counters are idle. By considering the practical difficulties in issue of tickets, fatigue of staff during peak hours, a far justification has been arrived by the work study team. The requirement of Commercial Clerks for Booking Office for each station at this section is arrived based on number of counters available in each stations.

It is seen from Railway Board letter no. 2013/TG IV/10/PA/Policy dated 23.09.2013 (Enclosed as **Annexure - III**) that the yardstick for booking office has been enhanced to 1000 tickets per shift per counter from the earlier yardstick of 800 card tickets per counter per shift.

While reviewing the statistics submitted by the stations that, the number is tickets issued per counter per shift is lesser than the yardstick as fixed by the Railway Board. But, the number of sub-urban trains dealt at this section is an average of 65 to 70 trains per day. It is necessary that, One Commercial Clerk has to be posted in each counter to deal the public and to issue tickets. In view of the above, at all the stations in the KOK – GPD section including WST One commercial Clerk is allowed per shift per counter. Some of the stations are major public dealing stations and a Commercial Supervisor is essentially required at these stations to deal the public and to avoid the complaint. According to the practical difficulties, the study team is allowed the requirement of Commercial Clerk per counter instead of applying yard stick as fixed by the Railway Board.

THE REQUIREMENT OF COMMERCIAL CLERK FOR EACH STATION AT KOK – GPD SECTION INCLUDING BO/WST IS ARRIVED AS FOLLOWS:

NAME OF THE STATION	BOOKING OFFICE				
	NO.OF COUNTERS FUNCTIONING	NO OF STAFF WORKING	NO OF SHIFTS/STAFF	REQUIREMENT OF STAFF	
				FOR COUNTER	RG+LR
WST	1	4	3X1	3	1
KOK	1	5	3X1	3	1
TNP	1	5	3X1	3	1
VOC(HALT)	1	0	-	0	0
TVT	2	9	2X2 1X1	5	2
WCN	1	4	3X1	3	1
KAVM	1	4	3X1	3	1
ENR	1	4	3X1	3	1
AIPP(HALT)	1	0	-	0	0
AIP	1	5	3X1	3	1
NPKM(HALT)	1	0	-	0	0
MJR	2	7	2X2 1X1	5	2
APB	1	4	3X1	3	1
PON	2	7	2X2 1X1	5	2
KVP	1	4	3X1	3	1
GPD	2	6	2X2 1X1	5	2
Total	20	74		47	17

In addition to above, TVT, MJR, PON and GPD stations are important stations at this section. In the above stations, the issue of student concession tickets, season tickets etc are more when compare to the other stations. The AIP station is serving station for AIPP halt station. Apart from that, 5 sidings are situated adjacent to the AIP stations and AIP is serving station for the sidings. The TNP station is serving station for the VOC Halt station. The proof and other allied activities for the VOC station is being looked by the Commercial Clerks posted at the TNP. Hence, to act as over all in-charge for Booking office and for supervisory duties, One Commercial Supervisor for the above 6 stations are allowed on need base.

**SUMMARY OF REQUIREMENT OF COMMERCIAL STAFF FOR KOK – GPD
SECTION INCLUDING BO/WST:**

Name of the station	No.of Staff Required for Counter Duties	RG+LR	Supervisors	Total Requirement of staff
WST	3	1	-	4
KOK	3	1	-	4
TNP	3	1	1	5
VOC(HALT)	0	0	-	0
TVT	5	2	1	8
WCN	3	1	-	4
KAVM	3	1	-	4
ENR	3	1	-	4
AIPP(HALT)	0	0	-	0
AIP	3	1	1	5
NPKM(HALT)	0	0	-	0
MJR	5	2	1	8
APB	3	1	-	4
PON	5	2	1	8
KVP	3	1	-	4
GPD	5	2	1	8
Total	47	17	6	70

REQUIREMENT OF COMMERCIAL CLERKS FOR GS/RPM:

The RPM Goods Shed is dealing with both Inward and Outward traffic. Apart from that, the RR for the CONCOR (CHIC) traffic is being prepared and dealt the other allied activities for the CONCOR. An EIMWB is being manned by the Commercial Clerks and at present the weighment activities is reduced/nil. At present One Commercial Clerk is posted in the Morning Shift and One Commercial Clerk is posted in the Evening/Night shift. One Commercial Supervisor is attending duties in General Shift and he is acting as over-all in-charge for the Goods shed. According to the present level of work load, the requirement of staff of GS/RPM is arrived as follows:

