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Western Railway

HQ-WESTERN RAILWAY



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Title: Work Study Report on review of staff strength of Commercial department of ECRC Staff working in PRS Offices over Mumbai (MMCT) Division.

Year- 2020-2021 File No. G.463/WR/WS-03/2020-2021

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Synopsis of The Study

Study Number				: No. G.463/WR-WS-03/2020-2021			
Name of Study				: Work Study on ECRC Staff working in PRS Offices over MMCT Division			
Approved by				: AGM-Western Railway			
Department				: Commercial			
Division				: MMCT			
Study conducted During the period				: 2020-21			
No. of Recommendations				: 01			
Sanctioned Strength				: 447			
Man on Roll				: 342			
No. of vacancies				: 105			
No. of posts identified surplus				: 47			
Recurring saving of @ 1003714 per Group 'C' staff				: Rs. 471.75 Lakhs Per annum.			
Terms of Reference				Assessment of manpower requirement corresponding to existing / arising workload.			
Category	Existing cadre	Man on Roll	Vacancy	Proposed cadre	Identified Surplus posts	Live post	Vacant post
"C"	447	342	105	400	47	0	47

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ACKNOWLEDGMENT, AUTHORITY, TERMS OF REFERENCE AND BASIS FOR STUDY.

ACKNOWLEDGEMENT

The work study team wishes to acknowledge its gratitude to the following officers for co-ordination and assistance given by them :

Smt. Jagriti Singla	Sr. DCM- MMCT
Smt. Anita P.	DCM(PM) - MMCT
Shri Saurabh Kumar	ACM(TC) – MMCT

The work study team wishes to acknowledge its gratitude to DCMI - MMCT, Sectional CMI's & PRS Offices Staff of Commercial Department of Mumbai Division for the assistance given by them during the course of the study.

AUTHORITY

As per Additional General Manager's directives, Secy./PG has instructed to conduct a work study to review the staff strength of ECRC staff of PRS offices of Commercial department over Mumbai Division. Accordingly, a study has been conducted with a view to assess the requirement of man power over Mumbai Division.

TERMS OF REFERENCE

The Work study team has conducted the subject work study based on the following terms of References"

1. Existing strength of PRS staff and their deployment.
2. Quantum of work performed by the staff at their work point
3. Effect in work load after Introduction of modern technology e.g E-ticketing by IRCTC and Mobile Ticketing.

BASIS OF STUDY

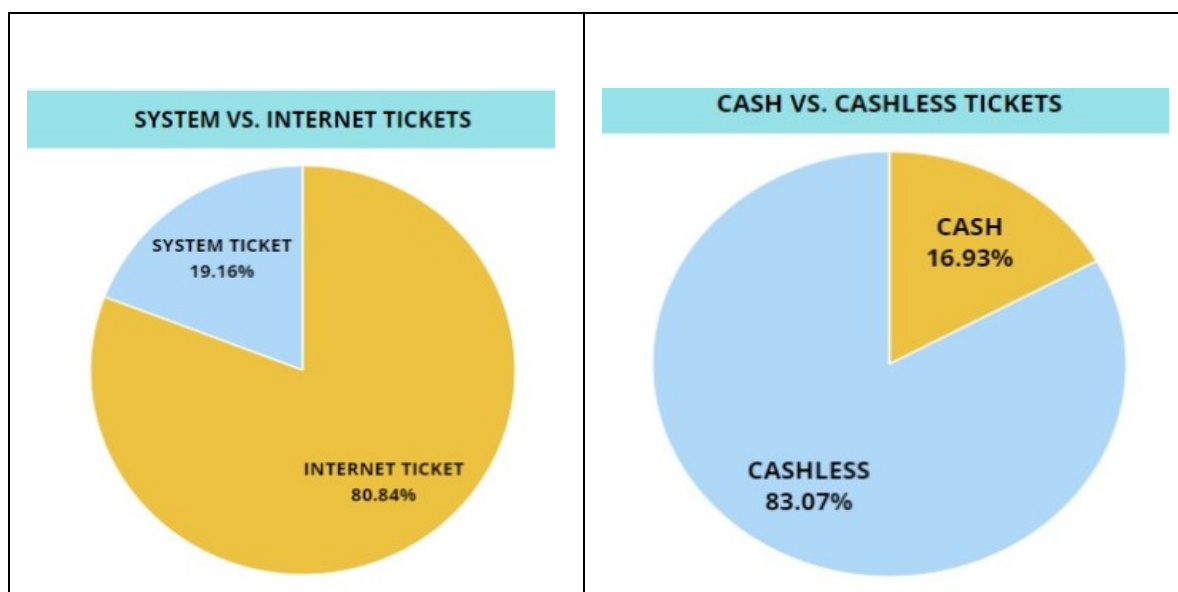
- Assessment of need based requirement of staff vis-à-vis the present workload
- To ensure optimum utilization of manpower, to bring down the staff cost, for achieving the best productivity by manpower.

METHODOLOGY & YARDSTICKS USED DURING THE WORKSTUDY

1. Collection of data in details with reference to nature and quantum of workload of PRS staff working at major PRS Locations on MMCT Division.
2. Discussion of details with coordinating officer / supervisors & staff.
3. Making recommendations for need based staff in the present context.
4. Working out financial implication involved in saving as a result of surplus staff.
5. Yard stick for opening of additional reservation counter at the existing computerized PRS locations, Vide RB's Letter No. 2010/TG-I/20/P/Counter of date 01.06.2011 **(CC NO.23 of 2011)**: those locations where daily average numbers of transactions per shift per counter are 180 or more, Railways can take action to open additional counter.
6. **RB's Letter No. 2008/C&IS/New PRS Policy/15 of dt. 04.10.2013**, The guidelines were revised as under:
 - (a) All stations having reservation related workload of 75 transactions per day may qualify for provision PRS facility. **(Para No.i)**
 - (b) Such locations where there is no PRS facility within a vicinity of 15 KMs is justified for the provision of PRS counter.**(Para No.ii).**
 - (c) Additional PRS may be opened for such satellite location in Metro cities which are thickly populated, having population of 50000. **(Para No.iii)**
 - (d) If nearby PRS has annual average work load of more than 100 transactions / counter /shift a separate PRS location may be considered. **(Para No.v)**
 - (e) PRS facility may be opened in Post Offices and will be manned by Postal Staff on mutual agreed terms and conditions to be ratified by Railway Board.
 - (f) Revised guidelines for providing Unified UTS-cum PRS facility as under:
Railhead PRSs having average workload less than 25 transactions may be recommended for conversion to PRS-cum-UTS terminal. **(Para No. xi).**
7. **Railway Board Letter No. E(MPP)2018/1/1 dated 02.07.2020(RBE 48/2020)**-Review of Policy Of Creation of Posts:
 - (a) Surrendering 50 % of existing vacancies, in other than safety category.
8. **FC's D.O No.2015-B-235 dated 19.06.2020 to GM's Indian Railways-** Strategy/Action Plan for controlling expenditure and enhancing earnings. **(I)**
Staff Costs - (e) Review of PRS counters and redeployment of ECRC's due to decrease in over-the-counter.
9. **Railway Board Letter No. E(MPP)2016/1/59 dated 10.01.2017** -Effecting savings in manpower costs-Outsourcing -More non-core activities which are not directly related with train operations and safety can be outsourced.

10. As per the 7th Pay commission Report: Vide Para No. 11.40.67: The Commission analyzed the year-wise data pertaining to the percentage of reserved tickets booked at the counters vis-à-vis those booked through the internet. A clear trend towards increase in internet booking is visible, so much so that internet Booking has now exceeded the counter booking. With the introduction of innovative technological solutions for the unreserved sector, like the recently launched mobile application, the counter sales of unreserved tickets are also likely to go down. Hence, the Commission finds merit in the argument that the three categories of Commercial staff should be unified into a single cadre "Commercial and Ticket Checking Staff". Accordingly, it is recommended that ECRCs, Commercial Clerks & Ticket Checking should be consolidated into one cadre. Railway Board vide **RBE 93/2016 & RBE No.28/2018** had issued merger of the three categories of post in Commercial Department over Indian railways viz Ticket Checking, Commercial Clerk & Enquiry cum Reservation Clerk.

11. As per the PRIME data collected from CRIS site on 27.09.2020, the current comparison of E-ticket and System is that as of now 80.84 % of reservation is done through internet through IRCTC portal. Moreover, the cash less tickets transactions in compare to cash ticket is 83.07 %. The below pie chart shows the clear picture.



12. Practical observation by Work Study Team:

To know the first hand information about the working of PRS counters and other ticket related activities, the team spent considerable time to study the data provided by Mumbai Division, PRS office and same has been verified with concerned PRS. The points noticed during the work studies are as follows:

1. For issue of each PRS ticket with 6 passenger names, the time taken is 2.5 Minutes.

2. The Work Study Team compared the figures of increase / decrease in **AVERAGE PRS sale**.
3. Tickets sold per day during the 6 months period **(March-August)** of 2017-18 and 2018-19, and 2019-20 observed that there is decreasing trend in the sale of PRS tickets at almost all locations.
4. During the field observation, the study team observed that preparing a ticket from receiving a requisition slip complete in all respects usually takes around 45 to 60 seconds. But in practical, few additional times are required for conversation with passengers to complete/ modify the requisition form as per the passenger demand. Requisition form varies from one passenger name to six passengers. The study team considered average of 2.0 to 2.5 minutes for preparing a reservation ticket from a requisition slip. In each hour of a shift there will be a loss of 10 % time for the following miscellaneous work (i.e inserting of tickets rolls or changing rolls, cleaning/ adjustment of printer rollers etc.,) / for Tatkal tickets alphabets Captcha appear on the screen to reduce the speed of booking of Tatkal tickets, which is essential for eliminating malpractice if any and for public enquiry / to change the date / train / adding or deleting the information of the passenger, while booking their tickets. Moreover, there are cancellations of tickets also which is approx. of 25-30% of total tickets booked, which requires some extra time which can be taken as 50% of normal booking. ***This means on an average one ECRC can book 120 tickets and manage cancellations.*** There will be some savings of time in the issue of multiple train journey booking and return journey ticket bookings which constitutes 10 -20% of the total booking. ***It means the total booking could be 120 tickets along with cancellations.***
5. Hence, a reservation staff can handle 120 to 140 requisitions in his scheduled duty hours depending on the situation. But as per **CC NO. 23/2011** one PRS window can handle **180** requisitions per shift. ***However, the Work Study team considered 120 requisitions for calculations of counter staff in PRS Office.***
6. The PRS staff is roster for 08 hrs. duty i.e. 06 hrs. counter duty & 02 hrs. for ROPD & allied works.

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SUMMARY OF RECOMMENDATIONS**Recommendation No. 1****Refer Para 3.37**

After critical analysis of work load of ECRC Staff of PRS Offices of Commercial department over Mumbai Division, Work study team justified 379 Gr. C posts against Sanctioned Cadre of 447 Gr. C posts and identified surplus 68 vacant Gr. C posts, which are recommended for surrender immediately.

