



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

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

No.G.275/WSSR-812021/2020-21

Dated: 09.02.2021.

DRM / TPJ

Sub : Work study to review the Commercial Staff Strength at Booking
Offices of TVR & NGT Stations – TPJ Division.

Ref: SDGM's D.O. letter No.G.275/Annual Prog./2020-21
dated 11.09.2020.

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

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

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

This has the approval of SDGM.

(D. JAYARAMAN)

Dy. Chief Planning Officer
for Senior Deputy General Manager.

Copy to: PCCM/MAS

(Encl: One copy of the study report)

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



**WORK STUDY TO REVIEW THE
COMMERCIAL STAFF STRENGTH OF
BOOKING OFFICE AND PARCEL OFFICE
Thiruvavarur & Nagappattinam
STATIONS
- TPJ DIVISION**



SOUTHERN RAILWAY

PLANNING BRANCH

G.275 / WSSR- 812021 / 2020-21

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COMMERCIAL STAFF STRENGTH OF
BOOKING OFFICE AND PARCEL OFFICE-
Thiruvavarur & Nagappattinam STATIONS
- TPJ DIVISION**

STUDIED BY

**WORK STUDY TEAM
OF
PLANNING BRANCH**

February 2021



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(i)
ACKNOWLEDGEMENT

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

The team also extends its gratitude to CCI/HQ/TPJ, and Commercial staff of TVR & NGT stations in assisting to complete the study.

(ii)
TERMS OF REFERENCE

Annual Programme of work studies for the year 2020 -21 to review the Staff strength of Booking Office and Parcel Office in Thiruvavarur & Nagappattinam Stations- TPJ 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



(iv)

SUMMARY OF RECOMMENDATIONS

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

Category	Thiruvarur	Nagappattinam	Total
Chief Booking Supervisor	1	1	2
Chief Reservation Supervisor	1	-	1
Sr.Commercial Clerk	-	1	1
Commercial Clerk	1	-	1
ECRC	1	-	1
Parcel porters	5	-	5
Total	9	2	11



INTRODUCTION

The Commercial Department of the Railway is the most visible department, and is usually called the earning and marketing department, the others being spending departments. This is because the Railway revenues are entirely made up of the earnings from sale of tickets and transportation of goods, luggage and parcels which are booked and delivered by the Commercial Department.

This department has to collect the charges as per rates in force and account for them. It has also to canvass for traffic to see that the vast Railway facilities are utilized to the maximum extent for the purpose for which they have been created.

The Commercial Department is responsible for

- Selling Railway services
- Creating, designing and developing traffic,
- Cultivating good public relations
- Securing and maintaining friendly relations with the travelling and trading customers and public.

To achieve this, it has to maximise satisfaction to the customers through creation of suitable facilities, provision of amenities for the users, proper up-keep of the stations and other working places from the point of view of the customers, measures for speedy transportation, safe delivery of goods etc.

This department, therefore, comes in direct contact with the public and it has to reply to the public complaints also.

Needless to say that for carrying out these various functions, this department has to maintain a close liaison with the other railway departments on which it has to depend for execution of the various works and maintenance of the facilities.

The fixing of rates, fares and other charges and the correct collection, account and remittance of traffic receipts are also among its functions. The overall commercial activities, which are also called as railway business, are of two types – Freight and Coaching. Again, Coaching is divided into two – Passenger and Parcel.

Railway Services

SERVICES OFFERED BY RAILWAYS

FREIGHT	PASSENGER			OTHERS
Train Loads	Suburban	Non-Suburban Long Distance	Non-Suburban Short Distance	Parcels
Wagon Loads	EMU/DEMU	Rajdhani/Shatabdi/Duronto	Passenger	Luggage
Containers	MEMU	Superfast	Branch Line Service Including MG/NG	Catering Advertisements
Scheme Oriented	Double Decker	Mail/Exp/ Intercity	Rail Bus	Retiring Room
Other Business Models Oriented	Conventional	GaribRath, IRCTC tourist Trains, etc.,	Mixed Trains	Cloak Room

The main functions of the Commercial Department may, however, be enumerated as below:-

- Provision of booking facilities for traffic, i.e. opening of booking offices, goods sheds, parcel offices etc.
- Opening of enquiry and reservation offices for passenger traffic.
- Sale of tickets and booking and delivery of parcels, luggage and goods.
- Implementation of the rating policy of the Railway Board i.e. giving effect to changes in the fares and freight rates from time to time.
- Quotation of special rates.
- Provision of users' amenities and ensuring their proper upkeeps such as waiting rooms, retiring rooms, drinking water supply etc. at every station.

- Refund of over-charges in passenger fares and freight rates.
- Waiver and refund of demurrage and wharfage.
- Clearance of station outstanding i.e. recovery and remittance of dues short- recovered or not recovered.
- Remittance of station earnings.
- Ticket checking arrangements.
- Management of departmental catering units, licensing of catering contracts & their supervision.
- Settlement of claims for compensation.
- Taking measures for claims prevention.
- Levy of siding charges and dealing with siding agreements.
- Provision of Cloak-Rooms.
- Running of Lost Property Offices (LPOs).
- Marketing and sales activities i.e. canvassing for high profit yielding commodities, Maintenance of customer-oriented services, like own your wagon scheme, leasing of SLRs scheme, measures for tackling rail- road competition etc.
- Justification for introduction of new trains.
- Conducting traffic surveys to establish justification for new lines etc.
- Grant of credit facilities to customers (credit note facility)
- Grant of concessions in railway fares and freight rates, including special facilities for tourist coaches etc.
- Attention to complaints from the users.
- Naming of new stations and change of station names, etc.
- Arrangements for handling of goods - appointment of handling contractors for stations and transshipment points.
- Holding and conducting of meetings with railway users at Station, Divisional, Zonal and Board levels such as
Station Consultative Committee, (SCC)
Divisional Rail Users' Consultative Committee (DRUCC),
Zonal Rail Users Consultative Committee (ZRUCC),
National Rail Users Consultative Council (NRUCC) and matters related to it.

- Opening/Closing and renewal of 'City Booking Offices', 'City Booking Agencies' and 'Out agencies'.
- Engaging RTSAs (Rail Travellers Service Agents), JTBSs (Jan Sadharan Ticket Booking Sevaks), GTBSs (Grameen Ticket Booking Sevaks), etc.

COMMERCIAL ORGANISATION

At Divisional Level:

Divisional Railway Manager (DRM) is the head of the division. He is in Senior Administrative Grade. The DRM is assisted by one or more Additional Divisional Railway Managers (ADRM)s and several branch officers. The head of Commercial Branch is Sr. Divisional Commercial Manager (Sr.DCM) in JA Grade or Divisional Commercial Manager (DCM) in senior scale depending on size of the division. He is assisted by one or more DCMs & Assistant Commercial Managers (ACMs) respectively. The primary function of these officers is to implement all policies and directions issued by the head office and to ensure smooth day-to-day commercial working at the stations on a division. The Sr.DCM/DCM is managing all executive functions of commercial.

