



HQ-WESTERN RAILWAY



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Title: Work-Study report of PRS over BRC Division.

Year- 2020-21

No. G.463/WR/WS-04/2020-2021

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Synopsis of The Study

Study Number	: (No. G.463/WR-WS-04/2020-2021)					
Name of Study	: Work Study on staff working in PRS over BRC Division					
Approved by	: AGM-Western Railway					
Department	: Commercial					
Division	: BRC					
Study conducted During the period	: 2020-21					
Date of Submission	: 30 th September 2020					
No. of Recommendations	: 08					
Sanctioned Strength	: 100					
No. of Men studied	: 83					
No. of vacancies	: 17					
No. of posts identified surplus	: 40					
Recurring saving of @ 1003714 per Group 'C' staff	: Rs. 401.48 Lakhs Per annum.					
Terms of Reference	Assessment of manpower requirement corresponding to existing/arising workload.					
Category	Existing cadre	Man on Roll	Proposed cadre	Proposed for surrender	Live post	Vacant post
"C"	100	83	60	40	23	17

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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. Zenia Gupta	Sr. DCM- BRC
Shri Kiran B Khade	ACM(PM) – BRC

The work study team wishes to acknowledge its gratitude to Shri Shailesh Kumar, DCMI- BRC, Sectional CMI's & PRS staff of Commercial Department of Vadodara 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 PRS staff of Commercial department of Vadodara Division. Accordingly, a study has been conducted with a view to assess the requirement of man power over Vadodara 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.

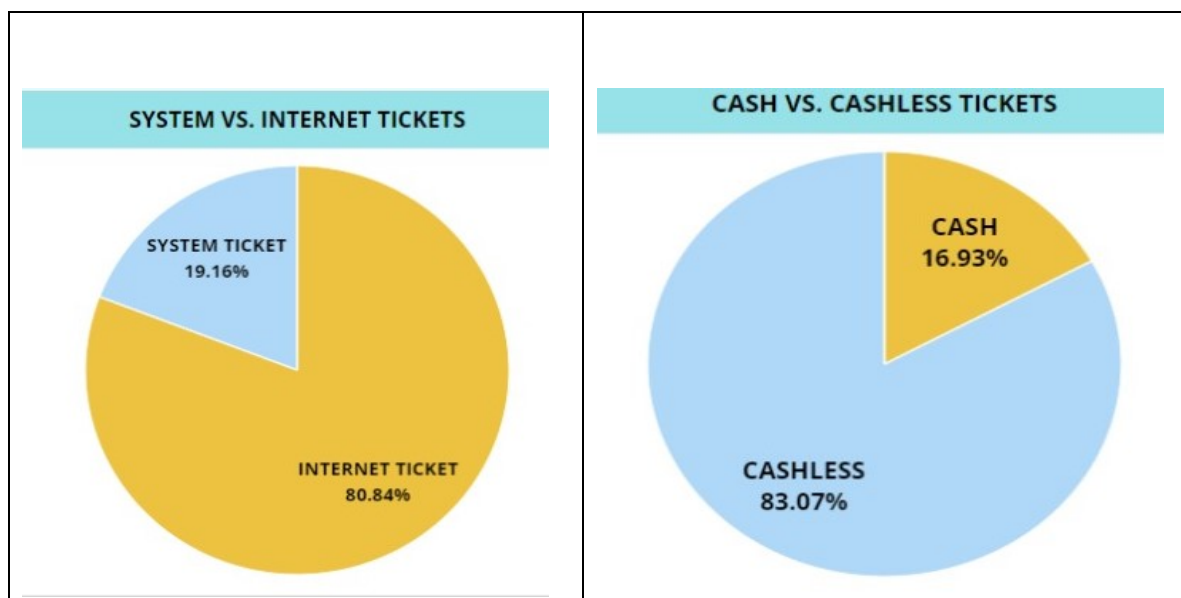
BASIS OF STUDY

- 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 BRC 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.



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 BRC- 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 02 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 alongwith 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 rostered for 08 hrs. duty i.e. 06 hrs. counter duty & 02 hrs. for ROPD & allied works.

SUMMARY OF RECOMMENDATIONS

PRS	Cadre	MOR	Vacancy	Proposed Cadre	Proposed for Surrender	Live	Vacancy
BRC(P)	30	27	03	23	07	04	03
CBO- BRC	06	06	00	00	06	06	00
PRTN	07	06	01	05	02	01	01
ANND	12	09	03	05	07	04	03
ND	09	05	04	05	04	00	04
GDA	04	04	00	04	00	00	00
BH	11	08	03	07	04	01	03
AKV	09	06	03	06	03	00	03
KSB	01	01	00	00	01	01	00
RSC (NAIR)	01	01	00	01	00	00	00
BDE	02	02	00	00	02	02	00
EQ CELL	04	04	00	04	00	00	00
CBY	01	01	00	00	01	01	00
DRM(C) PRTN	03	03	00	00	03	03	00
	100	83	17	60	40	23	17

Sr. No	Recommendations	Surplus/Short
1.	Recommendation No. 1	07 - Surplus
2	Recommendation No. 2	06 - Surplus
3	Recommendation No. 3	02 - Surplus
4	Recommendation No. 4	07 - Surplus
5	Recommendation No. 5	04 - Surplus
5	Recommendation No. 6	04 - Surplus
6	Recommendation no. 7	03- Surplus
7	Recommendation no. 8	07 -Surplus
	TOTAL	40

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 %**.