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Chapter 1	Introduction
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Indian Railway is one of the biggest transportation organizations among all other transport organizations in the country. In fact the Railway is backbone of the national economy. In recent time, Railway is facing tremendous competition from road and air. Indian Railways begun to lose out freight to the Roadways since the last decade despite its inherent advantages of being environment friendly and more reliable. Today the Railway's freight share stands at approximately 35% against 64% of two decades ago. This slows down in freight loading eroded the Railways revenue.

In the time of competition transport system should not only the agile, prompt and amenable but also financially viable. In order to bring economy in expenditure the optimum utilization of man, machine and material will have to be ensured. Productivity has acquired a new and broader meaning in the light of highly competitive economic environment, increasing educational levels, degradation of physical environment and increasing population creating pressure on the limited available resources. To be relevant, the output dimension of the productivity equation needs to be stressed more than before, because improvement in the use of resources alone may not give the desired competitive advantage.

Productivity should be viewed as increasing value addition to be achieved by:- i) Providing products and services that enhance customer satisfaction; ii) Reducing costs; and iii) Enhancing safety..

Indian Railway is facing tremendous financial crunch after implementation of 6th Pay Commission. Now, Indian Railway's has implemented the 7th pay commission which will affect the financial growth in Railway. The impact of the 7th Pay Commission recommendations will be to the tune of Rs 1.02 lakh crore on the Government's exchequer, with the break-up being Rs 73,650 crore on the Union Budget and Rs 28,450 crore on the Railway Budget. Operating ratio is gradually increasing in Railways. Though Indian Railway is not a business organization but to survive, it is always essential to make the organization in profit i.e. operating ratio should be less than 100.

The Operating Ratio for the financial year ending 2017-18 was **98.8%**, 2018-19 was **98.30 %**, for 2019-20 it was **98.41** & Projected Operating Ratio for the Financial Year 2020-21 is **97.30 %**.

In view of the above, Rly Board issued nos. of circulars, orders, etc. to minimize Expenses and increase Earnings. The Zonal Railways also implement various measures for financial discipline. At this juncture, the role of Railway Efficiency & Research Directorate is also very important in connection with "Benchmarking", "Rationalizing of Man-Power", etc without hampering normal progress and activity.

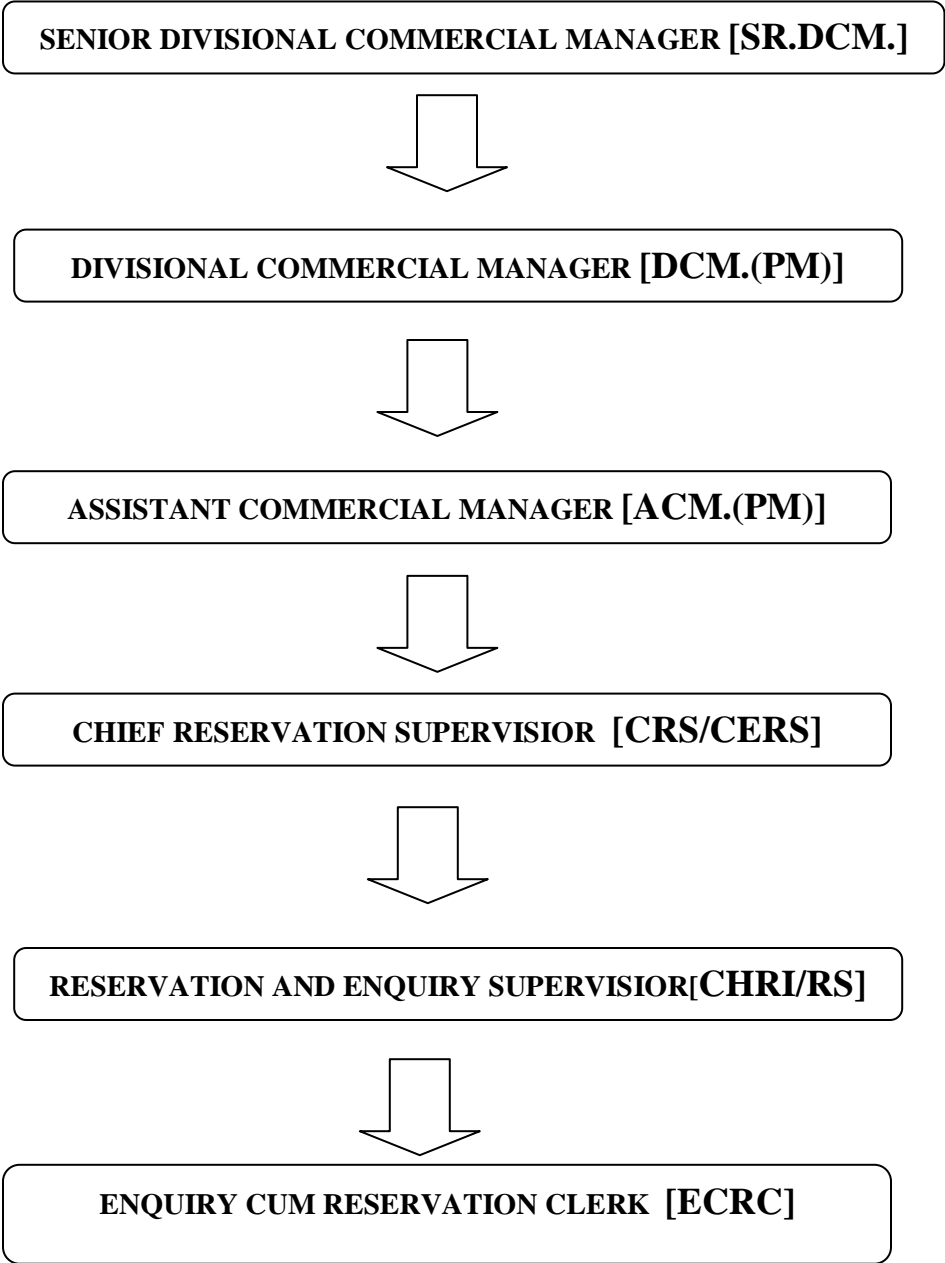
It is true that the commercial department is the only earning department, which takes direct responsibility of earning resources by booking/reservation of passenger traffic. Now a day the increased number of users of internet/e-ticketing has reduced the workload of railways PRS centres. The E-ticketing for reserved tickets handles about 80 to 85% of the total reserved tickets.

The subject work-study has been undertaken by Work Study Cell- CCG, WR during the current financial year 2020-21 to improve the productivity index of the railway. As per terms of reference, the study team has thoroughly observed the commercial activities in PRS counters in Mumbai division and critically analysed the involvement of PRS staff in different activities to ascertain their optimum utilization and to find out the need based requirement of reservation staff in Mumbai division.

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Chapter 2	Existing Organizational Set up & Classification of Duties.
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2.0 The organizational set-up of PRS (ECRC) staff working at various stations over Mumbai Division



2.1 General Duty list of CERS/CRS and CHRI/RS working in PRS:

- ✓ To ensure punctual attendance of staff in proper uniform and supervise their work.
- ✓ To keep constant watch on the staff working on the counters.
- ✓ To ensure proper handling of records, cleanliness inside the office, passenger complaints & grievances and render assistance to the passengers.
- ✓ To go through the daily diaries and take necessary remedial action.
- ✓ To ensure the work is carried out in a disciplined and office efficient manner.
- ✓ To bring innovation and efficiency in working of the office.
- ✓ To keep the administration advised to the problems of the office and peruse the same.
- ✓ To maintain proper cleanliness of office.
- ✓ To plan and finalize arrangement for clearance of the summer rush& opening of extra counters.
- ✓ To make arrangement for attaching additional coach as and when necessary.
- ✓ To ensure proper cleanliness of the Computer terminals and other equipment's.
- ✓ To ensure that the terminals are working normal at the beginning of each shift.
- ✓ To see that the terminal operators logs in only after collecting ticket rolls and putting it on the printer.
- ✓ To ensure correct ticket rolls are supplied to respective terminal/counter.
- ✓ To ensure that fresh roll is supplied only when the roll supplied earlier is completely utilized and to check the correctness of last three numbers of the ticket and the number printed by the computer.
- ✓ To make checks of the particulars of the tickets and bring to the notice of the officer concerned the discrepancies, if any.
- ✓ To conduct sample checks to ensure that all details are recorded on the requisition form and the railway cash is correctly accepted.
- ✓ To ensure that the terminals are logged out before the operators leave the counters.
- ✓ To record the number of form dealt with by each operator at the end of each shift.
- ✓ To ensure ticket roll are available at any given time.
- ✓ To see that the terminal operators do not leave the counter unless the terminals are permanently logged out and the computer is fed with the details of concessions vouchers etc.
- ✓ To ensure no unauthorized person enter the terminal area.
- ✓ To guide and assist all the terminal operators in performing their duties.
- ✓ To ensure that the statements furnishing the particulars of cancelled tickets and other vouchers are prepared in the prescribed format in duplicate.

- ✓ He will be held responsible for indulgence by ECRC in corrupt practices, such as temporary / permanent misappropriation of railway cash, issuing tickets for parties other than those in the queue by showing undue favouritism, watch on special ticket cancellation, issue of NITs etc.
- ✓ Issuing of token During TATKAL hours for AC/Non AC Passengers
- ✓ Monthly Report & timely sending of ROPD, Cash CR & Voucher, Returns to DyCAO., Ajmer, Fluctuation registers & Balance Sheet.
- ✓ Collection of Cash from Counters.
- ✓ Charting work, Ex Passenger Charting, EDR Duties & VIP(HO) feeding in the system.
- ✓ Roster work of PRS staff working under him.
- ✓ Attending Officers, SS, DCMI's, TIA's during inspections
- ✓ He will be responsible for smooth and efficient working of all terminals in his jurisdiction. All cases of failure/ shut down will be brought out to the notice of concerned supervisors and officers with the view to get them attended and put right without any loss of time.
- ✓ To perform any other duties allotted by the administration from time to time and ensure compliance by the staff.
- ✓ During the COVID period arranging refund to passengers on account of cancellation of trains.

2.2 General Duty list of ECRC Working in PRS

- ✓ To attend the duty punctually and in proper uniforms.
- ✓ To give information to the public in a polite and courteous manner.
- ✓ To maintain register of arrival time of up trains in case of enquiry.
- ✓ To perform duties as per the orders issued by the Supervisory Staff.
- ✓ To collect the keys and ticket rolls from supervisor.
- ✓ To ensure that the proper entry of Personal Cash and impress cash to the register and the terminal.
- ✓ The commencing number of ticket roll should be feed correctly.
- ✓ To work at Enquiry counters and guiding passengers.
- ✓ To check PNR No., Ticket no. and fare collected from the passengers with reservation status printed on the ticket properly.
- ✓ To log out the terminal while going away from the counter (Either temporary or permanent)
- ✓ To check the correctness of final summary at the close of duty hours.
- ✓ To leave the counter after First shift only after being relieved by the staff of Second shift.
- ✓ Totaling and remit the net cash, vouchers/RTCs/Cancelled and Non-issued tickets at the end of the duty hours and keep proper records, obtain acknowledgement form the cashier.

