



**WORK STUDY TO REVIEW THE
COMMERCIAL STAFF STRENGTH AT
BOOKING OFFICE AND PARCEL OFFICE
BETWEEN VAPM- PNMB & MAQ STATIONS –
PALAKKAD DIVISION**

SOUTHERN RAILWAY

PLANNING BRANCH

G.275 / WSSR- 171920 / 2019-20

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BETWEEN VAPM TO PNMB & MAQ STATIONS
PALAKKAD DIVISION**

STUDIED BY

**WORK STUDY TEAM
OF
PLANNING BRANCH**

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I N D E X

SERIAL NUMBER	CONTENT	PAGE NUMBER
(i)	ACKNOWLEDGEMENT	1
(ii)	TERMS OF REFERENCE	
(iii)	METHODOLOGY	
(iv)	SUMMARY OF RECOMMENDATION	2
CHAPTERS		
I	INTRODUCTION	3 - 4
II	PRESENT SCENARIO	5 - 14
III	CRITICAL ANALYSIS	15 - 23
IV	PLANNING BRANCH REMARKS ON CO-ORDINATING OFFICER'S VIEWS	24-26
V	FINANCIAL IMPLICATIONS	27
I	S.A.V.E. STATEMENT	28
II	CO-ORDINATING OFFICER'S VIEWS	-

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The study team acknowledges the valuable guidance and co-operation given by the co-ordinating officer (ACM/PGT), Co-ordinating Supervisor (CCI/HQ/PGT) for completing the study in time.

(ii)
TERMS OF REFERENCE

Annual Programme of work studies for the year 2019-20 to review the Commercial Staff strength of Booking Office and Parcel Office between VAPM–MAQ/PNMB - PGT 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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(iv)

SUMMARY OF RECOMMENDATIONS**Recommendation:**

Three vacant posts in Sr. CC with Grade Pay 2800/- is found surplus, the same may be credited to the Vacancy Bank.

(3 Posts)

1.0 INTRODUCTION

1.1 Palakkad division, formed in the year 1956 is one of the six divisions of Southern Railway and the first division in the State of Kerala, located at a distance of 550Kms from Chennai. Palakkad is having two stations - Palakkad Junction located at Olavacode and Palakkad Town, in the heart of the city. The Divisional office is situated at Kallekulangara at a distance of 1 Km from the Junction.

1.2 Most of the important stations of Palakkad division lies on the banks of Bharatappuzha River along the West Coast covering a distance of approximately 350 Kms, viz., SRR-CLT, CLT-CAN, CAN-MAQ etc. In addition to this, Palakkad division comprises of PTJ-SRR, PGT-PGTN, SRR-NIL, PGTN-POY-CNV sections.

Presently, the Route Kms. of Palakkad division is 577 which was once 1247.58 Kms before the formation of Thiruvananthapuram and Salem divisions in the year 1979 and 2007 respectively.

1.3 FROM THE ARCHIVES:

The first train built by the Madras Railway Company started its journey from Beppur to Tirur covering 30.6 Kms. The first line in this region was Podanur to Pattambi in 1860 and the same was extended to Mangalore in phases by the year 1907. Subsequently, the company completed work on a narrow gauge that connected SRR-ERS (108.06 Km). The line has been converted to BG between 1930 and 1935 as a part of development of Cochin Port. At the time of Statehood in the year 1956, the Kerala state has 743 Kms. **(Rail net/PGT division).**

1.4 The Commercial Department of Indian Railways is one of the major Revenue earning departments for all the three resources of Coaching, Goods and sundry other earnings. The revenue from huge sources are assessed, collected and accounted. Hence, all possible measures are taken to embrace all resources to the growth of the organization.

- 1.5 The Commercial department of Railways is responsible for sales, marketing and servicing of passenger and goods services efficiently.

1.6 **BOOKING OFFICE:**

In Commercial Department, Booking office is one of the main revenue hub of the passenger transportation for Indian Railways. The earnings from booking office are one of the major items of passenger earnings. Since the passenger traffic is a highly subsidized one and it is essential 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, Mobile Apps, 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 equated in terms of manpower planning.

An attempt is being made in the subsequent chapters on the lines of technological advancements in the ticketing and reservation fields.

1.7 **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.

CHAPTER - II**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 in Booking Office, an effort is taken to review the staff requirement of BO & POs in between VAPM and MAQ, MAJN and PNMB section of PGT division. The duties of the staff, earnings, workload and detailed traffic trend pattern are furnished in the subsequent paragraphs.