In addition to these officers, there are some Area Officers in each division varying from Senior Administrative Grade to Assistant Scale depending upon size and importance of the area being looked after. They are also delegated certain powers to handle day-to-day commercial matters such as waiver of wharfage and demurrage, releasing reservation quotas, public relations etc., in addition to some operating functions on certain divisions.

At Station Level:

Station is the main centre where the commercial business is actually transacted. They can be called the retail outlets for selling of various Railway products/services. The nature of traffic handled at each station differs and these stations are listed alphabetically in the Alphabetical list of Railway Stations published by IRCA (Indian Railway Conference Association), New Delhi.

Some important and larger stations are headed by a Station Managers (SMRs) in Gazetted Gr. B (JS/SS grade). At several stations, however, they are designated as Station Superintendents (SSs). The rank of a SS can vary from

grade of a senior supervisor to a Sr. Scale gazetted officer depending on importance of the station.

At smaller stations (also known as way side stations) the quantum of traffic dealt with is not very heavy. Therefore, at these stations both the operating and commercial working is handled by the SM assisted by Assistant Station Masters (ASMs) in shift duties.

At bigger stations, depending on the work load, separate commercial staff is provided to look after the commercial work. They are generally known by a generic name of Commercial Clerks and may be working as Booking Clerks, Parcel Clerks, Goods Clerks, Ticket Collectors, Enquiry Cum Reservation Clerks, and Catering Managers etc.

The designations of these supervisory staff are;-

Chief Reservation Supervisor,

Catering Inspector,

Chief Parcel Supervisor,

Chief Booking Supervisor,

Chief Goods Supervisor, etc. depending on their functions.

Stations being the hub of commercial activity they are provided with various facilities to handle the traffic dealt with at the Station. These facilities may include an adequate number of booking windows for passengers, a separate parcel office with separate facilities for booking, delivery and stocking of parcels, a separate goods office with covered shed, platforms for loading/unloading, special sidings for dealing with oil traffic and other bulk traffic such as coal, timber, minerals etc.

Crane facilities, motor ramps, plots for storage of loose material like charcoal etc. in addition to canteen and other facilities. At important stations there will also be separate Reservation and Enquiry offices, Cloak Rooms and catering establishments. The quantum and standard of these facilities differ from station to station based on its commercial importance and requirements.

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 days, the booking through UTS system, Self Printing Ticket Machines (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.

WORKING IN THE BOOKING OFFICE

In the Indian Railway's parlance Booking Office means the office of booking unreserved tickets. The unreserved tickets are issued offline through various counters at railways stations, other places of Railways and even private locations and through private agencies to facilitate passengers, and also through online where the customers buy them through their mobile phones, etc.

The tickets issued online are electronic in form, and hence paperless, whereas the offline tickets are issued in various forms.

However, they are categorised in two – (i) Card Tickets, and
(ii) Paper Tickets.

The online paperless tickets are the latest variations of Paper Tickets. The Card Tickets are rarely used now-a-days, and are issued under exigencies and other special occasions and at some locations only.

Unreserved Ticketing System (UTS)

This facility was initially provided at 10 stations of Delhi area in the first stage of UTS as a pilot project on 15 August 2002. UTS provide the facility to purchase Unreserved Ticket in advance of the date of journey. A passenger can buy a ticket for any destination from the UTS counter for all such destinations, which are served by that station. The cancellation of tickets has also been simplified. Passengers can cancel their tickets one day in advance of the journey from any

station provided with a UTS counter.

On the day of journey, the ticket can be cancelled from station from which the journey has to commence. UTS system has taken over the Printed Card Tickets or tickets issued by Self Printing Ticket Machines (SPTMs) gradually. 'Universal terminals' which issue reserved (PRS) as well as unreserved tickets (UTS) from the same booking window has also been implemented at many required locations.

However, unreserved tickets continue to be available through manual methods and using Printed Card Tickets, whenever required though very minimally. With the introduction of UTS, the Railways also get benefitted in several ways. These are:

- ❖ Keeping pace with the latest technology
- ❖ Encouraging passengers to purchase their tickets in advance
- ❖ To have online accounting and other statistical facts and details of tickets sales
- ❖ To have a rational analysis of the demand of passengers on various routes in advance, so as to augment trains as per requirement

Advantages of Unreserved Ticketing System App

- ❖ Reduced queue length
- ❖ Enable advance planning of unreserved journey also
- ❖ Reduced crowds at booking offices and stations, making ticket purchase more comfortable
- ❖ Allow Indian Railways to plan extra trains and coaches as per trend of sales registered in the system.
- ❖ Unreserved itinerary planning possible, tickets available from any station to any station.
- ❖ As mentioned above, the UTS system has now offering tickets to commuters through online. Railways have successfully launched such apps for the enhanced customer experience.

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 decides 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 present work load and the requirement of staff at booking Office and Parcel Office in TVR and NGT stations – TPJ Division.



PRESENT SCENARIO**Modernisation of Ticketing System in Railways**

Indian Railways provide computerized PRS (Passenger Reservation System) and UTS (Unreserved Ticketing System) counters at various locations. In addition to ticket counters, reserved tickets can be booked online and through Mobile App. Similarly, unreserved tickets can be booked through Automatic Ticket Vending Machines, Mobile phone as well as ticket booking counters. Indian Railways have also authorized following ticketing agents to issue Railway tickets:

- i. Jan Sadharan Ticket Booking Sewaks (JTBS) to issue unreserved tickets in various parts of important cities.
- ii. Yatri Ticket Suvidha Kendra (YTSK) licensee to issue reserved as well as unreserved tickets through computerised Passenger Reservation System (PRS)-cum- Unreserved Ticketing System (UTS) terminals provided in their premises.
- iii. Station Ticket Booking Agents (STBA) to issue unreserved tickets from station premises of certain 'E' category stations.
- iv. Rail Travelers' Service Agents (RTSAs) to book tickets online (both i and e-tickets) through website of Indian Railway Catering & Tourism Corporation (IRCTC).
- v. E-ticketing agents authorised by IRCTC to book e-tickets through website of IRCTC.
- vi. Facilitators, who are retired Railway personnel, to issue unreserved tickets to the general public through Automatic Ticket Vending Machines (ATVMs).

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 in B.O. & P.O. in TVR & NGT Stations - TPJ Division. The duties of the staff, earnings, workload and detailed

traffic trend pattern are explained in the following paragraphs and discussed in subsequently.

