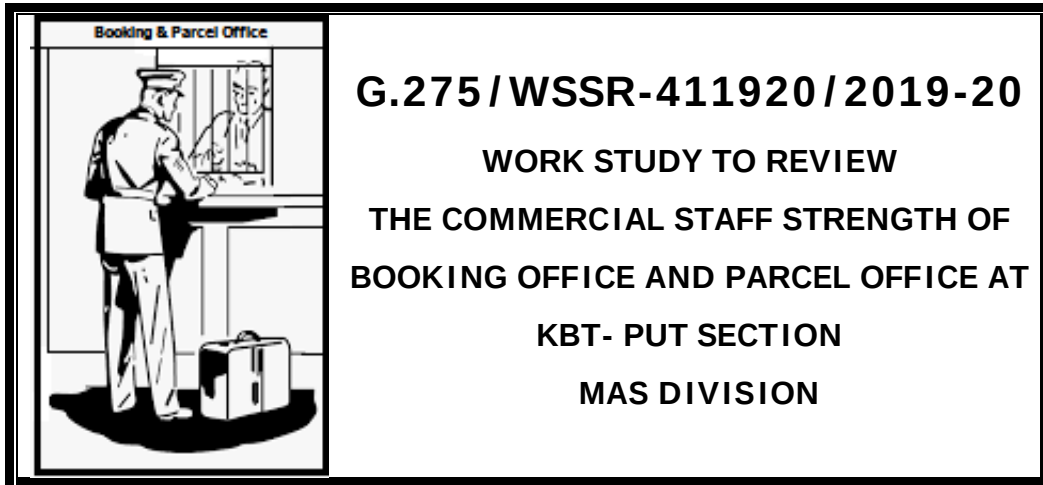




SOUTHERN RAILWAY

PLANNING BRANCH

G.275 / WSSR-411920/ 2019 - 20

**WORK STUDY TO REVIEW
THE COMMERCIAL STAFF STRENGTH OF
BOOKING OFFICE AND PARCEL OFFICE AT
KBT - PUT
MAS DIVISION**

STUDIED BY

**WORK STUDY TEAM
OF
PLANNING BRANCH**

AUGUST 2020

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(i)
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The team also extends its gratitude to CCI/AJJ the Co-ordination Supervisor and other staff of Booking and Parcel office at KBT - PUT for their valuable guidance, co-operation and for providing necessary data to conduct and complete the study in time.

(ii)
AUTHORITY

Annual Programme of work studies for the year 2019-20

(iii)
TERMS OF REFERENCE

Work study to review the staff strength of Booking office and Parcel office at KBT - PUT section

(iv)
METHODOLOGY

The following methodology has been adopted while conducting the work study:

- 1) Application of Yardstick and Need base
- 2) Physical observation of the time required for each activity at these centers and the average waiting time of the passengers.
- 3) Amount of time required for other back office activities like, remittance of cash maintenance of accounts and registers etc.
- 4) Other factors like Ticket Issuing, concession, vouchers, modification of tickets, ABR etc.,

(v)

SUMMARY OF RECOMMENDATIONS**Recommendation 1**

2 vacant post of Sr.CC in GP Rs.2800 which is found excess to the requirement in Booking Office/KBT-PUT section may be surrendered and credited to the vacancy bank. **(2 posts)**

Recommendation 2

Identified Post at Parcel & Goods Office/AJJ - **NIL**



CHAPTER – I**1.0 INTRODUCTION**

- ❖ The Commercial department is the major revenue earning department in Railways. The Freight, Passenger, Other Coaching and Sundry earnings are the various sources of earnings and they decide the viability of the Railways. Out of these four headings, freight earning plays an important role i.e. about 60 % of total earnings in Indian Railways. However, in Southern Railway which is a passenger oriented railway, the passenger earning constitutes only 40% of the total earnings.
- ❖ The Commercial department of Railways is responsible for sales, marketing and servicing of passenger and goods services efficiently.
- ❖ Booking Office and Parcel Office at KBT-PUT section contributes significantly towards other coaching earnings of the Division.

1.1 BOOKING OFFICE:

In Commercial Department, Booking office is one of the main revenue collecting entries of the passenger transportation for Indian Railways. The earnings from booking office are one of the major items of passenger earnings. But the passenger traffic is a highly subsidized one and there shall be every attempt to prune the expenditure on booking. This will help to reduce the gross subsidization from freight earnings.

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

1.2 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. Further there is stiff competition given by the road parcel services which has an edge being faster and reaching the customer's doors directly. Due to the decreasing trend in Parcel service, a work study has become a necessity to review the staff strength in relation to the present workload.

The Coaching, Goods and Sundry earnings form the backbone of the Railways and it decide the viability of the Railways. Parcel, Luggage and Goods earnings contribute more towards the Railway revenue.

1.3 GOODS TRANSACTIONS AT A STATION /SIDING

The performance of Goods transactions at a station /siding has got two distinct activities. i) Operating

ii) commercial

The operating part is related to reception / dispatch, placement, separation of loads, removal of empties, securing of vehicles, planning for movements and shunting. Normally this part is supervised by SMR/SM of station / yard with the help of guard, loco pilot, TNC and other operating staff under the advice and notice from control.

The commercial part start from registration of wagon demands, booking, loading / unloading, sealing, marking, delivery, refunds, maintenance of records, transmission of information, the collection and goes up to remittance of money etc. This part is normally done by Commercial clerks.

The purpose of this work study is intended to analyze the requirement of staff at Booking Office & Parcel Office of KBT – PUT section in 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 of BO & PO of KBT - PUT. The duties of the staff, earnings, workload and detailed traffic trend pattern are explained the following paragraph and discussed in subsequently.

2.2 Booking Office / KBT - PUT

The details of Commercial activities of this station as given in the scope of the study along with the sanctioned strength and present deployment, working time are indicated below and the S.A.V.E. statement is enclosed as **Annexure-I**.

2.3 Staff strength and their deployment of Booking office/ KBT - PUT

Category	CS				CCC				Sr.CC				CC				Station wise Total			
	GP in Rs. 4600				GP in Rs. 4200				GP in Rs. 2800				GP in Rs. 2000							
Station	S	A	V	E	S	A	V	E	S	A	V	E	S	A	V	E	S	A	V	E
KBT	1	0	1	0	2	3	0	1	1	1	0	0	1	1	0	0	5	5	1	1
MAF	0	0	0	0	2	2	0	0	1	2	0	1	1	0	1	0	4	4	1	1
TO	1	1	0	0	2	3	0	1	3	0	3	0	1	0	1	0	7	4	4	1
AJJ/PO&G	2	1	1	0	4	3	1	0	1	2	0	1	1	2	0	1	8	8	2	2
AJJ/BO	7	3	4	0	9	6	3	0	6	3	3	0	1	2	0	1	23	14	10	1
TRT	1	1	0	0	2	4	0	2	3	2	1	0	1	0	1	0	7	7	2	2
EKM	1	0	1	0	2	1	1	0	0	2	0	2	1	1	0	0	4	4	2	2
PUT	1	1	0	0	2	2	0	0	1	1	0	0	1	1	0	0	5	5	0	0
CJ	1	1	0	0	2	0	2	0	1	2	0	1	0	1	0	1	4	4	2	2
TOTAL	15	8	7	0	27	24	7	4	17	15	7	5	8	8	3	3	67	55	24	12