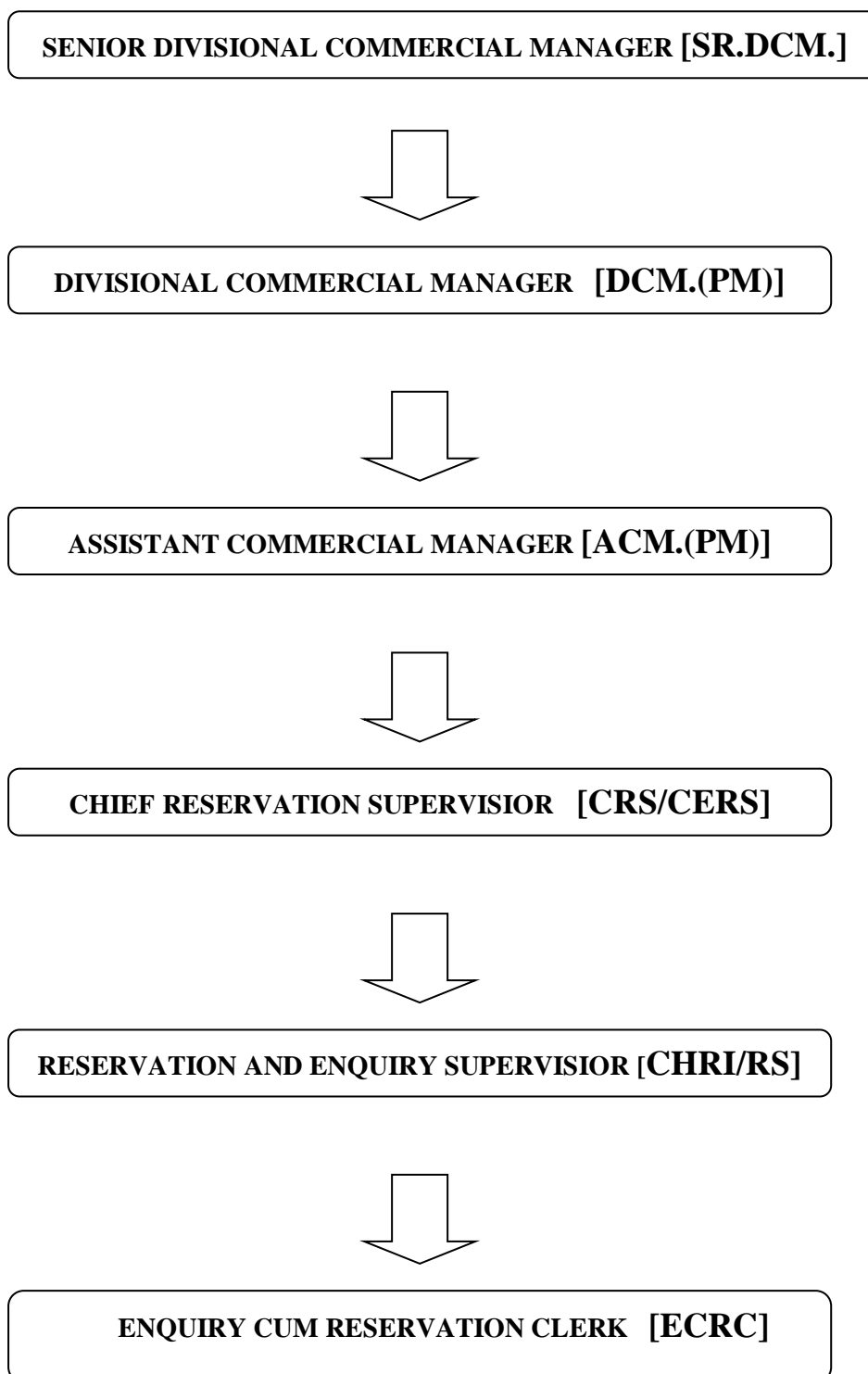
In view of the above, Rly Board issued nos. of circulars, orders, etc. to minimize Expenses and increase Earnings. The Zonal Railways also implement various measures for financial discipline. At this juncture, the role of Railway Efficiency & Research Directorate is also very important in connection 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.

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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 Vadodara (BRC) 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 BRC division

Chapter 2**Existing Organizational Set up & Classification of Duties.****2.0 The organizational set-up of PRS (ECRC) staff working at various stations over BRC- 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.
- ✓ Totalling 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 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,</p>

	passengers booked are derived from DRM report and maintained as record. The derails are repeated to Commercial Control. Daily reports, periodic reports and monthly reports are collected data wise and shift wise.
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 finalisation 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 received from CBI, Commercial Officers, VI,GRP have to be filed [inward and outward].</p>
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	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.

	To assist the ACM for inspection of PRS locations and to prepare inspection note. Also surprise checks on PRS locations.
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.

Chapter 3	<u>Cadre, Deployment & Critical Analysis of PRS Cadre</u>
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3.0 Different PRS service points in BRC division are functioning under administrative control of Sr. DCM/BRC. The sanctioned cadre and men on roll position of ECRC including supervisors (RS) as on **01.04.2019** & updated position provided on **24.09.2020** is given below.

Station	CERS/CRS			CHRI/RS			ECRC			Total		
	SS	MOR	VAC	SS	MOR	VAC/EX	SS	MOR	VAC/EX	SS	MOR	VAC/EX
BRC(P)	09	09	00	21	16	05	00	02	+02	30	27	03
PRTN	01	01	00	06	05	01	00	00	00	07	06	01
CBO(BRC)	02	02	00	04	04	00	00	00	00	06	06	00
AKV	02	01	01	04	05	+01	03	00	03	09	06	03
BH	02	02	00	06	06	00	03	00	03	11	08	03
GDA	02	02	00	02	02	00	00	00	00	04	04	00
ANND	02	03	+01	07	06	01	03	00	03	12	09	03
ND	02	02	00	04	03	01	03	00	03	09	05	04
KSB	00	00	00	01	01	00	00	00	00	01	01	00
RSC (NAIR)	01	01	00	00	00	00	00	00	00	01	01	00
BDE	00	00	00	01	01	00	01	01	00	02	02	00
EQ CELL	01	01	00	03	03	00	00	00	00	04	04	00
CBY	00	00	00	00	00	00	01	01	00	01	01	00
DRM(C) PRTN	01	01	00	02	02	00	00	00	00	03	03	00
	25	25	00	61	54	07	14	04	10	100	83	17

3.1.1 PRS-BRC(P):

As per the Workstudy Data provided by Division Office and data collected from concerned CRS Incharge and with interaction with PRS Staff, The details are summarised as under:

3.1.2 The Statement showing the Sanctioned Strength, men on roll and vacancy Position of PRS-BRC(P).

No	Category	Grade + Pay Band	Sanctioned Strength.	On roll	Vacancy/Excess
1	CERS/CRS	9300 - 34500+ PB 4600	09	09	00
2	CHRI	9300 - 34500+ PB 4200	21	16	05
3	ECRC	5200 - 20200+ PB 2800	00	+02	+02(Excess)Posted against CHRI vacancy

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Total	30	27	03
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1. Out of 27 staff on roll at PRS-BRC (P), 02 staff (02 CHRI) are working at as Dy SS Comml. under Sr DCM /BRC at BRC(P) Station since 2018.
2. There are 10 Counters which run in 02 shifts and 02 Current Reservation & Enquiry Counter which work round the clock.
3. Currently **05 (Mor) & 03(Eve) + 02** Current & Enquiry Counter which work round the clock are in working due to **COVID-19** conditions.
4. On Sundays the there is only one single (**Morning Shift**) other than Current & Enquiry counters(24X7)
5. 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)

Enquiry & Current Counter: Morning: 07:00 to 15:00 Hrs

Evening :1500 to 2300 hrs

Night : 23:00 to 07:00 Hrs.

6. One CRS is working as Overall Incharge, 03 persons are utilised in Charting (01 in Morning & 02 in Evening Shift), Charting Location for 60 Daily Trains, Ex Passenger Chart for 110 trains(Copy retained as record), 01 staff for ROPD & 01 Staff for EDR- 700/800 EDR Entry Daily. Rest staff for RG & LR.

3.1.3 Workload - Avg. No. of Forms per counter per day of PRS- BRC(P) is as under.

Peak Period		Lean Period	
Ist Shift	IInd Shift	Ist Shift	IInd Shift
111	100	98	84

3.1.4 Workload- Avg. No. of Passengers of PRS- BRC(P) for the last three years is as under:

Year	Peak Period			Lean Period		
Months	MARCH	APRIL	MAY	JUNE	JULY	AUGUST
2017-18	26994	27082	29090	26553	26429	27089
2018-19	25480	27790	25400	23776	25723	24749
2019-20	16673	26590	25905	22083	24031	21976

3.1.5 The Total No. of Forms and Passengers for the last three years is as under:

Year	Total No. of Forms	Total No. of Passengers
2017-2018	327033	502769
2018-2019	309941	477781
2019-2020	278804	421260

3.1.6 Staff for window operation & Supervision :

The duty Roster of the staff working under PRS-BRC(P) is done the CRS Incharge 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		
		Deploy ment	Total Cadre
1	General Counter 05 Counters (05 Morning & 04 Evening) in 02 Shifts except on Sunday wherein there is only 01 morning shift)	09	30
2	Enquiry & Current Reservation Counter (02 counters & 03 Shifts daily)	06	
3	EDR Feeding	01	
4	ROPD	01	
5	Charting (01Mor. & 02 Evening)	03	
6	In charge	01	
9	RG	04	
10	LR	05	
Total		30	

Therefore, as per the cadre 15 staff are to be deployed for manning PRS windows including Enquiry & Current counters & 15 staff are to be utilized for allied works including RG& LR for entire PRS.