Activities in Booking Office:

a) Activities performed by Booking Clerks for issue/cancellation of tickets and any miscellaneous activity and duration for each activity. 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 handover the ticket and also the balance amount if any to the Passenger.

b) Whenever a ticket comes for cancellation, the Booking clerk has to check the genuinely 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 preserves the both.

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.

On arrival of the Bank Challan, CBSR 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 MAS 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 also one of his prime duties done by him.

Mode of Remittance of Station Earnings:-

All the Counter Cash in Shifts were handed over to the Cashier with Daily Train Cash (DTC), Concessions, and vouchers. The same were consolidated and entries were made in the 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 Challan, 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 (cash Remittance) Note dully attested, the same was pasted in the CR Note after verification.

The details of Commercial activities of TPJ Division as given in the scope of the study along with the sanctioned strength and present deployment, working time.

TVR STATION

Thiruvarur Junction (station code: **TVR**) is a junction railway station serving Thiruvarur town, headquarters of Thiruvarur district in Tamil Nadu in India and a focal point on the branch line connecting trains from Chennai to Nagapattinam-Velankanni-Nagore-Karaikal on one line and Karaikkudi-Sivganga-Manamadurai-Rameswaram on the second line and Tiruchirappalli-Thanjavur-Thiruvarur-Nagapattinam-Karaikal on the third line and Mayiladuthurai-Thiruvarur on the fourth line that branches out of the station. This station is a part of the Trichy Railway Division.

Location and Layout

The Thiruvarur Junction is situated on the Panagal Road which is sandwiched between the Netaji Road and the Coimbatore Nagapattinam National Highway 83 , the two arterial thoroughfares of the town.

On the Panagal Road is also located the Thiruvarur Bus Depot where buses to Nagapattinam, Velankanni, Karaikal, Mayiladuthurai, Adirampatinam, Mannarkudi, Thanjavur, Kumbakonam and several nearby destinations are available.

The next nearest train stations are Mankudi (South), Kulikarai (West), Adiyakkamangalam (East) and Vijayapuram (North).

Gauge Conversion

After conversion work of the Thanjavur-Thiruvarur broad gauge section was opened to traffic in 2006 and Thiruvarur-Nagapattinam-Nagore section in 2010. Gauge conversion between Thiruvarur Junction railway station and Karaikudi Junction railway station is in progress and there is only partial connectivity in the segment connecting Pattukottai, Thiruthuraipoondi Junction railway station and Karaikudi Junction.

Services

The station is directly connected to the state capital, Chennai by **Kamban Express**, **Mannai Express** (Mannargudi) and **Velankanni Express** travelling via Mayiladuthurai Jn, Villupuram Jn, Chengalpattu Jn.

Tea Garden Express connecting Thiruvarur to various Central Districts of Tamil Nadu (Karur Jn, Erode Jn, Tirupur, Coimbatore Jn) and Districts of Kerala are Palakkad and Ernakulam.

There are passenger trains operating from Thiruvarur connecting near and farther towns such as Nagapattinam, Karaikal, Nagore, Velankanni, Nidamangalam, Peralam, Mannargudi, Thanjavur, Tiruchirappalli, Mayiladuthurai, ChinnaSalem, KSR Bengaluru, Cuddalore, Villupuram.

At present only Express trains are operated and no passenger trains are operated due to COVID-19 Pandemic.

Booking Office-TV R

IUTS is implemented in this station.

1 ATVM is installed to facilitate ticket issue to the passengers. Two facilitators are available. Normally 250 tickets/ per day is issued. At present ATVM is not functioning due to non-running of passenger trains.

SANCTION (including P.O-AS ON 22-10-2020)

CBSR-2,CRS-1,ECRC-2,CCC-4,Sr.CC-3,CC-1,Parcel porter-5 (18 POSTS)

Staff available -8 (as on 09-12-2020)

CRS	-	2
CCC	-	3 (Including P.O.)
CC	-	2
ECRC	-	1

ROSTER – 'J' roster is adopted.

6:00 Hrs.-10:00 Hrs, 10:00 Hrs.-20:00 Hrs., &
20:00 Hrs.-24:00 Hrs. / 00:00 Hrs – 06:00 Hrs.
PRS- 06:00Hrs – 14:00Hrs, 14:00 Hrs- 22:00 Hrs.

Present position:

Normally 4 counters will be operated.
At present two counters are working.
En-route charting is done on emergency crisis.

Details of various Registers maintained at TV R Booking Office:

1. Cash remittance book
2. Daily Trains Cash Book (DTCB)
3. Cash remittance bank challan
4. Ticket stock register
5. Part roll register
6. Coaching cash book
7. N I register
8. Spl. Cancellation register
9. Link failure register
10. Peripherals register
11. Parking register
12. Outstanding register

13. Balance sheet
14. Preventive maintenance register
15. Personal cash declaration register
16. ATVM, Coin Operated Ticket Vending Machine Part Roll , Full register
17. ATVM facilitator register
18. Shroud purchase register

No. of tickets issued in Booking Office- TVR

DESCRIPTION	2017-18	2018-19	2019-20	Total
No. of season tickets	3,164	3,456	2,916	9,536
No. of Platform Tickets	25,666	26,022	22,460	74,148
No. of Non- Issue Tickets	660	900	695	2,255
No. of Cancelled Tickets	758	1,093	974	2,825
Booking Office Earnings. Rs.	3,40,49,067	4,16,04,668	4,00,43,113	11,56,96,848
Total No. of Passenger Tickets	5,48,864	6,09,716	5,20,945	16,79,525
Total No. of PRS transactions	36,390	43,562	48,379	1,28,331
	Avg /month			3,564
	Avg /day			118

CONSOLIDATED POSITION-TVR

Tickets	2017-18	2018-19	2019- 20
Total No. of Passenger tickets	5,48,864	6,09,716	5,20,945
Avg/month in Nos.	45,739	50,809	43,412
Avg/day in Nos.	1,525	1,693	1,447

In PRS view, an average of 118 transactions are dealt per day for passenger reservations.

Parcel Office –TVR

One CCC is looking after this Office as on 09-12-2020.