1. For Morning Shift	- 1
2. For Evening Shift	- 1
3. For Night Shift	- 1
4. For manning EIMWB(Morning/Evening shift)-	2
Add : RG+LR	- 2
5. Commercial Supervisor	- 1
Total	- 8

**SUMMARY OF REQUIREMENT OF COMMERCIAL CLERKS FOR BOOKING OFFICE/
KOK – GPD SECTION INCLUDING BO/WST AND GOODS SHED/RPM.**

1. For KOK – GPD section (Including WST)	- 70 staff	(Para 3.3)
2. For Goods Shed RPM	- 8 Staff	(Para 3.4)
TOTAL	- 78 staff	

SANCTION Vs REQUIRMENT:

SANCTION	ACTUAL	REQUIREMENT	SURPLUS
88	74	78	10

RECOMMENDATION No.1:

ONE vacant post of Chief Commercial clerk in pay matrix level – 6 (GP Rs.4,200) at BO/MJR may be surrendered and credited to the Bank of surplus posts. **(1 POST)**

RECOMMENDATION No.2:

ONE vacant post of Commercial clerk in pay matrix level – 3 (GP Rs.2, 000) at BO/MJR may be surrendered and credited to the Bank of surplus posts. **(1 POST)**

RECOMMENDATION No.3:

ONE vacant post of Sr.Commercial clerk in pay matrix level – 5 (GP Rs.2, 800) at BO/PON may be surrendered and credited to the Bank of surplus posts. **(1 POST)**

RECOMMENDATION No.4:

ONE vacant post of Commercial clerk in pay matrix level – 5 (GP Rs.2, 800) at BO/GPD may be surrendered and credited to the Bank of surplus posts. **(1 POST)**

RECOMMENDATION No.5:

ONE vacant post of Commercial Supervisor in pay matrix level – 7 (GP Rs.4, 600) at GS/RPM may be surrendered and credited to the Bank of surplus posts. **(1 POST)**

RECOMMENDATION No.6:

TWO vacant posts of Chief Commercial Clerk in pay matrix level – 6 (GP Rs.4,200) at GS/RPM may be surrendered and credited to the Bank of surplus posts. **(2 POSTS)**

RECOMMENDATION No.7:

TWO vacant posts of Sr. Commercial Clerks in pay matrix level – 5 (GP Rs.2,800) at GS/RPM may be surrendered and credited to the Bank of surplus posts. **(2 POSTS)**

RECOMMENDATION No.8:

ONE vacant post of Commercial Clerks in pay matrix level – 3 (GP Rs.2,000) at GS/RPM may be surrendered and credited to the Bank of surplus posts. **(1 POST)**

TOTAL - 10 POSTS.

SSSS

CHAPTER – IV**4.0 PLANNING BRANCH'S REMARKS ON CO-ORDINATING OFFICER'S VIEWS**

The Draft Work Study report was handed over to the Coordinating Officer (ACM/I/MAS) on 13.10.2020 and a reminder letter was also sent on 09.11.2020. So far, no reply has been received. The remarks is to be submitted to Planning Branch within 15 days of receipt of the Draft Work study report.

Since, no remarks are offered by the Coordinating Officer, the report is released without the remarks of the Coordinating Officer.

CHAPTER – V**FINANCIAL SAVINGS**

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

Sl. No	Designation	Pay Matrix Level/GP	No of posts	Money Vaue (Rs.)	Annual Financial savings (Rs.)
1.	Commercial Supervisor	7/4,600	1	109571	13,14,852
1	Chief Comml.Clerk	6/4,200	3	86463	31,12,668
2	Sr.Comml.Clerk	5/2,800	3	71078	25,58,808
4.	Comml.Clerk	3/2,000	3	53118	19,12,248
Total			10		88,98,576