- ✓ To notes and act on orders/instructions issued from time to time.
- ✓ To indicate on a separate paper the counter no, date, shift no of requisition forms dealt with and the name after the duty are over.
- ✓ To co-operate with the passengers in getting their reservation.
- ✓ No staff shall leave his place of duties without the permission of the Supervisor on duty.
- ✓ To prepare the statement in duplicate for cancelled tickers, non-issue ticket/RTC/Vouchers/Warrants and at the close of duty, statement to be submitted to the cashier along with the Railway Cash and obtain acknowledgement from the cashier.

2.3 Classification of Duties.

	Duties
VIP Booking	<p>Booking of VIP's coming under HOR [HIGH OFFICIAL REQUISITION], Ministers, M.P.'s of all the states, Governor, Justice, Judge of High Court, information regarding train booking received from resp. offices with their vouchers, HOR signed and stamped by ministers, I card cum free pass in case of M.P.'s.</p> <p>A letter addressed to Station Director, BRC is required to book their reservation. CRS has to prepare ticket from window no 01 earmarked for VIP's with * mark indicating VIP.</p> <p>If waitlisted CRS should repeat ACM [R] for arranging reservation. A separate VIP register is maintained filling in all details. He has to manage onward, inward or intermediate station booking by sending fax, gimlet to the resp. stations. In case of emergency he has to contact commercial controller of other locations for emergency quota and also handover a VIP list to ACM concern. He has to prepare skeleton chart of VIP's and sent to CCOR. Handover voucher to cashier at end of the shift.</p>
CRS Roster	<p>He has to prepare duty roster of each section of reservation office separately. He has to ensure that proper staff is working at nominated counters. He is responsible for day to day Supervision. He is responsible for the leave availed by the staff and he has to maintain record of it.</p> <p>He also has to maintain register for attendance, leave and attend to any office correspondence.</p>
General	<p>CRS Gen. Will be responsible for general cleanliness of PRS centre. He should ensure that all staff are in proper uniform and reporting at right time. He should ensure that all T.V. monitor are in working condition and deficiency</p>

	<p>if any should be reported to the concerned dept. Immediately. He should ensure that the passenger operated enquiry terminal provided in PRS centre and at booking hall are in working condition.</p> <p>He should ensure that music system is functioning continuously at appropriate sound level.He should ensure that maximum staff is provided at PNR/ AC enquiry.He should ensure proper functioning of PRS centre without any complaints.He should ensure strict compliance of the above instructions.</p>
ROPD	<p>Login using proper IDs & Password.The reports of daily gross summary of CR and other railways and local, foreign and grand total earnings of all locations are collected.</p> <p>The total no. of slips dealt on each location, net earnings, total refund given, passengers booked are derived from DRM report and maintained as record. The details are repeated to Commercial Control.Daily reports, periodic reports and monthly reports are collected data wise and shiftwise.</p>
Shift Supervisor	<p>He has to check all terminal, printers, ticket rolls, keyboards and he has to maintain ticket roll entry register, check Private Cash have been declared by staff and entered properly, special cancellation book is to be maintained and for necessary changes handover the ticket to supervisor terminal and collect the cash and handover to staff.</p> <p>Maintain register as per window no., name, commencing & closing nos., no. of form dealt, vouchers, non- issue tickets, cash remitted. The Suggestion and complaint book is to be maintained and help the passengers who have any difficulty, code book is also to be maintained. At 14.00 he has to complete his diary along with ticket rolls used and unused and handover to the next CRS for the II shift.</p>
Records	<p>Form register according to window no. and shift wise is maintained GRP, RPF register, chart of all trains and reservation form are preserved for 6 months. Maintain register showing records handed over to Vigilance and CBI. CRS is responsible for safe custody of all records.</p> <p>Arrange the forms month wise and shift wise and after 6 months a letter has to be issued to DRM [C], copy to ACM[R] for disposal after 6 months. However, record involving vigilance, CBI, DAR enquiries are to be maintained till finalization of case.</p> <p>Tokens also have been kept window wise, shift wise. In case of staff mistakes correction slips and registers should be maintained. Letters</p>

	received from CBI, Commercial Officers, VI,GRP have to filed [inward and outward].
Group Booking Approval	<p>Check the application, list of passengers name and verify the concession forms and get it sanctioned by the ACM [HQ], ACM[R], DCM.</p> <p>Change of name:-</p> <p>Only family members on producing Ration card, passport or affidavit to prove their relationship. Apart from that partly mistake done by staff can be rectified with proper evidence.</p> <p>IRCTC:-</p> <p>Partly booking already blocked by IRCTC the names have to be fed in the system and PNR has to be created.</p>
Complaints / Suggestions	<p>Complaints should be thoroughly investigated and explanation should be obtained from the concerned staff. In connection with the complaint for the investigation he has to go to that particular location. Some of the cases confronted enquiry may also be conducted. In case the complaint is disputed with the staff to know the facts.</p> <p>To assist the ACM for inspection of PRS locations and to prepare inspection note. Also surprise checks on PRS locations.</p>
Charting Section	<p>To collect Marshalling/Rake composition from CYM/YM and Log the terminal into charting and no. of coaches of different classes fed into the system.</p> <p>Allotment of berth / coupe in IAC to be made as per requirement of passengers. Command to be given for preparation of charts, before preparation of chart he has to ensure that VIP quota of that particular train has been fed.</p> <p>He has to ensure that reservation charts are prepared bilingually [Hindi, English]Preparation of advance VIP list same day and next day.</p>
EDR Feeding	The position of actual turned Up/ Not Turn Up passengers against the computerized booking status is verified and updated in the PRS System on the basis of EDR report submitted by TTE at time of OFF duty. However, as per current refund rules, the passengers will not get any amount of refund after departure of trains or if passengers cancelled their ticket after charting.

2.4 General Working of PRS Offices :

As per the Work study Data provided by Division Office and data collected from concerned CRS In charge and with interaction with PRS Staff, The details are summarized as under:

2.4.1 The Statement showing the Sanctioned Strength, men on roll and vacancy Position of PRS Offices of MMCT Division :-

Sr. No.	Category	Grade + Pay Band	Sanctioned Cadre	Man On roll	Vacancy/ Excess
1	CERS/CRS	9300 - 34500+ PB 4600	95	75	20
2	CHRI	9300 - 34500+ PB 4200	250	215	35
3	ECRC	5200 - 20200+ PB 2800	102	52	50
Total			447	342	105

2.4.2 Working Hours of Counters:

Morning Shift - 08.00 Hours to 14.00 Hours.

Evening Shift - 14.00 Hours to 20.00 Hours.

(Not on Sunday)

Working Hours Enquiry & Current Counter:

Morning:07:00 to 15:00 Hrs

Evening :1500 to 2300 hrs

Night : 23:00 to 07:00 Hrs

2.4.3 Workload :- Total Nos. of Forms of Passengers of PRS Offices over Mumbai Division for the last three years is as under:

Year	Peak Period			Lean Period		
Months	MARCH	APRIL	MAY	JUNE	JULY	AUGUST
2017-18	618419	583630	590886	483081	549962	536622
2018-19	650538	639183	602669	566643	606240	585473
2019-20	629432	632216	619028	540101	572898	548511

2.4.4 Staff for window operation& Supervision :

The duty Roster of the staff working under PRS Office is done by the CRS In charge for entire PRS. However this deployment is not constant as is changed requirement during the peak and not peak season. Number of windows operated for Reservation, Refund, Enquiry and EDR Feeding is given in following table :-

Sr.No.	Description
1	In charge
2	General Counters (Morning& Evening) in 02 Shifts except on Sunday where there is only 01 morning shift)
3	Enquiry &Current Reservation Counter
4	EDR Feeding
5	ROPD
6	Charting
7	RG
8	LR

As per the Sanctioned Cadre, the staff are to be deployed for manning PRS windows including Enquiry & Current counters. The Staff are to be utilized for allied works including RG& LR for entire PRS.

2.4.5 Work Load: After introduction of E-ticket more and more passengers are opting for E-ticket facility as the facility is convenient and time saving. PRS counter have witnessed a fall in number of passengers opting for Window Ticket compare to 2018-19. Due to this gradual and consistent shift from window ticket to E-ticket there is a proportional reduction of work load on PRS counters over entire Indian Railway. Reduction of workload, in terms of forms dealt and PRS Tickets issued, is also visible.

2.4.6 Critical Analysis: It can be seen from the work load that average number of forms dealt and number of passenger booked from 2017-19 to 2019-20 at **PRS Offices** has reduced. This is due to more and more passenger opting for E-ticket facility. It is also noted by work study team that the pattern of passenger opting the E-Ticket will increase in near future.

Therefore, Work study team is of the opinion of that strength of **PRS Offices** staff should be reduced proportionately to the reduction of workload.

During work study It has been noticed that, some staff has been engaged for EDR feeding. The position of actual turned Up/ Not Turn Up passengers against the computerized booking status is verified and updated in the PRS System. However, as per current refund rules, the passengers will not get any amount of refund after departure of trains or if passengers cancelled their ticket after charting. Engaging of a staff is not justified and administration should take necessary steps may be taken to with draw this activity.

The PRS staff is roster for 08 hrs. duty i.e. 06 hrs. counter duty & 02 hrs. for ROPD & allied works. Hence, administration should look into whether separate staff for ROPD is needed exclusively.

Work study team has done detailed analysis of requirement of staff at PRS Offices in view of reduced workload, The requirement of staff for various activities is given in following paragraphs.

2.4.6.1 Staff for window operation:

It is noted by work study team number of form dealt at PRS with Token system are generally less than the PRS functional without token system. Since the PRS- Offices is functional with token system number of forms dealt at this PRS should be ideally from 120 to 130 forms per shift per counter.

After observing the average form dealt per month, it is noted that average number of forms has reduced up to 120 per day per shift. For optimum utilization of staff, it is suggested that the number of operated shifts should be reduced in such a manner that the average number of form should reach the ideal number of 120 forms per shifts.

The Average of Peak & Lean Period of current **2019-2020** has been taken for calculation purpose, Therefore, to deal with average forms per day, the ideal number of per day operated shifts should be considered for nos. of window to be operated for optimum utilization of staff at PRS Offices.

2.4.6.2 Staff for Supervision Activities:

The current number of staff utilized for other activities on account ROPD, Cash, Charting, ROPD & Allied activities is kept untouched. Since there is no change in the workload of allied activities, the number of staff utilized in allied activities may kept remain the same.

2.4.6.3 Rest Giver/Leave Reserve:

Rest Giver staff is required for the PRS staff working at Reservation/Cancellation cum Enquiry counters and for Charting staff. However, for staff working at windows only one shift is operational on Sunday.

2.4.6.4 Thus, the total proposed staff required at PRS Offices is as follows:

Sr No.	Proposed Staff
1	In charge
2	General Counters (Morning& Evening) in 02 Shifts except on Sunday where there is only 01 morning shift)
3	Enquiry & Current Reservation Counter
4	EDR Feeding
5	ROPD
6	Charting
7	Rest Giver @ 16.5 %
	Total including RG
8	Leave Reserve @ 12.5%
	Total including RG/LR

Therefore, the requirement of need based staff at **PRS Offices** including RG and LR are calculated, as against the sanctioned strength of staff. Hence, the staff which is found excess may be recommended for surrender.