2.1 The staff strength at BO/PO in between VAPM and MAQ, MAJN and PNMB comes under the jurisdiction of two CCIs viz., CAN and MAQ and the vacancy statement is also enclosed as **Annexure – I**.

2.2 Staff deployment (Group `C`) in each Station/Location: S=San, A=Actual

Sl.No	Stations	CS GP- 4600		CCC GP - 4200		Sr.CC GP-2800		CC GP-2000		Total	
		S	A	S	A	S	A	S	A	S	A
1	MAQ	4	1	9	6	5	4	5	5	23	16
2	PNMB	1	3	2	2	1	2	1	0	5	7
3	PNMC	0	0	2	1	0	0	0	0	2	1
4	MAJN	1	0	2	1	1	2	1	2	5	5
5	KGQ	1	1	1	2	4	1	3	3	9	7
6	BFR	0	0	1	0	0	1	0	0	1	1
7	KZE	1	1	2	1	4	2	0	0	7	4
7	NLE	0	0	2	1	2	0	0	2	4	3
8	TKQ	0	0	1	0	0	0	0	1	1	1
9	CHV	0	0	1	1	1	2	0	0	2	3
10	PAY	1	1	3	2	2	0	3	2	9	5
11	ELM	0	0	0	0	1	1	0	1	1	2
12	PAZ	0	0	4	2	0	0	1	1	5	3
13	KPQ	0	0	0	1	1	0	1	0	2	1
14	PPNS	0	0	1	1	0	0	0	0	1	1
15	VAPM	0	0	2	1	0	0	0	0	2	1
TOTAL		9	7	33	22	22	15	15	17	79	61

2.3 **Activities in Booking Office:**

- a) Activities performed by Booking Clerks are issue/cancellation of tickets and other miscellaneous activities. 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 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 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 Column to be filled up. After printing the ticket, the Booking Clerk has to enter the amount, date and ticket number in the CRM (Miscellaneous ticket).

2.4 **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 available) and the working of facilitations, the ticket Stock for UTS and ATVM which 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, CBS 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 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 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.

2.5 Mode of Remittance of Station Earnings :-

All the Counter Cash in Shifts were handed over to the Cashier with DTC, Concessions, vouchers and TTE CRMS. The same were consolidated and entries were made in the 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 duly attested, the same was pasted in the CR Note after verification.

Details of No of tickets issued, earnings, ATVM ticket details and earnings are given in **Annexure-II**

2.6 **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. Izzat Concession
10. Service Tax
11. Cancelled Tickets
12. SPL cancelled Tickets
13. Non-Issued Tickets
14. TC –Money Receipts
15. Police Vouchers
16. CST
17. Blank Paper Tickets
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

2.7 Details of various Registers maintained at Booking Office.

1. Advance Booking Refunds Register
2. Advance Statement (SN2)
3. Auto/Car Permit Register
4. Cash Remittance Note
5. CCI Inspection Register
6. Coaching Summary Register
7. Coaching Test Balance Sheet
8. Daily Trains Cash Book
9. Failure Register for UTS/PRS
10. Izzat MST Register
11. Monthly Comparative Earnings Register
12. Miscellaneous Earning Register
13. Non Issuable Tickets Register
14. Outstanding Register
15. Part Roll Register for UTS/PRS
16. Register for Guard`s signature for Cash Bags
17. Register for parcels received and delivered
18. Register for Paper Tickets
19. Register for ROPD
20. Register for Smart Cards
21. Special Cancellation Register (UTS & PRS)
22. Standing Order Book (SOB)
23. Sunday Stock Register
24. Tickets Stock Register (UTS & PRS)
25. T & P Register
26. TIA Inspection Register
27. Voucher Remittance Note

2.8 **Registers / Records kept at the Parcel office**

Outward:

1. Outward parcel cash book - Local
2. Outward parcel cash book - Foreign
3. Luggage cash book - Local
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. UTM (M&DG Report)
10. Over carried Register.
11. TP Register.
12. Cash Acknowledgement Register.

Inward:

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.

Registers/Records kept at the office of CPS :

- Messages book.
- NR Register.
- Auction register.
- Inventory register.
- OD register.
- Parcel coaching cash book.
- Outsourcing register.
- Officers' Inspection Register.
- CCI Inspection Register.
- Undelivered parcel Register.
- Unconnected parcel Register.
- Sundry stock.
- Daily earnings Register.
- Indemnity Bond Register.
- EA accountable Register.
- Statistics register.
- Private cash Declaration register.
- ICV stock register.
- WDRF register.
- Sales tax / Seizure register.
- Stamp register.
- Un remarked lease parcel register.
- Lease remittance register.
- Lease contract staff on duty register.
- Commodity wise register – Outward.
- Commodity wise register – Inward.
- TIA Inspection Register.
- T&P register.