2.4 Detailed Activities of Staff working in Booking Office

1. Issue all type of journey tickets SL(U/R), II M/E & S/F, II Ordinary
2. Issue of season tickets (Monthly, Quarterly, Half-yearly & Annually)
3. Exchange of Warrants/Vouchers, Police & Military warrants
4. Ticket filling of ATVM
5. Cancellation of tickets
6. Tallying of accounts during night duty
7. Printing of daily reports (only summary)
8. Cash counting, sorting & tallying
9. Cash remittance to the Bank daily
10. Cash bag dropping in TCC by passenger train
11. Preparation of balance sheet, O/S list
12. Preparation of e-balance sheet
13. Maintenance of all computer peripherals
14. Reporting of system failures to console/Service Engg.
15. Maintenance of accounts charging of ROPD items.
16. Maintenance & supply of UTS ticket stock to intermediate station.
17. Exchange of all type of concessions (e.g. Physically challenged)
18. Issue of money receipt for miscellaneous cash like (catering license fee, TTE's & TC's cash, parking license fee, and all other sundry items)

2.5 Comparative Tickets and Earnings of Booking Office as on 15.10.2019

The following stations lies within the CCI/AJJ control the stations are as follows
 Puttur (PUT), Ekambarakuppum (EKM), Tiruttani (TRT), Arakkonam (AJJ),
 Kanchipuram (CJ), Tiruvalangadu (TO), Manavur (MAF) and Kadambattur (KBT)

The preparation details of Returns

GST Statement	1 st , 6 th , 11 th , 16 th , 21 st , 26 th of every month
EDPM Statement	1 st of every month
EDPM classification	1 st of every month
Balance sheet with monthly returns	3 rd of every month

Month & Year		PUT	EKM	TRT	AJJ	CJ	TO	MAF	KBT
Apr	2017-18	54	35	62	254	15	20	22	66
	2018-19	34	21	50	149	21	43	16	26
May	2017-18	52	59	76	233	47	50	19	88
	2018-19	29	22	61	131	45	40	17	33
Jun	2017-18	48	42	137	221	30	91	25	57
	2018-19	31	26	57	132	30	100	23	55
Jul	2017-18	57	35	85	212	19	39	16	61
	2018-19	58	32	98	241	26	65	15	19
Aug	2017-18	61	17	80	164	32	38	40	50
	2018-19	41	31	76	262	39	46	12	24
Sep	2017-18	72	23	69	70	21	32	26	26
	2018-19	33	38	34	153	48	79	16	44
Oct	2017-18	73	22	63	103	52	53	20	23
	2018-19	27	38	22	146	23	59	10	44
Nov	2017-18	75	18	31	97	17	28	11	25
	2018-19	28	22	20	187	29	64	11	21
Dec	2017-18	66	22	53	105	26	59	28	32
	2018-19	43	34	33	228	27	63	10	36
Jan	2017-18	70	24	48	143	38	16	15	24
	2018-19	39	20	21	190	17	16	14	22
Feb	2017-18	66	13	43	120	11	29	10	14
	2018-19	24	24	29	122	17	27	11	16
Mar	2017-18	58	15	127	127	24	16	10	16
	2018-19	23	28	33	142	15	16	9	13
Cumulative of 2 yrs.		1162	661	1408	3932	669	1089	406	835
Yearly Avg.		581	330.5	704	1966	334.5	544.5	203	417.5
Daily Avg.		1.59	0.91	1.93	5.39	0.92	1.49	0.56	1.14
Daily Average Non-Issue Tickets in all stations are 13.92									

Month & Year		PUT	EKM	TRT	AJJ	CJ	TO	MAF	KBT
Apr	2017-18	14	21	8	102	2	3	1	3
	2018-19	22	7	26	136	0	11	0	2
May	2017-18	24	23	14	159	2	3	1	2
	2018-19	21	15	12	139	0	3	0	3
Jun	2017-18	17	7	10	136	5	0	0	2
	2018-19	12	6	20	132	6	5	0	4
Jul	2017-18	23	14	10	96	3	3	0	1
	2018-19	12	5	28	99	3	15	0	3
Aug	2017-18	17	8	23	123	0	3	0	4
	2018-19	22	17	19	111	5	2	0	4
Sep	2017-18	25	20	16	154	0	6	0	2
	2018-19	23	5	15	111	3	5	0	2
Oct	2017-18	12	16	15	118	0	4	1	4
	2018-19	29	6	19	86	1	4	0	3
Nov	2017-18	16	23	13	95	0	4	1	4
	2018-19	16	9	8	100	1	0	0	1
Dec	2017-18	31	34	16	101	1	6	1	2
	2018-19	25	13	32	139	4	3	0	2
Jan	2017-18	22	16	9	116	0	7	0	1
	2018-19	28	9	23	131	1	1	0	0
Feb	2017-18	15	5	10	130	1	6	1	5
	2018-19	24	9	13	120	3	6	0	0
Mar	2017-18	14	9	15	94	0	9	1	1
	2018-19	24	8	21	92	16	9	0	3
Cumulative of 2 yrs.		488	305	395	2820	57	118	7	58
Yearly Avg.		244	152.5	197.5	1410	28.5	59	3.5	29
Daily Avg.		0.67	0.42	0.54	3.86	0.08	0.16	0.01	0.08
Daily Average Cancel Tickets in all stations are 5.82									

2.5.3 Comparative Details of Season Tickets

Month & Year		PUT	EKM	TRT	AJJ	CJ	TO	MAF	KBT
Apr	2017-18	584	677	3757	11635	1545	2106	1427	3136
	2018-19	636	712	3944	11306	1714	2118	1365	3108
May	2017-18	616	714	3667	11246	1646	2134	1430	3187
	2018-19	520	647	3417	10575	1704	2033	1336	2937
Jun	2017-18	620	727	4177	12169	1734	2200	1492	3531
	2018-19	565	716	4070	11443	1847	2253	1428	3463
Jul	2017-18	716	745	4347	12605	1725	2359	1547	3601
	2018-19	680	748	4325	12499	1099	2398	1520	3506
Aug	2017-18	678	712	3950	12270	1674	2201	1467	3439
	2018-19	619	755	3867	24051	1792	2212	1454	3288
Sep	2017-18	595	778	3864	11401	1579	2135	1392	3344
	2018-19	572	700	3753	11014	1761	2156	1395	3281
Oct	2017-18	687	749	4251	12237	1802	2255	1486	3471
	2018-19	633	758	4048	10894	1691	2332	1509	3353
Nov	2017-18	698	775	4058	11749	1650	2166	1456	3372
	2018-19	550	666	3582	10815	1809	2100	1401	3130
Dec	2017-18	675	782	4224	11534	1731	2177	1378	3474
	2018-19	560	685	3709	13072	1691	2067	1382	3068
Jan	2017-18	681	688	4421	12126	1903	2212	1437	3166
	2018-19	565	703	3813	11332	1991	2120	1431	3269
Feb	2017-18	588	880	3896	10916	1732	2053	1322	3477
	2018-19	515	617	3450	10180	3563	2020	1305	2991
Mar	2017-18	731	712	4132	11767	1734	2314	1487	3588
	2018-19	576	717	3845	13958	1830	2122	1412	3274
Cumulative of 2 yrs.		14860	17363	94567	292794	42947	52243	34259	79454
Yearly Avg.		7430	8681	47283.5	146397	21473.5	26121.5	17129.5	39727
Daily Avg.		20.36	23.78	129.54	401.09	58.83	71.57	46.93	108.84
Daily Average Season Tickets in all stations are 860.94									