3.1.7 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 at **PRS-BRC(P)** from the above tables **3.1.3, 3.1.4 & 3.1.5**

3.1.8 Critical Analysis:

Critical Analysis: It can be seen from the tables detailed above that average number of forms dealt and number of passenger booked from 2017-19 to 2019-20 at **PRS -BRC (P)** 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-BRC (P)** staff should be reduced proportionately to the reduction of workload.

During work study It has been noticed that, one 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 withdraw this activity.

The PRS staff is rostered 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-BRC (P) in view of reduced work load, The requirement of staff for various activities is given in following paragraphs.

3.1.9 Staff for window operation:

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- BRC P 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 22876 forms per month, i.e. 760 forms per day, the ideal number of per day operated shifts should be as under:-

Details	During Peak Season	During Lean Season
Number of Form per month	23056	22698
Number of Form per Day	768	756
Required Shift for ideal workload of 120 form per shift, per counter	6.4 i.e. 07 Shifts per day	6.3 i.e. 07 shifts per day

As it can be seen from the table above that for optimum utilization of staff at PRS-BRC (P) the operational shift should be ideally 07 shifts in Peak season as well as Lean season. Therefore, there is a requirement of staff for activities related to PRS counters, including the refund. Thus, the number of operated shifts for Booking & Refund at PRS-BRC (P) may be reduced from 10 (05 Mor + 05 Eve) to 07(04 Mor+03 Eve) and 6 staff for Current & Enquiry. Total daily requirement would be 13.

3.1.10 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 remain the same.

3.1.11 Rest Giver/Leave Reserve:

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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.

Thus, the total proposed staff required at PRS-BRC (P) is as follows:

Sr. No.	Staff	No. of Staff
1	Staff for window operation	13
2	Incharge	01
3	Charting	03
4	ROPD	01
5	Rest Giver @ 16.5 %	02
6	Total including RG	20
7	Leave Reserve @ 12.5%	03
	Total including RG/LR	23

Therefore, the requirement of need based staff at **PRS-BRC P** is 23 staff including RG and LR, as against the sanctioned strength of 30 staff.

Hence, Total staff required for **PRS- BRC (P)** is 23 against the sanctioned strength of 30 Staff. Thus, 07 staff is found excess out of which 03 are currently vacant & 04 are Live post.

3.1.12 Recommendations:

07 Posts, 04 Live & 03 Vacant post of **PRS – BRC (P)** staff are found excess in the cadre which may be surrendered immediately.

3.2.1 PRS-CBO(BRC):

(a) Working Hours of Counters: **Morning Shift** – 08.00 Hours to 14.00 Hours.
Evening Shift -_14.00 Hours to 20.00 Hours.

(b) CBO-BRC is located in the heart of the city, near Nyay Bhavan area approx 04 kms away from BRC (P) Railway station

3.2.2. As per the Workstudy Data provided by Division Office and data collected from concerned CRS Incharge and with interaction with PRS Staff, The details are summarised as under:

The Statement showing the Sanctioned Strength, men on roll and vacancy Position of PRS-CBO BRC .

No	Category	Grade + Pay Band	Sanctioned Strength.	On roll	Vacancy/ Excess
1	CRS/CERS	9300 – 34500+ PB 4600	02	02	00
2	ARS/RS	9300 – 34500+ PB 4200	04	04	00
3	ECRC	5200 – 20200+ PB 2800	---	---	---
Total			06	06	00

1. There is no vacancy in PRS CBO/ BRC.
2. There 02 Shifts and there 02 counter each.i.e 4 counter.
3. On Sundays the there is only one single (Morning Shift).
4. There are Token System present in PRS CBO BRC.
5. Working Hours of Counters: **Morning Shift** - 08.00 Hours to 14.00 Hours.
Evening Shift - 14.15 Hours to 20.00 Hours.
6. One CRS is working as Overall Incharge looking after ROPD, Cash, Roster and other allied works.

3.2.3 Workload Avg. No. of Forms per counter per day of PRS- BRC(P). is as under.

Peak Period		Lean Period	
Ist Shift	IInd Shift	Ist Shift	IInd Shift
88	93	78	79

3.2.4 Workload Avg. No. of Passengers of PRS- CBO for the last three years is as under

Year	Peak Period			Lean Period		
Months	MARCH	APRIL	MAY	JUNE	JULY	AUGUST
2017-18	43057	40388	41640	41197	45513	41487
2018-19	40601	69298	36307	34825	43168	39863
2019-20	22560	38985	34127	33954	41646	32492

3.2.5 Workload Total No. of Forms/ Passengers of PRS- CBO (BRC) for the last three years is as under:

Year	Total Forms	Total passengers
2017-2018	118004	174938
2018-2019	103487	192152
2019-2020	112719	205728

3.2.6 Staff for window operation & Supervision :

Staff for window operation: Shift wise deployment of the PRS staff is done by CRS in-charge as per the following schedule; however this deployment is not constant as is changed requirement during the peak and not peak season if required. Number of windows operated is given in following table:

Sr. No.	Description		
		Deployment	Total Cadre
1	General Counters	04	06
2	In-charge	01	
3	RG/LR	01	
Total		06	

Currently the PRS- CBO(BRC) is CLOSED since 22.03.2020 from the day of **LOCKDOWN** due to COVID conditions.

3.2.7 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 at PRS-CBO/BRC.

3.2.8 Critical Analysis:

Critical Analysis: It can be seen from the above tables that average number of forms dealt and number of passenger booked from 2017-18 to 2019-20 at PRS- CBO/ BRC 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.

It is pertinent to note that due to COVID and due to lockdown the PRS-CBO/BRC is inoperative since **22nd March 2020**. The staff of PRS/CBO/BRC is being utilized at PRS – BRC (P) since **June 2020**.

As per Railway Board Letter No. **2008/C&IS./New PRS Policy** dated 04.10.2013 with subject Revised Policy for Provision of PRS Facility at Location:- the revised guidelines should be duly explored by Division to close the existing PRS-CBO (BRC) location as it is not financially feasible in the current scenario and will bring great savings not in terms of Manpower but also in terms of Railway Revenue. The spirit of the RB Letter should be taken into account while justifying the closure of the CBO PRS location.

The current declining trend in the traffic at PRS-CBO/BRC is a clear indication that the traffic is being shifted to E-Ticketing by IRCTC.

The distance between three PRS Locations BRC(P), CBO and PRTN is less than 15 kms hence, closure of PRS-CBO(BRC) will bring lot of savings and to derive maximum utilization of manpower and savings of infrastructure and staff for managing separate PRS.