2.9 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

2.10 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
- Detecting Undercharges Etc
- Checking Railway Receipts
- Checking of Total Cash Collection And Remittance

2.11 Accounts & Returns:

- Checking Of PWB Issued, Accounted And Correct Remittance Local, Foreign, LLT, FLT, HCD, CR
- 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.

2.12 **Inward**

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

2.13 **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
- Hcd 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
- Warf Returns

- Penalty Charge, Punitive Charge Returns
- Miscellaneous Cash Collected Return
- Outstanding.
- Weighment of Parcels
- Checking The Forwarding Notes
- Calculation of Freight
- Issuance of Railway Receipts
- Accounting Freight, Development Charge, Service Tax & Total and Remittance.

2.14 **Transshipment and Dispatch:**

- Attending The SLR of Each Train
- Inventory of Parcels Unloaded
- Making Entry In Unloading Register, TP Register, Inward Hoc Register
- Supervision of Loading of Parcel Number, Marking etc and Making Entry in GR Book.



CHAPTER - III**3.0 CRITICAL ANALYSIS**

- 3.1 Commercial Department plays a major role in Railway's earnings since the system is directly connected with passengers. The Traffic 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 major crunch is the expenditure on establishment for Zonal Railways. This needs pruning at stages where ever possible and mostly in non-safety categories. The modifications, improvement in technology, application and facilitation have to be dealt 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 ie., 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 (enclosed as **Annexure - III**) that 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

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

3.5 Requirement of Staff at each station:-

Booking counter is operated for issue of tickets. The data in terms of number of tickets issued at Booking Office is collected for two years (April 2018 – March 2019, April 2019 – Oct 2019) and staff requirement has been calculated on the basis of yardstick and Need base.

3.6 Details of Tickets issued during 2018-19 & 2019-20 (Upto October) in between VAPM and MAQ, MAJN and PNMB stations of PGT Division :

Stn.	2018-19	2019-20 (Upto October)	Total No of tickets	Average Per month	Average Per day
	No of tickets	No of tickets			
MAJN	341404	189502	530906	27942	931
MAQ	180000	105000	2850000	150000	5000
MJS	53818	55624	109442	5760	192
UAA	41240	41736	82976	4367	146
KGQ	586721	341718	928439	48665	1629
KQK	74654	73367	148021	7791	260
BFR	28208	26564	54772	2883	96
KZE	1171488	697665	1869153	98376	3279
NLE	331097	200135	5531232	27960	932
CHV	169971	172176	342147	20126	671
TKQ	78183	71686	149869	7888	263
PAY	717822	534445	1136960	59840	1995
ELM	24466	21793	46259	2435	81
PAZ	475200	277200	752400	39600	1320
KPQ	169500	108100	277600	14611	487
PPNS	23023	21598	44621	2348	78
VAPM	35782	36860	72642	3823	128

3.7 CALCULATION (As per Yard Stick and Need Base)

BOOKING OFFICE	MAJN	MAQ	KGQ	BFR	KZE	NLE	CHV	TKQ	ELM	PAY	PAZ	KPQ	PPNS	VAPM
Tickets sold / day (average of 19 months)	931	5000	2580	96	2470	932	833	263	81	2320	1320	487	78	128
Requirement as per yardstick (1000 Per shift)	1	5	3	1	2	1	1	1	1	2	1	1	1	1
Requirement as per shift wise	3	7	3+1 (for PO)	1	3	2	2	1	1	3 + 1 (for PO)	2	1	1	1+1 (FOR GOOD SHED)
Over all supervising (In charge) & For accounts, cash remittance & balance sheet and other returns and verification of daily concessions, etc.,	1	2	1	0	1	1	0	0	0	1	0	0	0	0
Total	4	9	5	1	4	3	2	1	1	5	2	1	1	2
RG 16.66% & LR 20%	1	4 + 2#	3*	0	2	2*	0	0	0	3*	3*	0	0	0
Total Requirement	5	15+8 (for PO)	8	1	6	5	2	1	1	8	5	1	1	2
Sanctioned	5	23	9	1	7	4	2	1	1	9	5	2	1	2
Surplus	0	0	1	0	1	-1	0	0	0	1	0	1	0	0

Note: In MAQ, 1 staff is being deputed to UAA since there is no sanctioned post.