2.5 Discussion with Officer & Official of PRS Offices of Mumbai Division :

During discussion with Officer & Official of PRS Offices of Mumbai division, there were several valuable inputs, suggestions and points which are discussed as under:

1. The literacy rate is still not good that why PRS at stations are a must and it acts a guidance cell for all type of passengers coming to station. The Work Study Team is also of the same opinion.
2. The no. of activities of PRS staff has increased due to Bio- Metric Token system, system failure and other miscellaneous work. The Work Study Team is of the opinion with the introduction of various new technologies more transparency has developed which has in turn helped the passengers in getting confirmed reservations. In regard to system failure there is set of mechanism which needs to duly utilized so that the no. of complaints arising are duly and timely addressed.
3. Multitasking of activities was also suggested during discussion. In the pretext of PRS working it is been already done through UTS cum PRS working at stations where the traffic is very less but provision of providing PRS facilities is a must. Moreover, more UTS cum PRS should come up in the coming days. As not only it will bring saving of manpower but also optimum utilisation of existing manpower. More savings in the form releasing of PRS offices for other required purposes, saving of electricity bills and unified service to passengers at a single point.

4. It was pointed out that at certain locations the ECRC is being utilised for Announcement, Enquiry, Coach Guidance and Allotment of Retiring rooms due to which it is hampering the reservation work. Now Railway Board has merged the three cadres viz Ticket Checking, Commercial Clerk and ECRC vide **RBE 93/2016 & RBE 28/2018** and after 22.02.2018 all new selections will be done with merged cadres. So, now the staff can be utilised by administration as per their requirements.
 5. There are several PRS opening timing issues as it collides with timing of several trains at stations for which UTS counters needs to be free for issuing of UTS tickets. The work study team is of the opinion the counter timings may be suitably displayed at such identified stations so as to avoid difficulties.
 6. RB Letter No. E(MPP)2018/1/1 Dated 02.07.2020(RBE 48/2020)-Review of Policy of creation of posts: The Board guidelines regarding surrendering 50% of existing vacancies, in other than safety category was discussed in detail.
 7. Duty list of PRS staff was demanded during discussion which was not found issued. The Work Study Team suggested the issue of duty list of the entire commercial cadre as issued by other Divisions
- 2.6** The Sanctioned Cadre, Man on Roll, Vacancy position, Present deployment, Workload, Critical Analysis & Proposed deployment and Conclusion for each PRS Office of Mumbai Division is summarized in forth coming Chapter.

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Chapter 3	Critical Analysis
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The Sanctioned Cadre, Man on Roll, Vacancy position, Present deployment, Workload, Critical Analysis & Proposed deployment and Conclusion for each PRS Office of Mumbai Division is summarized below :-

3.0 Station-wise Sanctioned Cadre, Man on Roll, Vacancy position of Existing staff of Commercial department over Mumbai Division is as follows:-

Sr. No.	PRS Office at Station	CRS			RS			ECRC			Total		
		SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
1	CCG	9	8	1	22	20	2	3	0	3	34	28	6
2	MMCT	12	11	1	36	24	12	0	0	0	48	35	13
3	DDR	3	2	1	5	8	-3	8	5	3	16	15	1
3	MM	1	1	0	3	3	0	2	2	0	6	6	0
5	BDTS	9	6	3	22	22	0	3	1	2	34	29	5
6	STC	1	1	0	3	5	-2	2	0	2	6	6	0
7	ADH	6	4	2	13	10	3	4	0	4	23	14	9
8	JOS	1	1	0	4	4	0	2	1	1	7	6	1
9	GMN	3	3	0	4	4	0	5	2	3	12	9	3
10	MDD	4	3	1	9	8	1	3	1	2	16	12	4
11	KILE	1	1	0	1	1	0	4	4	0	6	6	0
12	BVI	8	7	1	16	15	1	2	0	2	26	22	4
13	MIRA	1	1	0	3	4	-1	3	0	3	7	5	2
14	BYR	4	4	0	7	5	2	0	0	0	11	9	2
15	BSR	3	3	0	6	5	1	2	0	2	11	8	3
16	NSP	1	0	1	6	5	1	3	0	3	10	5	5
17	VR	2	1	1	6	6	0	3	3	0	11	10	1
18	PLG	1	1	0	4	4	0	0	0	0	5	5	0
19	BOR	1	1	0	2	1	1	3	2	1	6	4	2
20	DRD	0	0	0	2	2	0	1	1	0	3	3	0
21	VAPI	3	2	1	8	6	2	5	0	5	16	8	8
22	BL	2	2	0	6	5	1	3	0	3	11	7	4
23	BIM	0	0	0	1	0	1	2	2	0	3	2	1
24	NVS	2	2	0	4	3	1	1	0	1	7	5	2
25	UDN	3	1	2	6	6	0	2	1	1	11	8	3
26	ST	6	4	2	23	20	3	11	7	4	40	31	9
27	NDB	1	0	1	4	1	3	1	1	0	6	2	4
28	ATLN	2	2	0	5	4	1	4	2	2	11	8	3
29	DAMN	1	1	0	2	2	0	1	1	0	4	4	0
30	SLVA	1	1	0	2	2	0	1	0	1	4	3	1
31	BLD	0	0	0	2	1	1	1	0	1	3	1	2
32	SAPQ	0	0	0	1	0	1	1	0	1	2	0	2
33	Control	2	1	1	4	5	-1	3	4	-1	9	10	-1
34	DRM Office	1	0	1	8	4	4	13	12	1	22	16	6
	Total	95	75	20	250	215	35	102	52	50	447	342	105

3.1 PRS Office - CCG :

3.1.1 The Sanctioned Cadre, Man on Roll and Vacancy of PRS Office – CCG are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
CCG	9	8	1	22	20	2	3	0	3	34	28	6

3.1.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (Evening)	1
3	General Counter 14 Counters (08 Morning & 06 Evening)	14
4	HO (VIP Feeding) (02 Morning & 02 Evening)	4
5	1 Cash + 1 ROPD +1 Returns & EDR Feeding + 1 Allotment	4
6	RG & LR	4
	Total	28

3.1.3 Work load :- (A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
CCG	10	8	6	14

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day :-

Station	Daily Avg. of Peak Period	Peak Period		Lean Period	
		Ist Shift	IInd Shift	Ist Shift	IInd Shift
CCG	1451	96	114	63	47

3.1.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 1451. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $1451 / 120 = 12.1$ Shifts say **12 Shifts**. Thus, Proposed deployment of staff at PRS Office - CCG are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (Evening)	1
3	General Counter 12 Counters (06 Morning & 06 Evening)	12
4	HO (VIP Feeding) (02 Morning & 02 Evening)	4
5	1 Cash + 1 ROPD +1 Returns & EDR Feeding + 1 Allotment	4
6	RG (6 Morning Counter + 2 HO + 1 Cash + 1 ROPD +1 Returns & EDR Feeding + 1 Allotment) = $12 / 6 = 2$	2
7	LR (22 Working Posts + 2 RG = 24). 12.5% of LR on 24 = 3	3
	Total	27

3.1.5 Conclusion :- The requirement of need based staff at PRS Office - CCG is 27 posts including RG and LR, as against the sanctioned strength of 34 posts. Thus, 07 posts (6 vacant & 1 live) are found surplus.

3.2 PRS Office - MMCT:

3.2.1 The Sanctioned Cadre, Man on Roll and Vacancy of PRS Office – MMCT are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
MMCT	12	12	0	36	23	13	0	0	0	48	35	13

3.2.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (Morning & Evening)	2
3	General Counter 16 Counters (09 Morning & 07 Evening)	16
4	HO (VIP Feeding) 2 & Charting 3	5
5	1 Cash + 1 ROPD +2 Returns & EDR Feeding	4
6	RG & LR	7
	Total	35

3.2.3 Work load :- (A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
MMCT	10	9	7	16

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day :-

Station	Daily Avg. of Peak Period	Peak Period		Lean Period	
		Ist Shift	IInd Shift	Ist Shift	IInd Shift
MMCT	1432	84	96	57	44

3.2.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 1432. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $1432 / 120 = 11.9$ Shifts say **12 Shifts**. Thus, Proposed deployment of staff at PRS Office - MMCT are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (01 Morning & 01 Evening)	2
3	General Counter 12 Counters (06 Morning & 06 Evening)	12
4	HO (VIP Feeding) 2 & Charting 3	5
5	1 Cash + 1 ROPD +2 Returns & EDR Feeding	4
6	RG (1 Shift In charge + 6 Morning Counter + 2 HO + 3 Charting +1 Cash + 1 ROPD + 2 Returns & EDR Feeding) = $16 / 6 = 2.7$ say 3	3
7	LR (24 Working Posts + 3 RG = 27). 12.5% of LR on 27 = 3.4 say 4	4
	Total	31

3.2.5 Conclusion :- The requirement of need based staff at PRS Office - MMCT is 31 posts including RG and LR, as against the sanctioned strength of 48 posts. Thus, 17 posts (13 vacant & 4 live) are found surplus.

3.3 PRS Office - DDR :

3.3.1 The Sanctioned Cadre, Man on Roll and Vacancy of **PRS Office – DDR** are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
DDR	3	3	0	5	7	-2	8	5	3	16	15	1

3.3.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (1 Morning +1 Evening) – Supervision & Chart	2
3	General Counter 8 Counters (04 Morning & 04 Evening)	8
4	Cash, ROPD & Returns	1
5	RG & LR	3
	Total	15

3.3.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – DDR is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
DDR	5	4	4	8

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – DDR is as under.

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
1039	138	122	70	70

3.3.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 1039. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $1039 / 120 = 8.6$ Shifts say **9 Shifts**. Thus, Proposed deployment of staff at PRS Office - DDR are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (1 Morning +1 Evening) – Supervision & Chart	2
3	General Counter 9 Counters (05 Morning & 04 Evening)	9
4	Cash, ROPD & Returns	1
5	RG (1 Morning Supervisor+ 5 Morning Counter + 1 Cash) = 7 / 6 = 1.2 say 1	1
6	LR (13 Working Posts+1 RG =14).12.5% of LR on 14 = 1.8 say 2	2
	Total	16

3.3.5 Conclusion :- The requirement of need based staff at **PRS Office - DDR** is 16 posts including RG and LR, as against the sanctioned strength of 16 posts. Thus, No post is found surplus.

3.4 PRS Office - MM :

3.4.1 The Sanctioned Cadre, Man on Roll and Vacancy position of **PRS Office – MM** are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
MM	1	1	0	3	3	0	2	2	0	6	6	0

3.4.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	General Counter 4 Counters (02 Morning & 02 Evening)	4
3	Cash/EDR Feeding / Returns / ROPD	1
4	RG & LR	0
Total		6

3.4.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – MM is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
MM	2	2	2	4

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – MM is as under.