ANNEXURE – I

**SANCTION, ACTUAL, VACANT AND EXCESS STATEMENT OF COMMERCIAL
CLERKS AT KOK – GPD SECTION INCLUDING BO/WST AND GS/RPM**

													TOTAL		
Stn	San	Act	Vac	San	Act	Vac	San	Ac t	Vac	San	Act	Va c	San	Act	Vac
WST	1	1	0	2	2	0	1	1	0	0	0	0	4	4	0
KOK	1	0	1	2	3	-1	0	2	-2	1	0	1	4	5	-1
TNP	1	0	1	2	1	1	1	4	-3	1	0	1	5	5	0
TVT	1	1	0	3	3	0	3	2	1	1	3	-2	8	9	1
WCN	1	0	1	2	4	-2	0	0	0	1	0	1	4	4	0
KAVM	1	0	1	2	3	-1	1	1	0	0	0	0	4	4	0
ENR	1	1	0	2	2	0	0	0	0	1	1	0	4	4	0
AIP	1	0	1	2	3	-1	1	2	-1	1	0	1	5	5	0
MJR	1	2	-1	5	2	3	2	2	0	2	1	1	10	7	3
APB	1	0	1	2	3	-1	0	1	-1	1	0	1	4	4	0
PON	1	1	0	4	3	1	3	2	1	1	1	0	9	7	2
KVP	0	0	0	2	3	-1	1	1	0	1	0	1	4	4	0
GPD	1	1	0	4	3	1	3	2	1	1	0	1	9	6	3
RPM	3	2	1	6	2	4	3	1	2	2	1	1	14	6	8
TOTAL	15	9	6	40	37	3	19	21	-2	14	7	7	88	74	16

Government of India
Ministry of Railways
(Railway Board)

No 2013/TG IV/10/PA/Policy

New Delhi dated 23.09.2013

General Managers
All Zonal Railways

Sub Issue of Unreserved Tickets at Booking counters

Railway Board's instructions issued vide Board's letter no 68/W2/AMN/31 dated 24.03.1970 stipulates norms for sale of unreserved tickets per shift and also provides for review of the yardstick for sale of tickets per shift per-window by the Zonal Railways for individual stations.

A sample survey of the sale of tickets at UTS booking counters during peak hours at some of the stations indicates that it is feasible to sell 1100 to 1200 tickets per window per shift.

In view of the above Zonal Railways may review and revise the yardstick (benchmark) for average sale of tickets per shift per window from existing 800 tickets per shift to 1000 tickets per shift at each counter. This yardstick, however, shall apply where staff is deployed exclusively for selling of tickets. Necessary instructions may be issued to all concerned accordingly and receipt of this letter acknowledged.

(Dr. S.K. Ahirwar)
Director, Traffic Commercial/G.
Railway Board

Commercial

No.09/2020

Inspection Notes of DRM/MAS

Date of Inspection : 29/30-08-2020 (Night Surprise)

Place of Inspection : RPM Station and El Cabin

Time of Inspection : 23.25 to 02.45 hrs.

DEFICIENCIES:-

S. No	Deficiencies Noticed	Action By																										
1.	i) Last Joint Inspection of Track Circuit by SSE/PWI/WST & SSE/Sig/RPM done on 13.11.2019. Over due from 12.05.2020. ii) SSE has affixed his signature only once per page for two inspections on 14.05.19 & 13.11.19. Every inspection to be counter signed jointly under the column. iii) Index page was not available.	Sr.DEN/Central Sr.DSTE/ Co-ord/ MAS																										
2.	Last Joint Inspection of Points and crossing by SSE/Sig/RPM & SSE/PWI/WST done on 03.07.20 and 23.07.20(first quarter April 20 not done) next due from 03.10.2020. <ul style="list-style-type: none"> SSE/PWI/WST signature was not available in Joint Inspection register. The Following defects are noticed found unattended. <table border="1"> <thead> <tr> <th>S. No.</th><th>Point No.</th><th>Defects unattended.</th></tr> </thead> <tbody> <tr> <td>1</td><td>100A</td><td>Mud to be cleared.</td></tr> <tr> <td>2</td><td>101A</td><td>Packing required.</td></tr> <tr> <td>3</td><td>101 B</td><td>LH & RH side housing to be attended.</td></tr> <tr> <td>4</td><td>105B</td><td>RH side housing to be attended.</td></tr> <tr> <td>5</td><td>106 B</td><td>LH side housing to be attended</td></tr> <tr> <td>6</td><td>108B</td><td>LH side housing to be attended. Burr to be removed.</td></tr> <tr> <td>7</td><td>109B</td><td>RH side housing to be attended,</td></tr> <tr> <td>8</td><td>112B</td><td>LH side housing to be attended</td></tr> </tbody> </table>		S. No.	Point No.	Defects unattended.	1	100A	Mud to be cleared.	2	101A	Packing required.	3	101 B	LH & RH side housing to be attended.	4	105B	RH side housing to be attended.	5	106 B	LH side housing to be attended	6	108B	LH side housing to be attended. Burr to be removed.	7	109B	RH side housing to be attended,	8	112B
S. No.	Point No.	Defects unattended.																										
1	100A	Mud to be cleared.																										
2	101A	Packing required.																										
3	101 B	LH & RH side housing to be attended.																										
4	105B	RH side housing to be attended.																										
5	106 B	LH side housing to be attended																										
6	108B	LH side housing to be attended. Burr to be removed.																										
7	109B	RH side housing to be attended,																										
8	112B	LH side housing to be attended																										
3.	Isolator location and road reference displayed in RPM Station to be updated as per present condition.	Sr.DEE/TRD																										
4.	Shock treatment board displayed in RPM Station was found faded to be replaced.																											
5.	Bilingual Staff warning board for High Voltage at RPM station building to be replaced with trilingual one.																											