In KGQ, one RG is provided to KQK and BFR.

In NLE, one RG is provided to CHV & NLE.

In PAY, one RG is provided to TKQ& ELM

In PAZ, one RG is provided to VAPM, KPQ & PAZ.

3.8 Findings & Recommendations Based On Field Visit:

1. **MAJN:** Present staff strength is 5 and sanction is also 5. Duty Roster is 07.00-11.00/21.00-07.00 and 11.00 – 21.00 hrs. One counter is functioning round the clock. With regard to number of tickets and daily earnings, it is 931 and Rs.1,77,853/- respectively on an average.

The present staff strength is 5 against the sanctioned strength of 5.

Requirement of staff arrived is as 5.

No of posts identified as surplus: NIL

2. **MAQ:** Roster is 07.00-11.00/21.00-07.00 and 11.00-21.00 hrs. 12 staff is available in Booking office and 6 in Parcel office against the sanctioned strength of 23 leaving behind a vacancy of 5 staff. 3 counters are functioning in which 2 counters are round the clock and 1 in general shift. Presently one CS is in-charge for both the offices. It is to be noted that one Re engaged staff is also on Roll. Two ATVMs and One Coin vending machine is provided. As regards to earnings and number of tickets issued daily, it is Rs. 5,75,935 /- and 5000 respectively on an average. Approximately 40 trains are dealt at this station in various frequencies.

The present staff strength is 16 against the sanctioned strength of 23 which includes parcel office also.

In addition to the overall in charge, one more supervisor is allowed on Need Base as the existing CBS is looking after Parcel office also.

The requirement of staff is arrived as 23 including 8 staff in Parcel office (15 for Booking Office and 8 for Parcel Office which also includes for UAA)

No of posts identified as surplus: Nil

3. **KGQ:** Duty hours are 06.00-10.00/20.00-06.00 & 10.00 – 20.00 hrs. The Parcel office is looked after by CS from 09.00 to 17.00 hrs. No ATVM is available. Number of tickets issued daily on an average is 2580 whereas the earning is Rs.2, 51,116/-

The sanctioned strength is 9 whereas the Actual is 7, leaving behind a surplus of 2 posts. On observation, a post exclusively for Parcel Office is needed hitherto managed by CS and the same is allowed.

Requirement of staff including Parcel Office is 8 leaving behind a vacancy of 1 post.

No of posts identified as surplus: 1

4. **BFR:** The system of operation is IUTS with one staff which is a sanctioned one. Duty hours is 06.00-11.30 & 16.30-21.00 hrs. The number of tickets and daily earnings is 96 and Rs. 14222/- respectively.

The Present staff strength is 1 against the Sanctioned strength of 1.

Requirement of staff as per yardstick is 1.

No of posts identified as surplus: Nil

5. **KZE:** Number of staff available on Roll is 6 including one Re-engaged staff against a sanctioned strength of 7 leaving behind a vacancy of 2 posts. As of now, 3 shifts are functioning round the clock. Two ATVMs are available. As regards to the number of tickets and daily earnings it is 3279 and Rs. 218400/-respectively on an average.

The present staff strength is 4 whereas the sanction is 7 leaving behind a vacancy of 3 posts.

Requirement of staff as per yardstick is 6.

No of posts identified as surplus: 1

6. **NLE:** The System of operation is IUTS. The number of shifts operated is two one from 05.00 hrs to 13.00 hrs. And the other from 13.00 – 21.00 hrs. The sanctioned strength for this station is 4 and the Actual is 3 along with one Re-engaged staff. No ATVM is available. With regards to number of tickets issued and the daily earnings, it is 932 and Rs. 68504/- respectively on an average.

The present staff strength is 3, whereas the sanction is 4 leaving behind a vacancy of 1 post.

Requirement of staff is arrived as 5 including RG/LR to CHV.

No of posts identified as surplus: Nil

7. **CHV:** Two staff is available on Roll as against the sanctioned strength of two. The mode of operation is IUTS. As of now, 2 shifts are operated, one in morning and other in evening i.e., 05.30 – 12.00 and 14.00 to 21.00 hrs. One JTBS is functioning under the control of Cheravathur station. With regards to the number of tickets issued and earnings per day is 833 & Rs. 61910/- respectively on an average.