DUTIES:

One staff only is working during the roster hours and the on duty staff has to attend the following duties

- 1) Booking of all kinds of outward Parcels and issue of Receipt to the party
- 2) Booking of all kinds of Luggage and issue of luggage tickets
- 3) Accepting cloak room bags and issue of tickets
- 4) To attend the loading and sealing of booked outward Parcels
- 5) To attend the sealing of SLRs'
- 6) To attend the unloading of parcels
- 7) To effect delivery of parcels
- 8) To effect delivery of luggage
- 9) To effect delivery of cloak room bags
- 10) Preparing daily statistics figures to inform commercial control
- 11) Preparation of consolidated daily summary statement of GST
- 12) Preparation of 10 days figures to submit to Sr.DCM Office
- 13) Submission of monthly returns and statements
- 14) Maintenance of Parcel Handling Contract (PHC) muster roll
- 15) Reweighing of parcels and making entries in the register
- 16) Weighing machine POH monitoring
- 17) Verification of PHC bills, to certify for claiming their Bills
- 18) Maintenance and safe keeping of records
- 19) Procurement of books, registers and other books and forms
- 20) Monitoring of Non Receipt cell cases and over carried parcels
- 21) Sending the Over Carried Parcels unloaded at TVR to its destination
- 22) Total maintenance of cleanliness and up keeping of parcel office
- 23) Maintenance and repairing works of parcel trolleys
- 24) To co-ordinate with other dept. in-charges and supervisors for the
Over-all maintenance of parcel office such as
 - a. Electrical staff/ TL staff in case of electrical failure in office & SLRS'
 - b. SSE/IOW/Works for repair works
 - c. Health Inspector for the daily cleanliness of fish parcel water waste spilled
on the platform and in the parcel office
 - d. C & W staff for SLR opening in case of door trouble
 - e. Duty SMS' and SMR co-ordination to avoid detention of trains on parcels
unloading.

TOTAL PARCEL OFFICE EARNINGS –TVR

YEAR	P.O . EARNINGS. in Rs.
2017-18	3,67,304
2018-19	5,41,269
2019-20	4,92,389

NO OF PWB

YEAR	NO.OF PWB	
	Inward	Outward
2017-18(Nov17-Mar18)	451	462
2018-19	1,673	1,159
2019-20	1,678	1,177
Sub-total	3,802	2,798
Total	6,600	
Average/month (6600/29)	228	
Average /day	8	
Average /shift	4	

No.of Parcels Handled(both Inward & Outward)

YEAR	Nos.
2017-18(Nov17-Mar18)	1,656
2018-19	5,122
2019-20	6,601

Parcel loading and unloading is done by contract earlier. At present no contract is available and the contract is to be renewed.

NAGAPPATTINAM-NGT

Nagapattinam Junction (station code: **NGT**) is a junction railway station serving the town of Nagapattinam in Tamil Nadu, India.

It belongs to the Tiruchirappalli railway division of the Southern Railway zone in Nagapattinam district in Tamil Nadu. The station code is NGT.

Location and layout

The railway station is located off the Eruthukara St, Tata Nagar, of Nagapattinam. The nearest bus depot is located in Nagapattinam.

Lines

This station is connected to historic main line that connects Chennai with places like Tiruchirappalli Jn, Thanjavur Jn, Thiruvarur Jn, etc. An additional line branches out north-bound to Karaikal via Nagore.

- BG single line towards Thiruvavar Junction
- BG single line towards Karaikal
- BG single line towards Velankanni.

2.9 Booking Office - NGT

In this station IUTS is implemented and both reserved / Unreserved tickets are issued in the booking counters.

1. Station Name : Nagappattinam
2. Availability of B.O & P.O : both available
 - a. No of counters : 02 (at present)
 - b. No. Of shifts : 02 (at present)
 - c. Either UTS/IUTS- any other additional Works like charting : charting is done during emergencies only
 - d. M.P. Quota clearance : Nil
 - e. E Q clearance etc., : Nil

Availability

ATVM(Automatic Ticket Vending Machine) : 1 - Not functioning

CoTVM(Coin operated Ticket Vending Machine): Nil

POS (Point Of Sale) : Nil

JTBS (Jan sadharan Ticket Booking Sewaks): Nil

STBA (Station Ticket Booking Agents) : Nil

YTSK (Yatri Ticket Suvita Kendra) : Nil

Availability facilitator Sri.Kamaluddeen

& Quantum of tkts. : 320 tkts /day (normal days)

First train timings :10:25 Hrs - 06188

Last train timings : 21:53 Hrs – 06176

One RG is sent to Velankanni on every Friday

1 ATVM is installed to facilitate ticket issue to the passengers but at present it is not functioning.

SANCTION – ECRC-1,CS-2, CCC-5, Sr.CC-3 (11 POSTS-AS ON 22-10-2020)

Staff available -10 (INCLUDING P.O.-AS ON 09-12-2020)

CBSR - 1 CRS - 1

CPSR - 1 CCC - 5

CC - 1 ECRC- 1

ROSTER

At present since the no. of train services is less. Two shifts are operated in 6:00 Hrs-14:00 Hrs, and 14:00 Hrs-22:00 Hrs – TWO COUNTERS

In normal days "J" roster i.e. 6:00 Hrs-10:00 Hrs, and 10:00 Hrs-20:00 Hrs and 20-00/00-06:00 Hrs shift is followed.

Present Staff Deployment position:

Two counters working in 6:00 Hrs.-14:00 Hrs., and 14:00 Hrs.-22:00 Hrs.

Details of various Registers maintained at NGT Booking Office:

1. Cash remittance book
2. Daily Trains Cash Book (DTCB)
3. Cash remittance bank challan
4. Ticket stock register
5. Part roll register
6. Coaching cash book
7. N I register
8. Spl. Cancellation register
9. Link failure register
10. Peripherals register
11. Parking register
12. Outstanding register
13. Balance sheet
14. Preventive maintenance register
15. Personal cash declaration register
16. ATVM, COTVM Part Roll , Full register
17. ATVM facilitator register
18. Shroud purchase register

Booking office

Description	2017-18	2018-19	2019-20
No. of Passengers	4,27,136	7,90,724	7,00,927
No. of season tickets	1,704	1,530	1,368
No. of platform tickets	8,479	10,668	9,582
Total No. of passenger tickets	2,92,686	4,19,635	3,55,072
Total No. of PRS tickets	2,178	2,215	2,170
Earnings (Rs)	3,45,84,267	4,09,08,043	2,83,86,830

2.8.4 CONSOLIDATED POSITION-NGT

Tickets	2017-18	2018-19	2019-20
Total no. of Passenger tickets	2,92,686	4,19,635	3,55,072
Avg/month in Nos.	24,390	34,970	29,590
Avg/day in Nos.	813	1,165	986

In PRS view, an average of 70 to 75 applications are dealt per day for passenger reservations.

Parcel Office – NGT

Parcel office

- a. Parcel dealing trains & timings:
 - 56711-13:15 Hrs
 - 16176- 21:30 Hrs
 - 16187 – 16:40 Hrs
 - 56714 – only Inward
- b. Commodity dealing – bulk commodity: mainly fish, other items like house hold articles, motor cycles in less nos.
- c. No. of parcels counter & timings: 1 counter-2 shifts
06 :00 Hrs – 14:00 Hrs& 14:00 Hrs – 22:00 Hrs.
- d. Actual staff available: CPSR-1, CPC-1
- e. PMS Availability: Not Implemented
- f. PARCEL LOADING – Done by contract
Contract details :
M/s. Murali & Co,
VII, 341, CHIRAKKAL HOUSE, PULAMANTHORE P.O
MALAPPURAM DIST.KERALA
- g. Relieving staff (self or feeding): self

Duties:

Two staff are working during the roster hours 06 :00 Hrs – 14:00 Hrs& 14:00 Hrs – 22:00 Hrs. and the on duty staff has to attend the following duties

- 1) Booking of all kinds of outward Parcels and issue of RR to the party
- 2) Booking of all kinds of Luggage and issue of luggage tickets
- 3) Accepting cloak room bags and issue of receipts.