2.5.4 Comparative Details of Platform Tickets

Month & Year		PUT	EKM	TRT	AJJ	CJ	TO	MAF	KBT
Apr	2017-18	196	75	381	3792	132	1	0	13
	2018-19	294	34	502	3639	324	5	0	43
May	2017-18	287	86	509	4651	113	5	0	19
	2018-19	316	31	616	4214	334	3	3	41
Jun	2017-18	295	107	515	3795	97	0	0	12
	2018-19	545	19	661	3498	275	4	3	26
Jul	2017-18	192	67	448	3470	115	6	0	17
	2018-19	267	31	563	3115	236	4	8	28
Aug	2017-18	161	46	469	3288	110	1	0	10
	2018-19	232	28	589	3239	264	1	0	32
Sep	2017-18	172	56	383	3278	121	3	1	13
	2018-19	204	30	436	3196	275	5	0	23
Oct	2017-18	194	56	571	3799	160	1	0	16
	2018-19	2220	30	357	3279	271	2	0	21
Nov	2017-18	209	60	478	3214	123	7	0	29
	2018-19	287	21	407	3422	273	0	0	29
Dec	2017-18	270	51	576	3631	194	0	1	18
	2018-19	274	30	442	3413	374	0	0	21
Jan	2017-18	319	48	519	3690	187	0	0	28
	2018-19	215	28	444	3446	406	0	1	36
Feb	2017-18	174	35	480	3090	194	2	0	28
	2018-19	187	42	378	2839	372	0	0	22
Mar	2017-18	293	46	501	3106	329	1	0	29
	2018-19	160	27	423	3061	396	0	0	16
Cumulative of 2 yrs.		7963	1084	11648	83165	5675	51	17	570
Yearly Avg.		3981.5	542	5824	41582.5	2837.5	25.5	8.5	285
Daily Avg.		10.91	1.49	15.96	113.92	7.77	0.07	0.02	0.78
Daily Average Platform Tickets in all stations are 150.92									

2.5.5 Comparative Details of JTBS & ATVM Tickets

Month & Year		JTBS	
		TRT	AJJ
Apr	2017-18	14648	21712
	2018-19	12980	11557
May	2017-18	15004	20105
	2018-19	113525	14525
Jun	2017-18	14924	21685
	2018-19	11467	13350
Jul	2017-18	14434	19241
	2018-19	12151	12325
Aug	2017-18	13710	16914
	2018-19	12327	4466
Sep	2017-18	13341	12453
	2018-19	10414	3958
Oct	2017-18	13537	24975
	2018-19	10235	4008
Nov	2017-18	15468	24830
	2018-19	10537	3944
Dec	2017-18	16987	12602
	2018-19	11010	14691
Jan	2017-18	10322	11926
	2018-19	4631	-
Feb	2017-18	14421	10835
	2018-19	7692	-
Mar	2017-18	13548	13629
	2018-19	-	-

2.5.6 Comparative Details of Passenger Tickets

Month & Year		PUT	EKM	TRT	AJJ	CJ	TO	MAF	KBT
Apr	2017-18	26527	22980	135243	221332	25100	32546	22229	61020
	2018-19	26183	20154	111696	235220	31970	31562	22203	60295
May	2017-18	30902	25806	123326	241209	29903	30587	25843	63987
	2018-19	22269	22939	98161	202292	34611	33540	22046	56791
Jun	2017-18	29638	23950	123151	230849	25756	32459	23983	61943
	2018-19	27553	18702	114197	229019	31090	31567	21794	60506
Jul	2017-18	27503	23154	121013	220366	25203	30561	21729	60070
	2018-19	26928	25525	121788	213525	31201	31664	21583	60811
Aug	2017-18	26957	23101	128603	224114	24917	34562	22084	59801
	2018-19	28806	22672	129440	238343	31475	33843	20771	59389
Sep	2017-18	25523	22060	112214	217874	23359	33513	20932	58717
	2018-19	25432	23825	101521	226932	31276	35146	19693	57610
Oct	2017-18	26884	22891	116562	244111	25106	33854	21966	59325
	2018-19	27989	22377	98987	228433	32140	36497	20841	59979
Nov	2017-18	25322	20711	105366	229153	22382	35462	20059	59196
	2018-19	26141	23017	90034	222869	31699	33420	20257	58519
Dec	2017-18	26179	21203	113343	238567	25959	33540	21342	65479
	2018-19	27884	20804	99697	248641	38773	36521	21181	62691
Jan	2017-18	27464	24648	124182	234648	32034	38461	22123	68503
	2018-19	27602	21899	104679	248859	38561	33840	21205	59550
Feb	2017-18	27873	21771	112737	218223	30031	35640	20229	58254
	2018-19	25069	22752	93288	225947	33847	36551	18095	53787
Mar	2017-18	26921	23421	118864	224700	31814	33408	21737	59124
	2018-19	25688	20462	117522	222502	30874	34661	20456	58533
Cumulative of 2 yrs.		645237	540824	2715614	5487728	719081	813405	514381	1443880
Yearly Avg.		322618.5	270412	1357807	2743864	359540.5	406702.5	257190.5	721940
Daily Avg.		883.89	740.85	3720.02	7517.43	985.04	1114.25	704.63	1977.92
Daily Average Passenger Tickets in all stations are 17644.04									

