



**WORK STUDY TO REVIEW THE
COMMERCIAL STAFF STRENGTH OF
BOOKING OFFICE AND PARCEL OFFICE
TBM-CGL SECTION (Excl.TBM)
- MAS DIVISION**

SOUTHERN RAILWAY

PLANNING BRANCH

G.275 / WSSR- 011920 / 2019-20

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BOOKING OFFICE AND PARCEL OFFICE
TBM-CGL SECTION (Excl.TBM)
- MAS DIVISION**

**STUDIED BY
WORK STUDY TEAM
OF
PLANNING BRANCH**

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I N D E X

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(i)
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(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 in TBM-CGL Section (Excluding TBM)- MAS 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

Sl. No.	Category	No. of posts	Grade Pay (Rs.)
1	CS	5	4200
2	Sr.CC	1	2800
3	CC	6	2400
Total		12	

(Total 12 Posts)


CHAPTER – I**1.0 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.

1.1 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.

1.2 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	Garib Rath, IRCTC tourist Trains, etc.,	Mixed Trains	Cloak Room

1.3 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 SCC (Station Consultative Committee), DRUCC (Divisional Rail Users Consultative Committee), ZRUCC (Zonal Rail Users Consultative Committee), NRUCC (National Rail Users Consultative Council) 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.

1.4 COMMERCIAL ORGANISATION AT DIVISIONAL LEVEL

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 responsible for all executive functions of commercial.

1.5 COMMERCIAL STAFF OF A DIVISION

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.

1.6 **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 roadside 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, Inquiry & Reservation Clerks, Catering Managers etc.

The designations of these supervisory staff are such as 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 inquiry 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.

1.7 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, 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.

1.8 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 was 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 PCTs, 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 accountal 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.

1.9 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 TBM-CGL section(Excluding TBM) – MAS Division.

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CHAPTER – II**2.0 PRESENT SCENARIO**

- 2.1 The concept of liberalization, privatization and globalization has permeated from Elite group to common mass in society. Awareness in internet booking has gained tremendous momentum. System of 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 TBM – CGL section (Excluding TBM) - MAS Division. The duties of the staff, earnings, workload and detailed traffic trend pattern are explained in the following paragraphs and discussed in subsequently.

The details of Commercial activities of MAS division 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 TBM –CGL SECTION

It is one of the busiest line in the MAS Suburban section. TBM is going to be Third terminal in the MAS Division and proposals are under process to reduce the crowd accumulating in the Egmore terminal. Moreover most of the passengers are travelling towards South are originating from Tambaram only.

In this section various MNC s like Ford , Hyundai , ESSAR, NSSAN etc., are situated where in the workers are mostly travelling in Suburban Trains .it is a industry oriented area and some historical temple like Singaperumal koil etc., is situated.

Besides this an IT Park is situated at Paranur, and the famous Aringnar Anna Zoological Park is situated at Vandalur.

Due to the above factories and other facts in this section, the passenger population is high and the trains are also crowded during peak hours.

Stations covered in this section of 30 kms. are

1. Tambaram- TBM
2. Perungalathur- PRGL
3. Vandalur- VDR
4. Urappakkam- UPM*
5. Guduvancheri- GI
6. Potheri – POTI*
7. Kattangulathur- CTM
8. Maraimalai Nagar Kamarrajar –MMNK*
9. Singaperumalkoil - SKL
10. Chengalpattu Jn- CGL

*** These stations are on contract**

2.3 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.

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 (ATVMS are available) and the working of facilitations, the ticket Stock for UTS and ATM 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.

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

2.6 PERUNGALATHUR(PRGL)

1 ATVM is installed to facilitate ticket issue to the passengers.

SANCTION – CS-1, CCC-4, Sr.CC-2, CC-1 (8 POSTS)

Staff available

CS	-	NIL
CCC	-	6
Sr.CC	-	1
CC	-	NIL

ROSTER

6-14, 14-22 – TWO COUNTERS

22-00/00-06 – ONE COUNTER

2.6.1 Present Staff Deployment position:

SI No	Activity	Designation	No. of staff
1	Issue of tickets in Booking counters 6-10,10-20,20-24,00-06 Hrs. – two counters 6-14 & 14-22 hrs- ONE COUNTER	CCC, Sr. CC	5
	LR & RG(INCLUDING Vandalur)		
			2
Total			7

2.6.2 Details of various Registers maintained at PRGL 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. ICV register
10. Link failure register

11. Peripherals register
12. CSC parking register
13. Outstanding register
14. Balance sheet
15. Preventive maintenance register
16. Personal cash declaration register
17. ATVM, COTVM Part Roll , Full register
18. ATVM facilitator register
19. Shroud purchase register