The PRS Facility at Post Office needs to be explored which will be duly managed by Postal Staff on mutually agreed terms and conditions.As per **Commercial Circular**

43/2018 for opening of PRS counters at Post Offices, the Divisional Authorities can process opening of PRS at Head Post Office located at Raopura, Vadodara which is approx. 02 kms away from existing PRS CBO/BRC location. Hence, closure of PRS-CBO/BRC can be easily done without inconvenience to the common public.

As per **RBE 48/2020** dated 02.07.2020 & Financial Commissioner (Railways) D. O 2015-B-235 dated 19.06.2020 addressed to General Managers, number of economy, austerity & cost control measures has been suggested under various heads. Out of Staff Cost, one of the measures is “**Reduction in PRS Counters and redeployment of ECRCs due to decrease in over the counter reservations.**”

Moreover, as per statistics the total 80 to 85 % of reservation is being done through IRCTC Online Portal. Hence, the maintaining a PRS at the current location is not financial viable idea. It needs to be closed and in case of public demand, the idea of PRS in Post Office needs to be explored. It is worth to note that due to decreasing demand the two location of PRS at BRC (P) was merged and shifted to single PRS on Alkapuri side. Moreover, due to COVID-19 pandemic the PRS- CBO/BRC location is not functional since initial lockdown announced by Govt. and the currently the staff are now working under CRS-BRC(P).

During work study the Agreement details, Rent details, notices issued if any etc. were demanded from Divisional Authorities. As per the information vide letter dated 24.09.2020, only Electricity Bill details amounting Rs. **22374/-** for the month June & July 2020 was provided. Electricity charges, Failure & Equipment repair expenses, Rent paid if any for the PRS –CBO/BRC and other regular monthly expenses needs to be taken into account while re-opening of the closed PRS.

Hence, looking into current scenario and till date closing of PRS –CBO/BRC the PRS location maybe closed and the existing cadre of **06 (2 CERS & 04 CHRI)** may be duly surrendered.

3.2.9 Recommendation:

Recommendation No. 2:

The Work Study Team recommends that the current PRS Location at CBO(BRC) to be closed Hence, Six(06) staffs found surplus may be surrendered.

3.3.1 PRS-PRTN

3.3.2 The Statement showing the Sanctioned Strength, men on roll and vacancy Position of PRS Staff working in PRS-PRTN

No.	Category	Grade + Pay Band	Sanctioned Strength.	On roll	Vacancy/ Excess
1	CRS/CERS	9300 – 34500+ PB 4600	01	01	00

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2	CHRI/ ARS/RS	9300 – 34500+ PB 4200	06	05	01
3	ECRC	5200 – 20200+ PB 2800	00	00	00
Total			07	06	01

PRS-PRTN is having Sanctioned cadre of 07 and 06 are available as on Roll, staff strength is maintained for PRS-PRTN Office as well as there is provision of Rest Giver & Leave Reserve.

Observation:

3.3.3 Workload -Avg. No. of Forms per counter per day of PRS- PRTN. is as under.

Peak Period		Lean Period	
Ist Shift	IInd Shift	Ist Shift	IInd Shift
90	70	65	55

3.3.4 Workload- Avg. No. of Passengers of PRS- PRTN for the last three years is as under:

Year	Total Forms	Total passengers
2017-2018	138456	236969
2018-2019	132726	228166
2019-2020	116166	201831

3.3.5 Workload of PRS-PRTN for Peak & Lean Period for the last 03 yrs:

Year	Peak Period			Lean Period		
Months	MARCH	APRIL	MAY	JUNE	JULY	AUGUST
2017-18	11609	11873	12860	11280	10736	10458
2018-19	10876	12037	11421	10252	10731	10559
2019-20	10594	11410	11137	9143	9593	8931

3.3.6 Staff for window operation & Supervision :

Staff for window operation: Shift wise deployment of the PRS staff is done by CRS in-charge as per the following schedule; 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 & Allied works is given in following table:

Sr. No.	Description		
		Deployment	Total Cadre 07
1	Reservation General	04	
2	Incharge	01	
3	RG/LR	02	
Total		07	

Therefore, 04 staff are deployed for manning PRS windows for activities related to PRS booking/cancellation and rest for other allied works including RG&LR

3.3.7 Staff for RG/LR: Thus the deployment of staff is as under,

For Operating the counter:	04
For Allied Activities	01
RG/LR	02

Total	07

3.3.8 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 at PRS-PRTN.

Work study team has done detailed analysis of requirement of staff at PRS-PRTN in view of reduced work load, The requirement of staff for various activities is given in following paragraphs,

3.3.9 Staff for window operation:

Staff for window operation: It is noted by work study team number of form dealt with Token system are generally less than the PRS functional without token system. Since the PRS- PRTN 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.

Therefore, to deal with average 8200 form per month (Avg of Peak & Lean Period) i.e. 274 forms per day, the ideal number of per day operated shifts should be as under,

Details	During Lean Season	During Peak Season
Number of Form per month	11048	9222
Number of Form per Day	368	308
Required Shift for ideal workload of 120 form per shift, per counter	3.06 i.e. 03 Shifts per day	2.56 i.e. 03 shifts per day

As it can be seen from the table above that for optimum utilization of staff at PRS-PRTN the operational shift should be ideally 03 counters in 02 shifts (Morning/Evening) in Peak season as well as Lean season. Therefore there is a requirement of 03 staff for activities related to PRS counters, including the refund. Thus, the number of operated shifts for Booking & Refund at PRS-PRTN may be reduced from 04 to 03 shifts per day.

3.3.10 Staff for Supervision Activities: Since there is no change in the workload of allied activities the number of staff utilized in allied activities such as Charting & ROPD may remain the same.

3.3.11 Rest Giver/Leave Reserve:

Rest Giver/Leave Reserve: Rest Giver staff is required for the PRS staff working at reservation/cancellation counters and allied staff. However, for staff working at windows only one shift is operational on Sunday.

Sr. No.	Staff	No of Staff
1	Staff for window operation	03
2	Incharge & ROPD work	01
4	Rest Giver	01
5	Total including RG/LR	05

Therefore, the requirement of need based staff at PRS- PRTN staff including RG and LR is 05 as against the sanctioned cadre of 07. Thus, 02 post maybe surrendered.

3.3.12 Recommendation:

Recommendation No. 3:

02 staff are found excess in the sanctioned cadre of 07 which is currently vacant maybe surrendered

3.4.1. PRS-ANND:

3.4.2. The Statement showing the Sanctioned Strength, men on roll and vacancy Position of PRS Staff working in PRS-ANND.

No.	Category	Grade + Pay Band	Sanctioned Strength.	On roll	Vacancy/Excess
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1	CRS/CERS	9300 - 34500+ PB 4600	02	03	+01
2	CHRI/ ARS/RS	9300 - 34500+ PB 4200	07	06	01
	ECRC	5200 - 20200+ PB 2800	03	00	03
Total			12	09	03

PRS-ANND is having Sanctioned Strength of 12 staff and 09 staff on Roll, out of these available staff, staff strength is maintained for **PRS-ANND** Office as well as provision of Rest Giver & Leave Reserve.