2.5.7 Comparative Details of Passengers

Month & Year		PUT	EKM	TRT	AJJ	CJ	TO	MAF	KBT
Apr	2017-18	38999	32835	155251	299046	36556	58501	27045	59531
	2018-19	38929	32659	142871	319407	46663	55885	27946	60435
May	2017-18	48661	38688	169386	348643	46667	59901	35132	67582
	2018-19	35047	28275	138872	284693	55149	57258	28784	59621
Jun	2017-18	44789	34992	159239	313290	37283	52816	30067	61862
	2018-19	41478	32770	155121	310192	45073	55398	26483	60996
Jul	2017-18	40459	32639	156363	290702	34444	53875	26170	57372
	2018-19	38999	31329	152609	304204	42347	55758	25957	57856
Aug	2017-18	39656	31624	177609	304885	34736	53084	26974	57885
	2018-19	43418	33969	187830	323228	43733	54492	25799	57622
Sep	2017-18	37699	31333	144843	301532	32978	54132	25647	56852
	2018-19	36691	30987	128391	304706	43796	53252	23917	57851
Oct	2017-18	39237	31563	147783	322530	34640	54031	270052	57089
	2018-19	40071	32677	124395	328414	45675	54258	25080	60087
Nov	2017-18	36710	27783	129175	301425	29385	48940	23866	53267
	2018-19	36003	28975	109049	324628	43361	51809	24967	57973
Dec	2017-18	38063	28776	146105	326772	37387	56224	25935	59780
	2018-19	38495	30543	125864	266202	55455	65151	26257	64069
Jan	2017-18	41141	36849	163300	330540	46557	65216	27797	63743
	2018-19	39257	33848	137261	328938	54486	57228	26418	70248
Feb	2017-18	42799	31117	143186	293025	417231	53401	24587	55459
	2018-19	32257	28876	115920	291906	46793	51304	22043	59372
Mar	2017-18	39135	32943	152803	293632	44572	53608	26519	56070
	2018-19	40383	30401	130613	294801	47180	54780	23015	58223
Cumulative of 2 yrs.		948376	766451	3493839	7407341	1402147	1330302	876457	1430845
Yearly Avg.		474188	383225.5	1746920	3703670.5	701073.5	665151	438228.5	715422.5
Daily Avg.		1299.15	1049.93	4786.08	10147.04	1920.75	1822.33	1200.63	1960.06
Daily Average Passenger in all stations are 24185.97									

Month & Year		PUT	EKM	TRT	AJJ	CJ	TO	MAF	KBT
Apr	2017-18	1366790	1013089	3674637	8774524	815679	816510	327690	778973
	2018-19	1381025	1004556	3492483	9485570	1023464	777581	342420	803629
May	2017-18	1646815	1169464	4064449	10416043	1048067	845560	424510	900825
	2018-19	1304565	902537	3449344	9458350	1217136	784614	351865	781403
Jun	2017-18	1514580	1052783	3789480	9053208	809082	747795	357470	804181
	2018-19	1479049	1035411	3752747	9007660	981744	768140	320065	800961
Jul	2017-18	1378425	990361	3785773	8358935	748218	755735	318055	739622
	2018-19	1356695	978631	3741927	8728445	933396	784878	312025	746248
Aug	2017-18	1355345	981667	4246529	8931736	754629	725665	324415	751602
	2018-19	1485775	1050135	4559770	9310970	978067	752125	312410	761029
Sep	2017-18	1287285	948192	3476644	8774699	726796	748025	309310	737532
	2018-19	1308860	974241	3252736	8920455	975060	758990	293565	761720
Oct	2017-18	1356560	896739	3609573	9055891	959979	763390	327015	747354
	2018-19	1419985	1013310	3091737	10953726	1004086	770515	308525	791590
Nov	2017-18	1273255	851732	3143076	8204370	642248	666495	28775	692888
	2018-19	1315508	929124	2743111	10476945	941389	725510	298540	764955
Dec	2017-18	1353140	905879	3572916	9232103	809285	777115	315090	773659
	2018-19	1455860	953105	3166178	9587867	1182129	856865	320515	831464
Jan	2017-18	1475155	1125379	3931839	8693523	1040510	892670	338000	845941
	2018-19	1463400	1065717	3394834	9395906	1190222	797285	321300	909349
Feb	2017-18	1468235	922882	3448676	8593635	905334	737810	297380	727899
	2018-19	1290010	892233	2867963	8401400	1008070	712425	263460	771831
Mar	2017-18	1413825	1009449	3619889	8541193	969620	743445	323800	743542
	2018-19	1480425	937904	3176612	8441080	1028645	763220	283025	763088
Cumulative of 2 yrs.		33630567	23604520	85052923	218798234	22692855	18472363	7419225	18731285
Yearly Avg.		16815283.5	11802260	42526461.5	109399117	11346428	9236182	3709613	9365643
Daily Avg.		46069.27	32334.96	116510.85	299723.61	31086.10	25304.61	10163.32	25659.29
Daily Average Passenger Earnings in all stations are Rs 5,86,852.02									

2.5.10 Comparative Details of JTBS Passengers & Earnings

Month & Year		JTBS Passengers		JTBS Earnings in Rs	
		TRT	AJJ	TRT	AJJ
Apr	2017-18	21511	28338	501295	646345
	2018-19	19221	15547	463800	328280
May	2017-18	23561	27953	556885	647890
	2018-19	14727	20725	369895	508190
Jun	2017-18	23776	29184	566650	663815
	2018-19	21143	18276	500905	437295
Jul	2017-18	19398	24884	473805	519085
	2018-19	21036	16211	496972	375350
Aug	2017-18	21493	22130	521440	512075
	2018-19	15372	17173	364855	407580
Sep	2017-18	19587	16395	479655	366475
	2018-19	18073	17042	439251	421930
Oct	2017-18	21909	26945	531150	392220
	2018-19	19235	32625	451952	420205
Nov	2017-18	18868	25860	460450	387210
	2018-19	16866	31047	389774	337045
Dec	2017-18	19836	17519	498055	404890
	2018-19	18121	14540	452065	366360
Jan	2017-18	21055	15828	517730	349457
	2018-19	16052	12960	420275	327565
Feb	2017-18	19763	13335	479600	314080
	2018-19	15379	11723	395616	296844
Mar	2017-18	19997	17877	480025	370760
	2018-19	17624	8725	417260	196415
Cumulative of 2 yrs.		463603	482842	11229360	9997361
Yearly Avg.		231801.5	241421	5614680	4998681
Daily Avg.		635.07	661.43	15382.68	13695.02

2.5.11 Comparative Details of ATVM Passengers & Earnings

Month & Year		TRT / ATVM	
		Passengers	Earnings in Rs
Apr	2018-19	-	-
May	2018-19	-	-
Jun	2018-19	-	-
Jul	2018-19	-	-
Aug	2018-19	26274	562670
Sep	2018-19	34279	706185
Oct	2018-19	39764	819460
Nov	2018-19	42571	834805
Dec	2018-19	40161	834790
Jan	2018-19	31972	696665
Feb	2018-19	26883	573870
Mar	2018-19	22039	492560
Yearly Avg.		263943	5521005
Daily Avg.		1086.19	22720.16