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
670	178	157	97	97

3.4.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 670. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $670 / 120 = 5.8$ shifts say **6 Shifts**. Thus, Proposed deployment of staff at PRS Office - MM are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	General Counter 6 Counters (03 Morning & 03 Evening)	6
3	Cash/EDR Feeding / Returns / ROPD	1
4	RG (1 CRS + 3 Morning Counter +1Cash/ROPD)=5/6= 0.8 say 1	1
5	LR ((8 Working Posts + 1 RG = 9). 12.5% of LR on 9 = 1.2 say 1	1
Total		10

3.4.5 Conclusion :- The requirement of need based staff at **PRS Office - MM** is 10 posts including RG and LR, as against the sanctioned strength of 6 posts. Thus, 04 posts are short, may be provided.

3.5 PRS Office - BDTS :

3.5.1 The Sanctioned Cadre, Man on Roll and Vacancy of PRS Office – BDTS are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
BDTS	9	6	3	22	22	0	3	1	2	34	29	5

3.5.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (Evening)	1
3	General Counter 14 Counters (07 Morning & 07 Evening)	14
4	HO (VIP Feeding) (02 Morning & 02 Evening)	4
5	Cash/EDR Feeding / Returns / ROPD (01 Morning & 01 Evening)	2
6	RG & LR	7
	Total	29

3.5.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – BDTS is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
BDTS	8	7	7	14

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – BDTS is as under.

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
965	73	65	40	40

3.5.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 965. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $965 / 120 = 8.1$ Shifts say **8 Shifts**. Thus, Proposed deployment of staff at PRS Office - BDTS are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (Evening)	1
3	General Counter 08 Counters (04 Morning & 04 Evening)	8
4	HO (VIP Feeding) (02 Morning & 02 Evening)	4
5	Cash/ROPD/EDR Feeding / Returns (01 Morning & 01 Evening)	2
6	RG (1 CRS + 4 Morning Counter+ 2 HO+1 Cash)= $8/6 = 1.3$ say 2	2
7	LR (16 Working Posts + 2 RG =18) 12.5% of LR on 18 = 2.3 say = 3	3
	Total	21

3.5.5 Conclusion :- The requirement of need based staff at PRS Office - BDTS is 21 posts including RG and LR, as against the sanctioned strength of 34 posts. Thus, 13 posts (5 vacant & 8 live) are found surplus.

3.6 PRS Office - STC :

3.6.1 The Sanctioned Cadre, Man on Roll and Vacancy of PRS Office – STC are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
STC	1	1	0	3	5	-2	2	0	2	6	6	0

3.6.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	General Counter 4 Counters (02 Morning & 02 Evening)	4
3	Cash/EDR Feeding / Returns / ROPD	1
4	RG & LR	0
	Total	6

3.6.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – STC is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
STC	2	2	2	4

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – STC is as under.

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
574	152	135	81	81

3.6.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 574. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $574 / 120 = 4.8$ Shifts say **5 Shifts**. Thus, Proposed deployment of staff at PRS Office – STC are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	General Counter 5 Counters (03 Morning & 02 Evening)	5
3	Cash/EDR Feeding / Returns / ROPD	1
4	RG(1 CRS + 3 Morning Counter +1 Cash/ROPD)=5/6= 0.8 say 1	1
5	LR (7 Working Posts + 1 RG = 8). 12.5% of LR on 8 = 1	1
	Total	9

3.6.5 Conclusion :- The requirement of need based staff at PRS Office - STC is 9 posts including RG and LR, as against the sanctioned strength of 6 posts. Thus, 03 posts are short, may be provided.

3.7 PRS Office - ADH :

3.7.1 The Sanctioned Cadre, Man on Roll and Vacancy of **PRS Office – ADH** are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
ADH	6	4	2	13	10	3	4	0	4	23	14	9

3.7.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (1 Morning +1 Evening) – Supervision & Chart	2
3	General Counter 8 Counters (04 Morning & 04 Evening)	8
4	Cash, ROPD & Returns	1
5	RG & LR	2
	Total	14

3.7.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – ADH is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
ADH	6	6	6	12

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – ADH is as under.

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
1190	105	93	54	54

3.7.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 1190. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $1190 / 120 = 9.9$ Shifts say **10 Shifts**. Thus, Proposed deployment of staff at PRS Office – ADH are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (1 Morning +1 Evening) – Supervision & Chart	2
3	General Counter 10 Counters (05 Morning & 05 Evening)	10
4	Cash, ROPD & Returns	1
5	RG(1 M/Supervisor+ 5 Morning Counter+1 Cash)=7/6 =1.2 say 1	1
6	LR (14 Working Posts +1 RG =15).12.5% of LR on15 = 1.9 say 2	2
	Total	17

3.7.5 Conclusion :- The requirement of need based staff at **PRS Office - ADH** is 17 posts including RG and LR, as against the sanctioned strength of 23 posts. Thus, 6 vacant posts are found surplus.

3.8 PRS Office – JOS :

3.8.1 The Sanctioned Cadre, Man on Roll and Vacancy of PRS Office – JOS are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
JOS	1	1	0	4	4	0	2	1	1	7	6	1

3.8.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	General Counter 4 Counters (02 Morning & 02 Evening)	4
3	Cash/EDR Feeding / Returns / ROPD	1
4	Other Misc. activities	0
5	RG & LR	0
	Total	6

3.8.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – JOS is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
JOS	2	2	2	4

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – JOS is as under.

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
507	134	119	70	70

3.8.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 507. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $507 / 120 = 4.2$ shifts say **4 Shifts**. Thus, Proposed deployment of staff at PRS Office - JOS are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	General Counter 4 Counters (02 Morning & 02 Evening)	4
3	Cash/EDR Feeding / Returns / ROPD	1
5	RG (1 CRS + 2 Morning Counter + 1 Cash) = $4 / 6 = 0.7$ say 1	1
6	LR ((6 Working Posts + 1 RG = 7). 12.5% of LR on 7 = 0.9 say 1	1
	Total	8

3.8.5 Conclusion :- The requirement of need based staff at PRS Office – JOS is 8 posts including RG and LR, as against the sanctioned strength of 7 posts. Thus, 1 post is short, may be provided.

3.9 PRS Office – GMN :

3.9.1 The Sanctioned Cadre, Man on Roll and Vacancy of **PRS Office – GMN** are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
GMN	3	3	0	4	4	0	5	2	3	12	9	3

3.9.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (1 Morning +1 Evening) – Supervision	2
3	General Counter 5 Counters (03 Morning & 02 Evening)	5
4	Cash, ROPD & Returns	1
5	RG & LR	0
	Total	9

3.9.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – GMN is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
GMN	3	3	3	6

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – GMN is as under.

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
652	115	102	60	60

3.9.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 652. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $652 / 120 = 5.4$ Shifts say **6 Shifts**. Thus, Proposed deployment of staff at PRS Office - GMN are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (1 Morning +1 Evening) – Supervision	2
3	General Counter 6 Counters (03 Morning & 03 Evening)	6
4	Cash, ROPD & Returns	1
5	RG(1 M/Supervisor+ 3 Morning Counter+1Cash)= $5/6 = 0.8$ say 1	1
6	LR(10 Working Posts+ 1 RG =11).12.5% of LR on 10 = 1.3 say 1	1
	Total	12

3.9.5 Conclusion :- The requirement of need based staff at **PRS Office - GMN** is 12 posts including RG and LR, as against the sanctioned strength of 12 posts. Thus, No post is found surplus.

3.10 PRS Office - MDD :

3.10.1 The Sanctioned Cadre, Man on Roll and Vacancy of PRS Office – MDD are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
MDD	4	3	1	9	8	1	3	1	2	16	12	4

3.10.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (1 Morning +1 Evening) – Supervision	2
3	General Counter 8 Counters (04 Morning & 04 Evening)	8
4	Cash, ROPD & Returns	1
5	RG & LR	0
	Total	12

3.10.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – DDR is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
MDD	5	5	4	9

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – DDR is as under.

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
939	99	110	64	51

3.10.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 939. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $939 / 120 = 7.8$ Shifts say **8 Shifts**. Thus, Proposed deployment of staff at PRS Office - MDD are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (1 Morning +1 Evening) – Supervision	2
3	General Counter 8 Counters (04 Morning & 04 Evening)	8
4	Cash, ROPD & Returns	1
5	RG(1 M/Supervisor+ 4 Morning Counter+1Cash)= 6/6= 1	1
6	LR(12 Working Posts+ 1 RG =13).12.5% of LR on 13 = 1.6 say 2	2
	Total	15

3.10.5 Conclusion :- The requirement of need based staff at PRS Office - MDD is 15 posts including RG and LR, as against the sanctioned strength of 16 posts. Thus, 1 vacant post is found surplus.

3.11 PRS Office – KILE :

3.11.1 The Sanctioned Cadre, Man on Roll and Vacancy of **PRS Office – KILE** are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
KILE	1	1	0	1	1	0	4	4	0	6	6	0

3.11.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	General Counter 4 Counters (02 Morning & 02 Evening)	4
3	Cash/EDR Feeding / Returns / ROPD	1
4	RG & LR	0
	Total	6

3.11.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – KILE is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
KILE	2	2	2	4

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – KILE is as under:-

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
512	136	120	74	74

3.11.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 512. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $512 / 120 = 4.3$ shifts say **4 Shifts**. Thus, Proposed deployment of staff at PRS Office - KILE are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	General Counter 4 Counters (02 Morning & 02 Evening)	4
3	Cash/EDR Feeding / Returns / ROPD	1
4	RG (1 CRS + 2 Morning Counter + 1 Cash) = $4 / 6 = 0.7$ say 1	1
5	LR ((6 Working Posts + 1 RG = 7). 12.5% of LR on 7 = 0.9 say 1	1
	Total	8

3.11.5 Conclusion :- The requirement of need based staff at **PRS Office – KILE** is 8 posts including RG and LR, as against the sanctioned strength of 6 posts. Thus, 02 posts are short, may be provided.

3.12 PRS Office - BVI :**3.12.1 The Sanctioned Cadre, Man on Roll and Vacancy of PRS Office – BVI are as follows:-**

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
BVI	8	7	1	16	15	1	2	0	2	26	22	4

3.12.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (1 Morning + 1 Evening) – Supervision & Chart	2
3	General Counter 11 Counters (06 Morning & 05 Evening)	11
4	Cash/ROPD / Returns/ EDR Feeding (1 Morning + 1 Evening)	2
5	Announcers	3
6	RG & LR	3
	Total	22

3.12.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – BVI is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
BVI	7	6	5	11

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – BVI is as under.

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
1362	120	128	77	64

3.12.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 1362. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $1362 / 120 = 11.4$ Shifts say **12 Shifts**. Thus, Proposed deployment of staff at PRS – BVI are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (1 Morning + 1 Evening) – Supervision & Chart	2
3	General Counter 12 Counters (06 Morning & 06 Evening)	12
4	Cash/ROPD / Returns/ EDR Feeding (1 Morning + 1 Evening)	2
5	Announcers	3
6	RG(1M/ Supervisors + 6 Morning Counter + 1 Cash + 3 Announcer) = $11 / 6 = 1.8$ say 2	2
7	LR(20 Working Posts + 2 RG =22).12.5% of LR on 22= 2.8 say 3	3
	Total	25

3.12.5 Conclusion :- The requirement of need based staff at **PRS Office - BVI** is 25 posts including RG and LR, as against the sanctioned strength of 26 posts. Thus, 1 vacant post is found surplus.