Observation:

3.4.3 Workload (Avg. No. of Forms per counter per day of PRS- ANND. is as under.

Peak Period		Lean Period	
Ist Shift	IInd Shift	Ist Shift	IInd Shift
55	52	50	46

3.4.4 Workload avg. No. of Passengers of PRS- ANND for the last three years is as under:

Year	Total Forms	Total passengers
2017-2018	109311	187870
2018-2019	100772	174060
2019-2020	97411	166090

3.4.5 Workload avg. No. of forms in Peak & Lean season at PRS- ANND for the last three years is as under:

Year	Peak			Lean		
	March	April	May	June	July	August
2017-18	9328	9287	10082	8194	9229	7274
2018-19	10059	10206	9527	8538	8600	9028
2019-20	10365	10527	10587	9158	9226	9583

3.4.6 Staff for window operation & Supervision :

Staff for window operation: Shift wise deployment of the PRS staff is done by CRS in-charge as per the following schedule; 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		
		Deployment	

1	Reservation General	05	Total Cadre 12
2	Charting	01	
3	Incharge	01	
4	ROPD	01	
5	Shift Supervisor	02	
6	RG/LR	02	
Total		12	

Therefore, 05 staff are deployed for manning PRS windows for activities related to PRS booking/cancellation.

3.4.7 Staff for RG/LR: Thus the deployment of staff is as under,

For Operating the counter:	05
For Allied Activities	05
RG/LR	02

Total **12**

3.4.8 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 at **PRS-ANND**.

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

3.4.9 Staff for window operation:

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- ANND 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.

Therefore, to deal with average 8200 form per month, i.e. 274 forms per day, the ideal number of per day operated shifts should be as under,

Details	During Lean Season	During Peak Season
Number of Form per month	8556	7836
Number of Form per Day	286	262
Required Shift for ideal workload of 120 form per shift, per counter	2.38 i.e. 03 Shifts per day	2.18 i.e. 03 shifts per day

As it can be seen from the table above that for optimum utilization of staff at PRS-ANND the operational shift should be ideally 03 counters in 02 shifts(Morning/Evening) in Peak season as well as Lean season. Therefore there is a requirement of 03 staff for activities related to PRS counters, including the refund. Thus, the number of operated shifts for Booking & Refund at PRS-BRC(P) may be reduced from 04 to 03 shifts per day.

3.4.10 Staff for Supervision Activities: Since there is no change in the workload of allied activities the number of staff utilized in allied activities such as Charting & ROPD may remain the same.

3.4.11 Rest Giver/Leave Reserve:

Rest Giver/Leave Reserve: Rest Giver staff is required for the PRS staff working at reservation/cancellation cum enquire counters and Charting staff. However, for staff working at windows only one shift is operational on Sunday. Therefore, requirement of Rest Giver staff is only against 03 shifts.(02Counter +01Charting).

Sr. No.	Staff	No of Staff
1	Staff for window operation	03
2	Staff for Charting & supervision	01
4	Rest Giver & Leave Reserve	01
5	Total including RG/LR	05

Therefore, the requirement of need based staff at PRS-ANND is 05 staff including RG and LR, as against the sanctioned strength of 12 staff.

Hence, Total staff required for **PRS ANND** is 07 against the sanctioned strength of 12 Staff. Thus, 07 staff is found excess in cadre out of which 03 are Vacant & 03 are live post.

3.4.12 Recommendation:

Recommendation No. 4:

06 staff are found excess in the sanctioned cadre of 12, out of which 03 posts are currently vacant and 03 are Live post.

3.5.1 PRS-ND:

3.5.2 The Statement showing the Sanctioned Strength, men on roll and vacancy. Position of PRS staff working in PRS-ND.

No.	Category	Grade + Pay Band	Sanctioned Strength.	On roll	Vacancy/Excess
1	CERS	9300 – 34500+ PB 4600	02	02	00

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2	CHRI/RS	9300 – 34500+ PB 4200	04	03	01
3	ECRC	5200 – 20200+ PB 2800	03	00	03
Total			09	05	04

- (a) **PRS-ND** is having Sanctioned Strength of 09 staff and 05 staffs are on Roll, out of these available staff, staff strength is maintained for **PRS-ND** Office as well as provision of Rest giver & LR.

3.5.3 Workload (Avg. No. of Forms per counter per day of PRS- ANND. is as under.

Peak Period		Lean Period	
Ist Shift	IInd Shift	Ist Shift	IInd Shift
73	59	70	55

3.5.4 Workload total no. of forms & passengers of PRS- ND for the last three years is as under:

Year	Total Forms	Total passengers
2017-2018	90508	159777
2018-2019	90047	159207
2019-2020	84435	149949

3.5.5 Work load average no. of forms in Peak & Lean season for last three years are as under:

Year	Peak			Lean		
	March	April	May	June	July	August
2017-18	7961	7229	8197	6981	7276	7343
2018-19	7659	7373	8047	6891	7376	7297
2019-20	7961	6912	7728	6308	7633	6913

3.5.6 Staff for window operation & Supervision :

Staff for window operation: Shift wise deployment of the PRS staff is done by CRS in-charge as per the following schedule; 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		
		Deployment	Total Cadre
1	Reservation	04	
2	Incharge	01	

3	ROPD	01	09
4	Shift Supervisor	01	
5	RG/LR	02	
Total		09	

Therefore, 04 staff are deployed for manning PRS windows for activities related to PRS booking/cancellation.

3.5.7 Staff for RG/LR: Thus the deployment of staff is as under,

For Operating the counter:	04
For Allied Activities	03
RG/LR	02

Total	09

3.5.8 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 at PRS-ND.

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

3.5.9 Staff for window operation:

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.

During field observation, the study team observed that preparing a ticket from requisition complete in all respects usually required 45 to 60 seconds. But in practical, few additional time is required for conversation with passengers to complete/modify the requisition form as per passenger demand. Requisition form may vary from one passenger to six passengers in a single form. Thus, the study considered average 2 min to 2.5 minutes for preparing a reservation ticket. Hence, a reservation staff can handle 130-150 requisitions in his scheduled duty hours depending upon situations. But as per Commercial Circular No. 23/2011 one PRS window can handle 180 requisitions per shift. However, the study team considered 120 requisitions forms has to be dealt by a staff for calculation of requirements of counter staff in PRS Office.

Since the PRS- ND is functional with token system number of forms dealt at this PRS should be ideally from 120 forms per shift per counter.

After observing the average form dealt per month, it is noted that average number of forms has reduced less than 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.

Therefore, to deal with 7148 average no. of form per month, i.e. 239 forms per day, the ideal number of per day operated shifts should be as under,

Details	During Peak Season	During Lean Season
Number of Form per month	7375	6951
Number of Form per Day	246	232
Required Shift for ideal workload of 120 form per shift, per counter	2.05 i.e. 03 Shifts per day	1.93 i.e. 02 shifts per day

As it can be seen from the table above that for optimum utilization of staff at PRS- ND the operational shift should be ideally 03 counters in 02 shifts(02 Morning and 01 in Evening) in Peak season as well as Lean season. Therefore there is a requirement of 03 staff for activities related to PRS counters, including the refund. Thus, the number of operated shifts for Booking & Refund at PRS-ND may be reduced from 04 to 03 shifts per day.