2.6 Details of Registers Maintained & Generated IN KBT -PUT Section

S.No	Name of register	S.No	Name of register
1	Muster Roll register	17	CR Due register
2	PCDR register	18	ICV register
3	Duty register	19	Test balance sheet register
4	DTCB register	20	Sundries earnings register
5	Coaching Summary Book	21	Standing order register
6	Ticket stock register	22	Tools and plant register
7	System failure register	23	Computer peripheral register
8	Full register	24	Advertisement register
9	Part register	25	Courier HOC/TOC register
10	Special cancellation register	26	Comparative earnings register
11	Cancellation register	27	TIA's inspection register
12	NI register	28	Officer's inspection register
13	Manuel ABR register	29	CCI inspection register
14	Outstanding register	30	Complaint book register
15	Control message register	31	Retiring room register
16	Cash bag deposit register	32	Cash remittance register

2.7 Daily Reports Generated In UTS

S.No.	Statement entry	S.No.	Statement entry
1	Cancelled tickets	8	M9 classification
2	Spl. Cancelled tickets	9	Cash information
3	N1 tickets	10	Ticket information
4	Concession tickets	11	Police vouchers
5	Student concession tickets	12	Military warrants
6	TTE cash remittance	13	military concession vouchers
7	Continuity		

2.8 Details of Report to Be Submitted

1. Daily (ROPD) to AA/ERS

- a. Canceled tickets with statement
- b. Spl. tickets with statement
- c. N1 tickets with statement
- d. DTC Survey with statement
- e. Concession vouchers with statement
- f. UTS _- ABR with statement

2. Once in 10 days SN2 to

- a) GM/ST/MAS
- b) CCM/PM/MAS

3. Monthly

- a) Coaching balance sheet
- b) Outstanding list duplicate to FA&CAO
- c) Outstanding list to Sr.DCM/TVC
- d) Coaching returns (i) TTE's cash CTR memos, (ii) TC –EFT, (iii) Sundry cash vouchers, (iv) Outstanding list

2.9 The staff deployment as per duty chart at BO/KBT-PUT:

Station	Type of Roaster	Hours of Work per Week	No. of counters		Supervisory staff	Shift			RG/LR	No. of Staff
			Booking	IUTS		1 ST	2nd	3rd		
PUT/BO	Essentially Intermittent	72	1	1	0	2	1	0	1	4
EKM/BO	Essentially Intermittent	72	1	1	0	2	1	0	1	4
TRT/BO	Continuous	48	2	-	1	2	2	1	2	8
AJJ/BO	Continuous	48	6	-	3	6	5	2	7	23
CJ/BO	Essentially Intermittent	72	1	-	1	1	1	0	1	4
TO/BO	Continuous	48	1	-	0	1	1	1	1	4
MAF/BO	Continuous	48	1	-	0	1	1	1	1	4
KBT/BO	Continuous	48	1	-	1	1	1	1	1	5
Total			14	2	6	16	13	6	15	56

2.10 Parcel Office / KBT - PUT:

The details of Commercial activities of these stations are given in the scope of study it is noticed that in this CCI section only AJJ has the parcel office and continuous Roaster is followed

2.11 Parcel office staff activities as below:

1. Luggage Booking, Loading, Unloading and deliver
2. Parcel book, Loading, Unloading and Delivery
3. HCD and clock Room Booking and Delivery
4. Daily Cash Remittance to booking office
5. Parcel leased traffic for the past 3 years – Nil
6. Details leasing of SLR – Nil

2.12 Registers Maintained At Parcel Office / AJJ

1. Loading Register
2. Re-weightment Register
3. Delivery Register and Partially delivery Register
4. Sunday Stock
5. NR Cell register and Storage register
6. O/W paid register (FOW/ LOW / LLT / FLT / HCD)
7. Loading and Cash register

2.13 Details of Report to Be Submitted

1	GST statement	Once in 5 Days
2	SN – 2 returns	Once in 5 Days
3	Monthly Returns	Every Month

2.14 Outsourcing of Parcel handling – Nil

2.15 Parcels Unloaded & Loaded at AJJ

Month	Unloaded (In-ward)			Loaded (Out-ward)		
	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
April	756	527	389	725	1288	1113
May	593	375	317	840	1260	723
June	705	477	311	510	809	534
July	795	501	327	768	702	608
August	767	497	327	997	745	444
September	740	371	359	742	603	387
October	611	377	340	652	381	392
November	589	297	355	608	545	410
December	576	335	328	767	564	571
January	746	360	371	472	532	678
February	581	439	325	655	662	311
March	544	403	268	1102	1197	744
Total	8003	4959	4017	8838	9288	6915
Yearly Avg	$16979 \div 3 = 14301$			$25041 \div 3 = 8347$		
Daily Avg	$14301 \div 365 = \mathbf{39.18}$			$8347 \div 365 = \mathbf{22.87}$		

2.16 In-ward & Out-ward Parcels weight / AJJ

Month	In-ward weight in Quintal			Out-ward weight in Quintal		
	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
April	317	248	10143	321	418	361
May	231	211	7353	314	437	229
June	269	226	8520	259	299	205
July	296	245	160	321	260	221
August	282	224	126	292	225	202
September	246	155	116	222	192	167
October	241	111	162	264	156	263
November	230	101	206	231	174	146
December	224	156	180	257	231	262
January	332	178	172	226	220	269
February	242	113	141	198	245	181
March	235	171	121	333	357	262
Total	3145	2139	27400	3238	3214	2768
Yearly Avg	$32684 \div 3 = 10894.67$			$9220 \div 3 = 3073.33$		
Daily Avg	$10895 \div 365 = \mathbf{29.85}$			$3073 \div 365 = \mathbf{8.42}$		

2.17 No of Rail Receipt Delivered and Parcel Earnings at PO/AJJ

Month	Rail Receipt Delivered			Parcel Earnings in Rs		
	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
April	181	134	75	71701	107285	121938
May	180	137	67	41195	102284	69972
June	179	139	71	70132	84115	68747
July	180	139	139	74274	72291	63025
August	206	143	125	56783	63892	50418
September	194	139	121	46345	54884	56278
October	198	113	136	49139	43948	110449
November	167	105	133	60333	40708	40352
December	171	143	144	67401	39093	83504
January	182	140	147	56618	62155	80067
February	134	130	137	44726	78627	57503
March	141	154	128	80350	114266	88972
Total	2113	1616	1423	718997	863548	891225
Yearly Avg	$5152 \div 3 = 1717.33$			$2473770 \div 3 = 824590$		
Daily Avg	$1717.33 \div 365 = 4.71$			$824590 \div 365 = \text{Rs } 2259.15$		

2.18 In-ward & Out-Ward Parcels Way Bills (PWB) at PO / AJJ

Month	Received (In-ward) PWB			Delivered (Out-ward) PWB		
	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
April	157	100	42	105	117	105
May	142	97	56	99	132	83
June	144	99	57	86	94	76
July	139	94	115	103	94	72
August	160	101	107	106	73	68
September	164	109	104	66	61	59
October	157	85	121	84	63	62
November	134	89	109	75	61	50
December	141	109	127	81	54	84
January	154	126	125	80	67	99
February	102	132	108	62	82	66
March	110	58	113	97	107	75
Total	1704	1199	1184	1044	1005	899
Yearly Avg	$4087 \div 3 = 1362.33$			$2948 \div 3 = 982.67$		
Daily Avg	$1362.33 \div 365 = 3.73$			$982.67 \div 365 = 2.69$		