3.13 PRS Office – MIRA Road :

3.13.1 The Sanctioned Cadre, Man on Roll and Vacancy of PRS Office – MIRA are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
MIRA	1	1	0	3	4	-1	3	0	3	7	5	2

3.13.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS), EDR Feeding / Returns / ROPD/Cash	1
2	General Counter 4 Counters (02 Morning & 02 Evening)	4
3	RG & LR	0
Total		5

3.13.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – MIRA Road is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
MIRA	2	2	2	4

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office –MIRA Road is as under:-

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
499	132	117	67	67

3.13.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 499. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $499 / 120 = 4.2$ shifts say 4 Shifts. So, the Work Study team justified present deployment of 4 Shifts at PRS Office – MIRA Road. Thus, Proposed deployment of staff at PRS Office – MIRA Road are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS) ,	1
2	General Counter 4 Counters (02 Morning & 02 Evening)	4
3	Cash/EDR Feeding / Returns / ROPD	1
4	RG (1 CRS + 2 Morning Counter + 1 Cash) = $4 / 6 = 0.7$ say 1	1
5	LR ((6 Working Posts + 1 RG = 7). 12.5% of LR on 7 = 0.9 say 1	1
Total		8

3.13.5 Conclusion :- The requirement of need based staff at **PRS Office – KILE** is 8 posts including RG and LR, as against the sanctioned strength of 7 posts. Thus, 1 post is short, may be provided.

3.14 PRS Office – BYR :

3.14.1 The Sanctioned Cadre, Man on Roll and Vacancy of **PRS Office – BYR** are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
BYR	4	4	0	7	5	2	0	0	0	11	9	2

3.14.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS) & Cash	1
2	Shift In charge (Evening) – Supervision, ROPD & Returns	1
3	General Counter 7 Counters (04 Morning & 03 Evening)	7
4	RG & LR	0
	Total	9

3.14.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – BYR is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
BYR	4	4	3	7

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – BYR is as under.

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
873	116	137	81	61

3.14.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 873. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $873 / 120 = 7.2$ Shifts say **7 Shifts**. Thus, Proposed deployment of staff at PRS Office – BYR are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS) & Cash	1
2	Shift In charge (Evening) – Supervision, ROPD & Returns	1
3	General Counter 7 Counters (04 Morning & 03 Evening)	7
4	RG (1 CRS + 4 Morning Counter) = $5 / 6 = 0.8$ say 1	1
	LR (9 Working Posts + 1 RG =10). 2.5% of LR on 10 = 1.3 say 1	1
	Total	11

3.14.5 Conclusion :- The requirement of need based staff at **PRS Office - BYR** is 11 posts including RG and LR, as against the sanctioned strength of 11 posts. Thus, No staff is found surplus.

3.15 PRS Office – BSR :

3.15.1 The Sanctioned Cadre, Man on Roll and Vacancy of **PRS Office – BSR** are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
BSR	3	3	0	6	5	1	2	0	2	11	8	3

3.15.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (1 Evening) – Supervision & Chart	1
3	General Counter 5 Counters (03 Morning & 02 Evening)	5
4	Cash/ROPD / Returns/ EDR Feeding	1
5	RG & LR	0
	Total	8

3.15.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – BSR is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
BSR	3	3	3	6

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – BSR is as under.

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
656	116	103	59	59

3.15.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 656. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $656 / 120 = 5.5$ Shifts say **6 Shifts**. Thus, Proposed deployment of staff at PRS – BSR are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (1 Evening) – Supervision & Chart	1
3	General Counter 6 Counters (03 Morning & 03 Evening)	6
4	Cash/ROPD / Returns/ EDR Feeding	1
5	RG (1 CRS + 3 Morning Counter + 1 cash) = $5 / 6 = 0.8$ say 1	1
6	LR (9 Working Posts + 1 RG = 10).12.5% of LR on 10 =1.3 say 1	1
	Total	11

3.15.5 Conclusion :- The requirement of need based staff at **PRS Office - BSR** is 11 posts including RG and LR, as against the sanctioned strength of 11 posts. Thus, No staff is found surplus.

3.16 PRS Office – NSP :

3.16.1 The Sanctioned Cadre, Man on Roll and Vacancy of PRS Office – NSP are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
NSP	1	0	1	6	5	1	3	0	3	10	5	5

3.16.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS) - EDR Feeding / Returns / ROPD/Cash	1
2	General Counter 4 Counters (02 Morning & 02 Evening)	4
3	RG & LR	0
	Total	5

3.16.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – NSP is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
NSP	2	2	2	4

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – NSP is as under:-

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
489	130	115	71	71

3.16.4 **Critical Analysis & Proposed deployment** :- From the above table, it is seen that Daily Avg. of Peak Period is 489. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $489 / 120 = 4.1$ shifts say **4 Shifts**. Thus, Proposed deployment of staff at PRS Office – NSP are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	General Counter 4 Counters (02 Morning & 02 Evening)	4
3	Cash/EDR Feeding / Returns / ROPD	1
4	RG (1 CRS + 2 Morning Counter + 1 Cash) = $4 / 6 = 0.7$ say 1	1
5	LR ((6 Working Posts + 1 RG = 7). 12.5% of LR on 7 = 0.9 say 1	1
	Total	8

3.16.5 **Conclusion** :- The requirement of need based staff at PRS Office – NSP is 8 posts including RG and LR, as against the sanctioned strength of 10 posts. Thus, 2 posts are found surplus.

3.17 PRS Office – VR :**3.17.1 The Sanctioned Cadre, Man on Roll and Vacancy of PRS Office – VR are as follows:-**

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
VR	2	1	1	6	6	0	3	3	0	11	10	1

3.17.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (Evening) – Supervision & Chart	1
3	General Counter 7 Counters (04 Morning & 03 Evening)	7
4	Cash/ ROPD/EDR Feeding/Returns	1
5	RG & LR	0
	Total	10

3.17.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – VR is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
VR	4	4	3	7

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – VR is as under.

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
646	86	101	57	43

3.17.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 646. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $646 / 120 = 5.3$ Shifts say **5 Shifts**. Thus, Proposed deployment of staff at PRS Office – VR are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (Evening) – Supervision & Chart	1
3	General Counter 5 Counters (03 Morning & 02 Evening)	5
4	Cash/ ROPD/EDR Feeding/Returns	1
5	RG (1 CRS + 3 Morning Counter + 1 Cash) = $5 / 6 = 0.8$ say 1	1
6	LR (8 Working Posts + 1 RG = 9). 12.5% of LR on 9 = 1.2 say 1	1
	Total	10

3.17.5 Conclusion :- The requirement of need based staff at **PRS Office - VR** is 10 posts including RG and LR, as against the sanctioned strength of 11 posts. Thus, 1 vacant post is found surplus.

3.18 PRS Office – PLG :**3.18.1 The Sanctioned Cadre, Man on Roll and Vacancy of PRS Office – PLG are as follows:-**

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
PLG	1	1	0	4	4	0	0	0	0	5	5	0

3.18.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)/ EDR Feeding / Returns / ROPD/Cash	1
2	General Counter 3 Counters (02 Morning & 01 Evening)	3
3	RG & LR	1
	Total	5

3.18.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – PLG is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
PLG	2	2	1	3

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – PLG is as under:-

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
220	58	103	63	31

3.18.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 220. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $220 / 120 = 1.8$ shifts say **2 Shifts**. Thus, Proposed deployment of staff at PRS Office – PLG are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS) /Cash/EDR Feeding / Returns / ROPD	1
2	General Counter 2 Counters (01 Morning & 01 Evening)	2
3	RG (1 CRS + 1 Morning counter) = $2 / 6 = 0.3$ say 0.5	1
4	LR (3 Working posts + 0.5 RG = 3.5). 12.5% on 3.5 = 0.4 say 0.5	
	Total	4

3.18.5 Conclusion :- The requirement of need based staff at **PRS Office – PLG** is 4 posts including RG and LR, as against the sanctioned strength of 5 posts. Thus, 1 vacant post is found surplus.

3.19 PRS Office – BOR :**3.19.1 The Sanctioned Cadre, Man on Roll and Vacancy of PRS Office – BOR are as follows:-**

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
BOR	1	1	0	2	1	1	3	2	1	6	4	2

3.19.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS) /EDR Feeding / Returns / ROPD/Cash	1
2	General Counter 3 Counters (02 Morning & 01 Evening)	3
3	RG & LR	0
	Total	4

3.19.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – BOR is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
BOR	2	2	2	4

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – BOR is as under:-

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
422	112	99	55	55

3.19.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 422. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $422 / 120 = 3.5$ shifts say **4 Shifts**. Thus, Proposed deployment of staff at PRS Office – BOR are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS) ,	1
2	General Counter 4 Counters (02 Morning & 02 Evening)	4
3	Cash/EDR Feeding / Returns / ROPD	1
4	RG (1 CRS + 2 Morning Counter + 1 Cash) = $4 / 6 = 0.7$ say 1	1
5	LR ((6 Working Posts + 1 RG = 7). 12.5% of LR on 7 = 0.9 say 1	1
	Total	8

3.19.5 Conclusion :- The requirement of need based staff at **PRS Office – BOR** is 8 posts including RG and LR, as against the sanctioned strength of 6 posts. Thus, 2 posts are short, may be provided.

3.20 PRS Office – DRD :**3.20.1 The Sanctioned Cadre, Man on Roll and Vacancy of PRS Office – DRD are as follows:-**

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
DRD	0	0	0	2	2	0	1	1	0	3	3	0

3.20.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)/ EDR Feeding / Returns / ROPD/Cash	1
2	General Counter 2 Counters (01 Morning & 01 Evening)	2
3	RG/LR	0
	Total	3

3.20.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – DRD is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
DRD	1	1	1	2

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – DRD is as under:-

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
132	70	62	38	38

3.20.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 132. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $132 / 120 = 1.1$ shifts say **2 Shifts**. Thus, Proposed deployment of staff at PRS Office – DRD are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS) /Cash/EDR Feeding / Returns / ROPD	1
2	General Counter 2 Counters (01 Morning & 01 Evening)	2
3	RG (1 CRS + 1 Morning counter) = $2 / 6 = 0.3$ say 0.5	1
4	LR (3 Working posts + 0.5 RG = 3.5). $12.5\% \text{ on } 3.5 = 0.4$ say 0.5	
	Total	4

3.20.5 Conclusion :- The requirement of need based staff at **PRS Office – DRD** is 4 posts including RG and LR, as against the sanctioned strength of 3 posts. Thus, 1 post is short, may be provided.