- 4) To attend the loading and sealing of booked outward Parcels
- 5) To attend the sealing of SLRs'
- 6) To attend the unloading of parcels
- 7) To effect delivery of parcels
- 8) To effect delivery of luggage
- 9) To effect delivery of cloak room bags
- 10) Preparing daily statistics figures to inform commercial control
- 11) Preparation of consolidated daily summary statement of GST
- 12) Preparation of 10 days figures to submit to Sr.DCM Office
- 13) Submission of monthly returns and statements
- 14) Maintenance of Parcel Handling Contract (PHC) muster roll
- 15) Reweighing of parcels and making entries in the register
- 16) Weighing machine POH monitoring
- 17) Verification of PHC (Parcel Handling Contract) bills, to certify for claiming their Bills
- 18) Maintenance and safe keeping of records
- 19) Procurement of books, registers and other books and forms
- 20) Monitoring of Non-Receipt cell cases and over carried parcels
- 21) Sending the Over Carried parcels unloaded at NGT station to its destination
- 22) Total maintenance of cleanliness and up keeping of parcel office
- 23) Maintenance and repairing works of parcel trolleys
- 24) To co-ordinate with other dept. in-charge and supervisors for the Over-all maintenance of parcel office such as
 - a. Electrical staff/ TL staff in case of electrical failure in office & SLRs'
 - b. SSE/IOW/Works for repair works
 - c. Health Inspector for the daily cleanliness of fish parcel water waste spilled on the platform and in the parcel office
 - d. C&W staff for SLR opening in case of door trouble
 - e. Duty SMs' and SMR co-ordination to avoid detention of trains on Parcels unloading.

Details of various Registers maintained at NGT Parcel Office:

1. Local O/W Parcels cash book
2. General parcels cash book

3. Parcels cash summary
4. Guard's signature book
5. Unloading register
6. Delivery book
7. Re-weighment register
8. Sunday stock register
9. Over carried parcels Register
10. NR cell register
11. Private cash declaration Register
12. ICV stock Register
13. Commodity wise statement Register
14. Courier Book
15. Parcel rate table
16. Weighing scale Register
17. Partial delivery certificate Register
18. Perishable deposit Register
19. Stamp Register
20. Open delivery Register
21. Cash bag Register
22. GST returns Register
23. Control message Register

TOTAL PARCEL OFFICE EARNINGS – NGT

Parcel Office

Description	2017-18	2018-19	2019-20
No. of PWB outward Bookings	9,615	11,952	11,810
No. of PWB Inward Bookings	2,853	3,003	2,859
No. of Parcels handled	25,179	38,745	35,762
Weight in Quintals	24,206	29,474	31,937
Earnings (Rs)	14,51,615	25,72,653	26,15,788

CRITICAL ANALYSIS

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

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

Since the workload at booking office 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.

For speedy access of ticketing facilities and optimum utilisation of railway resources, Southern Railway has launched Integrated Unreserved Ticketing System, merging ticket counters & Reservation counters.

This means passengers will be able to purchase reserved tickets at unreserved ticket counters between 8 am and 8 pm at selected stations.

Though more than 55 per cent of reserved tickets are booked through IRCTC, a section of passengers still want to purchase through counters.

The integrated ticketing system will enable railways to serve passengers without increasing manpower and creating additional infrastructure. However, the Railways said that functioning of the counters will depend on passenger patronage at the particular station.

“When smaller stations had passage of express and passenger trains, the ticketing staff has been directed to sell only unreserved tickets. During Tatkal hours, the counter staff will cater to passengers who want to purchase reserved tickets.

"unless facilities such as IUTS and the rerouting of more trains there cannot be chances to increase passenger traffic"

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. Hence 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, the yardstick for booking office has been enhanced to 1000 tickets per shift per counter in peak hour 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 during peak hours.

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

And more the ECRC is issuing both Reserved and unreserved tickets they also considered in arriving Man power requirement.

Recently Railway Board has issued revision of Yard sticks / Norms of various O&M activities on the Railways vide Lr.No. 11-2019/SPMPS/Yardstick/2 dated 30-06-2020 , where in the Yardsticks/Norms if various activities across all departments on the Railways stand reduced by 15% on as is where basis as an interim measure with effect from 01-07-2020. on account of Technological Inputs, Outsourcing, and Changes in management practices etc., so as to improve the efficiency of the manpower and present working system.

In this work study, manpower is arrived based on need basis and hence the revision of 15% reduction in yardstick is not applied for calculating the required man power.

Thiruvavarur(TVR)

Tickets	2017-18	2018-19	2019-20
Total No. of Passenger tickets	5,10,037	5,23,411	4,76,715
Avg/month in Nos.	42,503	43,617	39,726
Avg/day in Nos.	1,416	1,453	1,324

At present, 2 counters are running round the clock to serve the passengers ticketing.

While considering the average of last 3 years, the average no. of tickets issued in a day is less than 1500 i.e. 2 counters is sufficient.

But to cater the need of passengers round the clock, 1 counter in 3 shifts and another counter in 06 :00 Hrs. – 14:00 Hrs. & 14:00 Hrs. – 22:00 Hrs. (In split shifts) may be operated.

3.6 Parcel office – TVR

YEAR	NO.OF PWB	
	Inward	Outward
2017-18(Nov17-Mar18)	451	462
2018-19	1,673	1,159
2019-20	1,678	1,177
Sub-total	3,802	2,798
Total	6,600	
Average/month	228	
Average /day	8	
Average /shift	4	

No. of PWBs dealt per day = 8

As per yardstick 50 PWB /shift

Clerks required = 1

RG (16.66%) & LR (12.5%) is added in B.O

Since the commercial clerks are serving both in Parcel office and Booking Office the requirement is arrived commonly for both B.O & P.O.

Requirement of parcel porters.

Since the parcel loading and unloading is done with contract staff, the vacant posts of 5 parcel porters may be surrendered.

The ECRC is issuing both Reserved and unreserved tickets, they also considered in arriving Man power requirement.

