



No. G.275 / WSSR- 382021 / 2020-21

**WORK STUDY TO REVIEW THE
COMMERCIAL STAFF STRENGTH OF
BOOKING OFFICE AND PARCEL OFFICE
AT TUP & CBE - SA DIVISION**

SOUTHERN RAILWAY

PLANNING BRANCH

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AT TUP & CBE -
SA DIVISION

STUDIED BY

WORK STUDY TEAM
OF
PLANNING BRANCH

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(ii)
AUTHORITY

Annual Programme of work studies approved by SDGM for the year 2020-21.

(iii)
TERMS OF REFERENCE

Annual Programme of work studies for the year 2020 -21 - to review the Commercial Staff strength of Booking Office and Parcel Office at TUP & CBE – SA Division.

(iii)
METHODOLOGY

The following methodology has been adopted while conducting the study.

1. Collection of data
2. Discussion with Officers and Supervisors.
3. Manpower requirement assessed on need basis.
4. Yardstick – wherever applicable

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SUMMARY OF RECOMMENDATION**Recommendations: (Revised)**

The following posts are found surplus as detailed below, may be surrendered & credited to vacancy bank.

Sl. No	Office	Designation	Pay band	No of posts
1	CBE/BO	Sr CC	5200-20200 GP 2800	1
2		CC	5200-20200 GP 2000	3
3	CBE/PO	Sr CC	5200-20200 GP 2800	2
4	TUP/PO	Sr CC	5200-20200 GP 2800	1
Total				7

(Total No of posts =7)

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CHAPTER – I**1.0 INTRODUCTION**

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

- ❖ The Commercial department of Railways is responsible for sales, marketing and servicing of passenger and goods services efficiently.
- ❖ Booking Office and Parcel Office TUP & CBE contributes significantly towards other coaching earnings of the Division.

1.2 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 a day the booking through UTS system, SPTM, computerization of returns etc. has made the booking process easier and speedier. Though, there have been modifications, improvement in modern technology, application and facilitation, these have to be translated in terms of manpower planning. Wherever technological advancement has been enforced, the same should be implemented and result achieved. So an attempt a made to utilize the man power to optimum size in the study.

1.3 PARCEL OFFICE:

- Parcel means goods entrusted to a Railway station for carriage by a passenger or parcel train and luggage means the goods of a passenger either carried by him in his charge or entrusted to a Railway Administration for carriage (103 (36) & 15 of IRCM Vol.I).
- A drastic reduction is seen in the Parcel services from the past few years. Further there is stiff competition given by the road parcel services which has an edge being faster and reaching the customer's doors directly. Due to the decreasing trend in Parcel service, a work study has become a necessity to review the staff strength in relation to the present workload.
- The Coaching, Goods and Sundry earnings form the backbone of the Railways and it decide the viability of the Railways. Parcel, Luggage and Goods earnings contribute more towards the Railway revenue.
- The purpose of this work study is intended to analyze the requirement of staff at Booking office & Parcel Office at TUP & CBE.



2.0 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 & PO in TUP & CBE stations in SA division. The duties of the staff, earnings, workload and detailed traffic trend pattern are explained the following paragraph and discussed in subsequently.

2.1 The details of Commercial activities of TUP & CBE station as given in the scope of the study along with the sanctioned strength and present deployment, working time are indicated below and the S.A.V.E. Statement is enclosed as **Annexure – I**.

2.2(A): Staff Deployment in Commercial Department at TUP & CBE IN SA Division**(Booking Office):**

Sl No	Stations	CS in Rs.4600/-			CCC in Rs.4200/-			Sr.CC in Rs.2800/-			CC in Rs.2000/-			Total		
		S	A	V	S	A	V	S	A	V	S	A	V	S	A	V
1	TUP	1	1	0	5	5	0	3	2	1	3	3	0	12	11	1
2	CBE	3	3	0	11	8	3	5	5	0	5	5	0	24	21	3
TOTAL		4	4	0	16	13	3	8	7	1	8	8	0	36	32	4

2.2 (B): Staff Deployment in Commercial Department at TUP & CBE IN SA Division**(Parcel Office):**

Sl No	Stations	CS in Rs.4600/-			CCC in Rs.4200/-			Sr.CC in Rs.2800/-			CC in Rs.2000/-			Total		
		S	A	V	S	A	V	S	A	V	S	A	V	S	A	V
1	TUP	2	2	0	5	0	5	2	2	0	0	2	-2	9	6	3
2	CBE	2	4	-2	8	5	3	5	1	4	0	3	-3	15	13	2
TOTAL		4	6	-2	13	5	8	7	3	4	0	5	-5	24	19	5

2.3 **Activities in Booking Office:**

1.
 - a) Activities performed by Booking Clerks for issue/cancellation of tickets and any miscellaneous activity and duration for each activity. Whenever a ticket comes for cancellation, the Booking clerk has to check the genuinity of the ticket first. Then he selects the format for cancellation and he has to feed the UTS number, Fare and number of tickets to be cancelled. Then the system will generate the cancelled ticket. The balance amount is to be handed over to the Passenger. Then the Booking Clerk should cross the ticket presented for cancellation and the preserves the both.
 - b) When a Passenger approaches for a journey ticket, the booking clerk should ensure the Station to which the Passenger wants a ticket, and he verifies in the System for the particular station such as class, number of Adults, Number of Child, Senior Citizen if any and the fare for the same will be informed to the Passenger. After getting the fare, he /she enters the Station Code, Number of tickets, Class etc and route also and Press Enter key, for Printing 'Y' has to be pressed to get the Ticket. After printing the ticket, he has to hand over the ticket and also the balance amount if any to the Passenger.
 - c) When a TTE approaches the Booking Counter, for remittance, the Booking Clerk duly getting the Cash Remittance Memo-(CRM) with Cash and verifies it. Then he goes to Main menu and selects the appropriate option for remittance. At present, the New Proforma contains more than 19 Columns 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).
2. Activities performed by Supervisors daily, period ending and monthly:

The Chief Booking Supervisor on arrival has to sign in the Muster Roll and make remarks for other Staff. After that he has to verify the availability of tickets Rolls for the day. Then he has to ensure the remittance of Cash in the Bank with Cashier and the days' Reports are taken for Closing of Accounts. After that he has to check the functioning of ATVMS (if ATVMS are available) and the working of facilitations, the ticket Stock for UTS and ATVM is maintained by him only. Miscellaneous activities such as Public Enquiry, enquiry from Office of the Divisional Commercial Manager, Amenities of the Staff should be monitored by him.

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On arrival of the Bank Challan, CS has to prepare the Cash remittance Note and sealing of Cash Bag dispatch the same to cash Office.

During Month end Preparation of Balance sheet, Preparation of Returns, to be dispatched promptly to TPJ should also be monitored by him.

Finally, all the ICV items for daily use have to be received and supplied to the Staff then and there is also one of his prime duties done by him.

He has to prepare Balance Sheet and Returns every month. If the system Reports not generated in time, he has to work beyond his working hours. Now there is no Group 'D' Staff at TUP & CBE Booking Office.

2.4 **Mode of Remittance of Station Earnings:-**

All the Counter Cash in Shifts were handed over to the Cashier with DTC-(daily train cash book), Concessions, vouchers and TTE CRMs. The same were consolidated and entries were made in the HOB Register.

On the following day Statement 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.

The Cash will be remitted in the bank and duly signed receipt of the Challan will be given by the Bank. After verifying the records, the Chalan, Vouchers and Cheque were entered in the Voucher Remittance Note and will be kept in a Cash Bag and sealed. Then the sealed cash bag will be handed over to cash office staff on duty with entry in the Cash remittance Book.

After receipt of the CR Note dully attested, the same was pasted in the CR Note after verification.

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2.5 **Present Staff Deployment position:**

Booking Office			TUP	CBE
Sl. No.	Activity	Designation	No. of staff	
1	Over all supervising and to look after accounts, Balance sheet & statistical earnings data (Send to Railway board for every 10 days) (9-17 hrs))	CS	1	1
2	Cash cum batch in-charge Duties:- Collect cash from all counters, counting, tallying & remittance to Bank preparing all statements, Issuing ROPD Tickets, Supply of tickets to all counters, Responsible for supervisory function, Sales of smartcard for ATVM, Top up of smart card Recharge of ATVM (6-14,13-21 hrs))	CS/ CCC	1	3
3	Issue of tickets in Booking counters (6-10,10-20,20-24,00-06 & 6-14 & 13-21 hrs)	Sr CC &CC	2+2	4+4
4	LR & RG & N/RG		5	9
	Total		11	21

2.6 **PLAT FORM TICKETS ISSUED:**

Month	Tickets Issued -Year wise			
	TUP		CBE	
	2018-19	2019-20	2018-19	2019-20
April	39,615	50,171	90,246	80,760
May	35,339	50,164	88,719	84,349
June	27,310	47,643	80,917	75,677
July	28,188	44,328	76,182	71,234
Aug	25,519	43,512	69,057	66,928
Sep	28,838	50,570	79,913	79,616
Oct	45,035	60,387	79,477	83,533
Nov	46,038	47,504	73,497	73,444
Dec	47,298	48,828	80,794	79,359
Jan	47,370	51,762	78,213	80,172
Feb	42,771	50,597	72,840	70,904
Mar	49,921	33,294	78,458	45,574
Total	4,63,242	5,78,760	9,48,313	8,91,550

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2.7 **Details of Earnings for two years of TUP & CBE Booking Office**

Month	Earnings -Year wise Rs.			
	TUP		CBE (In crores)	
	2018-19	2019-20	2018-19	2019-20
April	3,08,85,597	3,13,62,521	482.99	480.15
May	2,94,28,546	2,91,42,873	444.79	404.60
June	2,57,45,498	2,64,76,219	402.96	404.62
July	2,51,58,988	2,56,41,200	428.26	404.85
Aug	2,41,54,966	2,64,61,853	431.49	419.23
Sep	2,55,23,154	2,90,86,255	413.97	443.97
Oct	2,46,39,183	3,05,98,139	422.92	507.93
Nov	3,16,59,937	2,50,66,706	385.92	394.21
Dec	2,46,48,053	2,51,55,181	416.40	424.93
Jan	2,66,52,577	3,12,05,473	421.91	471.78
Feb	2,44,03,658	2,86,14,351	390.69	439.43
Mar	2,80,15,299	2,57,87,728	448.11	309.09
Total	32,09,15,456	33,47,98,499	5090.41	5124.83

2.8 **PASSENGERS TICKETS ISSUED (Including season tickets):**

Month	Tickets Issued -Year wise			
	TUP		CBE	
	2018-19	2019-20	2018-19	2019-20
April	2,01,702	1,96,566	2,35,954	3,11,687
May	1,99,509	2,05,318	2,39,793	3,12,933
June	1,79,979	1,93,108	2,12,620	2,78,782
July	1,68,779	1,90,628	2,04,487	2,82,864
Aug	1,51,584	1,84,463	2,28,199	2,72,697
Sep	1,52,031	2,07,856	2,24,650	2,89,458
Oct	1,59,629	2,15,505	2,18,014	2,97,725
Nov	1,84,731	1,84,898	2,29,721	2,70,355
Dec	1,52,883	2,00,107	2,33,307	2,89,574
Jan	1,66,975	2,00,487	2,89,903	2,82,868

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Feb	1,76,041	1,84,693	2,68,183	2,76,268
Mar	1,61,842	1,01,003	3,06,609	1,89,330
Total	20,55,695	22,64,632	28,91,440	33,54,541

2.9 **CANCELLED TICKETS**

Month	Tickets Issued -Year wise			
	TUP		CBE	
	2018-19	2019-20	2018-19	2019-20
April	1410	1383	1318	1216
May	1039	1053	1248	1205
June	1029	947	1436	1062
July	799	946	1358	1096
Aug	1148	1329	1158	1539
Sep	862	1075	1082	1162
Oct	888	1498	1111	1309
Nov	1546	871	1259	1017
Dec	843	850	1098	1117
Jan	957	957	1112	1071
Feb	843	854	912	967
Mar	1089	1147	964	1031
Total	12453	12910	14056	13792

2.10 **NON-ISSUED TICKETS**

Month	Tickets Issued -Year wise			
	TUP		CBE	
	2018-19	2019-20	2018-19	2019-20
April	33	83	24	27
May	44	80	25	33
June	25	106	26	29
July	73	112	32	16
Aug	38	68	29	35
Sep	28	65	14	19
Oct	32	128	16	24

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Nov	54	84	35	27
Dec	38	36	20	44
Jan	57	57	23	41
Feb	45	64	52	35
Mar	52	41	26	38
Total	519	924	322	368

2.11 ATVM EARNING DETAILS AT TUP & CBE STATION:

MONTH	TUP				CBE			
	2018-19		2019-20		2018-19		2019-20	
	No of tickets	Earnings (Rs)	No of tickets	Earnings (Rs)	No of tickets	Earnings (Rs)	No of tickets	Earnings (Rs)
APR	23842	2237530	35451	3292099	84340	462760	46560	4600444
MAY	21480	2289435	51896	3819069	71681	4284755	73926	4201621
JUNE	39888	3664885	45092	3144028	76888	4264475	74497	3775798
JULY	38633	3198780	35436	2472255	78191	3985095	76513	3737313
AUG	35079	3338000	41620	2922560	75262	4311720	71319	3810679
SEP	44570	3125031	47281	3419631	80161	4225145	80444	4255435
OCT	43472	2988810	39486	2527748	91377	4710555	82530	4241354
NOV	37443	2749581	44772	2551870	78103	4371320	80713	3938165
DEC	31740	2913835	47032	2798334	88162	4294040	79819	4150124
JAN	34477	3472833	47902	3119830	81412	4456580	83108	4695283
FEB	38851	2561947	46307	2939664	71909	3732010	76853	3886850
MAR	30819	2688725	32366	1853750	67262	3522482	41430	2016150
TOTAL	420294	35229392	514641	34860838	944748	46620937	867712	47309216

In TUP two ATVMs are available one in east and one in west, both are on working condition.