3.21 PRS Office – VAPI :

3.21.1 The Sanctioned Cadre, Man on Roll and Vacancy of **PRS Office – VAPI** are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
VAPI	3	2	1	8	6	2	5	0	5	16	8	8

3.21.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS) ,	1
2	Shift In charge (Evening) – Supervision & Chart	1
3	General Counter 5 Counters (03 Morning & 02 Evening)	5
4	Cash/EDR Feeding / Returns / ROPD	1
5	RG & LR	0
	Total	8

3.21.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – VAPI is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
VAPI	3	3	2	5

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – VAPI is as under.

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
668	118	157	98	65

3.21.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 668. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $668 / 120 = 5.6$ Shifts say **6 Shifts**. Thus, Proposed deployment of staff at PRS Office – VAPI are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS) ,	1
2	Shift In charge (Evening) – Supervision & Chart	1
3	General Counter 6 Counters (03 Morning & 03 Evening)	6
4	Cash /EDR Feeding / Returns / ROPD	1
5	RG (1 CRS + 3 Morning Counter + 1 Cash) = $5 / 6 = 0.8$ say 1	1
6	LR(9 Working Posts + 1 RG =10).12.5% of LR on 10 = 1.3 say 1	1
	Total	11

3.21.5 Conclusion :- The requirement of need based staff at **PRS Office - VAPI** is 11 posts including RG and LR, as against the sanctioned strength of 16 posts. Thus, 5 vacant posts are found surplus.

3.22 PRS Office – BL :

3.22.1 The Sanctioned Cadre, Man on Roll and Vacancy of **PRS Office – BL** are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
BL	2	2	0	6	5	1	3	0	3	11	7	4

3.22.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS) ,	1
2	Shift In charge (Evening) – Supervision & Chart	1
3	General Counter 5 Counters (03 Morning & 02 Evening)	5
4	Cash/EDR Feeding / Returns / ROPD (by CRS)	0
	RG & LR	0
	Total	7

3.22.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – BL is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
BL	3	3	3	6

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – BL is as under.

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
457	81	72	46	46

3.22.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 457. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $457 / 120 = 3.8$ Shifts say **4 Shifts**. Thus, Proposed deployment of staff at PRS Office – BL are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	General Counter 4 Counters (02 Morning & 02 Evening)	4
3	Cash/EDR Feeding / Returns / ROPD	1
4	RG (1 CRS + 2 Morning Counter + 1 Cash) = $4 / 6 = 0.7$ say 1	1
5	LR ((6 Working Posts + 1 RG = 7). 12.5% of LR on 7 = 0.9 say 1	1
	Total	8

3.22.5 Conclusion :- The requirement of need based staff at **PRS Office - BL** is 8 posts including RG and LR, as against the sanctioned strength of 11 posts. Thus, 3 vacant posts are found surplus.

3.23 PRS Office – BIM :

3.23.1 The Sanctioned Cadre, Man on Roll and Vacancy of PRS Office – BIM are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
BIM	0	0	0	1	0	1	2	2	0	3	2	1

3.23.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)/ EDR Feeding / Returns / ROPD/Cash /	1
2	General Counter 2 Counters (01 Morning & 01 Evening)	2
3	RG & LR	0
	(1 Booking Staff is utilized for PRS – BIM)	
	Total	3

3.23.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – BIM is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
BIM	1	1	1	2

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – BIM is as under:-

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
119	63	56	37	37

3.23.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 119. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $119 / 120 = 1$ shift. Thus, Proposed deployment of staff at PRS Office – BIM are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS) /Cash/EDR Feeding / Returns / ROPD	1
2	General Counter 2 Counters (01 Morning & 01 Evening)	2
3	RG (1 CRS + 1 Morning counter) = $2 / 6 = 0.3$ say 0.5	1
4	LR (3 Working posts + 0.5 RG = 3.5). 12.5% on 3.5 = 0.4 say 0.5	
	Total	4

3.23.5 Conclusion :- The requirement of need based staff at **PRS Office – BIM** is 4 staff including RG and LR, as against the sanctioned strength of 3 posts. Thus, 1 post is short, may be provided.

3.24 PRS Office – NVS :**3.24.1 The Sanctioned Cadre, Man on Roll and Vacancy of PRS Office – NVS are as follows:-**

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
NVS	2	2	0	4	3	1	1	0	1	7	5	2

3.24.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS) ,	1
2	General Counter 4 Counters (02 Morning & 02 Evening)	4
3	Cash/EDR Feeding / Returns / ROPD	0
4	RG/LR	0
Total		5

3.24.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – NVS is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
NVS	3	3	2	5

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – NVS is as under.

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
423	75	99	59	40

3.24.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 423. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $423 / 120 = 3.5$ Shifts say **4 Shifts**. Thus, Proposed deployment of staff at PRS Office – NVS are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	General Counter 4 Counters (02 Morning & 02 Evening)	4
3	Cash/EDR Feeding / Returns / ROPD	1
4	RG (1 CRS + 2 Morning Counter + 1 Cash) = $4 / 6 = 0.7$ say 1	1
5	LR (6 Working Posts + 1 RG = 7). 12.5% of LR on 7 = 0.9 say 1	1
Total		8

3.24.5 Conclusion :- The requirement of need based staff at **PRS Office - NVS** is 8 staff including RG and LR, as against the sanctioned strength of 7 staff. Thus, 1 post is short, may be provided.

3.25 PRS Office – UDN :

3.25.1 The Sanctioned Cadre, Man on Roll and Vacancy position of **PRS Office – UDN** are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
UDN	3	1	2	6	6	0	2	1	1	11	8	3

3.25.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	General Counter 7 Counters (04 Morning & 03 Evening)	7
3	Cash/EDR Feeding / Returns / ROPD	0
4	RG & LR	0
	Total	8

3.25.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – UDN is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
UDN	4	4	3	7

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – UDN is as under.

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
747	99	117	75	57

3.25.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 747. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $747 / 120 = 6.2$ Shifts say **6 Shifts**. Thus, Proposed deployment of staff at PRS Office – UDN are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS) ,	1
2	Shift In charge (Evening) – Supervision & Chart	1
3	General Counter 6 Counters (03 Morning & 03 Evening)	6
4	Cash /EDR Feeding / Returns / ROPD	1
5	RG (1 CRS + 3 Morning Counter + 1 Cash) = $5 / 6 = 0.8$ say 1	1
6	LR(9 Working Posts + 1 RG =10).12.5% of LR on 10 = 1.3 say 1	1
	Total	11

3.25.5 Conclusion :- The requirement of need based staff at **PRS Office - UDN** is 11 posts including RG and LR, as against the sanctioned strength of 11 posts. Thus, No staff is found surplus.

3.26 PRS Office - ST :**3.26.1 The Sanctioned Cadre, Man on Roll and Vacancy of PRS Office – ST are as follows:-**

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
ST	6	4	2	23	23	0	11	4	7	40	31	9

3.26.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (1 Morning+ 1 Evening))	2
3	General Counter 11 Counters (06 Morning & 05 Evening)	11
4	Current Booking (02 Morning + 02 Evening + 02Night)	6
5	HO (VIP Feeding) (02 Morning & 02 Evening)	4
6	EDR Feeding / Returns / ROPD & Cash	3
7	RG & LR	4
Total		31

3.26.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – ST is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
ST	9	7	5	12

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – ST is as under.

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
1625	123	153	90	64

3.26.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 1625. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $1625 / 120 = 13.04$ Shifts say **13 Shifts**. Thus, the Proposed deployment of staff at PRS - ST are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	Shift In charge (1 Morning + 1 Evening)	2
3	General Counter 13 Counters (07 Morning & 06 Evening)	13
4	Current Booking (02 Morning + 02 Evening + 02Night)	6
5	HO (VIP Feeding) (02 Morning & 02 Evening)	4
6	Cash/EDR Feeding / Returns / ROPD (01 Morning & 01 Evening)	2
7	RG (1 Morning In charge + 7 Morning Counter + 6 Current Booking + 2 HO + 1 Cash) = $17 / 6 = 2.8$ say 3	3
8	LR (28 Working Posts +3 RG = 31). 12.5% of LR on 31 = 3.9 say = 4	4
Total		35

3.26.5 Conclusion :- The requirement of need based staff at **PRS Office - ST** is 35 posts including RG and LR, as against the sanctioned strength of 40 posts. Thus, 5 vacant posts are found surplus.

3.27 PRS Office – NDB :**3.27.1 The Sanctioned Cadre, Man on Roll and Vacancy of PRS Office – NDB are as follows:-**

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
NDB	1	0	0	4	1	3	1	1	0	6	2	4

3.27.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS) ,	1
2	General Counter 2 Counters (01 Morning & 01 Evening)	2
3	Cash/EDR Feeding / Returns / ROPD	1
4	RG/LR	0
	(2 Booking Staff are utilized for PRS – NDB)	
	Total	4

3.27.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – NDB is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
NDB	2	2	1	3

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – NDB is as under:-

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
299	79	141	90	45

3.27.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 299. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $299 / 120 = 2.5$ shifts say **3 Shifts** Thus, Proposed deployment of staff at PRS Office – NDB are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	General Counter 3 Counters (02 Morning & 01 Evening)	3
3	Cash/EDR Feeding / Returns / ROPD	1
4	RG (1 CRS + 2 Morning Counter + 1 Cash) = $4 / 6 = 0.7$ say 1	1
5	LR (5 Working Posts + 1 RG = 6). 12.5% of LR on 6 = 0.8 say 1	1
	Total	7

3.27.5 Conclusion :- The requirement of need based staff at **PRS Office – NDB** is 7 posts including RG and LR, as against the sanctioned strength of 6 posts. Thus, 1 post is short, may be provided.

3.28 PRS Office – ATLN (ATHWALINES):**3.28.1 The Sanctioned Cadre, Man on Roll and Vacancy of PRS Office – ATLN are as follows:-**

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
ATLN	2	2	0	5	4	1	4	2	2	11	8	3

3.28.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	General Counter 6 Counters (03 Morning & 03 Evening)	6
3	Cash/EDR Feeding / Returns / ROPD	1
4	RG & LR	0
	Total	8

3.28.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – ATLN is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
ATLN	4	3	3	6

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – ATLN is as under.

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
691	122	108	64	64

3.28.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 691. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $691 / 120 = 5.7$ Shifts say **6 Shifts**. Thus, Proposed deployment of staff at PRS Office – ATLN are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)	1
2	General Counter 6 Counters (03 Morning & 03 Evening)	6
3	Cash/EDR Feeding / Returns / ROPD	1
4	RG (1 CRS + 3 Morning Counter + 1 Cash) = $5 / 6 = 0.8$ say 1	1
5	LR (8 Working Posts + 1 RG = 9). 12.5% of LR on 9 = 1.1 say 1	1
	Total	10

3.28.5 Conclusion :- The requirement of need based staff at **PRS Office - ATNL** is 10 posts including RG and LR, as against the sanctioned strength of 11posts. Thus, 1post is found surplus.