REQUIREMENT

B.O. COUNTERS	-5
(1 counter in 3 shifts & 1 counter in 2 shifts)	
Parcel Office	- 1
Supervisor (both B.O. & P.O.)	1
RG&LR (both B.O. & P.O.)	2
TOTAL	– 9 STAFF

Category	Sanction	Actual	Requirement	Surplus
CBSR	2	-	1	1
CRS	1	2	-	1
CCC	4	3	4	-
Sr.CC	3	-	3	-
CC	1	2	-	1
ECRC	2	1	1	1
Parcel porters	5	-	-	5
Total	18	8	9	9

Recommendation No.1.

1 post of CBSR ,1 post of CRS, ,1 post CC, 1 post of ECRC, and 5 posts of parcel porters may be surrendered and credited to the vacancy bank.

Total -9 posts

Nagappattinam (NGT)

Tickets	2017-18	2018-19	2019-20
Total Passenger tickets	2,92,056	4,23,709	3,61,092
Avg/month	24,338	35,309	30,091
Avg/day	811	1,176	1,003

In normal days 3 counters will serve the passenger tickets with 1 ATVM.

At present, 2 counters are running round the clock to serve the passengers ticketing, and the ATVM is not functioning due to non running of passenger trains.

But, while considering the average of last 3 years, the average no. of tickets issued in a day is around 1000 i.e. 2 counters is sufficient. And the ATVM will serve the extra counter purpose.

But to cater the need of passengers round the clock, 1 counter in 3 shifts and another counter in 06 :00 Hrs. – 14:00 Hrs. & 14:00 Hrs. – 22:00 Hrs. (in split shifts) may be operated.

Parcel office – NGT**NO OF PWB**

YEAR	NO.OF PWB	
	Inward	Outward
2017-18	2,853	9,615
2018-19	3,003	11,952
2019-20	2,859	11,810
Total	8,715	33,377
Average /month in Nos.	242	927
Average /day in Nos.	8	30
Average /shift in Nos.	4	15

No. of PWBs dealt per day $8+30 = 38$

as per yardstick 50 PWB /shift

Clerks required = 1

RG (16.66%) & LR (12.5%) is added in B.O

Since the commercial clerks are serving both in Parcel office and Booking Office the requirement is arrived commonly for both B.O & P.O

REQUIREMENT

B.O. COUNTERS – 5

(1 counter in 3 shifts & 1 counter in 2 shifts)

Parcel Office - 1

Supervisor (both B.O. & P.O.) – 1

RG&LR (both B.O. &P.O.) – 2

TOTAL – 9 STAFF

Category	Sanction	Actual	Requirement	Surplus
CBSR	2	1	1	1
CRS	-	1	-	-
CPSR	-	1	-	-
CCC	5	5	5	-
Sr.CC	3	-	2	1
CC	-	1	-	-
ECRC	1	1	1	-
Total	11	10	9	2

Recommendation No.2.

1 post of CBSR, 1 post of Sr.CC may be surrendered and credited to the vacancy bank. **(Total -2 posts)**

3.9 SUMMARY OF RECOMMENDATIONS

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

Category	Thiruvarur	Nagappattinam	Total
Chief Booking Supervisor	1	1	2
Chief Reservation Supervisor	1	-	1
Sr.Commercial Clerk	-	1	1
Commercial Clerk	1	-	1
ECRC	1	-	1
Parcel porters	5	-	5
Total	9	2	11

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

The draft work study report was sent to the Co-ordinating Officer (ACM/I/TPJ) through e-office on 21-12-2020 to offer his remarks on the work study report within 15 days so as to incorporate his views in the final work study report.

A reminder was also sent on 25-01-2021 to offer his remarks before 05-02-2021.

Till date (08-02-2021) no remarks were received. Hence the work study report is released without the remarks of the Co-ordinating Officer.

FINANCIAL SAVINGS

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

Sl. No.	Category	No. of posts	Grade Pay (Rs.)	Money value (Rs.)	Annual Savings (Rs.)
1	CBSR	2	4600	109571	26,29,704
2	CRS	1	4600	109571	13,14,852
3	Sr.CC	1	2800	71078	8,52,936
4	ECRC	1	2800	71078	8,52,936
5	CC	1	2000	53118	6,37,416
6	Parcel porters	5	1800	43817	26,29,020
Total		11			89,16,864

STATIONWISE VACANCY POSITION OF COMMERCIAL CLERK CATEGORIES as on date 22.10.2020																
Sl. No.	Station	Comm. Supervisor in Level.7 4600			Chief. Comm. Clerk in level.6 4200			Sr. comml.Clerk in Level.5 2400			Comm. Clerk in Level.3 1900			TOTAL		
1	TVR (B)	2	1	1	3	4	+1	2	1	1	1	0	1	8	6	2
2	TVR (P)	—	—	—	1	1	0	1	0	1	—	—	—	2	1	1
3	RC/CMI/TVR	—	—	—	—	—	—	1	1	0	1	2	1	2	3	+1
4	NGT(B)	1	1	0	3	2	1	3	2	1	0	1	1	7	6	1
5	NGT(P)	1	1	0	2	1	1	—	—	—	—	—	—	3	2	1

A.T. Jayanthi
Ch 02/ea

SOUTHERN RAILWAY

No.T/P.535/III/Comm/ECRC.