2.19 Storage Particulars of PO / AJJ

Month	2016-17	2017-18	2018-19
April	1086	1094	1211
May	410	5670	251
June	1452	1000	986
July	880	1916	1443
August	299	385	777
September	252	3705	1754
October	0	1044	2669
November	880	815	1921
December	454	783	680
January	2352	2214	3042
February	871	0	515
March	621	1054	1832
Total	9557	19680	17081
Yearly Avg	$46318 \div 3 = 15439.33$		
Daily Avg	$15439.33 \div 365 = 42.30$		

2.20 Apart from the activities of Booking & Parcel at AJJ the Loading and Unloading of wagons takes place at AJJ, AJJ Siding & MLPM

2.20.1 Details of In-ward AJJ/Goods

Month	2016-17	2017-18	2018-19	2019-20
April	202	379	245	143
May	154	252	310	253
June	190	411	102	250
July	170	254	279	284
August	287	102	321	167
September	156	212	187	210
October	213	562	185	461
November	171	521	327	405
December	126	343	198	142
January	184	408	212	257
February	384	322	213	326
March	606	215	248	257
Total No wagons per year	2843	3981	2827	3155
Total No of Rakes per Year	61	90	58	69

2.20.2 Details of Out-ward AJJ/Goods

Month	2016-17	2017-18	2018-19	2019-20
April	75	48	43	26
May	23	53	33	54
June	90	18	74	38
July	51	45	75	66
August	60	16	48	77
September	65	26	48	16
October	93	12	77	45
November	56	35	19	43
December	59	95	41	87
January	65	79	29	54
February	44	58	28	66
March	44	55	40	54
Total No wagons per year	725	540	555	626
Total No of Rakes per Year	17	62	75	66

2.20.3 Details of In-ward MLPM / Goods

Month	2016-17	2017-18	2018-19	2019-20
April	423	446	557	455
May	325	522	604	513
June	301	424	568	602
July	328	367	848	563
August	575	365	637	547
September	355	303	536	607
October	551	490	492	768
November	395	330	513	662
December	466	428	540	679
January	384	531	594	654
February	515	411	540	767
March	463	568	664	742
Total No wagons per year	5081	5185	7093	7559
Total No of Rakes per Year	169	185	256	742

2.20.4 Details of Out-ward MLPM/Goods

Month	2016-17	2017-18	2018-19	2019-20
April	391	446	530	459
May	310	477	551	517
June	350	474	456	586
July	382	367	564	459
August	566	414	567	635
September	409	303	621	580
October	479	437	438	793
November	476	285	540	662
December	367	342	567	685
January	398	445	567	689
February	455	395	513	779
March	530	480	714	605
Total No wagons per year	5113	4865	6628	7449
Total No of Rakes per Year	169	177	295	270

2.20.5 Details of In-ward MLLT Ultra Tech Cement AJJ / Siding

Month	2017-18	2018-19	2019-20
April	642	530	988
May	585	647	599
June	644	708	991
July	814	937	999
August	818	588	824
September	766	641	867
October	640	529	757
November	645	525	758
December	560	700	878
January	588	648	644
February	646	823	933
March	824	646	1050
Total No BOXN per year	8172	7922	10288
Total No of Rakes per Year	140	135	177

CHAPTER – III

3.0 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 railway reservation 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 reservation counters, standing in queue, carrying cash, waiting for transaction have all shrunk to a major extent.

3.1 Booking Office / KBT-PUT:

In Commercial Department, Booking office is one of the main revenue collecting entries of the passenger transportation for Indian Railways. This needs pruning at stages possible and mostly in non-safety categories. 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. Since the workload at this booking 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 relatively idle. Hence the staff requirement is arrived based on yardstick and need base wherever necessary.

3.2 Yardstick for Booking Office issue of tickets:

The yardstick is revised 800 tickets per shift to 1000 tickets per shift as per the latest Railway board order No. 2013/TG IV/10/PA/ Policy dated 23.09.2013(Annexure-3).Therefore the revised yardstick for booking office as **1000 tickets / shift at each counter**

The study team has analyzed the commercial trend for 24 to 36 months average tickets (including of season/concession and platform tickets) issued/sold for the year 2016 -17 and 2017 -18 & 2018-2019. The various mode of ticket issued/sold per month in this booking office as follows.

3.2.1 Station wise Ticket Summary

Tickets	PUT	EKM	TRT	AJJ	CJ	TO	MAF	KBT
Passenger (2.5.7)	883.39	74.85	3720.02	7517.43	985.04	1114.25	704.63	1977.92
Season (2.5.3)	20.36	23.78	129.54	401.09	58.83	71.57	46.93	108.84
Platform (2.5.4)	10.91	1.49	15.96	113.92	7.77	0.07	0.02	0.78
Non- Issue (2.5.1)	1.99	0.91	1.93	5.39	0.92	1.49	0.56	1.14
Cancel (2.5.2)	0.67	0.42	0.54	3.86	0.08	0.16	0.01	0.08
Total Tickets / Day	917.32	101.45	3867.99	8041.69	1052.64	1187.54	752.15	2088.76

3.2.2 Summary of DATA sheet

Booking Office / KBT-PUT			
Description	Ref	Average per year	Average per day
No of passengers	(2.5.7)	8827879.00	24186.00
JTBS Passengers	(2.5.10)	473222.50	1296.50
ATVM Passengers	(2.5.11)	263943.00	1086.00
passengers Earnings	(2.5.8)	Rs. 214200689.00	Rs. 586852.02
Season Tickets Earnings	(2.5.9)	Rs. 91660074.00	Rs. 251123.49
JTBS Earnings	(2.5.10)	Rs. 1061330.50	Rs. 29077.70
ATVM Earnings	(2.5.11)	Rs. 5521005.00	Rs. 22720.16
Tickets issued in KBT-PUT			
Non-Issue Tickets	(2.5.1)	5081.00	13.92
Cancel Tickets	(2.5.2)	2124.00	5.82
Season Tickets	(2.5.3)	314243.00	860.94
Platform Tickets	(2.5.4)	55056.50	150.92
Passenger Tickets	(2.5.7)	6440074.60	17644.04
Total Tickets Sold		6816579.10	18675.64

3.2.3 Staff Calculation as per Yard stick for booking office KBT-PUT

Tickets sold /day as per table (3.2.2) is 18675.64 (18401 ÷ 1000 = 18.675) Say 19	19
supervisory staff (KBT 01, AJJ 03, TRT 01 & CJ 01)	6
For accounts, balance sheet and statistical Earning data to send to Railway board (KBT 01, AJJ 01, TRT 01 & CJ 01)	4
Total	29
RG 16.66% (29 X 16.66 ÷ 100 = 4.83) say 5	5
Sub-total	34
LR 18% (34 X 18 ÷ 100 = 6.12) say 6	6
Total	40
As per Yard stick the Man power requirement for Booking office is 40	