In CBE, three ATVMs are available two in east and one in west, all are in working condition.

2.12 Staff Deployment

Roster for BO AT TUP:

NO OF COUNTERS IN EAST ENTRY OF TUP BO					
Window	00-06	06-10	10-20	20-24	REMARKS
1	1	1	1	1	-

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2	-	-	1	-	-
NO OF COUNTERS IN WEST ENTRY OF TUP BO					
WINDOW	00-06	06-10	10-20	20-24	REMARKS
1	1	1	1	1	-

Roster for BO AT CBE:

NO OF COUNTERS IN EAST ENTRY OF CBE BO					
Window	00-06	06-10	10-20	20-24	REMARKS
1	1	1	1	1	-
2	1	1	1	1	-
3	1	1	1	1	-
NO OF COUNTERS IN WEST ENTRY OF CBE BO					
WINDOW	00-06	06-10	10-20	20-24	REMARKS
1	1	1	1	1	-

2.13 Details of various Statements Generated in UTS System

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

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18. Summary of Transaction
19. Ticket Information
20. Concession Passenger(Season)
21. Pay VR Report
22. ATVM Reports
23. JTBS Reports
24. Balance Sheets
25. SN2

2.14 Details of various Registers maintained at TUP & CBE Booking Office

1. Handing over Book (HOB)
2. Daily Trains Cash Book (DTCB)
3. Proof Book
4. HOC/TOC Register
5. Non-Issued Register
6. Special cancellation Register
7. Coaching Cash Summary Book
8. Sundry Statement Register
9. SN-2 Register
10. JTBS-Jansadaran ticket booking seva Register
11. EA-Error Advice Received Register
12. Outstanding Register
13. SMG- short making good Register
14. Missing Tickets Register
15. BPT-blank paper ticket Register
16. Bank Challan Book
17. Cash Bag Deposit Register
18. C.R. Note Book
19. Ticket Stock Register
20. SMC Register (Smart Cards)
21. Missing Tickets Register
22. PCDR-private cash declaration Register
23. ATVM Facilitator Register
24. Roster Book

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25. SOB
26. Special Events Register
27. System Failure Register
28. Tools and Plants Register
29. Uniform Register
30. Time Table Register
31. TIA Inspection Register
32. Auditor Inspection Register
33. Officer Inspection Register
34. LEO 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

2.15 PARCEL OFFICE:

Present Staff Deployment in parcel office:			TUP	CBE
Booking/delivery	1 x 2 shifts	=	2	6 (3 shifts)
Loading/ unloading (PF Duty)		=	2	4
General shift (Inward)		=	---	1
Supervisory		=	2	2
Total		=	6	13

2.16 Registers / Records kept at the Parcel office—TUP & CBE**Outwards:**

1. Outward parcel cash book – Local
2. Outward parcel cash book – Foreign
3. Luggage cash book – Local

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4. Luggage cash book – Foreign
5. Main cash book
6. Parcel on hand book.
7. Unloading Register.
8. Loading Register- Train wise and Destination wise
9. Over carried Register.
10. TP Register.
11. Cash Acknowledgement Register.

Inwards:

1. Parcel delivery book - Local
- 2 Parcel delivery book - Foreign
- 3 Perishable delivery book.
- 4 Weighment system delivery book.
- 5 Lease delivery book.
- 6 Lease Loading Register.
- 7 Vehicle Removal Memo (VRM).
8. Wharfage cash book.
9. Shortage cash book.
- 10 Parcel on hand register – Local
- 11 Parcel on hand register – Foreign
- 12 Reweighment Register.

CPS/TUP &CBE:

- 13** Messages book.
- 14 NR-non receipt Register.
- 15 Auction register.
- 16 Inventory register.
- 17 OD register.
- 18 Parcel coaching cash book.
- 19 Outsourcing register.
- 20 Officers' Inspection Register.
- 21 CCI Inspection Register.
- 22 Undelivered parcel Register.
- 23 Unconnected parcel Register.

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- 24 Sundry stock.
- 25 Daily earnings Register.
- 26 Indemnity Bond Register.
- 27 EA accountable Register.
- 28 Statistics register.
- 29 Private cash Declaration register.
- 30 ICV (cash value) stock register.
- 31 WDRF register.
- 32 Sales tax register.
- 33 Stamp register.
- 34 Unremarked lease parcel register.
- 35 Lease remittance register.
- 36 Lease contract staff on duty register.
- 37 Commodity wise register – Outward.
- 38 Commodity wise register – Inward.
- 39 TIA Inspection Register.
- 40 T&P register.

2.17 WHARFAGE CHARGES COLLECTED (in Rs)

	TUP		CBE	
MONTH	2018-2019	2019-2020	2018-2019	2019-2020
APRIL	6395	2744	61,142	56,458
MAY	6153	3237	76,431	46,366
JUNE	4717	5232	54,734	71,491
JULY	2415	810	60,362	78,519
AUGUST	5207	245	62,204	58,296
SEPTEMBER	9188	3021	60,872	1,02,384
OCTOBER	5935	2914	58,396	65,290
NOVEMBER	9931	11072	54,467	81,356
DECEMBER	6017	4522	46,044	67,285
JANUARY	6121	2707	54,192	76,815
FEBRUARY	6745	7083	58,350	70,650
MARCH	4903	2938	71,113	50,018
TOTAL	73727	46525	7,18,307	8,24,928

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2.18 FREE TIME ALLOWED

PARCEL & LUGGAGE	2 OR 3 WHEELER	LIVE STOCK
10 hrs of working of delivery section of parcel office after the consignment is unloaded	6 hours of working of delivery section of parcel office after the consignment is unloaded	6 hours after the consignment is unloaded
Charges		
Rs 1 per 50 kg or part thereof per hour or part of an hour	Rs 10 for 2 wheeler Rs 25 for 3 wheeler or part of an hour	Rs 10 for per head or part of an hour

2.19 Details of Reweighment

	TUP				CBE			
Month	2018-2019		2019-2020		2018-2019		2019-2020	
	No Of Cases	Earnings (Rs)	No Of Cases	Earnings (Rs)	No Of Cases	Earnings (Rs)	No Of Cases	Earnings (Rs)
APRIL	2	496	1	30	1	3	1	380
MAY	0	0	2	556	2	1926	1	549
JUNE	2	1460	0	0	2	201	2	1903
JULY	0	0	0	0	0	0	8	7925
AUGUST	0	0	1	12	3	122	1	325
SEPTEMBER	3	785	0	0	0	0	0	0
OCTOBER	0	0	1	14	2	266	4	6205
NOVEMBER	1	15	0	0	16	2165	2	2572
DECEMBER	3	2105	0	0	4	2951	8	3482
JANUARY	0	0	2	670	7	2020	4	479
FEBRUARY	3	850	0	0	6	1231	6	4032
MARCH	1	3247	0	0	0	0	7	4646
TOTAL	15	8958	7	1282	43	10885	44	32498

2.20 Activity & Duration Inward

- Checking All The Inward Parcels Unloaded And Making Entry In The Respective Delivery Books.
- Checking The Scales In Booking, Re Weighment
- Marking Delivery In Delivery Books
- Including Removal Of Parcel
- Collection Of Wharfage If Any

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- Detecting Undercharges Etc
- Checking Railway Receipts
- Checking Of Total Cash Collection And Remittance

2.21 Accounts & Returns Activity

- ✓ Checking Of PWB Issued Accounted And Correct Remittance Local, Foreign, LLT and FLT.
- ✓ Accounting In Respective Registers
- ✓ Checking The Remittance Particulars Shift Wise Raising Charges Of Short Collection
- ✓ Summing Up Of Head wise Collection Period Ending, Month Ending
- ✓ Preparation Of Returns
- ✓ Staff Management, Attending Enquiry Complaints
- ✓ Preparation Of NDA/NHA/LAP/Absentees Statement
- ✓ Issue Of Passes, PTO
- ✓ Maintenance Of Disposal Point Register, Lost Property Office Register, Receipt Of Undelivered Parcels From The Sections
- ✓ Maintenance of Auctioning.

2.22 Inward

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

2.23 Outward

- ✓ Local Outward Returns Checking With Accounts Foils
- ✓ Foreign Outward Returns Checking With Accounts Foils
- ✓ Local Lt Outward Returns Checking With Accounts Foils
- ✓ Foreign Lt Outward Returns Checking With Accounts Foils
- ✓ Cancellation Charge Returns
- ✓ Lease Returns Local
- ✓ Lease Returns Foreign
- ✓ Service Tax Returns
- ✓ Cash Value Receipt Returns
- ✓ Excess Booking Returns
- ✓ Demurrage Charge Returns
- ✓ Wdrf Returns
- ✓ Penalty Charge, Punitive Charge Returns
- ✓ Miscellaneous Cash Collected Return
- ✓ Outstanding.
- ✓ Weighment of Parcels

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- ✓ Checking The Forwarding Notes
- ✓ Calculation Of Freight
- ✓ Issuance of Railway Receipts
- ✓ Accounting Freight, Development Charge, Service Tax & Total and Remittance.

2.24 Transshipment and Dispatch:

- ✓ Attending The SLR Of Each Train
- ✓ Inventory Of Parcels Unloaded
- ✓ Making Entry In Unloading Register, TP Register, Inward Hoc Register In Both Ends Of Trains
- ✓ Supervision of Loading of Parcels No, Mark Etc and Making Entry in GR Book.

2.25 NUMBER OF PWB/RR (OUTWARDS/INWARDS):

	TUP				CBE			
Month	2018-2019		2019-2020		2018-2019		2019-2020	
	O/W	I/W	O/W	I/W	O/W	I/W	O/W	I/W
APRIL	5108	267	4105	294	4250	4877	3750	4329
MAY	4912	238	5322	176	4650	5226	4000	4285
JUNE	4118	197	3876	184	3850	5005	3700	5009
JULY	3912	282	3861	151	4250	5570	3750	4401
AUGUST	4233	259	4065	295	4200	4795	3550	3367
SEPTEMBER	3815	211	3602	217	4600	5382	3950	4161
OCTOBER	4127	256	3811	462	4200	5479	4550	4176
NOVEMBER	4930	283	4010	243	4000	5183	4100	4115
DECEMBER	4536	290	5404	219	4250	6090	4350	3957
JANUARY	4815	294	4322	248	4100	5427	4400	4201
FEBRUARY	4382	338	4572	224	4050	5640	4450	3762
MARCH	3144	290	2964	152	4150	4882	3150	5902
TOTAL	52032	3205	49914	2865	50550	63556	47700	51665

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2.26: NO OF PARECELS & EARNINGS:

	TUP				CBE			
Month	2018-2019		2019-2020		2018-2019		2019-2020	
	No Of Parcels	Earnings (Rs)	No Of Parcels	Earnings (Rs)	No Of Parcels	Earnings (Rs)	No Of Parcels	Earnings (Rs)
APRIL	15,959	57,27,237	13,795	39,68,851	47,154	77,41,772	35,396	61,66,338
MAY	18,249	60,33,417	14,556	40,49,982	33,439	63,49,798	28,554	53,57,597
JUNE	14,758	40,56,474	12,555	41,58,835	26,040	62,52,693	22,602	48,29,257
JULY	17,584	50,84,038	11,537	37,50,330	42,515	94,07,108	24,276	53,50,980
AUGUST	11,695	39,95,205	11,291	32,70,630	33,406	83,21,535	25,033	52,59,092
SEPTEMBER	12,837	48,27,114	10,708	35,80,917	36,714	88,16,962	30,536	50,69,739
OCTOBER	10,606	27,36,406	12,097	42,26,039	41,412	81,08,316	31,731	54,60,753
NOVEMBER	10,084	25,89,338	11,189	33,63,005	40,105	65,73,965	33,164	58,03,433
DECEMBER	12,378	34,81,483	11,983	32,23,863	43,478	70,68,204	29,249	54,05,035
JANUARY	10,776	29,32,221	12,762	39,72,095	41,964	68,57,866	35,899	65,78,529
FEBRUARY	11,847	40,68,991	14,446	58,61,626	34,654	70,25,772	61,070	96,24,733
MARCH	12,604	45,41,297	9,404	32,64,446	38,681	75,00,401	30,830	67,40,333
TOTAL	1,59,377	5,00,73,221	1,46,323	4,66,90,619	4,59,562	9,00,24,392	3,88,340	7,16,45,819



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 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 inroads and tedious procedures like approaching counters, standing in queue, carrying cash, waiting for transaction have all shrunk to a major extent.