3.5.10 Staff for Supervision Activities: Since there is no change in the workload of allied activities the number of staff utilized in allied activities such as Charting & ROPD may remain the same.

3.5.11 Rest Giver/Leave Reserve:

Rest Giver/Leave Reserve: Rest Giver staff is required for the PRS staff working at reservation/cancellation cum enquire counters and Charting staff. However, for staff working at windows only one shift is operational on Sunday. Therefore, requirement of Rest Giver staff is only against 02 shifts (01 Morning Counter)

Sr. No.	Staff	No of Staff
1	Staff for window operation	03
2	In charge & for Allied Activities	01
4	Rest Giver & Leave Reserve	01
8	Total including RG/LR	05

Therefore, the requirement of need based staff at PRS-ND is 05 staff including RG and LR as against the sanctioned cadre of 09.

Hence, Total staff required for **PRS ND** is 05 against the sanctioned strength of 09 Staff. Thus, 04 staff is found excess,

3.5.12 Recommendation:.

Recommendation No. 5:

04 staff are found excess in the sanctioned cadre of 09, which are currently vacant and to be surrendered immediately.

3.6.1 PRS-BH:**3.6.2 The Statement showing the Sanctioned Strength, men on roll and vacancy Position of PRS staff working in PRS-BH**

No.	Category	Grade + Pay Band	Sanctioned Strength.	On roll	Vacancy/ Excess
1	CRS/CERS	9300 – 34500+ PB 4600	02	02	00
2	CHRI/RS	9300 – 34500+ PB 4200	06	06	00
3	ECRC	5200 – 20200+ PB 2800	03	00	03
Total			11	08	03

(a) **PRS-BH** is having Sanctioned Strength of 11 staff and 08 staffs are on Roll, out of these available staff, staff strength is maintained for Reservation Office, BH as well as provision of Rest giver and Leave Reserve.

Observation:**3.6.3 Workload (Avg. No. of Forms per counter per day of PRS- BH. is as under:**

Peak Period		Lean Period	
Ist Shift	IInd Shift	Ist Shift	IInd Shift
193	190	83	82

3.6.4 Workload total no. of forms and passengers of PRS- BH for the last three years is as under:

Year	Total Forms	Total passengers
2017-2018	129563	190868
2018-2019	127768	205126
2019-2020	126936	200319

3.6.5 Workload -Avg. No. of Forms for Peak & Lean period of PRS- BH for the last three years is as under:

Year	Peak Period			Lean Period		
Months	March	April	May	June	July	August
2017-18	11996	10684	10869	9936	10438	10531
2018-19	11630	10915	10036	9394	10195	10261
2019-20	10978	10998	10769	9388	9258	9496

3.6.6 Staff for window operation & Supervision :

Staff for window operation: Shift wise deployment of the PRS staff is done by CRS in-charge as per the following schedule; 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		
		Deployment	Total Cadre 11
1	Reservation	04	
2	In charge	01	
3	ROPD/Cash	02	
4	Charting	01	
5	Supervisor	01	
6	RG/LR	02	
Total		11	

Therefore, 04 staff are deployed for manning PRS windows for activities related to PRS booking/cancellation.

3.6.7 Staff for RG/LR: Thus the deployment of staff is as under,

For Operating the Counter	04
For Allied activities	05
RG/LR	02
Total	11

3.6.8 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 at PRS-BH

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

3.6.9 Staff for window operation:

Staff for window operation: It is observed during work study that there is no token system at PRS- BH. Hence, each counter can easily handle 120 to 130 forms per shift as dealing forms with Token system take some extra time.

During field observation, the study team observed that preparing a ticket from requisition complete in all respects usually required 45 to 60 seconds. But in practical,

few additional time is required for conversation with passengers to complete/modify the requisition form as per passenger demand. Requisition form may vary from one passenger to six passengers in a single form. Thus, the study considered average 2 min to 2.5 minutes for preparing a reservation ticket. Hence, a reservation staff can handle 130-150 requisitions in his scheduled duty hours depending upon situations. But as per Commercial Circular No. 23/2011 one PRS window can handle 180 requisitions per shift. However, the study team considered 120 requisitions forms has to be dealt by staff for calculation of requirements of counter staff in PRS Office.

Since the PRS- BH is functional with token system number of forms dealt at this PRS should be ideally from 120 forms per shift per counter.

After observing the average form dealt per month, it is noted that average number of forms has reduced less than 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.

Therefore, to deal with 10148 average form per month, i.e. 339 forms per day, the ideal number of per day operated shifts should be as under,

Details	During Lean Season	During Peak Season
Number of Form per month	10915	9381
Number of Form per Day	364	313
Required Shift for ideal workload of 120 form per shift, per counter	3.03 i.e. 03 Shifts per day	2.60 i.e. 03 shifts per day

As it can be seen from the table above that for optimum utilization of staff at PRS- BH the operational shift should be ideally 03 counters in 02 shifts(02Morning and 01 in Evening) in Peak season as well as Lean season. The work study team observed in interaction with PRS staff that there no. of Industrial Locations nearby due to which the traffic is diverted both in Morning & Evening hours Therefore, there is a requirement of 04 staff for activities related to PRS counters, including the refund. Thus, the work study team is in the opinion that number of operated shifts for Booking & Refund at PRS-BH may continue to be with 04 shifts per day.

3.6.10 Staff for Supervision Activities: Since there is no change in the workload of allied activities the number of staff utilized in allied activities & ROPD may remain the same.

3.6.11 Rest Giver/Leave Reserve:

Rest Giver/Leave Reserve: Rest Giver staff is required for the PRS staff working at reservation/cancellation cum enquire counters and Charting staff. However, for staff working at windows only one shift is operational on Sunday.

Sr. No.	Staff	No of Staff
1	Staff for window operation	04
2	Incharge & for Allied Activities	01

3	Rest Giver	01
4	Total including RG	06
5	Leave Reserve	01
6	Total including RG/LR	07

Therefore, the requirement of need based staff at PRS-BH is 07 staff including RG and LR, as against the sanctioned cadre of 11.

Hence, Total staff required for PRS- BH is 07 against the sanctioned strength of 11 Staff. Thus, 04 staff is found excess.

3.6.12 **Recommendation:.**

Recommendation No. 6:

04 staff are found excess in the sanctioned cadre of 11, which may be surrendered immediately as 03 posts are currently vacant and 01 is Live post.

3.7.1 **PRS- AKV**

3.7.2 The Statement showing the Sanctioned Strength, men on roll and vacancy Position of PRS staff working in **PRS-AKV**

No.	Category	Grade + Pay Band	Sanctioned Strength.	On roll	Vacancy/Excess
1	CRS/CERS	9300 – 34500+ PB 4600	02	01	01
2	CHRI/RS	9300 – 34500+ PB 4200	04	05	+01
3	ECRC	5200 – 20200+ PB 2800	03	00	03
Total			09	06	03

(a) **PRS-AKV** is having Sanctioned Strength of 09 staff and 06 staffs are on Roll, out of these available staff, staff strength is maintained for Reservation Office, AKV as well as Provision of Rest giver & LR.