2.6.3 No. of tickets issued in Booking Office- PRGL

DESCRIPTION	YEAR	NO.OF TICKETS
NO OF Passenger Tickets	2016-17	13,52,130
	2017-18	13,04,889
	2018-19	14,07,855
	Total	40,64,874
No. of season tickets	2016-17	65,701
	2017-18	62,798
	2018-19	60,020
	Total	1,88,519
NO OF PLATFORM TICKETS	2016-17	741
	2017-18	1,157
	2018-19	977
	Total	3,216
NO OF NON- ISSUE TICKETS	2016-17	120
	2017-18	122
	2018-19	112
	Total	354

NO OF CANCELLED TICKETS	2016-17	06
	2017-18	11
	2018-19	25
	Total	42
Booking Office Earnings. Rs.	2016-17	2,08,99,517
	2017-18	1,99,18,365
	2018-19	2,09,02,395
	Total	6,17,20,277

2.6.4 CONSOLIDATED POSITION-PRGL

Tickets	2016-17	2017-18	2018-19
Total Passenger tickets	14,18,572	13,68,844	14,68,852
Avg/month	1,18,214	1,14,070	1,22,404
Avg/day	3,940	3,802	4,080

2.7. VANDALUR (VDR)

NO ATVM is installed to facilitate ticket issue to the passengers.

Staff available

CS	-	NIL
CCC	-	1
Sr.CC	-	1
CC	-	NIL

ROSTER

6-14, 14-22 – ONE COUNTER

2.7.1 Present Staff Deployment position:

SI No	Activity	Designation	No. of staff
1	Issue of tickets in Booking counters 6-14 & 14-22 hrs- ONE COUNTER	CCC, Sr. CC	2
	LR & RG from PRGL		-
Total			2

2.7.2 Details of various Registers maintained at VDR 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. NI register
8. Spl. Cancellation register
9. ICV register
10. Link failure register
11. Peripherals register
12. CSC parking register
13. Outstanding register
14. Balance sheet
15. Preventive maintenance register
16. Personal cash declaration register

2.7.3 No. of tickets issued in Booking Office- VDR

DESCRIPTION	YEAR	NO.OF TICKETS
NO OF Passenger Tickets	2016-17	8,19,222
	2017-18	9,14,895
	2018-19	10,58,291
	Total	27,92,408
No. of season tickets	2016-17	31,093
	2017-18	32,326
	2018-19	33,497
	Total	96,916
NO OF PLATFORM TICKETS	2016-17	741
	2017-18	988
	2018-19	916
	Total	2,645
NO OF NON- ISSUE TICKETS	2016-17	470
	2017-18	451
	2018-19	335
	Total	1,256
NO OF CANCELLED TICKETS	2016-17	13
	2017-18	16
	2018-19	22
	Total	51
Booking Office Earnings. Rs.	2016-17	1,51,07,559
	2017-18	1,62,58,418
	2018-19	1,82,68,292
	Total	4,96,34,269

2.7.4 CONSOLIDATED POSITION-VDR

Tickets	2016-17	2017-18	2018-19
Total Passenger tickets	8,51,056	9,48,209	10,92,704
Avg/month	70,921	79,014	91,058
Avg/day	2,364	2,633	3,035

2.8 GUDUVANCHERI (GI)

1 ATVM is installed to facilitate ticket issue to the passengers.

Staff available

CS	-	NIL
CCC	-	1
Sr.CC	-	3
CC	-	1

ROSTER

07-12, 12-20– One counter.

20-00-07 hrs- One Counter.

2.8.1 Present Staff Deployment position:

SI No	Activity	Designation	No. of staff
1	Issue of tickets in Booking counters 07-12, 12-20– One counter. 20-00-07 hrs- One Counter.	CCC, Sr. CC	3
	RG/LR		2
Total			5

2.8.2 Details of various Registers maintained at GI 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. NI register
8. Spl. Cancellation register
9. ICV register
10. Link failure register
11. Peripherals register
12. CSC parking register
13. Outstanding register
14. Balance sheet
15. Preventive maintenance register
16. Personal cash declaration register

2.8.3 No. of tickets issued in Booking Office- GI

DESCRIPTION	YEAR	NO.OF TICKETS
NO OF Passenger Tickets	2016-17	9,20,785
	2017-18	8,77,254
	2018-19	9,37,793
	Total	52,33,501
No. of season tickets	2016-17	75,242
	2017-18	77,012
	2018-19	78,735
	Total	2,30,989
NO OF PLATFORM TICKETS	2016-17	2,574
	2017-18	3,612
	2018-19	3,871
	Total	10,057
NO OF NON- ISSUE TICKETS	2016-17	-
	2017-18	-
	2018-19	-
	Total	-