3.2 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.

3.3 Since the workload at booking office and parcel office counter is not uniform in nature i.e., during peak hours, the issue of ticket is continuous and during non-peak hours, the counters are idle, the staff requirement is arrived on need base wherever necessary.

It is seen from Railway Board letter no. 2013/TG IV/10/PA/Policy dated 23.09.2013, that the yardstick for booking office has been enhanced to 1000 tickets per shift per counter from the earlier yardstick of 800. Even though the sample survey shows i.e it is feasible to issue 1100 to 1200 per shift per counter.

3.4 Booking Office - Group "C"

1000 card tickets in a shift of 8 hours

1200 platform tickets in a shift of 8 hours

120 season tickets in a shift of 8 hours

Parcel Office - Group "C"

50 Way Bills booked in a shift of 8 hours

100 deliveries made in a shift of 8 hours

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NOTE: As per the railway board letter No 11-2019/SPMPS/Yardstick/2 dated 30.06.20 which says the revision of yardstick/norms of carious O&M activities on the railways. It states, pursuant to the decision taken by the board in its meeting held on 29.06.20, 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.01.07.20.

The railway board letter is attached in Annexure.

3.5 Requirement of Staff at TUP:-

Booking counter is operated for issue of tickets. The work load in terms of number of tickets issued at Booking Office is collected for two years and staff requirement has been calculated on the basis of yardstick

DATA SHEET FOR TUP BOOKING OFFICE

TUP BOOKING OFFICE			
DESCRIPTION	For 2 years (2018-19, 2019-20)	Average / Monthly	Average / day
Ticket earnings (Rs)	65,57,13,955	2,73,21,415	9,10,714
No of tickets(including season tickets)	43,20,327	1,80,014	6000
Plat form tickets.	10,42,002	43,417	1447
Cancelled tickets.	25,363	1057	35
Non - Issued tickets.	1,443	60	2
As per the Data Total No of Tickets sold in TUP/Day			7484

Requirement of Staff at CBE:

Booking counter is operated for issue of tickets. The work load in terms of number of tickets issued at Booking Office is collected for two years and staff requirement has been calculated on the basis of yardstick

DATA SHEET FOR CBE BOOKING OFFICE

CBE BOOKING OFFICE			
DESCRIPTION	For 2 years (2018-19, 2019-20)	Average / Monthly	Average / day
Ticket earnings (Rs)	102,15,24,000	425,63,500	14,18,783
No of tickets(including season ticket)	62,45,981	2,60,249	8,675
Plat form tickets.	18,39,863	76,661	2,555
Cancelled tickets.	27,848	1,160	39
Non - Issued tickets.	690	29	1
As per the Data Total No of Tickets sold in CBE/Day			11,270

3.6 CALCULATION:

TUP BOOKING OFFICE		
Tickets sold /day	=	7484
Yardstick %age per shift (1150)	=	6.5
Over all supervising (In charge)	=	1
For accounts, cash remittance & balance sheet and other returns and verification of daily concessions, etc.,	=	1
Total	=	8.5
RG 16.66%	=	1
Subtotal	=	9.5
LR 20%	=	2
Total	=	11.5
Therefore the Net total		= 12

While analyzing the no of tickets issued and earnings of the booking office from the past two years it clearly shows that both are considerably reduced. Presently two ATVMs are available. **There is no surplus in TUP BO.**

Calculation:

CBE BOOKING OFFICE		
Tickets sold /day	=	11270
Yardstick %age per shift (1150)	=	10.04
Over all supervising (In charge)	=	1
*For accounts, cash remittance & balance sheet and other returns and verification of daily concessions, etc.,	=	3
Total	=	14

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RG 16.66%	=	2
Subtotal	=	16
LR 20%	=	3
Total	=	19
Therefore the Net total		= 19

3.6.1 While analyzing the no of tickets issued and earnings of the booking office from the past two years it clearly shows that both are considerably reduced. The no of tickets issued and earnings from ATVM are considerably increased. Presently three ATVMs are available.

The requirement of staff for CBE booking office is 19 which will lead to surplus of 5 staff which may be surrendered and credited to the vacancy bank.

3.7 DATA SHEET FOR PARCEL OFFICE TUP & CBE

TUP			
DESCRIPTION	For 2 years (2018-19, 2019-20)	Average / Monthly	Average / day
No of PWB Outward	101946	4248	142
No of RR Inward	6070	253	9
No of Parcels	305700	12738	425
Earnings (Rs)	96763840	4031827	134394
Penalty remitted on reweighment	10240	427	14
Wharf age	120240	5010	167
As per the Data Total No of PWB in TUP/Day(O/W&I/W)			151

CBE			
DESCRIPTION	For 2 years (2018-19, 2019-20)	Average / Monthly	Average / day
No of PWB Outward	98250	4094	136
No of RR Inward	115221	4801	160
No of Parcels	618387	25766	859
Earnings (Rs)	155749586	6489566	216319
Penalty remitted on reweighment	43383	1808	60
Wharf age	1543235	64301	2143
As per the Data Total No of PWB in CBE/Day (Both outward & inward)			296

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		TUP	CBE
No. of PWBs dealt per day	=	142	136
Clerks required as per yardstick (58/shift)	=	2.45+1	2.34+1
(One staff for inward in General shift in TUP& CBE)			
Loading and unloading of parcels	=	2	3
RG shift (for N/O)	=	-	2
RG (16.66%) of	=	1	1
LR (20%)	=	1	2
Therefore, total staff including LR & RG	=	7.45	11.34
One CPS for Supervisory duties	=	1	1
The requirement at Parcel Office	=	8.45	12.34

The sanction strength of TUP parcel office is 9. The demand for the parcel traffic is considerably increased and the demand for No of VPHs is in increased manner. Apart from this, the staff required for Vanjipalayam is also deputed from here. Moreover, one CPS is exclusively doing the work of marketing to cater the demand.

One staff identified in TUP/PO as surplus which may be surrendered and credited to the vacancy bank.

Three staff identified as surplus in CBE/PO, which may be surrendered and credited to the vacancy bank.

3.8 **Total requirement of commercial staff for TUP & CBE is summarized as under:-**

Unit Name	Sanction	Actual	Requirement	Surplus
TUP/BO	12	11	12	0
TUP/PO	9	6	8	1
CBE/BO	24	26	19	5
CBE/PO	15	13	12	3
Total	60	56	51	9

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Recommendations:

The following posts are found surplus as detailed below, may be surrendered & credited to vacancy bank.

Sl. No	Office	Designation	Pay band	No of posts
1	CBE/BO	Sr CC	5200-20200 GP 2800	2
2		CC	5200-20200 GP 2000	3
3	CBE/PO	Sr CC	5200-20200 GP 2800	3
4	TUP/PO	Sr CC	5200-20200 GP 2800	1
Total				9

(Total No of posts = 9)

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

The remarks pertaining to the work study received on 23.12.2020 vide letter No SA/C.496/WSSR-382021/2020-21 is reproduced below with the reply of planning branch.

CO-ORDINATING OFFICER'S VIEWS

It is felt that, the present work study report is based on the yardstick alone and a local factor which necessitates the requirement of manpower is not being considered.

COIMBATORE BOOKING OFFICE

Coimbatore is an NSG-2 category station and third highest revenue earning station of Southern Railway after MAS and MS.

In CBE booking office, the peak hours is between 6 to 9hrs and 11 to 23hrs. The details of traffic dealt in hour-wise are furnished below

Traffic slab	Timings	Avg No. of tickets
Peak	13hrs to 14hrs	850
Moderate Peak	14hrs to 15hrs and 17hrs to 18hrs	800
Moderate	6hrs to 7hrs, 12 to 13 hrs & 18 to 19 hrs	700
Lean	1hrs to 4 hrs	150

(Hour wise statement of FY 19-20 is enclosed)

Since there is a variation in the tickets issued during peak hours and non peak hours, reducing counters and manpower based on yardstick may not be advisable. Additional/general counters have to be opened depending on the queue length during peak hours.

Even as per yardstick mentioned in the work study (1150 tickets per shift /8=144 tickets per hour) would require minimum 6 counters to function during the peak hours and between 1 to 4 hrs may be considered as non peak hours and reduction of counters at odd time is not feasible as mentioned above.

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As per work study report 3 counters round the clock and 1 shift as additional counter is sufficient for Coimbatore station, an NSG-2 category station which may not be practicable during peak hours. It is pertinent to note that averages of 1800 to 2000 tickets are issued in an evening duty shift during weekends.

Besides that, Coimbatore Railway station is a hub for Railway sports personnels. In Salem division, sports ground and other sports training facilities for Railway sports persons of various sports discipline who are participating in National and international level is available at Coimbatore only. Hence any new recruitment on sports account has to be posted at CBE.

OSD/Sports/SA informed that 8 active sports persons are working in CBE BO& PO and they are undergoing regular practice by permitting on time off duties (Duty hours from 11.00hrs and 15.00hrs) and whole year SCL (360 days) on account of Centre of Excellence scheme. (Copy of the OSD/Sports/SA letter is enclosed)

Sports personnel's in Commercial department at CBE are participating in various championship/Tournaments and were brought many laurels to Indian Railways. Two athletes are currently in Indian sports training camp and preparing for the Asian Games 2020, World championship 2022 & Commonwealth games 2022 and one athlete is preparing for SAF games 2021. In the All India level Railway competition, sports personnel's from CBE won one gold, two silver and one bronze medals in last year. Hence the posting for sports personnel's also has to be considered at CBE.

Rounded off the RG for 14 staff, as 2 staff will not comply the scheduled rest for the staff and needs to be rounded off as 3.

At present during peak hours the additional counters are being managed by sports persons. Also 6 to 22 hrs counters on second entry is being converted to IUTS for optimum utilization of staff and it will be implemented shortly. In view of the above, the present 4 counters round the clock and one counter from 6 to 22hrs is mandatory.

In view of the above, proposed surrender of post may not be feasible at present.

Planning Branch Reply:

In the remarks of the coordinating officer it is stated that extra counters required during peak hours to cater the need of the people. However, there is a provision to put split duty in such a manner to meet the demand in consultation with high officials. Moreover, one cashier is provided in each shift and the cashier may be utilized to clear the crowd whenever required. In the remarks of the coordinating officer, it is stated that eight sports staffs are there in Coimbatore BO&PO. But it is mentioned as 2 in the data provided by the coordinating supervisor. Moreover, instead of using the said sports staff in BO or PO, they may be distributed to different cadres like TCs or in any commercial activities which don't have direct public contacts. They may be posted in different places like administrative offices in workshop nearby Coimbatore area.

In order to meet the demand as per the requirement of the coordinating officer, the work study team allows one additional staff which will make the requirement to 20, leaving the surplus to 4.

CO-ORDINATING OFFICER'S VIEWS**COIMBATORE PARCEL OFFICE**

Coimbatore is classified as A 1 Category station (NSG-2), which handles 73 pairs of train services per day. Parcel office, Coimbatore is hub for Vegetables, Machinery parts, Eggs and other goods. Currently Coimbatore parcel office shares 12% of overall earnings of Division. But for the period from January to March 2020 CBE Parcel office shared 41 % of overall earnings.

- Reduction of Parcel earnings of CBE is due to conversion of rake type of Train no. 12625 TVC- NDLS from ICF rake to LHB rake from December 2018 onwards. Division has initiated action and attached the LHB VP by train no. 12625 from December 2019 onwards. Due to these Parcel earnings has increased to 61% for the months of Jan, Feb, March 2020. On an average performance has increased. As a result HQrs has introduced VP by Train no. 12625 w.e.f.14/12/2020. So in the upcoming months staff requirement taken on basis of last two year performance shall be revised accordingly to handle the traffic with 50 % projection.

- Coimbatore has 6 platforms; Exclusive clerk has to be nominated for monitoring the loading and unloading at each end Viz., West end and East End. The recommendations of one staff for single shift shall be revised to 2 staff for single shift.
- Division has brought the Pride to Railways by awarding the high value tenders i.e., Round Trip Parcel Cargo Express Train services over 3 routes Viz., CBF-PTNR , CBF- RJT and VNJ- GHY, The Tender value of 3 projects is Rs.180 Crores. CBF- PTNR train services has commenced from 29.08.2020 onwards for which 40% loading is being done at CBF station. Further 1 more PCETs service will commence by the end of December onwards. All the 2 tenders were awarded on bi monthly basis but the lease holder is operating the services on weekly basis and also they are planning to increase the frequency of services from weekly to bi-weekly.
- Besides that, Coimbatore Railway station is a hub for Railway sports personnel's. In Salem division, sports ground and other sports training facilities for Railway sports persons of various sports discipline who are participating in National and international level is available at Coimbatore only. Hence any new recruitment on sports account has to be posted at CBE.OSD/Sports/SA informed that 8 active sports persons are working in CBE BO& PO and they are undergoing regular practice by permitting on time off duties(Duty hours from 11.00hrs and 15.00hrs) and whole year SCL(360 days) on account of Centre of Excellence scheme. Sports personnel's in Commercial department at CBE are participating in various championship/Tournaments and were brought many laurels to Indian Railways. Two athletes are currently in Indian sports training camp and preparing for the Asian Games 2020,World championship 2022 & Commonwealth games 2022 and one athlete is preparing for SAF games 2021.In the All India level Railway competition, sports personnels from CBE won one gold, two silver and one bronze medals in last year. Hence the posting for sports personnels also has to be considered at CBE. (Copy of the OSD/Sports/SA letter is enclosed).