Divisional Office
Personnel Branch
Tiruchirappalli
Dt: 18.12.2020

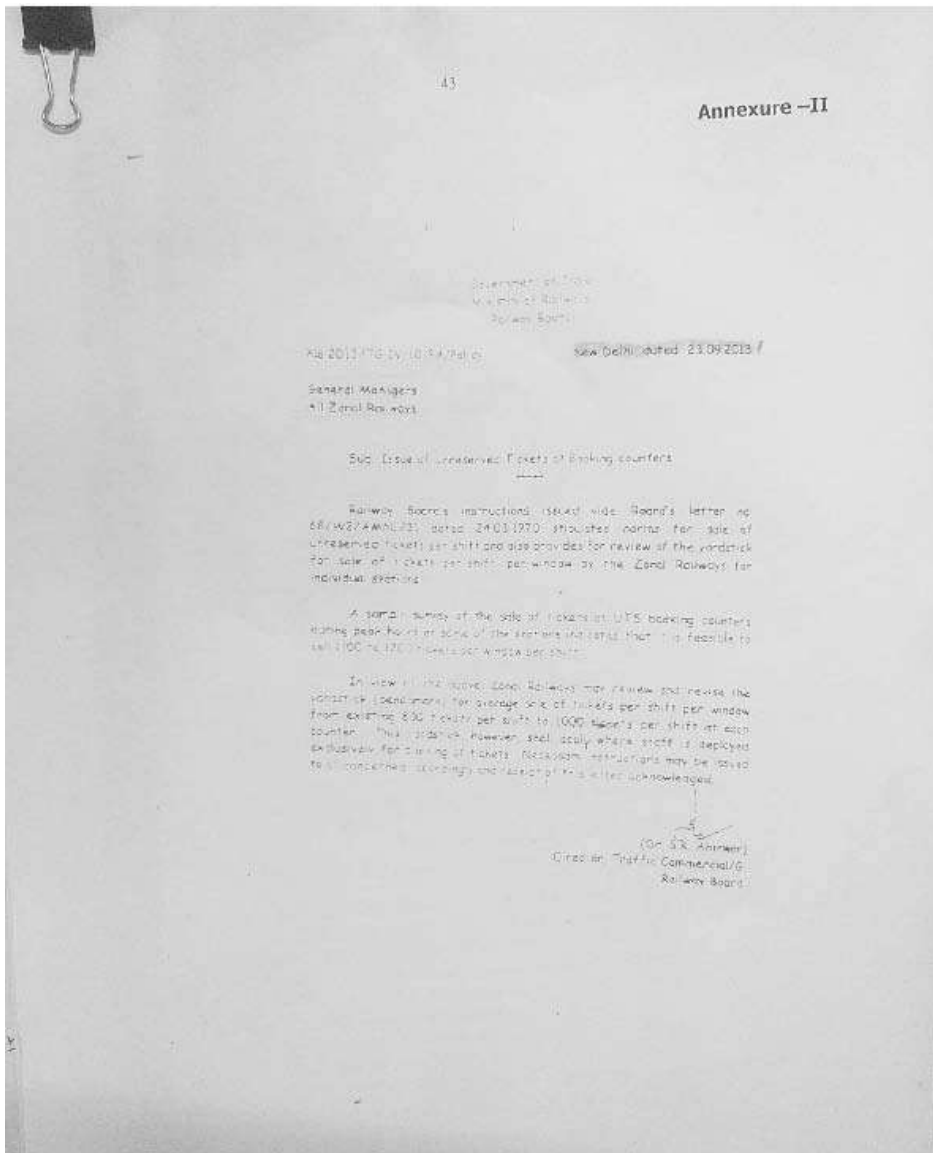
CPLI/HQ/MAS

Sub: Sanction Actual , vacancy position of ECRC Categories - Reg.

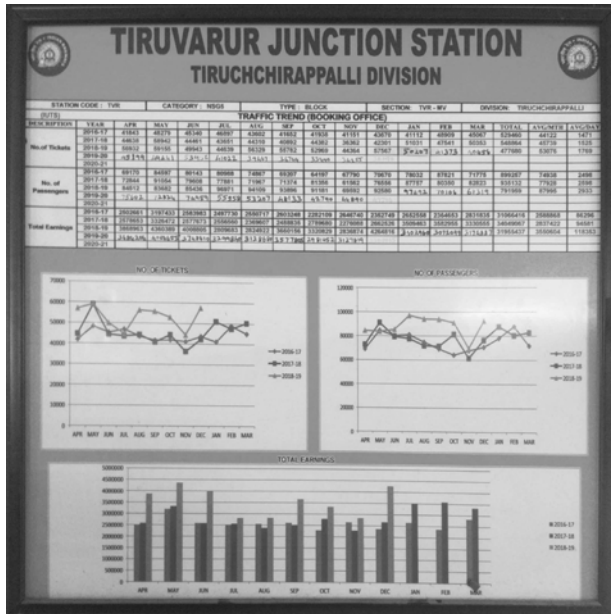
With reference to above, Sanction ,Actual , vacancy position of ECRC Categories at NGT & TVR are furnished below.

Sl. No	station	CS(E&R)			RS.II			ECRC			ECRC		
		San	Act	Vac	San	Act	Vac	San	Act	Vac	San	Act	Vac
1	NGT	0	1	+1	0	1	+1	0	1	+1	1	2	+1
2	TVR	1	2	+1	0	1	+1	0	1	+1	2	3	+1

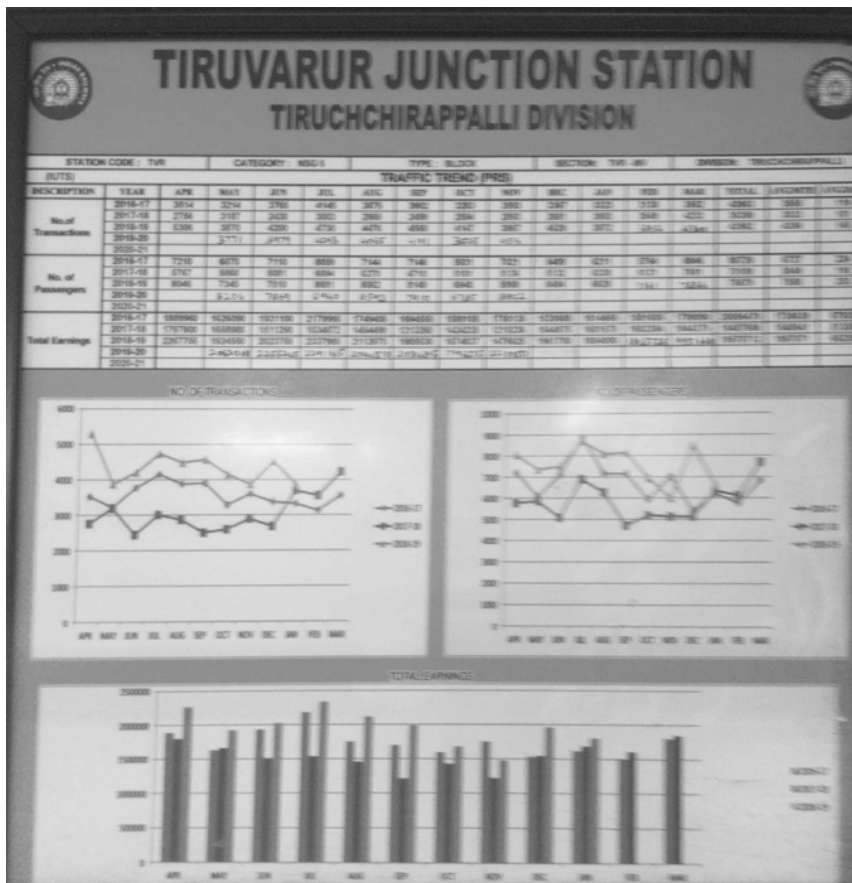
A.T. Jayanthi
For Sr. DPO/TPJ



TVR – BOOKING OFFICE -UTS



TVR – BOOKING OFFICE -PRS



TVR-PARCEL OFFICE

SOUTHERN RAILWAY - THIRUVARUR PARCEL OFFICE OUTWARD - COMMERCIAL TRAFFIC TREND

MONTH	2018-2019				2019-2020			
	NO OF PWB	NO OF PARCELS	WT QTL	EARNINGS	NO OF PWB	NO OF PARCELS	WT QTL	EARNINGS
APRIL	97	112	251	27933	115	201	283.2	39385
MAY	95	123	230.9	25126	125	215	274.5	44413
JUNE	99	129	238.9	35134	133	191	339.8	51936
JULY	94	169	232	30466	117	164	233.7	35850
AUGUST	74	109	142	30573	110	255	299.7	34319
SEPTEMBER	104	141	198	32954	97	237	283.9	52285
OCTOBER	78	143	137.2	26586	92	175	212.3	29476
NOVEMBER	67	106	141.5	23955	88	156	166.5	48723
DECEMBER	118	167	287.6	101714	77	164	164.6	34097
JANUARY	118	172	305.5	92460	98	259	154.5	52770
FEBRUARY	109	164	281.6	57897	70	163	175.2	31990
MARCH	106	155	267.1	56471	65	111	145.8	36736
TOTAL	1159	1701	2713.3	541269	1177	2290	2804	492389
AVG / MNTH	96.583333	141.75	226.108	45105.75	66.8	190.8	233.667	41032.4167
AVG/DAY	3.18	4.66	7.43	1482.93	3.22	6.27	7.68	1349.01