Observations:

3.7.3 Workload - Avg. No. of Forms per counter per day of PRS- AKV is as under:

Peak Period		Lean Period	
Ist Shift	IInd Shift	Ist Shift	IInd Shift
108	100	94	86

3.7.4 Workload total no. of forms and passengers of PRS- AKV for the last three years is as under:

Year	Total Forms	Total passengers
2017-2018	152562	234281
2018-2019	152639	234710
2019-2020	148077	225574

3.7.5 Workload -Avg. No. of Forms for Peak & Lean period of PRS- AKV for the last three years is as under:

Year	Peak Period			Lean Period		
Months	March	April	May	June	July	August
2017-18	12799	12740	13403	11474	11839	11589
2018-19	12982	13282	11381	11215	11838	11778
2019-20	13154	13232	13018	10983	11903	11174

3.7.6 Staff for window operation & Supervision :

Staff for window operation: Shift wise deployment of the PRS staff is done by CRS in-charge as per the following schedule; 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		
		Deployment	Total Cadre 09
1	Reservation	04	
2	Incharge	01	
3	ROPD/Cash	02	
4	RG/LR	02	
Total		09	

Therefore, 04 staff are deployed for manning PRS windows for activities related to PRS booking/cancellation.

3.7.7 Staff for RG/LR: Thus the deployment of staff is as under,

For Operating the Counter	04
For Allied activities	03
RG/LR	02

Total	09
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3.7.8 **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 at PRS-AKV

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

3.7.9 **Staff for window operation:**

Staff for window operation: It is observed during work study that there is no token system at PRS- AKV Hence, each counter can easily handle 120 to 130 forms per shift as dealing forms with Token system take some extra time.

During field observation, the study team observed that preparing a ticket from requisition complete in all respects usually required 45 to 60 seconds. But in practical, few additional time is required for conversation with passengers to complete/modify the requisition form as per passenger demand. Requisition form may vary from one passenger to six passengers in a single form. Thus, the study considered average 2 min to 2.5 minutes for preparing a reservation ticket. Hence, a reservation staff can handle 130-150 requisitions in his scheduled duty hours depending upon situations. But as per Commercial Circular No. 23/2011 one PRS window can handle 180 requisitions per shift. However, the study team considered 120 requisitions forms has to be dealt by staff for calculation of requirements of counter staff in PRS Office.

Since the PRS- AKV is functional with token system number of forms dealt at this PRS should be ideally from 120 forms per shift per counter.

After observing the average form dealt per month, it is noted that average number of forms has reduced less than 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.

Therefore, to deal with average form per month, i.e. 339 forms per day, the ideal number of per day operated shifts should be as under,

Details	During Lean Season	During Peak Season
Number of Form per month	13235	11354
Number of Form per Day	442	378

Required Shift for ideal workload of 120 form per shift, per counter	3.68 i.e. 04 Shifts per day	3.15 i.e. 04 shifts per day
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As it can be seen from the table above that for optimum utilization of staff at PRS-AKV the operational shift should be ideally 04 counters in 02 shifts(02Morning and 02 in Evening) in Peak season as well as Lean season. Therefore there is a requirement of 04 staff for activities related to PRS counters, including the refund. Thus, the number of operated shifts for Booking & Refund at PRS-BH may continue to be with 04 shifts per day. Moreover, there no. of Industrial Locations nearby due to which the traffic is diverted both in Morning & Evening hours.

3.7.10 Staff for Supervision Activities: Since there is no change in the workload of allied activities the number of staff utilized in allied activities such as Charting & ROPD may remain the same.

3.7.11 Rest Giver/Leave Reserve:

Rest Giver/Leave Reserve: Rest Giver staff is required for the PRS staff working at reservation/cancellation cum enquire counters and Charting staff. However, for staff working at windows only one shift is operational on Sunday.

Sr. No.	Staff	No of Staff
1	Staff for window operation	04
2	Incharge & for Allied Activities	01
3	Rest Giver & Leave Reserve	01
6	Total including RG/LR	06

Therefore, the requirement of need based staff at PRS-AKV is 06 staff including RG and LR, as against the sanctioned cadre of 09.

Hence, Total staff required for **PRS- AKV** is 06 against the sanctioned strength of 09 Staff. Thus, 03 staff is found excess,

3.7.12 Recommendation:.

Recommendation No. 7:

02 staff are found excess in the sanctioned cadre of 09, which may be surrendered immediately out of which 02 posts out of 03 posts are currently vacant.

3.8.1 PRS- GDA

3.8.2 The Statement showing the Sanctioned Strength, men on roll and vacancy Position of PRS staff working in PRS-GDA

No.	Category	Grade + Pay Band	Sanctioned Strength.	On roll	Vacancy/Excess
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1	CRS/CERS	9300 – 34500+ PB 4600	02	02	00
2	CHRI/RS	9300 – 34500+ PB 4200	02	02	00
3	ECRC	5200 – 20200+ PB 2800	00	00	00
Total			04	04	00

(a) **PRS-GDA** is having Sanctioned Strength of 04 staff and 04 staffs are on Roll, out of these available staff, staff strength is maintained for Reservation Office, GDA as well as provision of Rest giver & Leave Reserve.

Observation:

3.8.3 Workload - Avg. No. of Forms per counter per day of PRS- GDA is as under:

Peak Period		Lean Period	
Ist Shift	IInd Shift	Ist Shift	IInd Shift
93	78	87	74

3.8.4 Workload total no. of forms and passengers of PRS- GDA for the last three years is as under:

Year	Total Forms	Total passengers
2017-2018	57243	105758
2018-2019	64858	112083
2019-2020	53594	100100

3.8.5 Workload -Avg. No. of Forms for Peak & Lean period of PRS- GDA for the last three years is as under:

Year	Peak Period			Lean Period		
Months	March	April	May	June	July	August
2017-18	4345	4579	4470	4400	4515	4615
2018-19	5441	5211	5026	4912	5190	5395
2019-20	3024	5009	4470	4368	4638	4340

3.8.6 Staff for window operation & Supervision:

Staff for window operation: Shift wise deployment of the PRS staff is done by CRS in-charge as per the following schedule; 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		
		Deployment	

1	Reservation	02	Total Cadre 04
2	In-charge	01	
4	RG/LR	01	
Total		04	

Therefore, 04 staff are deployed for manning PRS windows for activities related to PRS booking/cancellation.

3.8.7 Staff for RG/LR: Thus the deployment of staff is as under,

For Operating the Counter	02
For Allied activities	01
RG/LR	01
Total	04

3.8.8 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 at PRS-GDA

Work study team has done detailed analysis of requirement of staff at PRS-GDA in view of reduced work load, the requirement of staff for various activities is given in following paragraphs.

3.8.9 Staff for window operation:

Staff for window operation: It is observed during work study that there is no token system at PRS- GDA Hence, each counter can easily handle 120 to 130 forms per shift as dealing forms with Token system take some extra time.

During field observation, the study team observed that preparing a ticket from requisition complete in all respects usually required 45 to 60 seconds. But in practical, few additional time is required for conversation with passengers to complete/modify the requisition form as per passenger demand. Requisition form may vary from one passenger to six passengers in a single form. Thus, the study considered average 2 min to 2.5 minutes for preparing a reservation ticket. Hence, a reservation staff can handle 130-150 requisitions in his scheduled duty hours depending upon situations. But as per Commercial Circular No. 23/2011 one PRS window can handle 180 requisitions per shift. However, the study team considered 120 requisitions forms has to be dealt by staff for calculation of requirements of counter staff in PRS Office.