Considering the above facts, Division is requests the following for smooth functioning of Parcel office

- Three Additional clerks with RG/LR element have to be added for loading and unloading activities round the clock at CBE at both the ends.
- 1 Parcel clerk is required to be nominated to CBF for management of 3 Parcel Cargo express train on both the directions.

In view of the above, proposed surrender of post may not be feasible at present.

Planning Branch Reply:

The duty of the loading and unloading clerk is to sign in the guard's register for correctness of the items loaded or unloaded and supervise the loaded and unloaded items which will be done by the contract staff. However, if there is two parcel van one in front and one in back means the inward clerk or CPS on duty can assist during loading and unloading.

Keeping in view of rising demand as mentioned by the coordinating officer, the work study team allows one more staff which will make the requirement to 13 leaving the surplus to 2.

CO-ORDINATING OFFICER'S VIEWS

TIRUPPUR PARCEL OFFICE

Tiruppur is the major hub for cotton hosiery industries; TUP/PO has shares the 29 % of parcel earnings of Salem division. HQrs has fixed Rs.22.73 Crores as target in Parcel earnings. Hence sufficient staff is required for smooth functioning of Parcel office in order to achieve the target.

- In this current financial year, the parcel traffic has increased tremendously. PO/TUP has dealt 171 number of Demand VPHs from 01.04.20 to till date and fetched the earnings of Rs. 218.44 lakhs, compared to last year earnings of Rs.73.17 lakhs with 42 VP, which 198.49 % more than the previous year.
- Tiruppur is a round the clock Parcel office, which deals all the trains services passing through the station, But in work study report, the persons spared for loading and unloading of parcels is 2, so 1 staff per shift is required to handle loading/unloading.

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- Division has brought the Pride to Railways by awarding the high value tenders i.e., Round Trip Parcel Cargo Express Train services over 3 routes Viz., CBF-PTNR , CBF- RJT and VNJ- GHY, The Tender value of 3 projects is 180 Crores. CBF- PTNR train services has commenced from 29.08.2020 onwards for which 60% loading is being done at VNJ station. Further 2 more PCETs(parcel cargo express special trains) services will commence by end of December onwards. All the 3 tenders were awarded on bi-monthly basis but the lease holder is operating the services on weekly basis and also they are planning to increase the frequency of services from weekly to bi weekly.

Considering the above facts, Division requests the following for smooth functioning of Parcel office.

- Two Additional clerks have to be added for loading and unloading activities round the clock at TUP.
- 1 Parcel clerk is required for VNJ for management of 3 Parcel Cargo express train in both the directions, as no commercial clerk is posted at VNJ to monitor commercial activities.

In view of the above, proposed surrender of post may not be feasible at present.

Planning Branch Reply:

As per the data given by coordinating supervisor and during field inspection it is informed that only morning and evening shifts are there in TUP parcel office. So, man power is calculated based on existing workload. Moreover, sufficient number of staff (8) has been provided beyond the actual (6) to meet the demand.

For Vanjipalayam parcel office, the manpower can be given from the CCI's account till new appointment takes place or by duly identifying the staff from surplus area and transfer to this parcel office.

Hence, the remarks of CO are NOT AGREED TO.

**Hour wise UTS statement of CBE station
for the FY 19-20**

Hour	Tkts
0Hrs to 1Hrs	293
1Hrs to 2Hrs	163
2Hrs to 3Hrs	113
3Hrs to 4Hrs	96
4Hrs to 5Hrs	193
5Hrs to 6Hrs	627
6Hrs to 7Hrs	713
7Hrs to 8Hrs	534
8Hrs to 9Hrs	507
9Hrs to 10Hrs	354
10Hrs to 11Hrs	396
11Hrs to 12Hrs	614
12Hrs to 13Hrs	674
13Hrs to 14Hrs	884
14Hrs to 15Hrs	852
15Hrs to 16Hrs	605
16Hrs to 17Hrs	534
17Hrs to 18Hrs	819
18Hrs to 19Hrs	734
19Hrs to 20Hrs	578
20Hrs to 21Hrs	577
21Hrs to 22Hrs	509
22Hrs to 23Hrs	497
23Hrs to 24Hrs	330
Grand Total	12197

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SOUTHERN RAILWAY

No.SA/P.SRSA/SA/Misc

File No.SR-SA0COMM(C496)/29/2020-
O/o Sr.DCM/SA/SR

Regional Office,
 Personnel Branch,
 Salem - 636 005
 Date:04.12.2020

Sub: Work-study to review the Commercial staff strength at CBE & TUP-reg

Ref: SDGM/Planning branch Lr. No.G.275/WSSR-38 2021/2020-21 dtd. 31.11.2020

Kind attention is invited to the letter cited under reference, regarding work-study review of Commercial staff at CBE & TUP.

During work study the surplus staff identified in CBE/PO has been proposed for surrender and details as follows:-

Unit Name	Sanction	Actual	Requirement	Surplus
TUP/BO	12	11	12	0
TUP/PO	09	06	08	01
CBE/BO	24	26	19	05
CBE/PO	15	13	12	03
Total	60	56	51	09

In view of the above following few lines are submitted for consideration and favorable orders:-

- Total 08 staff of Sports persons are working in CBE section in BO & PO.
- The above 08 players are active Sports persons and doing regular practice and they are going on time off duties. (Duty hrs from 11.00 hrs to 15.00 hrs).
- The Players those who are under whole year SCL (360 days) on account of Centre of Excellence are also working in CBE section.
- And also the ground & other facilities for Sports are available at CBE.

Submitted please.


 (TINTU LUKA)
 OSD/Sports/SA

ADRM/SA &
 Vice Chairman of SRSA/SA

Sr-DCM

DPO

They are required
 on the request

to give remain
 OSD/sports d. 01/12/20
 with me before
 taking
 action

Total requirement of commercial staff for TUP & CBE is summarized as under:- (Revised)

Unit Name	Sanction	Actual	Requirement	Surplus
TUP/BO	12	11	12	0
TUP/PO	9	6	8	1
CBE/BO	24	26	20	4
CBE/PO	15	13	13	2
Total	60	56	53	7

Recommendations:

The following posts are found surplus as detailed below, may be surrendered & credited to vacancy bank.

Sl. No	Office	Designation	Pay band (Rs)	No of posts
1	CBE/BO	Sr CC	5200-20200 GP 2800	1
2		CC	5200-20200 GP 2000	3
3	CBE/PO	Sr CC	5200-20200 GP 2800	2
4	TUP/PO	Sr CC	5200-20200 GP 2800	1
Total				7

(Total No of posts = 7)

CHAPTER – V**5.0 FINANCIAL SAVINGS**

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

Sl. No	Office	Designation	Pay band	No of posts	Mean Pay (Rs.)	Annual Financial savings (Rs.)
1	CBE/BO	Sr CC	5200-20200 GP 2800	1	71078	8,52,936
2		CC	5200-20200 GP 2000	3	53118	19,12,248
3	CBE/PO	Sr CC	5200-20200 GP 2800	2	71078	17,05,872
4	TUP/PO	Sr CC	5200-20200 GP 2800	1	71078	8,52,936
Total				7		53,23,992

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Booking Office,
Tiruppur.

Dt.22.09.20.

No:TUP/CBS/OS/2020/1

Sr DCM/SA

Sub: Work study of TUP Booking office staff strength Reg:
Ref: Lr.No.SA/C.625/UTS/Correspondence dated 17.09.20. /A

With reference cited above, the following details submitted please.

1. S.A.V.E statement of TUP booking office:

Desig	GP	Sanctioned	Actual	Vacant	Extra
CS	4600	01	01	00	0
CCC	4200	05	05*	00	0
Sr CC	2800	03	02	01	0
CC	2000	03	03	00	0
Total		12	11	01	0

*One staff in CCC grade is utilised as Dy.SMR/C/TUP against the vacant post.
Hence actual number of vacancies-02 Nos (CCC-01 & Sr.CC-01).

2. Details of activities of staff working in booking office.

a. Staff working in booking counter.

- Issuing all kinds of unreserved tickets in the UTS system.
- Cancellation of UTS tickets as per passengers request including PRS cancellation beyond the closure of PRS location (20.00 Hrs-08.00 Hrs).
- Cashless transaction followed through the system of POS.
- Exchanging all the type of concession in the UTS system.
- Issuing money receipt for parcel cash, catering fees, cart license fee and sundries earnings.
- Maintaining of part roll, full roll, cancellation, non - issued registers and acknowledging of SOB.
- Closing of proof book by 00.00 hrs.
- HOC/TOC of cash in end of duty hours to reliever including PRS cash
- Selling of saleable publications like ETT & TAG.
- Feeding of ticket rolls in ATVM/CoTVM machines and other related activities in the absence of Supervisor.
- Recharging of Mobile App Users.
- Cancellation of Mobile UTS tickets.

b. Duties of supervisor and cash / accounts.

- Preparation of roster for Duties/Rest/Leave.
- Preparation of previous days statements (Booking Office,ATVM&COTVM).
- Comparing the statements with DTCB and tallying the cash along with manual transaction if any.
- Logging out of COTVM Machine and taking out of previous days cash.
- Preparation of daily earnings along with corresponding year duly conveying to CCOR/SA.
- Preparation of Daily Balance Sheet and arriving the Cash figure for remittance.
- Counting of Booking Office,PRS,COTVM & SMC cash of figure of previous day and Daily Balance Sheet Cash figure.
- Making register entries for taking Over of cash after counting.
- Preparation of Bank Challan for remitting the cash with the Bank.
- Intimating RPF staff for cash escort and preparing conveyance bill for taxi.

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Remittance of cash at the bank.

- Preparation of voucher statement for the voucher remittance.
 - Preparation of CR note duly tallying the cash and voucher with daily balance sheet.
 - Sorting out the booking office CR note along with PRS CR Note and goods CR Note and sealing the cash bag.
 - Checking DTC/NI/cancel/SPL cancel tickets of UTS, SMC, COTVM and ATVM tickets with statement.
 - After checking the tickets for any mismatches, also ensuring there is no entries in the mismatch register.
 - Checking the concession copies with statement.
 - Updating the daily E.balance sheet after getting the figures from parcel office and the manual transaction of booking office.
 - Changing of full roll and rectification of mismatches and system failures of ATVM and COTVM.
 - Co-ordinating with CMC for periodical maintenance and any system failure occurred.
 - After ascertaining the usage of UTS/ATVM tickets ribbon/cartridge stock receiving from the division.
 - After receiving the full from divisional office posting the entries of the same in the concerned UTS/ATVM stocks registers.
 - Updating the Sundry cash details in the sundries register.
 - Whenever circulars are received from divisional office pasting the same in the SOB register and get acknowledged from all staffs.
 - Every Tuesday and Thursday the application for obtaining PHC cards for online booking or received, verified and send the divisional office. After receiving the cards from office, intimating the same to the PHC persons and issuing the cards.
 - Preparation of SN.2 for every ten days period and submitting to HQ.
 - Accounting of all the EA received in proper head of booking office, parcel office, information and taking steps for the earliest clearances.
 - After arriving the outstanding for the month both manual balance sheet and E.Balance sheet is prepared and submitted.
 - Intimating of special trains run and any dislocation of trains services to the counter clerks.
 - Updating the passengers analysis register to know the current flow of passengers all the destination and take all the possible steps to increase the passengers traffic
 - Updating and maintaining all the 37 registers (List enclosed).
 - Analysing the counter rush in advance and operating extra counter in the rush hours and holidays.
3. There is no activities of JTBS for past three years.
 4. Details of passenger earnings and number of passengers tickets issued for the past three years month wise are furnished in annexure No.1 enclosed herewith.
 5. Details of Season Ticket issued for the past three years, month wise are furnished in annexure No.1 enclosed herewith.
 6. Details of platform tickets issued for the past three years month wise are furnished in annexure No.1 enclosed herewith.
 7. Details of cancellation tickets issued for the past three years month wise are furnished in annexure No.1 enclosed herewith.
 8. Details of non-issue tickets issued for the past three years month wise are furnished in annexure No.1 enclosed herewith.
 9. The staffs deployed for working in booking counters, cash and account duties. The details of duties furnished in Para NO.2.
 10. Details of registers maintained in Booking office Tiruppur.
 - a. List of registers
 - 1.Private Cash Declaration Registers.
 2. Part roll Register
 3. Full roll Register

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4. Ticket Stock Register.
5. ICV Registers.
6. Daily Train Cash Book.
7. Coaching Cash Summary Register.
8. Non-Issue Register.
9. Cancellation Register.
10. Special Cancellation Register.
11. System Failure Register.
12. Standing Order Book.
13. Cash Remittance Note.
14. Voucher Remittance Note.
15. Cash Deposit Register.
16. Earnings Register.
17. SN2 Register.
18. Coaching Balance Sheet.
19. Outstanding Register.
20. Error Advise Register.
21. CCI Inspection Register.
22. TIA Inspection Register.
23. Proof Register.
24. Random Check Register.
25. Sundry Cash Book.
26. Manual ABR Register.
27. Message Book.
28. Tools and Plants Register.
29. Officers Inspection Register.

b. Statement generated in the UTS system

1. M.17
2. Cash information
3. M.9
4. Cancellation tickets statement
5. NI tickets statement
6. Special cancellation statement
7. Combined statement (No 31)
8. Voucher statement
9. POS statement
10. TTE & TE earnings statement
11. Sundries statement
12. Concession statement

11. Details of returns to be submitted:

S.No	DESCRIPTION	PARTICULARS
1.	Daily	NIL
2.	Weekly	NIL
3.	Once in 10 Days	SN2
4.	Monthly	Balance Sheet (both manual and E-Balance Sheet) Outstanding list, Sundries Statement, TTE earnings statement.