3.29 PRS Office – DAMN :

3.29.1 The Sanctioned Cadre, Man on Roll and Vacancy position of **PRS Office – DAMN** are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
DAMN	1	1	0	2	2	0	1	1	0	4	4	0

3.29.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)/ EDR Feeding / Returns / ROPD/Cash	1
2	General Counter 2 Counters (01 Morning & 01 Evening)	2
3	RG/LR	1
Total		4

3.29.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – DAMN is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
DAMN	1	1	1	2

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – DAMN is as under:-

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
183	97	86	47	47

3.29.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 183. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $183 / 120 = 1.5$ shifts say **2 Shifts**. Thus, Proposed deployment of staff at PRS Office – DAMN are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS) /Cash/EDR Feeding / Returns / ROPD	1
2	General Counter 2 Counters (01 Morning & 01 Evening)	2
3	RG (1 CRS + 1 Morning counter) = $2 / 6 = 0.3$ say 0.5	1
4	LR (3 Working posts + 0.5 RG = 3.5). $12.5\% \text{ on } 3.5 = 0.4$ say 0.5	
Total		4

3.29.5 Conclusion :- The requirement of need based staff at **PRS Office – DAMN** is 4 posts including RG and LR, as against the sanctioned strength of 4 posts. Thus, No posts is found surplus.

3.30 PRS Office – SLVA :

3.30.1 The Sanctioned Cadre, Man on Roll and Vacancy of **PRS Office – SLVA** are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
SLVA	1	1	0	2	2	0	1	0	1	4	3	1

3.30.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)/ EDR Feeding / Returns / ROPD/Cash	1
2	General Counter 2 Counters (01 Morning & 01 Evening)	2
3	RG/LR	0
	Total	3

3.30.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – SLVA is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
SLVA	1	1	1	2

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – SLVA is as under:-

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
228	121	107	56	56

3.30.4 **Critical Analysis & Proposed deployment :-** From the above table, it is seen that Daily Avg. of Peak Period is 228. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $228 / 120 = 1.9$ shifts say **2 Shifts**. Thus, Proposed deployment of staff at PRS Office – SLVA are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS) /Cash/EDR Feeding / Returns / ROPD	1
2	General Counter 2 Counters (01 Morning & 01 Evening)	2
3	RG (1 CRS + 1 Morning counter) = $2 / 6 = 0.3$ say 0.5	1
4	LR (3 Working posts + 0.5 RG = 3.5). $12.5\% \text{ on } 3.5 = 0.4$ say 0.5	
	Total	4

3.30.5 **Conclusion :-** The requirement of need based staff at **PRS Office – SLVA** is 4 posts including RG and LR, as against the sanctioned strength of 4 posts. Thus, No post is found surplus.

3.31 PRS Office – BLD :**3.31.1 The Sanctioned Cadre, Man on Roll and Vacancy of PRS Office – BLD are as follows:-**

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
BLD	0	0	0	2	1	1	1	0	1	3	1	2

3.31.2 Present Deployment of staff & working in brief:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS)/ EDR Feeding / Returns / ROPD/Cash / RG & LR	1
2	General Counter 2 Counters (01 Morning & 01 Evening)	2
	(2 Booking Staff are utilized for PRS – BLD)	
	Total	3

3.31.3 Work load :-

(A) Total Nos. of Windows, Operated Windows and Operated Shifts at PRS Office – BLD is as under :-

Station	Total Nos. Of Windows	Operated		Total Shifts
		Morning	Evening	
BLD	1	1	1	2

(B) Avg. No. of Form per day, Avg. Nos. of Forms per counter per day for Peak Period & Lean Period at PRS Office – BLD is as under:-

Daily Avg. of Peak Period	Peak Period		Lean Period	
	Ist Shift	IInd Shift	Ist Shift	IInd Shift
132	63	56	37	37

3.31.4 Critical Analysis & Proposed deployment :- From the above table, it is seen that Daily Avg. of Peak Period is 132. The Yard Stick is 120 Forms per counter per shift. Thus, required shifts are $132 / 120 = 1.1$ shifts say **2 Shifts**. Thus, Proposed deployment of staff at PRS Office – BLD are as follows:-

Sr. No.	Description of activities carried out	Deployment of Staff
1	Over all In charge (CRS) /Cash/EDR Feeding / Returns / ROPD	1
2	General Counter 2 Counters (01 Morning & 01 Evening)	2
3	RG (1 CRS + 1 Morning counter) = $2 / 6 = 0.3$ say 0.5	1
4	LR (3 Working posts + 0.5 RG = 3.5). 12.5% on 3.5 =0.4 say 0.5	
	Total	4

3.31.5 Conclusion :- The requirement of need based staff at **PRS Office – BLD** is 4 posts including RG and LR, as against the sanctioned strength of 3 posts. Thus, 1 post is short, may be provided.

3.32 PRS Office – SAPQ (Sahara Airport):

3.32.1 The Sanctioned Cadre, Man on Roll and Vacancy of **PRS Office – SAPQ** are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
SAPQ	0	0	0	1	0	1	1	0	1	2	0	2

3.32.2 Present Deployment of staff & working in brief:- Presently, this PRS Office is closed.

3.32.3 Work load :- N/A

3.32.4 Critical Analysis & Proposed deployment :- **PRS Office – SAPQ** will be outsourced to private contractor, If re-opening of PRS Office at SAPQ is finalized.

3.32.5 Conclusion :- Presently, this PRS Office is closed. Thus, the sanctioned strength of 2 posts are found surplus.

3.33 Control Office - MMCT:

3.33.1 The Sanctioned Cadre, Man on Roll & Vacancy at **Control Office - MMCT** are as follows :-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
Control Office	2	1	1	4	5	-1	3	4	-1	9	10	-1

3.33.2 Present Deployment of staff & working in brief:- The work study pertains to PRS Offices of MMCT division. Thus, the workload of Control Office is not analysis in detail. But, it is also known that the working of Control office is very essential. Hence, the staff working in Control Office is justified by Work Study Team.

3.33.3 Conclusion :- The requirement of need based staff at **Control Office - MMCT** is 9 posts including LR, as against the sanctioned strength of 9 posts. Thus, No staff is found surplus.

3.34 DRM Office - MMCT:

3.34.1 The Sanctioned Cadre, Man on Roll & Vacancy of **DRM Office – MMCT** are as follows:-

Station	CRS			RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
DRM Office	1	0	1	8	4	4	13	12	1	22	16	6

3.34.2 Present Deployment of staff & working in brief:- The work study pertains to PRS Offices of MMCT division. Thus, the workload of DRM Office is not analysis in detail. But, it is also known that the working of DRM Office is very essential. Hence, the staff working in DRM Office is justified by Work Study Team.

3.34.3 Conclusion :- The requirement of need based staff at **DRM Office - MMCT** is 22 posts including LR, as against the sanctioned strength of 22 posts. Thus, No staff is found surplus.

3.35 Station-wise Proposed staff of PRS Offices of Commercial department over Mumbai Division is as follows:-

Sr. No.	PRS Office at Station	CRS			RS			ECRC			Total		
		SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
1	CCG	9	8	1	22	19	3	3	0	3	34	27	7
2	MMCT	12	12	0	36	19	17	0	0	0	48	31	17
3	DDR	3	3	0	5	5	0	8	8	0	16	16	0
3	MM	1	1	0	3	5	-2	2	4	-2	6	10	-4
5	BDTS	9	6	3	22	14	8	3	1	2	34	21	13
6	STC	1	1	0	3	5	-2	2	3	-1	6	9	-3
7	ADH	6	4	2	13	13	0	4	0	4	23	17	6
8	JOS	1	1	0	4	4	0	2	3	-1	7	8	-1
9	GMN	3	3	0	4	4	0	5	5	0	12	12	0
10	MDD	4	4	0	9	9	0	3	2	1	16	15	1
11	KILE	1	2	-1	1	2	-1	4	4	0	6	8	-2
12	BVI	8	8	0	16	16	0	2	1	1	26	25	1
13	MIRA	1	1	0	3	4	-1	3	3	0	7	8	-1
14	BYR	4	4	0	7	7	0	0	0	0	11	11	0
15	BSR	3	3	0	6	6	0	2	2	0	11	11	0
16	NSP	1	1	0	6	6	0	3	1	2	10	8	2
17	VR	2	2	0	6	6	0	3	2	1	11	10	1
18	PLG	1	1	0	4	3	1	0	0	0	5	4	1
19	BOR	1	1	0	2	3	-1	3	4	-1	6	8	-2
20	DRD	0	1	-1	2	2	0	1	1	0	3	4	-1
21	VAPI	3	2	1	8	6	2	5	3	2	16	11	5
22	BL	2	2	0	6	6	0	3	0	3	11	8	3
23	BIM	0	1	-1	1	1	0	2	2	0	3	4	-1
24	NVS	2	2	0	4	4	0	1	2	-1	7	8	-1
25	UDN	3	3	0	6	6	0	2	2	0	11	11	0
26	ST	6	6	0	23	23	0	11	6	5	40	35	5
27	NDB	1	1	0	4	4	0	1	2	-1	6	7	-1
28	ATLN	2	2	0	5	5	0	4	3	1	11	10	1
29	DAMN	1	1	0	2	2	0	1	1	0	4	4	0
30	SLVA	1	1	0	2	2	0	1	1	0	4	4	0
31	BLD	0	1	-1	2	2	0	1	1	0	3	4	-1
32	SAPQ	0	0	0	1	0	1	1	0	1	2	0	2
33	Control	2	2	0	4	4	0	3	3	0	9	9	0
34	DRM Office	1	1	0	8	8	0	13	13	0	22	22	0
	Total	95	92	03	250	225	25	102	83	19	447	402	47

3.36 Existing Cadre, Proposed Cadre & Surplus Identified of Staff PRS Offices of Commercial department over Mumbai Division is as follows

Sr. No.	Category	Existing Cadre			Proposed Cadre	Surplus Identified			Reference Para No.
		SS	MOR	VAC		Total	Live	Vac.	
1	CRS	95	75	20	92	03	0	03	3.0 for Existing cadre & 3.35 for Proposed cadre
2	RS	250	215	35	225	25	0	25	
3	ECRC	102	52	50	83	19	0	19	
	Total	447	342	105	400	47	0	47	

3.37 Recommendation No. 1

After critical analysis of work load of ECRC Staff of PRS Offices of Commercial department over Mumbai Division, Work study team justified 400 Gr. C posts against Sanctioned Cadre of 447 Gr. C posts and identified surplus 47 vacant Gr. C posts, which are recommended for surrender immediately.

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Chapter 4	Financial Implications
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4.1 After critical analysis of work load of ECRC Staff of PRS Offices of Commercial department over Mumbai Division, Work study team justified 400 Gr. C posts against Sanctioned Cadre of 447 Gr. C posts and identified surplus 47 vacant Gr. C posts, which are recommended for surrender immediately.

4.2 The work study team has identified surplus 68 Gr. "C" posts for surrender, all are lying vacant since long.

Category	Surplus	Annual saving per person(in Rs)	Total savings in Rs
Group –“C” (PRS Staff)	47	1003714	Rs. 4,71,74,558/-

4.3 On implementation of the recommendation brought out in the work study report, annual recurring saving of Rs. 471.75 Lakhs per annum can be achieved.



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