3.2.4 Station wise Ticket Summary

Tickets	PUT	EKM	TRT	AJJ	CJ	TO	MAF	KBT
Passenger (2.5.7)	883.39	74.85	3720.02	7517.43	985.04	1114.25	704.63	1977.92
Season (2.5.3)	20.36	23.78	129.54	401.09	58.83	71.57	46.93	108.84
Platform (2.5.4)	10.91	1.49	15.96	113.92	7.77	0.07	0.02	0.78
Non- Issue (2.5.1)	1.99	0.91	1.93	5.39	0.92	1.49	0.56	1.14
Cancel (2.5.2)	0.67	0.42	0.54	3.86	0.08	0.16	0.01	0.08
Total Tickets / Day	917.32	101.45	3867.99	8041.69	1052.64	1187.54	752.15	2088.76

3.2.5 Station wise Summary of Counters, Shifts & Departure /Arrival of trains

Stations	Counters		Actual staff	No. of Shifts	Departure Time		Arrival Time	
	Booking	IUTS			Early Train	Last Train	Early Train	Last Train
PUT	1	1	5	2	00.50	19.10	01.10	21.45
EKM	1	1	4	2	04.20	19.25	07.05	21.25
TRT	2	-	7	3	04.40	21.45	06.05	22.55
AJJ	6	-	16	3	03.45	22.03	05.40	00.50
TO	1	-	4	3	03.58	22.18	05.21	00.13
MAF	1	-	4	3	04.03	22.13	05.16	00.09
KBT	1	-	5	3	04.11	22.31	05.08	00.01
CJ	1	-	5	2	05.30	22.45	05.30	22.37
PO / AJJ			8	3	Passing through trains (00.03 hrs to 23.50 hrs)			
Goods / AJJ				2	Rakes to AJJ, AJJ Siding & MLPM			

3.2.6 Calculation

AJJ BOOKING OFFICE		
Tickets sold /day = 8041.69 (8041.69÷1000 =8.042) Say		8
Over all supervising (In-charge)		1
Shift in-charge		3
Peak hour counter/Information		1
For accounts, balance sheet and statistical Earning data to send to Railway board		2
Total		15
RG 16.66% 2.499 (15 X 16.66 ÷ 100 = 2.49) say 3		3
Sub total		18
LR 18% (18 X 18 ÷ 100 = 3.24) say 3		3
Total		21
The total staff strength at Booking office AJJ as per yard stick is 21		

As per yardstick the man power requirement at the section KBT-PUT is 40 Table (3.2.3). But practically in this section of KBT-PUT other than Puttur (PUT) the remaining stations, the suburban trains are the main source of transport for the people of these areas. The Departure/Arrival of trains at each station shown in table (3.2.5) raises the necessity of continuous shift to be operated with the minimum number of counters at these stations irrespective of the ticket sale.

From the collected data's, the field study and by critical analysis, the study team also go along with the present practice of shifts and the counters at these stations and that in these section of KBT-PUT the man power to be calculated based on Need basis instead of yardstick

And in the table (3.2.6) as per Yard stick, the study team has calculated the staff strength of BO/AJJ as 21. And also by considering the strength of female staff, it is seen that 27% in the KBT-PUT section and in particular at BO/AJJ it is 26%.

Stations	Counter		Staff /Counter				Supervisor	Station wise Bare minimum
	Booking	UITS	Morning shift	Evening shift	Night shift	General		
PUT	1	1	1	1	-	IUTS 1	1	7
EKM	1	1	1	1	-	IUTS 1		
TRT	2	-	2	2	1	-	1	6
AJJ	6	-	5	5	2	Peak Hr 1	2	15
TO	1	-	1	1	1	-	-	3
MAF	1	-	1	1	1	-	-	3
KBT	1	-	1	1	1	-	1	4
CJ	1	-	1	1	-	-	1	3
Total	14	2	13	13	6	3	6	41
The bare Minimum of Staff at KBT-PUT without RG/LR							41	
RG 16.66% for 41 (41 X 16.66 ÷ 100 = 6.83) say 7							7	
Sub-Total							48	
LR 18% for 48 (48 X 18 ÷ 100 = 8.64) say 9							9	
Total							57	
Required Man Power for Booking Office at KBT-PUT section on Need Basis is 57								

3.2.8 Man Power Distribution in KBT-PUT Section

Stations	Counter		Staff /Counter				Supervisor	General In-charges	RG/LR	Total staff (Station wise)
	Booking	UITS	Morning shift	Evening shift	Night shift	General shift				
PUT	1	1	1	1	-	(IUTS) 1	-	1	1	9
EKM	1	1	1	1	-	(IUTS) 1	-		1	
TRT	2	-	2	2	1	-	1	-	2	8
AJJ	6	-	5	5	2	(Peak Hr) 1	1	2	7	23
TO	1	-	1	1	1	-	-	-	1	4
MAF	1	-	1	1	1	-	-	-	1	4
KBT	1	-	1	1	1	-	1	-	1	5
CJ	1	-	1	1	-	-	1	-	1	4
Total	14	2	13	13	6	3	4	3	15	57

Sanction Vs Requirement

Sanction	Actual	Requirement	Surplus
59	47	57	02

Recommendation 1

2 vacant post of Sr.CC in GP Rs.2800 which is found excess to the requirement in **Booking Office/KBT-PUT section** may be surrendered and credited to the vacancy bank.

(2 posts)

- 3.3 In this KBT-PUT section except AJJ no other stations deal with booking of parcels. From Melpakkam (MLPM) the cars are unloaded, loaded & transported through wagon on rail. The Ultra tech cements are loaded from thandalam (AJJ/Siding) all these activities are monitored and maintained by the PO & Goods /AJJ

3.3.1 Yardstick for Parcel Office

50 Way Bills booked in a shift of 8 hours

100 deliveries made in a shift of 8 hours

The Yardstick for Goods clerk

40 invoices/shift of 8 hours of duty for Goods Clerks

75 Quintals per shift for Goods Shed porter

The term invoice is depending upon the same date, originating station and destination station and is distinct from Railway Receipt or Way Bill.

The yardstick is not very clear about the booking station duties and delivery point duties. So this aspect is to be settled first on a need base analysis not relying upon the yardstick alone.