12. Rectification of failures noticed in the system of ATVM and COTVM with help of AMC.

This is for your kind information please.


COMMERCIAL SUPERVISOR
SOUTHERN RAILWAY
TIRUPPUR

ANNEXURE IV

TIRUPPUR - BOOKING OFFICE EARNINGS

Category - 'A'

Month	2018-19							2019-20							2020-21						
	Tickets	Psgrs	PF	ST	Canc	NI	Earnings in lakhs	Tickets	Psgrs	PF	ST	Canc	NI	Earnings in lakhs	Tickets	Psgrs	PF	ST	Canc	NI	Earnings in lakhs
Apr	199766	348463	39615	1936	1410	33	30885597	195252	313132	50171	1314	1383	83	31362521	0	0	0	0	0	0	0
May	198016	341399	35339	1503	1039	44	29428546	203978	320200	50164	1340	1053	80	29142873	38681	38681	0	0	0	0	37286711
Jun	178296	322721	27310	1683	1029	25	25745498	191568	305560	47643	1540	947	106	26476219	12829	12800	0	0	0	0	107760
Jul	167096	288631	28188	1683	799	73	25158988	189073	296708	44328	1555	946	112	25841200	1634	1600	0	0	0	0	1320000
Aug	150147	298535	25519	1437	1148	38	24154966	183283	276132	43512	1180	1329	68	26461853	0	0	0	0	0	0	0
Sep	150649	297699	28838	1382	862	28	25523154	206641	310397	50570	1215	1075	65	29086255	0	0	0	0	0	0	0
Oct	158154	285369	45035	1475	888	32	24639183	214182	311605	60387	1323	1498	128	30598139							
Nov	183319	328683	46038	1412	1546	54	31659937	183506	280362	47504	1392	871	84	25066706							
Dec	151391	300269	47298	1492	843	38	24648053	198661	305292	48828	1446	850	36	25155181							
Jan	165510	306733	47370	1465	957	57	26652577	199077	310122	51762	1410	957	57	31205473							
Feb	174119	268751	42771	1922	843	45	24403658	183345	285646	50597	1348	854	64	28814351							
Mar	160337	301996	49921	1505	1089	52	28015299	100038	195210	33294	965	1147	41	25787728							
Total	2036800	3689249	463242	18895	12453	519	320915456	2248604	3510366	578760	16028	12910	924	334798499	53144	53081	0	0	0	0	49382731

COMMERCIAL SUPERVISOR
SOUTHERN RAILWAY
TIRUPPUR

WORK STUDY TO REVIEW THE BOOKING OFFICE COIMBATORE JUNCTION



1. S.A.V.E Statement of CBE Booking office.

DESIGNATION	SANCTIONED	AVAILABLE	VACANCY	EXCESS
CS	03	03	NIL	NIL
CCC	11	08	03	NIL
Sr.CC	05	05	NIL	NIL
CC/ CCTC	05	05	NIL	NIL
TOTAL	24	21	03	NIL

2. Details of activities of staff working in booking office.

- Each counter issuing more than **2250** tickets daily, one cash counter money receipt issuing round the clock and west counter two shifts **1500** tickets.

More details are enclosed annexure no:- 1.

3. JTBS Tickets issued at CBE booking office for the past three years, month wise.

2017-2018		2018-2019		2019-2020	
No. of tickets	85000	No. of tickets	62248	No. of tickets	46281
Total amount	7514790	Total amount	5676492	Total amount	5230827

- Since after introduction of ATVM facilitators were engaged to issue tickets resulted in drastic decline of issue of tickets through JTBS (2016-17 - 7 JTBS were available now 02 only).

More details are enclosed annexure no:- 2.

4. Details of passenger earnings and no of passengers tickets issued for past three years, month wise.

2017-2018		Avg per month	2018-2019		Avg per month	2019-2020		Avg per month
No. of passengers	5656498	471374	No. of passengers	6130021	510835	No. of passengers	6042952	503579
Earnings in crores	4591.85	382.65	Earnings in crores	5090.41	424.20	Earnings in crores	5124.83	614.98

More details are enclosed annexure no:- 3.

12. Any other details related to work study.

Out of posted 21 staff at CBE BO 02 staff are belongs to Sports Quota whom are not assigned with any duties since working hours fixed for 4Hrs only and most time they were relieved for sports activities.

The station is provided with 03 ATVM and 01 Co-ATVM and also gradual increase in the mobile unreserved tickets through UTS APP gaining importance now days.

2017-2018			2018-2019			2019-2020		
	CO/ATVM	MOBILE		CO/ATVM	MOBILE		CO/ATVM	MOBILE
No of tickets	577415	575	No of tickets	944148	33560	No of tickets	825808	79290
No of passengers	711694	760	No of passengers	1107598	106753	No of passengers	1077703	364970

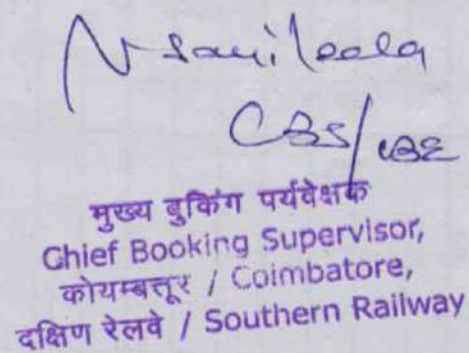
Even though the issue of failures over the ATVM/Co-ATVM and net connectivity for UTSAPP the requirement of UTS counters is inevitable for ensuring issue of tickets without any hitch.

Submitted for kind perusal please.

29/9/20
CCI/CBE
 मुख्य वाणिज्य निरीक्षक
 Chief Commercial Inspector,
 कोयंबटूर / Coimbatore,
 दक्षिण रेलवे / Southern Railway

21/9/2020

With reference to above, Statements are
Submitted for your kind information. Please.



①

BOOKING OFFICE/COIMBATORE JN**1 SANCTIONED STRENGTH_24**CS/3, CCC/~~4~~ SRCC/5 CC/5**AVAILABLE STRENGTH_21**

CS_5, CCC_8, SRCC_5, CC_3

VACANCY_3

2 ACTIVITIES OF STAFFS

Commercial clerks dealing with passengers by issuing of tickets tendering exact changes. Before taking up duty, signing the attendance register, making entries in the PCDR register, signing SOB after going through circulars, turning up for duty in time with the uniform, making entries in the relevant registers then and there, reporting any problems occurs with the system to the booking supervisor.

Up keeping the records . Creating awareness of special trains to public, proper hoc & toc of duties. Three counters in main entrance & one counter west entry for issuing tickets, one counter main entrance for cash counter .Each counter issuing more than 2250 tickets daily, ^{one} cash counter 200 money receipts issuing round the clock & west counter two shifts 1500 tickets

②

3.

DETAILS OF JTBS TICKETS ISSUED AT BOOKING OFFICE/COIMBATORE JN

MONTH	2017-2018		2018-2019		2019-2020		2020-2021	
	NOOFTKTS	AMOUNT	NOOFTKTS	AMOUNT	NOOFTKTS	AMOUNT	NOOFTKTS	AMOUNT
APR	11906	1099205	6001	528350	4656	425519	—	—
MAY	10006	964595	6432	611825	4159	375883	—	—
JUN	7333	632725	5447	470030	3354	285850	—	—
JUL	3506	234435	4912	373392	3733	303922	—	—
AUG	6844	584025	5002	430192	3278	294020	—	—
SEP	7003	646910	5890	490119	3498	295631		
OCT	7093	634360	5027	420654	3592	305502		
NOV	5722	448260	5443	567893	3457	250407		
DEC	5633	544550	4570	377675	4831	473606		
JAN	7495	676325	5263	472165	5666	1682344		
FEB	5668	482815	4048	326330	3137	408369		
MAR	6791	566585	4213	607867	2930	129774		

COIMBATORE BOOKING OFFICE EARNINGS

MONTH	2017-2018		2018-2019		2019-2020		2020-2021 ¹	
	NO. OF PASSENGERS	EARNINGS IN CRORES	NO. OF PASSENGERS	EARNINGS IN CRORES	NO. OF PASSENGERS	EARNINGS IN CRORES	NO. OF PASSENGERS	EARNINGS IN CRORES
APRIL	489640	423.18	523505	482.99	533159	480.15	-----	-----
MAY	525719	430.84	551360	444.79	553070	404.60	46317	412.35
JUNE	461939	366.32	493252	402.96	512014	404.62	3600	30.60
JULY	472930	348.49	514408	428.26	535658	404.85	-----	-----
AUGUST	463020	369.45	503841	431.49	465134	419.23	-----	-----
SEPTEMBER	465233	390.30	515865	413.97	509626	443.97		
OCTOBER	477140	406.75	514305	422.92	529957	507.93		
NOVEMBER	413505	338.02	482032	385.92	491377	394.21		
DECEMBER	432666	356.29	525028	416.40	540476	424.93		
JANUARY	509115	400.08	538505	421.91	556471	471.78		
FEBRUARY	463559	400.63	472644	390.69	492864	439.43		
MARCH	482032	361.50	495276	448.11	323146	309.09		
TOTAL	5656498	4591.85	6130021	5090.41	6042952	5124.83		
AVERAGE PER MONTH	471374	382.65	510835	424.20	503579	614.98		

4

S-

DETAILS OF SEASON TICKETS ISSUED AT BOOKING OFFICE/COIMBATORE JN

MONTH	2017-2018		2018-2019		2019-2020		2020-2021	
	NO OF TKTS/PSGN	AMOUNT	NO OF TKTS/PSGN	AMOUNT	NO OF TKTS/PGSN	AMOUNT	NO OF TKTS	AMOUNT
APR	1038/64400	407870	1090/68000	446410	798/51250	258270	---	----
MAY	1011/66200	430080	1076/67850	450235	727/41450	226345	---	----
JUN	1298/94100	491795	1274/90050	516110	943/68200	302440	---	----
JUL	1443/110600	575705	1460/110450	599630	1188/96750	375675	---	----
AUG	1226/84000	481070	1179/78600	470065	842/55650	263925	----	----
SEP	1050/69700	407635	1257/88450	500345	841/57700	264940		
OCT	1262/91100	495060	1369/98650	539945	875/65350	284000		
NOV	1105/73750	442320	1156/72750	475510	804/54550	260750		
DEC	1152/76800	448710	1224/85350	493470	886/64950	283960		
JAN	1369/101950	516490	1041/84500	333850	1022/83100	326975		
FEB	1235/84850	455410	899/64850	292060	767/53150	252510		
MAR	1264/79450	487645	882/55850	272485	685/41600	181610		

5

6.

DETAILS PLAFFORM TICKETS STATEMENT OF COIMBATORE JN/BOOKING OFFICE

MONTH	2017-2018	2018-2019	2019-2020	2020-2021
APR	96813	90246	80760	—
MAY	105207	88719	84349	—
JUN	87280	80917	75677	—
JUL	82465	76182	71234	—
AUG	83225	69057	66928	—
SEP	82186	79913	79616	
OCTO	97115	79477	83533	
NOV	78315	73497	73444	
DEC	85952	80794	79359	
JAN	86848	78213	80172	
FEB	77541	72840	70904	
MARCH	73497	78458	45574	

(6)

7-

DETAILS OF CANCELLED TICKETS OF BOOKING OFFICE/COIMBATORE JN

MONTH	2017-2018	2018-2019	2019-2020	2020-2021
APRIL	1091	1318	1216	----
MAY	1220	1248	1205	-----
JUNE	1043	1436	1062	-----
JULY	869	1358	1096	-----
AUGUST	971	1158	1539	---
SEPTEMBER	1161	1082	1162	
OCTOBER	1155	1111	1309	
NOVEMBER	977	1259	1017	
DECEMBER	981	1098	1117	
JANUARY	1203	1112	1071	
FEBRUARY	965	912	967	
MARCH	888	964	1031	

(7)

8-

DETAILS OF NON-ISSUED TICKETS OF BOOKING OFFICE/COIMBATORE JN

MONTH	2017-2018	2018-2019	2019-2020	2020-2021
APRIL	173 ✓	24	27 ✓	-----
MAY	205	26 25	33 ✓	12
JUNE	134 158 ✓	263 26	29 ✓	-----
JULY	161	99 32	16 ✓	-----
AUGUST	55	29 ✓	35 ✓	1
SEPTEMBER	12	14 ✓	19 ✓	
OCTOBER	9	16 ✓	24 ✓	
NOVEMBER	13	35 ✓	27 ✓	
DECEMBER	17	20 ✓	44 ✓	
JANUARY	18 378	18 23	28 41	
FEBRUARY	7 208	7 52	52 35	
MARCH	9 146	9 26	26 38	

(8)

Staff deployment - details

available staff. 21

Of which (2) under Sports quota

I CS 5 CC 8. Srce 5 CC 3
working Post 19.