The present staff strength is 3 whereas the sanction is 2

Requirement of staff arrived is as 2

No of posts identified as surplus: Nil

8. **TKQ:** The system of operation is IUTS. 1 counter with 1 staff is functioning from 06.00-11.30 & 15.15-20.30 hrs. With regard to number of tickets issued and daily earnings, it is 263 and Rs. 24251/- respectively. No ATVM is available in the station.

The sanction and Actual staff strength is 1.

Requirement of staff as per yardstick is 1

No of posts identified as surplus: Nil

9. **ELM:** 1 counter with 1 staff is functioning from 06.00-11.00 & 15.30-20.00 hrs. With regard to number of tickets issued and daily earnings, it is 81 and Rs. 2586/- respectively. No ATVM is available in the station.

The present staff strength is 2 whereas the sanction is 1

Requirement of staff strength as per yardstick is 1.

No. of posts identified as surplus- Nil.

10. **PAY:** One counter with 3 shifts are functioning from 07.00-11.00/21.00-07.00 & 11.00-21.00 hrs. Number of tickets issued per day on an average is 2320 whereas the average earnings is Rs. 1. 54,131/- per day. One ATVM is functioning in the station.

With regard to parcel transactions, the number of Way bills issued on an average is 9 per day and deliveries are approximately 5 per day. On an average 4 rakes/month is handled.

The sanctioned strength is 9 whereas the Actual is 5

The requirement of staff arrived is as 8 including one post exclusively for Parcel Office, leaving behind a vacancy of one post.

No. of posts identified as surplus – 1

11. **PAZ:** The system of operation is IUTS. 1 counter with 1 staff is functioning from 05.30-13.00 & 13.30-21.00 hrs. With regard to number of tickets issued and daily earnings, it is 1320 and Rs. 63031/- respectively. No ATVM is available in the station.

The present strength is 4 against the sanctioned strength of 5. RG/LR is provided for VAPM and KPQ.

No: of posts identified as surplus – Nil.

12. **KPQ:** The system of operation is IUTS. 1 counter with 1 staff is functioning from 06.30-13.00 & 15.30-18.00 hrs. With regard to number of tickets issued and daily earnings, it is 487 and Rs. 35523/- respectively. No ATVM is available in the station. Sanctioned strength is 2 whereas the Actual is 1.

Requirement of staff arrived as per yardstick is 1, leaving a surplus of 1 post.

No. of posts identified as surplus – 1

13. **PPNS:** 1 counter with 1 staff is functioning from 06.30-11.30 & 15.30-20.30 hrs. With regard to number of tickets issued and daily earnings, it is 78 and Rs. 2129/- respectively. No ATVM is available in the station.

The Sanction and Actual strength is 1

Requirement of staff arrived as per yardstick is 1.

No. of posts identified as surplus - Nil

14. **VAPM:** 1 counter with 1 staff is functioning from 08.30-13.00 & 14.00-17.30 hrs. With regard to number of tickets issued and daily earnings, it is 128 and Rs. 18058/- respectively. No ATVM is available in the station.

The Sanctioned strength is 2 whereas the Actual is 1.

Requirement of staff arrived as per yardstick is 1, leaving a surplus post of 1, but it is observed that Freight transaction in VAPM is reasonably good i.e., 12 to 15 rakes on an average per month (510 wagons). Additional one staff is required to cater goods and coaching transactions.

No. of posts identified as surplus- Nil.

3.10 PARCEL OFFICES:

1) MANGALORE (MAQ) :

DESCRIPTION	Average / Monthly	Average / day
No of PWB Outward& inward	65000	220

No. of PWBs dealt per day	=	220
Clerks required as per yardstick	=	2
Requirement of staff for 3 shifts	=	3
Loading and unloading of parcels (1 x 2)	=	2
Supervisor	=	1
RG (16.66%) & LR (20%)	=	2
Total staff including LR & RG	=	8

The requirement of staff at Parcel Office / MAQ is 8.

2) KASARGOD (KGQ):

DESCRIPTION	2018-19	2019-20	Average / Monthly	Average / day
No of PWB Outward& inward	5943	4045	525	18

No. of PWBs dealt per day	=	18
Clerks required as per yardstick	=	1
Requirement of staff for 1 shift (09.00 – 17.00 hrs)	=	1

Since the Parcel transaction in KGQ is very less, the Commercial Supervisor is presently dealing the office. But the study team allowed one clerk exclusively for parcel office.