However the operation of 2 shifts at a goods shed where a rake is dealt with arises only once in 3 days or less especially when the total invoices/day is far below 50, and regular two shift is highly impossible and wasteful. At such periods, it is better to operate the Goods Clerks in a roster of 9-13, 14-18 hours and they may be asked to overwork if needed on a case by case basis. They can be compensated with CR on following dates when there are no goods train's dealings. This is possible with the present day system through forecasts available through FOIS and other communications

3.3.2 DATA sheet

Parcel Office / AJJ				
DESCRIPTION			Average / Monthly	Average / day
No of Parcels Unloaded (In-ward) (2.15)			14301	39.18
No of Parcels Unloaded (out-ward) (2.15)			8347	22.87
In-ward weighment in Quintals (2.16)			10894.67	29.85
Out-ward weighment in Quintals (2.16)			3073.33	8.42
RR Delivered (2.17)			1717.33	4.71
Parcel Earnings (2.17)			824590	2259.15
PWB (In-ward) (2.18)			1362.33	3.73
PWB (Out-ward) (2.18)			982.67	2.69
Storage (2.19)			15439.33	42.30
Goods Office / AJJ				
AJJ Goods	In-ward (2.20.1)	No. of Wagons	267.08	8.77
		No. of Rakes	5.79	0.19
	Out-ward (2.20.2)	No. of Wagons	50.95	1.68
		No. of Rakes	4.58	0.15
MLPM	In-ward (2.20.3)	No. of Wagons	519.13	17.07
		No. of Rakes	28.17	0.93
	Out-ward (2.20.4)	No. of Wagons	501.15	16.48
		No. of Rakes	18.98	0.62
MLLT Ultra Tech Cement (In-ward) (2.20.5)		No. of Wagons	732.83	24.09
		No. of Rakes	12.56	0.41

3.3.3 Man Power Calculation for Parcel & Goods office at AJJ on Need Basis

	Staff /Counter			Supervisor	Station wise Bare minimum
	Morning shift	Evening shift	Night shift		
PO / AJJ	1	1	1	1	6
Goods/ AJJ	1	1	-		
The total Staff bare Minimum at PO & Goods/AJJ without RG/LR is 6					6
RG 16.66% for 6 (6 X 16.66 ÷ 100 = 0.99) say 1					1
					7
LR 15% for 7 (7 X 15 ÷ 100 = 1.05) say 1					1
					8
Required Man Power for PO & Goods/AJJ on Need Basis is 8					

Sanction Vs Requirement

Sanction	Actual	Requirement	Surplus
8	8	8	NIL

Recommendation 2

Identified Post at Parcel & Goods Office/AJJ - **NIL**

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

The work study was opened on 22.05.2019 and commenced on 02.07.2019.

The copy of the preliminary work study report was handed over in person to the Co-ordinating ACM-I/MAS on 01.07.2020, requesting him to offer his remarks within 15 days from the date of receipt of the preliminary work study report.

In this regard, even after lapse of 40 days no reply has been received till date.

In view of the above, the Planning Branch proposed to release the work study report 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	Grade pay (Rs.)	No. of post	Money Value (Rs.)	Annual savings (Rs.)
1	Sr.CC	2800	2	71078	16,32,960

Annexure I

SOUTHERN RAILWAY

M/P(S)483/III/12/CC

Divl.Rly Manager's Office
Chennai Division
Chennai - 3
Dt: 09.07.2019

Dy.Chief Planning Officer/HQ/MAS

Sub: Workstudy review of staff strength between KBT-PUT sec.
Ref: Planning Branch Lt No:G.275/WSSR-411920/2019-20
Dt 01.07.2019

With ref to the above necessary staff details pertaining to staff
between KBT-PUT SEC is furnished below.

STATION	CS		CCC		SR.CC		CC	
	SAN	ACT	SAN	ACT	SAN	ACT	SAN	ACT
KBT	1	NIL	2	3	1	1	1	1
MAF	NIL	NIL	2	2	1	2	1	NIL
TO	1	1	2	3	3	NIL	1	NIL
AJJ/PO&G	2	1	4	3	1	2	1	2
AJJ/BO	7	3	9	6	6	3	1	2
TRT	1	1	2	4	3	2	1	NIL
EKM	1	NIL	2	1	NIL	2	1	1
PUT	1	1	2	2	1	1	1	1

G. Balasubramanian
09/07/19
(G BALASUBRAMANIAN)
Asst. Personnel Officer/T/MAS
/Sr. Dvl. Personnel Officer/MAS

Annexure I

SOUTHERN RAILWAY

M/P(S)483/III/12/CC

Divl.Rly Manager's Office
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With ref to the above necessary staff details pertaining to staff between KBT-PUT SEC is furnished below.

STATION	CS		CCC		SR.CC		CC	
	SAN	ACT	SAN	ACT	SAN	ACT	SAN	ACT
KBT	1	NIL	2	3	1	1	1	1
MAF	NIL	NIL	2	2	1	2	1	NIL
TO	1	1	2	3	3	NIL	1	NIL
AJJ/PO&G	2	1	4	3	1	2	1	2
AJJ/BO	7	3	9	6	6	3	1	2
TRT	1	1	2	4	3	2	1	NIL
EKM	1	NIL	2	1	NIL	2	1	1
PUT	1	1	2	2	1	1	1	1

G. Balasubramanian
09/07/19
(G BALASUBRAMANIAN)
Asst. Personnel Officer/T/MAS
/Sr. Dvl. Personnel Officer/MAS

Annexure II

Government of India
Ministry of Railways
(Railway Board)

No.2013/TG IV/10/PA/Policy

New Delhi, dated 23.09.2013.

General Managers
All Zonal Railways

Sub: Issue of Unreserved Tickets at Booking counters

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

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

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

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

Annexure III

YARDSTICK FOR COMMERCIAL STAFF

1. Parcel Clerk 50 way bills (local & foreign mixed covering up to 250 packages in a shift of 8 hrs.)
2. Booking Clerk 800 tickets in a shift of 8 hrs.
1200 tickets (short distance local tickets)
3. Ticket Collector 120 Season tickets
200 tickets in an hour
4. Goods Clerk 40 invoices (local & foreign) in a shift of 8 hrs.
5. Goods shed Porter 75 quintals in a shift of 8 hrs.
6. Parcel Porter 32 quintals in a shift of 8 hrs.
7. Tranship Porter 75 quintals in a shift of 8 hrs.
8. T.P. sheds:
 - Wagon loads:
 - i. Bagged loads 75 quintals
 - ii. Crane loads } 60 quintals
 - iii. Other goods }
 - iv. Smalls 56 quintals
9. Smalls at repacking sheds 56 quintals

Approved by PA & CAO vide letter No. P.135/F/O/982 of 26.10.56.

YARDSTICK FOR RESERVATION OFFICE

1. ECRC II class Card-Kardex 170 reservation per Clerk
2. ECRC II class Form Kardex 150 -do-
3. ECRC I class Form Kardex 125 -do-
4. ECRC Message I&II Form Kardex 80 -do-
5. Chart Clerk II Card Kardex 600 -do-
6. -do- II Form Kardex 750 -do-
7. Chart Clerk I class 250 -do-
8. Typist - II class 1000 -do-
9. Typist I class 800 -do-

Recommended by CPTO vide letter No. G-236/1/9/1 of 4.9.79.

G.75/VIII/81 of 14/17 March 69
CPTO's ref. No. C/PQ/Yardsticks/68 of 8.11.68 to PA & CAO/PAS