CS 1 Supervisor

CS 2, 3, 4 each counter

CS 5 All duty

	Sports	Staff	Man Power	available
<u>II</u> CC 8 - 1 = 7				
Main counter 3		3	9	7
Work-counter 1		2	2	2

<u>III</u> SRce 5	counter duty	2
	cash RH	1
	counter RH	2

IV Sports quota
CC 3 - 1 = 2 counter RH 2

No Reserve Reserve

N. S. S. S. S.

मुख्य बुकिंग पर्यवेक्षक
Chief Booking Supervisor,
कोयंबटूर / Coimbatore,
दक्षिण रेलवे / Southern Railway

(9)

10.

LIST OF REGISTERS MAINTAINED IN BOOKING OFFICE/COIMBATORE JN

SLNO	NAME OF REGISTER
1	MUSTER ROLL
2	PCDR
3	ROSTER BOOK
4	SOB
5	HOB
6	BANK CHALLAN
7	CR NOTE
8	VOUHER REMITTANCE
9	UTS TICKET STOCK
10	UTSFULL ROLL REGISTER
11	PART ROLL REGISTER
12	NON-ISSUED TKT REGISTER
13	CANCELLED-TKT REGISTER
14	SPL-CANCELLED REGISTER
15	TKT MIS-MATCH REGISTER
16	ATVM TICKET STOCK
17	ATVM FULL ROLL REGISTER
18	SMART CARD REGISTER
19	SYSTEM FAILURE REGISTER
20	MESSAGE BOOK
21	ABR REGISTER
22	PROOF BOOK
23	ERROR ADVICE REGISTER
24	SUNDRIES REGISTER
25	COACHING SUMMARY
26	BALANCE SHEET REGISTER
27	OFFICERS INSPECTION REGISTER
28	TIA INSPECTION REGISTER
29	CCI INSPECTION REGISTER
30	TOOLS&PLANTS REGISTER
31	ICV BOOK REGISTER
32	LEATHER CASH BOOK HOC REGISTER
33	EARNINGS REGISTER
34	OUTSTANDING REGISTER
35	COMPARATIVE EARNINGS REGISTER
36	SMART CARD RECHARGE REGISTER



10. List of statements generated in UTS system

11

1. Cash information statement
2. M17 ticket continuity statement
3. M9 passenger classification
4. Non-issued ticket statement
5. Summary of non-issued ticket statement
6. Cancelled ticket statement
7. Summary of cancelled ticket statement
8. Special cancelled ticket statement
9. Summary of special cancelled ticket statement
10. Sundries statement
11. TTE& TC statement
12. Police voucher statement
13. Military warrents statements
14. CST voucher statement
15. Pay vouchers
16. Concession statements
17. Season ticket statements
18. Sn2 statement
19. Summary of periodical statements
20. Monthly passenger classification ststatement
21. E balance sheet

DAILY

(11)

1. Cash Information Statement
2. M17 ticket continuity Statement
3. M9 Passenger classification
4. NON-issued Statement with summary
5. cancelled ticket Statement with summary
6. SPL cancelled ticket Statement with summary
7. Summary Statement -
8. Police Voucher Statement -
9. Military Voucher Statement -
10. CST Voucher Statement -
11. concession Statement -
12. Season ticket Statement -
13. PAY Voucher Statement -

Daily Statements handover to AA/CBE

1. cash information statement
2. M17 ticket continuity Statement - [summary tickets]
3. M9 Passenger classification Statement -
4. NON-issued tick Statement with summary [N1 Tickets]
5. cancelled tick Statement with summary [cancelled tickets]
6. SPL cancelled tick Statement with summary [SPL cancelled tickets]
7. Summary Statement -
8. concession Statement - (with support Vouchers)
9. Season tick Statement -
10. TTS/TC Statements.

only in looky's Statement.

(12)

- 1) SN₂ Statement
- 2) Periodical Statement (Mq classification)
- 3) Sundries Statement

MONTHLY Statement

- 1) Mq Passerby classification
- 2) Sundries Statement
- 3) Cash Information Statement
4. SN₂ Statement
5. 'S' balance sheet Statement
6. o/s list Statement.
7. TC, TTE Statement with Supporting Voucher
8. RRT Return with receipts copy
9. EFT RETURNS
10. SPL ticket return.
11. Manual balance Sheet
12. BPT RETURNS

529957COIMBATORE BOOKING OFFICE EARNINGS

CATEGORY - A1

MONTH	2016-2017		2017-2018		2018-2019		2019-2020	
	NO. OF PASSENGERS	EARNINGS IN CRORES	NO. OF PASSENGERS	EARNINGS IN CRORES	NO. OF PASSENGERS	EARNINGS IN CRORES	NO. OF PASSENGERS	EARNINGS IN CRORES
APRIL	421935	414.15	439640	423.18	523505	482.99	533159	480.15
MAY	519432	424.38	525719	430.84	551360	444.79	553070	404.60
JUNE	450612	365.68	461939	366.32	493252	402.96	512014	404.62
JULY	486457	383.59	472930	348.49	514408	428.26	535658	404.85
AUGUST	483414	384.50	463020	369.45	503841	431.49	465134	419.23
SEPTEMBER	501507	409.42	465233	390.30	515865	413.97	509626	443.97
OCTOBER	493027	434.59	477140	406.75	514305	422.92	529957	507.93
NOVEMBER	436507	353.64	413505	338.02	482032	385.92	491377	394.21
DECEMBER	468081	351.03	432666	356.29	525028	416.40	540476	424.93
JANUARY	502490	391.27	509115	400.08	538505	421.91	556471	471.78
FEBRUARY	415377	335.90	463559	400.63	472644	380.69	492864	439.42
MARCH	437958	355.81	482032	361.50	495716	448.11	323146	309.09
TOTAL	5687346	4603.96	5656498	4591.85	6130021	5090.41	6042952	5124.83
AVERAGE PER MONTH	473945	383.66	471374	382.65	510835	424.20	503579	614.98
AVERAGE PER DAY	15798	12.78	15712	12.75	17027	14.14	16244	20.49

OVERALL, TICKETS, PASSENGERS AND EARNINGS DETAILS OF COIMBATORE JUNCTION

PARTICULARS	YEAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
NO. OF TICKETS	2017_18	290114	301054	261915	267474	276480	281672	277210	251796	260872	295641	284230	302247
	2018_19	327021	319582	296627	289242	310466	313160	316934	316535	329921	381339	347847	382775
	2019_20	401090	425583	362323	368466	353703	380222	391876	361879	382561	380322	363840	237094
NO. OF PASSENGERS	2017_18	488412	524644	461683	471622	462419	463389	475250	412651	432075	508630	463722	482642
	2018_19	523072	552762	495974	494088	500266	512629	513562	498163	526519	543706	476430	495276
	2019_20	533159	553070	512014	535658	465134	509626	529957	491377	540476	556471	492864	323146
TOTAL EARNINGS IN CRORES	2017_18	421.43	429.08	363.82	346.30	367.84	388.28	404.40	336.42	357.03	400.79	400.32	384.18
	2018_19	432.89	446.14	406.66	374.93	425.85	412.38	430.10	463.06	400.70	424.74	392.86	448.11
	2019_20	430.15	484.60	404.62	404.85	419.23	443.97	507.93	394.21	424.93	471.78	439.42	309.09

overall

JOURNEY TICKET DETAILS OF COIMBATORE JUNCTION (UTS)

PARTICULARS	YEAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
NO. OF TICKETS	2017_18	255192	260783	223559	220317	225508	227865	227769	194662	193474	217161	209255	217743
	2018_19	234864	238717	211346	203027	227020	223393	216645	228565	232083	288862	267284	305727
	2019_20	310889	312206	277839	281676	271855	288617	296880	269551	288688	281846	275501	188722
NO. OF PASSENGERS	2017_18	377203	405247	322157	303646	315507	325520	324085	272478	277445	313543	293135	305824
	2018_19	343537	380866	305045	286171	325419	323049	303165	318466	333082	332463	299620	331015
	2019_20	349304	384133	319759	310536	309079	326053	330164	302561	337189	324629	311944	268477
TOTAL EARNINGS IN CRORES	2017_18	397.84	401.84	341.57	321.54	339.39	356.35	373.96	306.33	320.62	355.85	356.02	334.14
	2018_19	423.92	391.40	352.96	324.23	372.41	358.60	371.76	406.81	346.40	367.68	345.35	401.93
	2019_20	422.65	431.36	356.10	329.28	345.21	390.35	453.40	343.44	368.61	397.11	387.91	264.40

UTS

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ITBS TICKET DETAILS OF COIMBATORE JUNCTION

PARTICULARS	YEAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
NO. OF TICKETS	2017_18	11906	10006	7333	3506	6844	7003	7093	5722	5633	7495	5668	679
	2018_19	6001	6432	5447	4912	5002	5890	5027	5443	4570	5263	4048	421
	2019_20	4656	4159	3354	3733	3278	3498	3592	3457	4831	5666	3137	160
NO. OF PASSENGERS	2017_18	15361	12959	8835	4219	8193	8775	8274	6566	6571	8376	6329	7532
	2018_19	6911	7616	6274	5612	5782	5890	5462	7549	5039	5791	4361	4537
	2019_20	5161	4637	3634	4024	3506	3773	3810	3457	4831	11897	4048	1605
TOTAL EARNINGS IN LAKHS	2017_18	1099205	964595	632725	234425	584025	646910	634360	448260	544550	676325	482815	566585
	2018_19	528350	611825	470030	373392	430192	490119	420654	567893	377675	472165	326330	607867
	2019_20	425519	375883	285050	303922	294020	295631	305502	250407	473606	1682344	408369	129774

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ITBS

SEASON TICKET DETAILS OF COIMBATORE JUNCTION

ARTICULARS	YEAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
NO. OF TICKETS	2017_18	1038	1011	1298	1443	1226	1050	1262	1105	1152	1369	1215	1264
	2018_19	1090	1076	1274	1460	1179	1257	1369	1156	1224	1041	899	882
	2019_20	798	727	943	1188	842	841	875	804	886	1022	767	608
NO. OF PASSENGERS	2017_18	64400	66200	94100	110600	84000	69700	91100	73750	76800	101950	84850	79450
	2018_19	68000	67850	90050	110450	78600	88450	98650	72750	85350	84500	64850	55850
	2019_20	51250	41450	68200	96750	55650	57700	65350	54550	64950	83100	53150	41600
TOTAL EARNINGS IN LAKHS	2017_18	407870	430080	491795	575705	481070	407635	495060	442320	448710	516490	455410	487645
	2018_19	446410	450235	516110	599630	470065	500345	539945	475510	493470	333850	292060	272485
	2019_20	258270	226345	302440	375675	263925	264940	284000	260750	283960	326975	252510	181610

Season ticket

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(18)

Army/CoTn

ATM TICKET DETAILS OF COIMBATORE JUNCTION

ARTICULARS	YEAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
NO. OF TICKETS	2017_18	21978	29254	29725	42208	42902	45754	41086	50233	60493	69440	67989	76347
	2018_19	84340	71681	76888	78191	75262	80161	91377	78103	88162	81412	71309	67262
	2019_20	4656	73926	74497	76513	71319	80444	82530	80713	79819	83108	76853	41430
NO. OF PASSENGERS	2017_18	31443	40238	36591	53157	54719	59394	51791	59766	71096	84526	79276	89697
	2018_19	103634	93930	92117	89450	87615	91300	102823	94994	97605	93722	82002	77906
	2019_20	100112	94301	90706	92072	84224	96245	97649	94445	92020	98203	90635	47091
TOTAL EARNINGS IN LAKHS	2017_18	852055	1329905	1100530	1665365	1780620	2138125	1913985	2113825	2637810	3281950	3481950	3939535
	2018_19	4862760	4284755	4262475	3989095	4311720	4225145	4710555	4371320	4294040	4456580	3732010	3522482
	2019_20	4600444	4201621	3775798	3737313	3810679	4255435	4241354	3938165	4150114	4695283	3886850	2016150

(19)

Mobile app

MOBILE TICKET DETAILS OF COIMBATORE JUNCTION

PARTICULARS	YEAR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
NO. OF TICKETS	2017_18	-	-	-	-	-	-	74	120	176	103	102
	2018_19	726	1672	1652	1950	2459	2516	3268	3882	4761	4307	4691
	2019_20	4976	5688	5356	6409	6822	7509	7354	8337	8680	7582	4729
NO. OF PASSENGERS	APR	-	-	-	-	-	-	91	163	235	132	139
	-	990	2488	2405	2850	3440	3462	4404	5443	27236	25567	25968
	2019_20	27332	29715	32276	12675	25855	32984	36364	41486	38642	33087	26003
TOTAL EARNINGS	2017_18	-	-	-	-	-	-	5500	10265	14455	9930	9760
	2018_19	59665	127330	107975	131865	161705	162960	210710	264435	443450	400365	432264
	2019_20	466074	520048	480309	254456	546415	621992	724496	762279	603228	603228	393600

762279

दक्षिण रेलवे/SOUTHERN RAILWAY

Office of the Comml Supervisor,
Parcel Office, Tiruppur.
10.10.2020.