NO OF CANCELLED TICKETS	2016-17	-
	2017-18	-
	2018-19	-
	Total	-
Booking Office Earnings. Rs.	2016-17	6,41,03,413
	2017-18	6,30,10,719
	2018-19	6,41,56,839
	Total	19,12,70,971

2.8.4 CONSOLIDATED POSITION-GI

Tickets	2016-17	2017-18	2018-19
Total Passenger tickets	9,98,601	9,57,878	10,20,399
Avg/month	83,216	79,823	85,033
Avg/day	2,773	2,660	2,834

2.9 Kattangulathur (CTM)

Staff available

CS	-	NIL
CCC	-	1
Sr.CC	-	1
CC	-	1

ROSTER

6-14, 14-22 – one counter

2.9.1 Present Staff Deployment position:

Sl. No	Activity	Desig-nation	No. of staff
1	Issue of tickets in Booking counters 6-14 & 14-22 hrs- ONE COUNTER	CCC, CC	2
Total			2

2.9.2 Details of various Registers maintained at CTM 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. NI register
8. Spl. Cancellation register
9. ICV register
10. Link failure register
11. Peripherals register
12. CSC parking register
13. Outstanding register
14. Balance sheet
15. Preventive maintenance register
16. Personal cash declaration register

2.9.3 No. of tickets issued in Booking Office- CTM

DESCRIPTION	YEAR	NO.OF TICKETS
NO OF Passenger Tickets	2016-17	2,50,385
	2017-18	2,82,095
	2018-19	3,12,409
	Total	8,44,889
No. of season tickets	2016-17	20,125
	2017-18	20,382
	2018-19	19,606
	Total	60,113
NO OF PLATFORM TICKETS	2016-17	255
	2017-18	228
	2018-19	291
	Total	774

NO OF NON- ISSUE TICKETS	2016-17	465
	2017-18	342
	2018-19	443
	Total	1,250
NO OF CANCELLED TICKETS	2016-17	23
	2017-18	30
	2018-19	30
	Total	83
Booking Office Earnings. Rs.	2016-17	2,18,68,641
	2017-18	NA
	2018-19	NA
	Total	2,18,68,641

2.9.4 CONSOLIDATED POSITION-CTM

Tickets	2016-17	2017-18	2018-19
Total Passenger tickets	2,70,765	3,02,705	3,32,306
Avg/month	22,563	25,225	27,692
Avg/day	753	841	924

2.10 SINGAPERUMAL KOVIL (SKL)

Staff available

CS - NIL

CCC - NIL

Sr.CC - 2

CC - 1

ROSTER 6-14, 14-22 – ONE COUNTER

2.10.1 Present Staff Deployment position:

SI No	Activity	Designation	No. of staff
1	Issue of tickets in Booking counters 6-14 & 14-22 hrs- ONE COUNTER	CC, Sr. CC	2
	LR & RG		1
Total			3

2.10.2 Details of various Registers maintained at SKL 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. NI register
8. Spl. Cancellation register
9. ICV register
10. Link failure register
11. Peripherals register
12. CSC parking register
13. Outstanding register
14. Balance sheet
15. Preventive maintenance register
16. Personal cash declaration register

2.10.3 No. of tickets issued in Booking Office- SKL

DESCRIPTION	YEAR	NO.OF TICKETS
NO OF Passenger Tickets	2016-17	12,31,922
	2017-18	13,04,859
	2018-19	14,75,340
	Total	40,12,121

No. of season tickets	2016-17	25,434
	2017-18	24,759
	2018-19	26,387
	Total	76,580
NO OF PLATFORM TICKETS	2016-17	339
	2017-18	316
	2018-19	452
	Total	11,070
NO OF NON- ISSUE TICKETS	2016-17	825
	2017-18	525
	2018-19	241
	Total	1,591
NO OF CANCELLED TICKETS	2016-17	30
	2017-18	35
	2018-19	36
	Total	101
Booking Office Earnings. Rs.	2016-17	2,08,43,883
	2017-18	2,08,25,310
	2018-19	2,45,66,113
	Total	6,62,35,306

2.10.4 CONSOLIDATED POSITION-SKL

Tickets	2016-17	2017-18	2018-19
Total Passenger tickets	12,57,695	13,29,934	15,02,179
Avg/month	1,04,807	1,10,827	1,25,219
Avg/day	3,493	3,694	4,173