3.11 Sanction vs Requirement of staff in each station (other than PNMB/PNMC)

STATION	SANCTION	ACTUAL	REQUIREMENT	SURPLUS
MAJN	5	5	5	0
MAQ	23	16	23	0
KGQ	9	7	8	1
BFR	1	1	1	0
KZE	7	4	6	1
NLE	4	3	5	-1
CHV	2	3	2	0
TKQ	1	1	1	0
ELM	1	1	1	0
PAY	9	5	8	1
PAZ	5	3	5	0
KPQ	2	1	1	1
PPNS	1	1	1	0
VAPM	2	1	2	0
TOTAL	72	52	69	3

3.12 Sanction vs Requirement of staff in PNMB area (Goods shed)

STATION	SANCTION	ACTUAL	REQUIREMENT	SURPLUS
PNMB	5	7	5	0
PNMC	2	1	2	0
TOTAL	7	8	7	0

The present staff strength at PNMB area is 8 against the sanction of 7. No surplus is identified in this area considering the number of sidings which is 5 viz., PNMC, PNMN, PNMP, CCPP and CMCP. The average number of rakes per day is 4 - 5 and it is 230 in the case of number of wagons. The major commodities are fertilizers, Coal, Pet coke, Gypsum, Met coke and Bauxite.

3.13 Recommendation:

Three vacant posts in the grade of Sr.CC with grade pay Rs. 2800/- is found surplus, the same may be credited to the vacancy bank.

(3 Posts)

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

Coordinating Officer's views were received vide ACM/PGT letter No. J/C.120/WS/VAPM-PNMB-MAQ/19-20 dt. 30.01.2020 and the remarks of the Planning Branch on the co-ordinating officer's views/comments are given below.

1. Coordinating officer's views/comments:

As per the last pin-pointing in Commercial clerks cadre, the number of CCs distributed at PAZ and PAY are 4 and 8 respectively whereas it is shown as 5 and 9 in Para 3.7 (Table) of the draft report. As such the requirement worked out in the Work Study report tallies with the existing sanction at PAY. But the present sanction is only 4 at PAZ whereas the Work-study report project the requirement as 5, i.e., sanction is one short of the worked out requirement.

Planning Branch Remarks:

As per the Vacancy statement given by Sr.DPO/PGT in the month of September 2019, the sanctioned strength at PAZ is 5 & 9 in PAY. The requirement of man power at these stations is worked out based on the Sr DPO/PGT statement.

2. Coordinating officer's views/comments:

At MAQ, the sanction and worked out requirement are one and the same, i.e., 23 including one staff deployed to UAA. This sanction excludes one post pin-pointed for Dy SMR/Comml and one post of Sr.CC pinpointed for working under CCI control. In fact, the actual requirement at UAA, the station recently taken over by commercial from operating on conversion as IBS is two, i.e., one each in two shifts during day time. Similarly, at present staff pinpointed at Goods shed/MAQ is only one which a violation of HOER since the Goods shed working hours is 06-22 hrs.

Hence one more staff will be required on this account. So, the total requirement at MAQ works out to 25 against the present sanction of 23 under consideration. Hence the existing sanction is the barest minimum requirement.

Planning Branch Remarks:

The requirement of man power beyond sanctioned strength is not under the purview of the work study team and the division may go for creation as and when required based on vacancy bank available.

3. Coordinating Officer`s views/comments:

Operation of one excess staff at PNMB/PNMC against sanction is by temporarily utilizing the sanction of one under CCI control.

Planning Branch Remarks: Noted.

4 & 5 Coordinating Officer`s views/comments:

The excess one staff identified in Work study at KGQ is agreed to and it is already redeployed to KQK on public demand long back when IUTS was introduced where there was no sanction in the cadre.

The post of one staff identified as surplus at KZE is agreed to which may be permitted to be redeployed to NLE, where shortage of one staff is worked out in the Work study report.

Planning Branch Remarks:

Not agreed to, since redeployment should not be done after the commencement of work study and it was already been highlighted during AGM meeting held in 2015.

6. Coordinating Officer`s views/comments:

With the present pattern of working at KPQ, the requirement of one staff identified in the Work study report is agreed to. The surplus one staff identified may be permitted to be redeployed to PAZ, where the work study has identified shortage of one staff.

Planning Branch Remarks:

Not agreed to, since redeployment should not be done after the commencement of work study and it was already been highlighted during AGM meeting held in 2015.

Hence, there is no revision in the draft work study report and the division is requested to surrender the recommended three posts and credited to the vacancy bank.



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	Designation	Grade Pay/Level	No of posts	Money value	Annual Financial savings (Rs.)
1	Sr. CC	2800	3	71078	25,58,808
TOTAL					25,58,808