SOUTHERN RAILWAY - THIRUVARUR PARCEL OFFICE INWARD - COMMERCIAL TRAFFIC TREND

MONTH	2018-2019			2019-2020		
	NO OF PWB	NO OF PARCELS	WT QTL	NO OF PWB	NO OF PARCELS	WT QTL
APRIL	135	232	183	163	431	251.05
MAY	119	421	268	189	504	303.1
JUNE	116	232	176	166	428	261.2
JULY	144	249	157.8	123	341	197.35
AUGUST	77	106	184	144	428	201.2
SEPTEMBER	215	330	197.1	148	326	253.3
OCTOBER	110	227	155	136	366	205.6
NOVEMBER	128	336	194	108	320	171.4
DECEMBER	122	259	186	116	335	176.91
JANUARY	174	326	234	148	178	138.4
FEBRUARY	164	433	212.3	123	285	160.2
MARCH	169	270	249.9	114	369	177.54
TOTAL	1673	3421	2397.1	1678	4311	2497.25
AVG / MNTH	139.42	285.08	199.76	139.83	359.25	208.10
AVG/DAY	4.58	9.37	6.57	4.60	11.81	6.84

[illegible]

NGT – BOOKING OFFICE -UTS

TICKETS PARTICULARS OF NGT/RO														INCPAS HAGAPATTI	INCPAS HAGAPATTI
Month	APRIL	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	FOUR		
2017-18	27302	31995	32095	19963	26545	26879	23431	23145	18513	25588	26140	26190	292686	24390	901
2018-19	29852	38168	25835	21076	35365	43277	36624	88719	42677	47676	39380	32706	119635	34770	11220
2019-20	42283	49846	37894	37680	29742	3920	25202	17567	17451	27931		11665	35572	29590	973
2020-21															

CHIEF BOOKING SUPERVISOR
SOUTHERN RAILWAY
NAGAPATTINAM.

NGT – BOOKING OFFICE - PRS

NAGAPATTINAM RESERVATION OFFICE - COMMERCIAL TRAFFIC TREND - COACHING														DIVISION: TIRUCHI TRASPALLI	
STATION CODE	NGT (PRS)	SECTION: 1	SECTION: 2	SECTION: 3	SECTION: 4	SECTION: 5	SECTION: 6	SECTION: 7	SECTION: 8	SECTION: 9	SECTION: 10	SECTION: 11	SECTION: 12	SECTION: 13	SECTION: 14
2014-15	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400
2015-16	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400
2016-17	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400
2017-18	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400
2018-19	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400
2019-20	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400
2020-21	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400	2400

CHIEF BOOKING SUPERVISOR
SOUTHERN RAILWAY
NAGAPATTINAM.

NGT –Parcel Office

No of PWB (INWARD) RECEIVED AT PD/NGT

MONTH	No. of PWB	MONTH	No. of PWB	MONTH	No. of PWB
APR 17	241	DECEMBER 17	220	JANUARY 20	257
MAY 17	132	JANUARY 18	246	FEBRUARY 20	252
JUN 17	210	FEBRUARY 18	236	MARCH 20	174
JUL 17	198	MARCH 18	263	APRIL 20	-
AUG 17	238	APRIL 18	261	MAY 20	-
SEP 17	184	MAY 18	277	JUNE 20	-
OCT 17	179	JUNE 18	256	JULY 20	-
NOV 17	207	JULY 18	246	AUGUST 20	-
		AUGUST 18	244	SEPTEMBER 20	-
		SEPTEMBER 18	249	OCTOBER 20	36
		OCTOBER 18	228	NOVEMBER 20	57
		NOVEMBER 18	216		
2017-2018		DECEMBER 18	270		
2018-2019		JANUARY 19	288		
2019-2020		FEBRUARY 19	240		
2020-2021		MARCH 19	228		
2021-2022		APRIL 19	228		
2022-2023		MAY 19	264		
2023-2024		JUNE 19	216		
2024-2025		JULY 19	247		
2025-2026		AUGUST 19	288		
2026-2027		SEPTEMBER 19	247		
2027-2028		OCTOBER 19	279		
2028-2029		NOVEMBER 19	218		
2029-2030		DECEMBER 19	239		

Sd/-
Dy. Parcel Supervisor
SOUTHERN RAILWAY
NAGAPATTINAM.

No of PWB (OUTWARD) DELIVERED FOR
THE PAST 3 YEARS MONTH WISE:

APR 17	665	DECEMBER 2017	837	JULY 2019	1316
MAY 17	470	JANUARY 2018	1062	AUGUST 2019	1124
JUN 17	685	FEBRUARY 2018	988	SEPTEMBER 2019	949
JUL 17	964	MARCH 2018	853	OCTOBER 2019	1134
AUG 17	719	APRIL 2018	633	NOVEMBER 2019	1052
SEP 17	508	MAY 2018	479	DECEMBER 2019	1361
OCT 17	750	JUNE 2018	835	JANUARY 2020	540
NOV 17	1114	JULY 2018	1107	FEBRUARY 2020	1343
		AUGUST 2018	1010	MARCH 2020	699
		SEPTEMBER 2018	1020	APRIL 2020	-
		OCTOBER 2018	1144	MAY 2020	-
		NOVEMBER 2018	548	JUNE 2020	-
17-18		DECEMBER 2018	1191	JULY 2020	-
9615		JANUARY 2019	1347	AUGUST 2020	-
(18-19)		FEBRUARY 2019	1297	SEPTEMBER 2020	-
11952		MARCH 2019	1341	OCTOBER 2020	389
11810		APRIL 2019	749	NOVEMBER 2020	563
(19-20)		MAY 2019	635		
		JUNE 2019	908		

Sd/-
Dy. Parcel Supervisor
SOUTHERN RAILWAY
NAGAPATTINAM.