2.11 CHENGALPATTU- CGL**Staff available**

CS - NIL

CCC - 7

Sr.CC - 7

CC - NIL

TOTAL – 14 STAFF (INCLUDING P.O)

ROSTER

6-14, 14-22 – 3 COUNTERS

22-06 - 2 COUNTERS

2.11.1 Present Staff Deployment position:

SI No	Activity	Designation	No. of staff
1	Issue of tickets in Booking counters 6-14, 14-22 – 3 COUNTERS 22-06 - 2 COUNTERS	CCC, Sr. CC	8
2	Parcel Office	Sr.CC	1
3	LR & RG (including other stations)		5
Total			14

2.11.2 Details of various Registers maintained at CGL 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. NI register
8. Spl. Cancellation register
9. ICV register
10. Link failure register

11. Peripherals register
12. CSC parking register
13. Outstanding register
14. Balance sheet
15. Preventive maintenance register
16. Personal cash declaration register

2.11.3 No. of tickets issued in Booking Office- CGL

DESCRIPTION	YEAR	NO.OF TICKETS
NO OF Passenger Tickets	2016-17	18,89,829
	2017-18	21,15,489
	2018-19	26,33,453
	Total	66,38,771
Booking Office Earnings. Rs.	2016-17	12,27,62,785
	2017-18	12,99,33,721
	2018-19	14,47,97,139
	Total	39,74,93,645

2.11.4 CONSOLIDATED POSITION-CGL

Tickets	2016-17	2017-18	2018-19
Total Passenger tickets	18,89,829	21,15,489	26,33,453
Avg/month	1,57,485	1,76,290	2,19,454
Avg/day	5,249	5,876	7,315

Parcel Office - CGL

2.11.5 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 RR to the party
2. Booking of all kinds of Luggage and issue of luggage tickets
3. Accepting cloak room bags and issue of LL 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. To effect delivery of RNP / RM
11. Preparing daily statistics figures to inform commercial control
12. Preparation of consolidated daily summary statement of GST
13. Preparation of 10 days SN2 figures to submit to Sr.DCM Office
14. Submission of monthly returns and statements
15. Maintenance of PHC muster roll
16. Reweighing of parcels and making entries in the register
17. Weighing machine POH monitoring
18. Verification of PHC contract bills, to certify for claiming their Bills
19. Maintenance and safe keeping of records
20. Procurement of ICV books, registers and other books and forms
21. Monitoring of NR cell cases and over carried parcels
22. Sending the OC parcels unloaded at CGL to its destination
23. Total maintenance of cleanliness and up keeping of parcel office
24. Maintenance and repairing works of parcel trolleys
25. 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.

2.11.6 TOTAL PARCEL OFFICE EARNINGS –CGL

YEAR	P.O . EARNINGS. Rs.
2016-17	42,320
2017-18	2,70,786
2018-19	4,44,397

NO OF PWB

YEAR	NO.OF PWB
2016-17	1,378
2017-18	1,910
2018-19	1,998
Average /month	146
Average /day	4
Average /shift	4

NO OF PARCELS HANDLED

YEAR	NOS.
2016-17	5,045
2017-18	7,656
2018-19	4,910

In CGL , CLOAK ROOM IS MAINTAINED BY P.O. STAFF

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 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.
- 3.4 **For speedy access of ticketing facilities and optimum utilisation of railway resources, Southern Railway has launched Integrated Unreserved Ticketing System, merging ticket 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”

3.5 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 (enclosed as **Annexure – IV**) 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.

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.

3.5 PERUNGALATHUR- PRGL

Tickets	2016-17	2017-18	2018-19
Total Passenger tickets	14,18,572	13,68,844	14,68,852
Avg/month	1,18,214	1,14,070	1,22,404
Avg/day	3,940	3,802	4,080

At present, 5 counters are running round the clock to serve the passengers ticketing with 1 ATVM.

But, while considering the average of last 3 years, the average no. of tickets issued in a day is less than 4000 i.e. 4 counters is sufficient. And more ATVM will serve the extra counter purpose.

The present system of working is modified as 4 staff for 4 counters, and RG and LR (combined for PRGL & VDR) of 2 Staff.

Sanction	Actual	Requirement	Surplus
8	7	6	2

Recommendation No.1.

one post of Sr.CC, and one post of CC may be surrendered and credited to the vacancy bank.

Total -2 posts

3.6 VANDALUR- VDR

Tickets	2016-17	2017-18	2018-19
Total Passenger tickets	8,51,056	9,48,209	10,92,704
Avg/month	70,921	79,014	91,058
Avg/day	2,364	2,633	3,035

The present staff strength of 2 staff is found sufficient and may be continued.