6.	Mud heap found over both the platform in front of SM room and EI cabin to be cleared.	Sr.DEN/Central
7.	At Platform No. 3 & 4 pathway to the cabin and near foot over bridge, heavy growth of bushes upto 3 feet was noticed. This should be cleared immediately.	
8.	It is noticed that a lot of work have been left incomplete by Construction department. They may be suitably advised to complete the work.	
9.	Sleepers were stacked outside the station beside the entrance pathway. These should be suitably disposed off.	
10.	Shri Krishna Kumar, Chief Comm. Clerk was found sleeping in the office accommodation with the door locked from inside. He had to be awakend and he opened the door after five minutes. Disciplinary Action under DAR to be initiated against the employee for the above lapse. Further, a work study to be conducted for commercial staff activities and unwanted posts can be proposed for surrender.	Sr.DCM Dy.Ch.Plg. Officer
11.	Details of nearby Govt. Hospitals and Private Hospitals, phone numbers not available in Disaster Management plan displayed in Station room. The same to be updated	Sr.DOM
12.	ABCD categorization register - SMs only graded, SS are not graded from Jan 2020. The same to be categorized.	
13.	In SM/PF/RPM only one number of Tri colour was working, 2 Nos. were found defective. The same to be attended	
14.	Non standard wooden wedge kept in Station to be replaced with standard one.	
15.	Unused Table, Pedestal Fan & Broken Executive Chair kept in the EI cabin to be cleared	Sr.DSTE/Co-ord MAS
16.	Availability of Pointsman was found much below the requirement	
17.	Opposite the equipment room, a pile of old batteries have been kept for condemnation. These should be cleared to ensure proper housekeeping.	
18.	S&T Cable hut was not maintained properly. To be ensured for better housekeeping.	
19.	IPS room was locked from outside with the ceiling fan in ON condition.	
20.	On the first floor of the Cabin lot of materials have been abandoned by CN. These materials should be disposed off.	

OBSERVATION:

S.No	Description
1	On Duty SMs during inspection were alert and in Uniform. They possessed valid competency.

<u>Bio Data</u>	
1.	SM El Cabin – Shri. Amit Kumar Sinha, SS/RPM Block competency certificate.No.171809201 dated 27.09.17 due date 30.09.20 Panel Certificate No. 0451 dated 01.04.2019 due date 30.03.2024 Iso. Competency Certificate M/TRD/ISO/A PON dated 01.10.2014.
2.	SM Platform – Shri. Ravishankar SM/RPM Block competency certificate No.181907717 dated 13.08.18 due date 31.08.20 Panel Certificate No. 3325 dated 03.02.2016 due date 31.01.2021 Iso. Competency Certificate M/TRD/AJJ/CC/SM/TRL/107. dated 01.03.2016.
3	Panel Counter checked as per TSR register
4	Last Relay room Key taken on 24.08.2020 from 15.58 hrs to 17.10 hrs by SSE/Sig for El room inspection.
5	10 Nos. Detonators available Mfg Date 10/2015 due on 10/2020.
6	5 Kg DCP type Fire Extinguisher available next due on 11/21 and indicator pressu green zone.
7	Power Block and Line block messages duly entered in Power block register and Li Block register.
8	ACLS panel working in Auto mode.

SOUTHERN RAILWAY

No.M/G/157/Insp/RPM/Aug.20.

Divisional Office,
General Branch,
Chennai Division,
Chennai – 3
Date 07/09/2020

To,
Sr.DEN/Central, Sr.DSTE/Co-ord,
Sr.DEE/TRD, Sr.DOM, , Sr.DCM,
Dy.CPLO/HQ

Yanesh P
(P.Mahesh)
DRM/MAS

Copy to : ADRM/I, ADRM/II & ADRM/III .. for kind information.