PO/TUP/CPS/WS/2020/10/1

Sr DCM/SA

Sub: Work study of TUP Parcel Office – Reg.

Ref: Lr.No.SR-SAOCOMM(PM)/5/2020-O/o CHOS/I/Sr.DCM/SA/SR

With reference cited above, the following details submitted please.

01. S.A.V.E statement of TUP Parcel office:

Designation	GP	Sanctioned	Actual	Vacant	Extra
CS	4600	01	02	-	01
CCC	4200	05	-	05	-
Sr CC	2800	01	01	-	-
CC	2000	-	02	-	02
Total		07	05	05	03

02. Details of staff activities working in outward & inward parcel office.

OUTWARD

- Acceptance of F. Note with verification of all the details including Consignor's Name/Address, Consignee's Name/Address, No. of parcels and weight and also checked the correctness of weighment, Measurement to be verified for Bulky articles and Packing condition complied or not.
- Calculation of freight according to scale of the Train which is to be loaded
- Preparation of PWB duly collecting the Freight as per scale
- Preparation of Part- B in GST Form
- Verification of Marking with details of From Station, PWB No., No. of Parcels and To station
- Preparation of D-Sheet with duly making entry in the Loading register separately for Front SLR & Rear SLR
- Monitoring of Loading in SLR's as per Geographical order.
- After completion of Loading, Summary to be made in the Loading Register with No. Of Parcels loaded destination wise with SLR & Guard details.
- While completion of Duty hours, all the PWBs to be posted in necessary Cash Books and the summary to be carried out in General Parcel cash Book for remitting the same in Booking office.
- Receipt and safe custody of Money receipt received from Booking office.

INWARD

- Checking the correctness of Parcels unloaded from the train duly verifying with Guard Foils and if received any short consignment necessary UTM to be prepared and advised to CCOR, Duty RPF Staff and Guard of the train.
- After unloading the consignment from the Train and necessary entries to be made in unloading register and thereafter in Delivery register also
- All the Parcels unloaded to be compulsorily Reweighed and Reweighment details to be entered in Reweighment Register as well as Delivery register for collection of necessary Under Charges if any.
- While making delivery to the consignee, Original RR to be collected if not Indemnity note to be given by the consignee in case of absence of ORR.
- If only Part consignment received and made for delivery, PDC to be issued to Party
- Collection of necessary Wharfage if given delivery after free time.

GENERAL

- General upkeep of Parcel office
- Ensuring the availability of sufficient stock of F Note, GST forms, PWB etc.,
- Ensuring the test weighment and stamping of EWM in time and checking the normal working of the same

03.Parcel earnings for the past three years, months wise and No of parcels handled with weight.

MONTH	2018-2019			2019-2020			2020-2021		
	No of PLS	WT in QTLS	Earnings	No of PLS	WT in QTLS	Earnings	No of PLS	WT in QTLS	Earnings
APR	15959	12394	5727237	13795	9801	3968851	2271	642	189753
MAY	18249	14013	6033417	14556	11408	4049982	9650	5871	1999895
JUNE	14758	11064	4056474	12555	9133	4158835	8069	6561	3433157
JULY	17584	11736	5084038	11537	8246	3750330	14775	5997	3216496
AUG	11695	8816	3995205	11291	8244	3270630	36434	9025	4771754
SEP	12837	9459	4827114	10708	7715	3580917	45983	102227	5331826
OCT	10606	7186	2736406	12097	8564	4226039			
NOV	10084	7167	2589338	11189	7370	3363005			
DEC	12378	8797	3481483	11983	7515	3223863			
JAN	10776	7856	2932221	12762	8435	3972095			
FEB	11847	8628	4068991	14446	10033	5861626			
MAR	12604	9117	4541297	9404	6154	3264446			
TOTAL	159377	116233	50073221	146323	102618	46690619			

04. Train wise parcel details for the past three years, month wise.

Particulars separately enclosed

05. Wharfage charges collected for the three years, month wise.

MONTH	2018-2019	2019-2020	2020-2021
APR	6395	2744	NIL
MAY	6153	3237	NIL
JUNE	4717	5232	1001
JULY	2415	810	253
AUG	5207	245	180
SEP	9188	3021	580
OCT	5935	2914	
NOV	9931	11072	
DEC	6017	4522	
JAN	6121	2707	
FEB	6745	7083	
MAR	4903	2938	
TOTAL	73727	46525	

06. Details of reweighment - No of cases and earnings for the past three years, month wise.

MONTH	2018-2019		2019-2020		2020-2021	
	No of cases	Earnings	No of cases	Earnings	No of cases	Earnings
APR	2	496	1	30	-	-
MAY	-	-	2	556	-	-
JUNE	2	1460	-	-	-	-
JULY	-	-	-	-	-	-
AUG	-	-	1	12	4	5270
SEP	3	785	-	-	2	578
OCT	-	-	1	14		
NOV	1	15	-	-		
DEC	3	2105	-	-		
JAN	-	-	2	670		
FEB	3	850	-	-		
MAR	1	3247	-	-		
TOTAL	15	8958	7	1282	6	5848

07. No of parcels unloaded - train wise for the past three years, month wise .

Particulars separately enclosed

08. Parcel leased traffic for the past three years.

YEAR	PARTICULARS
2018-2019	NIL
2019-2020	NIL
2020-2021	NIL

09. No of over carried parcels for the past three years, month wise.

YEAR	PARTICULARS
2018-2019	NIL
2019-2020	NIL
2020-2021	NIL

10. Details of leasing of SLR

YEAR	PARTICULARS
2018-2019	NIL
2019-2020	NIL
2020-2021	NIL

11. Details registers maintained in outward, inwards & transshipment parcel office.

- PCDR
- LOP CASH REGISTER
- FOP CASH REGISTER
- LLT PAID REGISTER
- FLT PAID REGISTER
- CLOAK ROOM REGISTER
- GENERAL PARCEL CASH SUMMARY BOOK
- PARCEL LOADING REGISTER
- OUTWARD HOC REGISTER
- UNLOADING REGISTER
- TRANSHIPMENT REGISTER
- LOCAL DELIVERY REGISTER
- FOREIGN DELIVERY REGISTER
- LLT DELIVERY REGISTER

- ✔ FLT DELIVERY REGISTER
- ✔ RNT DELIVERY REGISTER
- ✔ PERISHABLE AND COURIER DELIVERY REGISTER
- ✔ INTEMNITY BOND DELIVERY REGISTER
- ✔ SLR LEASE DELIVERY REGISTER
- ✔ SOB
- ✔ TESTWEIGHMENT REGISTER
- ✔ REWEIGHMENT REGISTER
- ✔ SUNDAY STOCK REGISTER
- ✔ ICV REGISTER
- ✔ NR CELL REGISTER
- ✔ T&P REGISTER
- ✔ EA REGISTER
- ✔ OUTSTADING REGISTER
- ✔ BALANCE REGISTER
- ✔ EARNING REGISTER
- ✔ PF PERMIT REGISTER
- ✔ TIA INSPECTION REGISTER
- ✔ CCI INSPECTION REGISTER
- ✔ OFFICER INSPECTION REGISTER
- ✔ UTM MESSEGE BOOK
- ✔ DISPOSAL CELL REGISTER
- ✔ DD MESSAGE & LOG REGISTER
- ✔ PDC REGISTER
- ✔ VPH LOADING REGISTER
- ✔ OVER CARRIED REGISTER
- ✔ TRAIN WISE LOADING REGISTER
- ✔ GFN HOLDER REGISTER
- ✔ CCL REGISTER
- ✔ OPEN DELIVERY REGISTER
- ✔ LEASE REGISTER
- ✔ CAUTION DEPOSIT REGISTER
- ✔ HCD LOCAL & FOREIGN REGISTER

12. Details of returns to be submitted daily, weekly, once in 10 days, fortnightly and monthly.

	DAILY	Earnings particulars
	WEEKLY	Sunday stock particulars
	ONCE IN 10 DAYS	SN-2 Returns Periodical Earnings Returns Periodical Commodity wise Particulars Periodical Train wise Loading Particulars
	FORTNIGHT	Earnings Particulars

MONTHLY	Balance sheet LOP Earnings Returns FOP Earnings Returns Luggage Ticket Returns Commodity wise Earnings Returns Train wise Loading Particulars HCD Earnings Particulars Wharfage Charges Particulars Under Charges Particulars Cancellation Charges Earnings Particulars Demurrage Charges Earnings Particulars VPH Earnings & Loading Particulars SMG Particulars Error Advice Clear Particulars TWDR fee Earnings Particulars Miscellanies Particulars
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13. No of RRs (Inward) delivered for the past three years, month wise.

MONTH	2018-2019	2019-2020	2020-2021
APR	267	294	67
MAY	238	176	25
JUNE	197	184	29
JULY	282	151	25
AUG	259	295	22
SEP	211	217	24
OCT	256	462	
NOV	283	243	
DEC	290	219	
JAN	294	248	
FEB	338	224	
MAR	290	152	
TOTAL	3206	2865	

14. No of PWB (Outward) delivered for the past three years, month wise.

MONTH	2018-2019	2019-2020	2020-2021
APR	5108	4105	812
MAY	4912	5322	3940
JUNE	4118	3876	1434
JULY	3912	3861	403
AUG	4233	4065	416
SEP	3815	3602	304
OCT	4127	3811	
NOV	4930	4010	
DEC	4536	5404	
JAN	4815	4322	
FEB	4382	4572	
MAR	3144	2964	
TOTAL	52032	49914	

15. Details of outsourcing of parcel handling.

Sl No	Item	Particulars
1	Name of the Contract	Parcel Handling Contract
2	Name of the Contractor	M/s. Renuga
3	Period	From To
4	Wages fixed for handling of parcels	

16. Any other details related to work study.

At present 04 staff are utilized for parcel office in rostered duty and utilized for booking of parcels. Due to the more booking it is find difficult to monitor the loading and unloading by the same person. In order to avoid overcarrying and also to ensure the loading of parcels without leftover which may lead to increase in Parcel earnings.

It is requested to increase the sanctioned strength of staff for Parcel Office as under:

Designation	GP	Sanctioned	Actual	Vacant	Required
CS	4600	02	02	00	02
CCC	4200	05	01	04	06
Sr CC	2800	02	01	01	02
CC	2000	00	02	-02	02
Total		09	06	03	12*

*Including RG/LR for UKL also please.


CHIEF PARCEL SUPERVISOR
SOUTHERN RAILWAY
TIRUPPUR.

WORK STUDY TO REVIEW THE PARCEL OFFICE COIMBATORE JUNCTION



1. S.A.V.E Statement of Parcel office Coimbatore junction.

DESIGNATION	SANCTIONED	AVAILABLE	VACANCY	EXCESS
CS	2	4	-	2
CCC	8	5	3	-
Sr.CC	5	1	4	-
CC/ CCTC	0	3	-	3
TOTAL	15	13	2	0

2. Details of staff activities working in inward & outward parcel office.

Ans. 1. CPS – Over all supervision.

2. 1 CS – Accounts.

3. Outward – 5 (CS, CCC, Sr.CC, CC (Shift Duty will manage the rest and leave)

4. Inward – 1 CS

5. 06 Platform (CC, Sr.CC, CC- (Having 6 Platforms handling an average of 72 trains per day)

6. 2 RG and 2 LR. (Sr.CC/CC).

3. Parcel earnings for the past three years, month wise and No. of parcels handled with weight.

Description	2017-2018	2018-2019	2019-2020
TOTAL	93553139	90024392	65725194
MONTHLY AVG/TOTAL AMT	7796095	7502033	5477100
DAILY AVG/TOTAL AMT	256310	246642	180069
VARIATION		-03%	-27%

PARCEL OFFICE COIMBATORE JN- INWARD TRAFFIC

	2017-2018		2018-2019		2019-2020	
	NO.OF PLS	WT IN QTL	NO.OF PLS	WT IN QTL	NO.OF PLS	WT IN QTL
TOTAL	296595	113657	317809	116840	300578	101716
MONTHLY AVG	24716	9471	26484	9737	25049	8477
DAILY AVG	813	312	882	325	824	279
VARIATION			+08%	+04%	-02%	-01%

Note: Following details are enclosed annexure no:-33.

5. WHARFAGE charges collected for the three years month wise.

	2017-2018	2018-2019	2019-2020
TOTAL	591122	718307	824928

Note: Following details are enclosed annexure no-31.

6. Details of reweighment – No of cases and earnings for the past three years, month wise.

	2017-2018		2018-2019		2019-2020	
	No. of cases	Earnings	No. of cases	Earnings	No. of cases	Earnings
TOTAL	24	81423	43	10885	43	32498

Note: Following details are enclosed annexure no-32.