Since the PRS- GDA is functional with token system number of forms dealt at this PRS should be ideally from 120 forms per shift per counter.

After observing the average form dealt per month, it is noted that average number of forms has reduced less than 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.

Therefore, to deal with 9988 average form per month, i.e. 333 forms per day, the ideal number of per day operated shifts should be as under,

Details	During Peak Season	During Lean Season
Number of Form per month	9523	10452
Number of Form per Day	318	348
Required Shift for ideal workload of 120 form per shift, per counter	2.65 i.e. 03 Shifts per day	2.9 i.e. 03 shifts per day

As it can be seen from the table above that for optimum utilization of staff at PRS-GDA the operational shift should be ideally 02/03 counters in 02 shifts(01 Morning and 01 in Evening) in Peak season as well as Lean season. Currently, the PRS is smoothly managed with existing manpower. Therefore there is a requirement of 02 staff for activities related to PRS counters, including the refund.

3.8.10 Staff for Supervision Activities: Since there is no change in the workload of allied activities the number of staff utilized in allied activities such as Charting & ROPD may remain the same.

3.8.11 Rest Giver/Leave Reserve:

Rest Giver/Leave Reserve: Rest Giver staff is required for the PRS staff working at reservation/cancellation cum enquire counters and Charting staff. However, for staff working at windows only one shift is operational on Sunday.

Sr. No.	Staff	No of Staff
1	Staff for window operation	02
2	Incharge & Allied activities	01
2	RG & LR	01
3	Total	04

Therefore, the requirement of need based staff at PRS-GDA is 04 staff against the sanctioned cadre of 04. No Change in the cadre is required.

Hence, Total staff required for PRS- GDA is 04 against the sanctioned strength of 04 Staff.

3.9.1 PRS Cadre at following other locations:

The following locations have provision of PRS staff under UTS cum PRS and utilized for other works:

PRS	Cadre					Excess	Remarks
	Total	CRS	CHRI	ECRC	Avg. No. of forms per shift		
KSB	01	00	01	00	65 forms per shift	01	UTS cum PRS Location Currently managed by Booking Staff.
BDE Bodeli	02	00	01	01	15 forms per shift	02	UTS cum PRS location.
CBY	01	00	00	01	00	01	UTS cum PRS location.
RSC (NAIR)	01	01	00	00		--	Located Inside NAIR.
EQ CELL	04	01	03	01	---	--	PRS Staff utilised for VIP (EQ) & allied work
DRM (C) PRTN	03	01	02	00	00	03	PRS Staff utilised for commercial work.
	11	02	07	02	--	07	--

3.9.2 Critical Analysis:

The three locations- KSB ,BDE & CBY are UTS cum PRS location. Currently, the locations are being managed by Booking staff and for better manpower management they should be continued to be managed through Booking staff only. Moreover, the average form at UTS cum PRS, KSB is 130 forms in **two** shifts and the average form at UTS cum PRS , BDE is 30 forms in two shifts. Hence, 04 Staff (01 at KSB, 02 at BDE & 01 at CBY) are found excess and need to be surrendered.

The Work study team observed that there is 01 cadre for RSC (NAIR) PRS counter. The working of the PRS location is justified as Officers from all Railways come from requisite training round the year. Moreover, now NRTI, deemed Railway University is also functioning inside the campus.

It is observed that there are 04 PRS staff (01 CRS & 03 CHRI) are posted in EQ Cell at Division office to handle EQ allotment, ORH allotment and necessary & timely feeding in the system. There are 09 ORH, the allotments of which are done by Commercial Officers. There is **STAFF PASS** counter which is managed by EQ Cell and run from 08:00 hrs to 13:00 hrs. (Sunday Closed).

The details of EQ handled by EQ Cell Staff is as under:

No. of Trains	Emergency Quota					
	1AC	2AC	3AC	CC	SL	Total
121	22	170	364	48	619	1252

The cadre at EQ cell is justified.

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The work study team observed that 03 PRS staff are working at Division Office, PRTN in Tender cell, PM Cell & Bill sections as per the details provided by Shri Shailesh Kumar, DCMI-BRC. During the Work Study, a team of Work Study observed that the reservation cadre is being utilised for administrative work by DRM (C) - BRC for regular routine works. Utilisation of reservation staff in lieu of Ministerial staff is irregular practise. Hence, the work study is of the opinion that the reservation staff should not be utilised for regular office work and properly utilised for PRS work only. Utilisation of PRS staff is a clear indication that PRS staff are in excess. Hence, 03 PRS Staff working at DRM(C) PRTN needs to be surrendered.

3.9.3 Recommendation:

Recommendation No. 8:

07 staff are found excess in the sanctioned cadre at KSB, BDE, CBY & DRM (C) PRTN Office, which may be surrendered immediately.

The current and proposed cadre of PRS staff over BRC Division is summarised as follows:

PRS	Cadre	MOR	Vacancy	Proposed Cadre	Proposed for Surrender	Live	Vacancy	Ref Para
BRC(P)	30	27	03	23	07	04	03	3.1.12
CBO-BRC	06	06	00	00	06	06	00	3.2.9
PRTN	07	06	01	05	01	00	01	3.3.12
ANND	12	09	03	05	06	03	03	3.4.12
ND	09	05	04	05	04	00	04	3.5.12
GDA	04	04	00	04	00	00	00	----
BH	11	08	03	07	04	01	03	3.6.12
AKV	09	06	03	06	03	00	03	3.7.12
KSB	01	01	00	00	01	01	00	3.9.3
RSC(NAIR)	01	01	00	01	00	00	00	
BDE	02	02	00	00	02	02	00	
EQ CELL	04	04	00	04	00	00	00	
CBY	01	01	00	00	01	01	00	
DRM(C) PRTN	03	03	00	00	03	03	00	
	100	83	17	6	38	23	17	

3.10 Discussion with Co-ordinating Officer ACM (PM) BRC:

During discussion with ACM(PM)BRC 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 ticket checking staff is being utilised for allotment of Retiring rooms, Announcement, Coach Guidance and Enquiry due to which it is hampering the ticket checking work. As per RB letter no. 2014/TGV/2/3 dated 23.04.2014 ***"No ticket checking staff should be***

utilised for Non Ticket Checking activities. The non-ticket checking duties may be assigned to surplus ECRCs/Ministerial staff". 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 same of the entire commercial cadre as issued by other Divisions

Chapter 4	Financial Implications
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PRS STAFF- COMMERCIAL DEPARTMENT- BRC DIVISION

1.1 After carefully scrutinizing the current working scenario of entire cadre of PRS staff (Commercial) the work study team proposes **40 (23 live & 17 vacant)** as surplus against sanctioned cadre of 100 to the requirement and recommended for surrender immediately.

1.2 The work study team has identified 40 Group “C” posts for surrender. Out of 40 posts, 17 posts are lying vacant since long.

Category	Surplus	Annual saving per person(in Rs)	Total savings in Rs
Group –“C” (PRS Staff)	40	1003714	Rs. 4,01,48560/-

On implementation of the recommendations brought out in the work study report. Annual recurring saving, per annum can be achieved as follows.

1. Annual recurring saving of Rs. 4,01,48560/- per annum can be achieved.



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