Sanction	Actual	Requirement	Surplus
3	2	2	1

Recommendation No.2.

ONE post of Commercial clerk may be surrendered and credited to the vacancy bank.

Total -1 post

3.7 GUDUVANCHERI-GI

Tickets	2016-17	2017-18	2018-19
Total Passenger tickets	9,98,601	9,57,878	10,20,399
Avg/month	83,216	79,823	85,033
Avg/day	2,773	2,660	2,834

While considering the average of last 3 years, the average no. of tickets issued in a day is less than 3000 i.e. 3 counters is sufficient. And more ATVM will serve the extra counter purpose. For RG&LR 1 staff is allowed.

Sanction	Actual	Requirement	Surplus
5	5	4	1

Recommendation No.3

One post of Commercial clerk may be surrendered and credited to the vacancy bank.

Total -1 post

3.8 KATTANGULATHUR- CTM

CONSOLIDATED POSITION-CTM

Tickets	2016-17	2017-18	2018-19
Total Passenger tickets	2,70,765	3,02,705	3,32,306
Avg/month	22,563	25,225	27,692
Avg/day	753	841	924

The No. of Tickets sold in UTS is very minimum in a shift.

Hence, two staff is sufficient to run the 2 shifts.

Sanction	Actual	Requirement	Surplus
3	4	2	1

Recommendations No.4

One post of CC may be surrendered and credited to the vacancy bank

Total -1 post

3.9 SINGA PERUMAL KOIL- SKL

CONSOLIDATED POSITION-SKL

Tickets	2016-17	2017-18	2018-19
Total Passenger tickets	12,57,695	13,29,934	15,02,179
Avg/month	1,04,807	1,10,827	1,25,219
Avg/day	3,493	3,694	4,173

The No. of Tickets sold in UTS is equal to 3500 in a shift.

Hence, the present sanctioned staff strength is found sufficient including RG&LR for both CTM &SKL

Sanction	Actual	Requirement	Surplus
4	3	4	0

3.10 CHENGALPATTU-CGL

CONSOLIDATED POSITION-CGL

Tickets	2016-17	2017-18	2018-19
Total Passenger tickets	18,89,829	21,15,489	26,33,453
Avg/month	1,57,485	1,76,290	2,19,454
Avg/day	5,249	5,876	7,315

while considering the average of last 3 years, the average no. of tickets issued in a day is AT AN AVERAGE OF 6000. i.e. 6 counters is sufficient. And more ATVM will serve the extra counter purpose.

Parcel office - CGL

NO OF PWB	
YEAR	NO.OF PWB
2016-17	1378
2017-18	1910
2018-19	1998
Average /month	146
Average /day	4
Average /shift	4

No. of PWBs dealt per day = 4

Clerks required as per yardstick = 1

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

REQUIREMENT

B.O. COUNTERS	- 6
P.O. GENERAL SHIFT	- 1
RG&LR	- 2
Other Halt station areas	- 2
TOTAL	- 11 STAFF

Sanction	Actual	Requirement	Surplus
18	14	11	7

Recommendation No.5

Five posts of CS and two posts of CC may be surrendered and credited to the vacancy bank.

Total -7 posts

3.11 SUMMARY OF RECOMMENDATIONS

SL.NO	STATION	SANCTION	ACTUAL	REQUIREMENT	SURPLUS
1	PRGL	8	7	6	2
2	VDLR	3	2	2	1
3	GI	5	5	4	1
4	CTM	3	4	2	1
5	SKL	4	3	4	0
6	CGL	18	14	11	7
TOTAL		41	35	29	12

CHAPTER – IV**4.0 PLANNING BRANCH'S REMARKS ON CO-ORDINATING OFFICER'S VIEWS****Planning Branch's Remarks on Coordinating Officer's Views.**

A work study was conducted on the above subject and identified 12 posts in various categories. The study was commenced on 16-09-2019. The preliminary draft report of the work study was handed over to the Co-ordinating Officer & ACM/I/MAS on 06-01-2020 to offer his remarks so as to incorporate his views in the final work study report.

A reminder was also made in this regard. Since, no remarks was received till date, the final work study report is released without the remarks of the Co-ordinating Officer.

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.	Category	No. of posts	Grade Pay (Rs.)	Money value (Rs.)	Annual Savings (Rs.)
1	CS	5	4600	109571	6574260
2	Sr.CC	1	2800	71078	852936
3	CC	6	2000	53118	3824496
TOTAL		12			11251692