7. No. of parcels unloaded – train wise for the past three years, month wise.

	2017-2018		2018-2019		2019-2020	
	NO.OF PLS	WT IN QTL	NO.OF PLS	WT IN QTL	NO.OF PLS	WT IN QTL
TOTAL	296595	113657	317809	116840	300578	101716
MONTHLY AVG	24716	9471	26484	9737	25049	8477
DAILY AVG	813	312	882	325	824	279
VARIATION			+08%	+04%	-02%	-01%

Note: Following details are enclosed annexure no:-33.

8. Parcel leased traffic for the past three years.

	2017-2018			2018-2019			2019-2020		
	LEASE EARNING	NON-LEASE EARNING	TOTAL AMOUNT	LEASE EARNING	NON-LEASE EARNING	TOTAL AMOUNT	LEASE EARNING	NON-LEASE EARNING	TOTAL AMOUNT
TOTAL	17349611	76203428	93553139	14955850	75068542	90024392	13734104	57911790	65725194
Monthly average	1445801	6350286	7796095	1246321	6255712	7502033	1144509	4825983	5477100
Daily average	48193	211676	256310	40975	205667	246642	37628	158663	180070
Variation				-14%	-01%	-03%	-10%	-07%	-8%

Note: Following details are enclosed annexure no:-34, 35, 36.

504531/2020/O/oDYCPLO/PLG/HQ/SR

9. No. of over carried parcels for the past three years, month wise.

2017-2018	2018-2019	2019-2020
1012	981	946

10. Details of leasing of SLR.

	2017-2018		2018-2019		2019-2020	
	No. of Trains	Description	No. of Trains	Description	No. of Trains	Description
TOTAL	10	VPH-2 SLR-15	8	VPH-1 SLR-14	06	VPH-1 SLR-08

Note: Following details are enclosed annexure no:-36.

11. Details registers maintained in outward, inward & transshipment parcel office.

There are 63(sixty three) registers maintained at PO/CBE.

12. Details of returns to be submitted daily, weekly, once in 10 days, fortnightly and monthly.

S.NO	DESCRIPTION	NO.OF BUNDLES
01	LOCAL O/W PAID ABSTRACT AND SUMMARY WITH AC FOILS	3
02	FGN O/W PAID ABSTRACT AND SUMMARY WITH AC FOILS	2
03	LOCAL LT ABSTRACT AND SUMMARY	1
04	FGN FT ABSTRACT AND SUMMARY	1
05	LOCAL HCD ABSTRACT AND SUMMARY	1
06	FGN HCD ABSTRACT AND SUMMARY	1
07	DFC STATEMENT	1
08	WHARFAGE STATEMENT	1
09	CGST&SGST STATEMENT	2
10	CLERKAGE STATEMENT	1
11	PENALTY STATEMENT	1
12	LEASE SPECIAL DEBIT	1
13	LEASE SPECIAL CREDIT	1
14	BALANCE SHEET	1
15	OUTSTANDING LIST	1

13. No. of RRs (inward) delivered for the past three years, month wise.

	2017-2018	2018-2019	2019-2020
	NO.OF PARCELS	NO.OF PARCELS	NO.OF PARCELS
TOTAL	31025	32120	29200

14. No. of PWB (Outward) delivered for the past three years, month wise.

	2017-2018	2018-2019	2019-2020
	54400	50550	47700
TOTAL			

15. Details of outsourcing of parcel handling.

Contract for Loading and Unloading of parcels from and into trains at Coimbatore Railway station awarded vide Letter NO. SA/C442/PHC/E_Tender_2/CBE/2018 Dtd.09.10.2018 for period of 03 years commenced from 11.10.2018 to 10.10.2021. Agreement Value is Rs.69, 07,628/- (inclusive of GST18%).

As per the contract the contractor need to do all the activities such as Shifting of booked parcels from Parcel office to the Platforms after marking duly recorded in the register, loading of parcels in the SLR/VPH on both end ensuring proper geographical arrangements. Unloading of parcels from the trains, transshipment arrangements, removing of unloaded parcels from platform to Parcel office. The agency now engaging 22 labourers round the clock for the above said works.

16. Any other details related to work study.

Since the concept of parcel booking changing in the present scenario, tracking of the parcels booked in the trains need to be improved, PMS need to be implemented at the Parcel office. Major time being spend by the CPS in charge for back tracing of the parcels booked due to complaint received from the Customers that the parcels were not received over the booked stations, as well get backing of the booked parcels pertaining to the Coimbatore station where the same got over carried. The role of business development encouraging the customers are not being made by the Supervisors available which is also required for the present competitive logistic transportation.

Submitted for kind perusal please.

29/5/20
CCI/CBE
मुख्य वाणिज्य निरीक्षक
Chief Commercial Inspector,
कोयंबटूर / Coimbatore,
दक्षिण रेलवे / Southern Railway

①

Details of staff activities working in outward / inward
parcel office at CBE.

- 1) CPS Over all supervision
- 2) CS Accounts
- 3) Outward
CS + 4
- 4) Inward
CS + 5

R. Lakshmi
मुख्य पार्सल पर्यवेक्षक
Chief Parcel Supervisor,
कोयम्बतूर / Coimbatore,
दक्षिण रेलवे / Southern Railway

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5) Wharfage charges collected for the three years, month wise:

	<u>2017 - 2018</u>	<u>2018 - 2019</u>	<u>2019 - 2020</u>
APRIL	63437	61142	56458
MAY	50987	76431	46366
JUNE	98625	54734	71491
JULY	64187	60362	78519
AUG	37817	62204	58296
SEPT	46404	60872	102384
OCT	54274	58396	65290
NOV	34975	54467	81356
DEC	37616	46044	67285
JAN	52575	54192	76815
FEB	39719	58350	70650
MARCH	10506	71113	50018

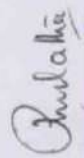
P. Lakshmi
 मुख्य पार्सल पर्यवेक्षक
 Chief Parcel Supervisor,
 कोयम्बतूर / Coimbatore,
 दक्षिण रेलवे / Southern Railway

b) Details of reweighment - NO of cases and earnings for the past
three years - monthwise.

	<u>2017 - 2018</u>		<u>2018 - 2019</u>		<u>2019 - 2020</u>	
	<u>NO of Cases</u>	<u>Earnings</u>	<u>NO of Cases</u>	<u>Earnings</u>	<u>NO of Cases</u>	<u>Earnings</u>
APRIL	4	2834	1	3	1	380
MAY	6	2517	2	1926	1	549
JUNE	6	17361	2	201	2	1903
JULY	-	-	-	-	8	7925
AUG	2	306	3	122	1	325
SEPT	-	-	-	-	-	-
OCT	-	-	2	266	4	06205
NOV	1	82	16	2165	2	2572
DEC	3	324	4	2951	8	3482
JAN	-	-	7	2020	4	479
FEB	2	57994	6	1231	6	4032
MAR	-	-	-	-	7	4646

Prulathin
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 Chief Parcel Supervisor,
 कोयंबटूर / Coimbatore,
 दक्षिण रेलवे / Southern Railway

PARCEL OFFICE/ COIMBATORE JN – INWARD TRAFFIC						
MONTH	2017-18			2018-19		2019-20
	NO.OF PLS	WT IN QTLS	NO.OF PLS	WT IN QTLS	NO.OF PLS	WT IN QTLS
APR	25801	10097	24386	8216	21648	7472
MAY	22141	9079	26132	9593	21426	8146
JUN	22775	9785	25025	9614	25049	8937
JUL	22670	9762	27853	10867	22005	8218
AUG	27406	10228	23975	10123	16837	7005
SEP	22009	9283	26912	10206	20806	8226
OCT	23474	9210	27399	10557	20884	9942
NOV	24231	8711	25919	9212	20578	7936
DEC	26258	9621	30453	10548	19785	7858
JAN	29885	9118	27139	8807	21008	8501
FEB	26851	9408	28204	9399	60951	11814
MAR	23094	9355	24412	9698	29601	7661
TOTAL	296595	113657	317809	116840	300578	101716
MONTHLY AVERAGE	24716	9471	26484	9737		
DAILY AVERAGE	813	312	882	325	823	
VARIATION			+08%	+04%		


 मुख्य पार्सल पर्यवेक्षक
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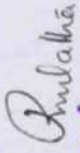
LIST OF REGISTERS - PARCEL OFFICE - COIMBATORE JN

REGISTER

SLNO

1	Personal cash declaration Register	14.	Local Luggage Ticket Delivery Register
2	Local Outward Paid Cash Book	15.	FGN Luggage ✓ Register
3	FGN Outward Paid Cash Book	16.	RWD Delivery Register
4	Local Luggage Ticket Paid Register	17.	Perishable & courier Delivery Register
5	FGN Luggage Ticket Paid Register	18.	Indemnity Bond Delivery Register
6	Inward HOC Register	19.	SLR Lease Delivery Register
7	General Parcel cash Book Summary	20.	Standing Order Book
8	Parcel Loading Register	21.	Test weightment Register
9	Outward HOC Register	22.	Reweighment Register
10	Unloading Register	23.	Sunday Stock Register
11	Transshipment Register	24.	ICV Register
12	Local Delivery Register	25.	NR Call Register
13	FGN Delivery Register	26.	Tools & Plants Register
		27.	EA Register
		28.	Outstanding Register

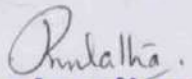
- 29 Balance Sheet Register
- 30 Earnings Register
- 31 PF Permit Register
- 32 TIA Inspection Register
- 33 CCI Inspection Register
- 34 Officer's ✓ Register
- 35 UTM message Register
- 36 Disposal Cell Register
- 37 DD message & LOG Register
- 38 PDC Register
- 39 VPH Loading Register
- 40 Over Carried Register
- 41 Trainwise ~~Log~~ Loading Register
- 42 GFN Holder Register
- 43 Common carrier liability Register
- 44 Open Delivery Register
- 45 Lease Register
- 46 Caution Deposit
- 47 HCD Local Paid Register
- 48 HCD FGN Paid Register
- 49 Unconnected Parcel Register
- 50 Local Undelivered Parcel Register
- 51 FGN Undelivered Parcel Register
- 52 Auction Register
- 53 Bidders Register
- 54 Unremoved Parcels Register
- 55 Originating lease SLR weightment Register
- 56 misdeclaration Register
- 57 Number Taker
- 58 Vehicle Removal Memo
- 59 Contract Labourer's PCDR
- 60 Contract Labourer's Attendance Register
- 61 Cash HOC / TOC Register
- 62 Duty Roster Register
- 63 Attendance Register



मुख्य पार्सल पर्यवेक्षक
Chief Parcel Supervisor,
कोयम्बतूर / Coimbatore,
दमिण रेलवे / Coimbatore

**STATEMENT OF PARCEL OFFICE/CBE RETURNS SUBMITTED FOR THE MONTH OF
SEPT 2019**

SL NO	DESCRIPTION	NO.OF BUNDLES
1	LOCAL O/W PAID ABSTRACT AND SUMMARY WITH AC FOILS	3
2	FGN O/W PAID ABSTRACT AND SUMMARY WITH AC FOILS	2
3	LOCAL LT ABSTRACT AND SUMMARY	1
4	FGN LT ABSTRACT AND SUMMARY	1
5	LOCAL HCD ABSTRACT AND SUMMARY	1
6	FGN HCD ABSTRACT AND SUMMARY	1
7	DFC STATEMENT	1
8	WHARFAGE STATEMENT	1
9	CGST & SGST STATEMENT	2
10	CLERKAGE STATEMENT	1
11	PENALTY STAEMENT	1
12	LEASE SPECIAL DEBIT	1
13	LEASE SPECIAL CREDIT	1
14	BALANCE SHEET	1
15	OUTSTANDING LIST	1


 मुख्य पार्सल पर्यवेक्षक
 Chief Parcel Supervisor,
 कोयम्बतूर / Coimbatore,
 दक्षिण रेलवे / Southern Railway

(41)

No of PWB (Outward) delivered for the past 3 years (monthwise)

	<u>2017 - 2018</u>	<u>2018 - 2019</u>	<u>2019 - 2020</u>
APRIL	5550	4250	3750
MAY	5100	4650	4000
JUNE	4950	3850	3700
JULY	4150	4250	3750
AUG	4600	4200	3550
SEPT.	4350	4600	3950
OCT	2800	4200	4550
NOV	4500	4000	4100
DEC	4800	4250	4350
JAN	4300	4100	4400
FEB	4550	4050	4450
MARCH	4750	4150	3150

R. Lakshmi

मुख्य पार्सल पर्यवेक्षक
Chief Parcel Supervisor,
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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.

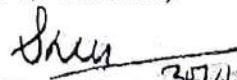
2.0 Accordingly, in May, 2019 Zonal Railways were advised to undertake a Zero Based Review of yardsticks for all O&M activities. Based on the inputs, the detailed views were given for concluding the revision of Yardsticks. Final view has already been given on Yardsticks for Civil Engg (Trackmen), Medical, Accounts and Commercial Departments. However, the same in r/o 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/IIR, Secy/RB,AM/Revenue

Civil Engg. Works

S&T