



HQ-WESTERN RAILWAY



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

Year- 2020-21

No. G.463/WR/WS-05/2020-2021

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EXECUTIVE SUMMARY

Sr. No. of Study	-	05
Case No.	-	G.463/WR/WS-05/2020-21
Subject	-	Review of staff strength of PRS Staff of Commercial department over ADI Division.
Area	-	Ahmedabad
Division	-	Ahmedabad
Department	-	Commercial
Authority	-	AGM/CCG
Terms of Reference	-	Assessment of Man power requirement – Corresponding to arising existing work load.
No. of Recommendations	-	17
Projected Manpower	-	

Category	Existing Cadre	Man on roll	Vacancy	Proposed Cadre	Proposed for surrender	Live post	Vacant post
PRS-Staff	138	105	34	91	48	14	34

Financial Implication - Total Recurring Savings Rs **481.78 Lakhs** (approx.) per annum.

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Acknowledgement

The Work Study Team of Central Planning Organization, Western Railway, Churchgate, Mumbai – 400 020 is grateful to Shri Ravindra Shrivastava – Sr.DCM/ADI and Shri Atul Tripathi – ACM/ADI for their valuable guidance .

The Study Team is also thankful to Shri M.H.Parmar – DCMI/HQ –ADI and all other supervisory and subordinate staff of PRS office over ADI Division for their whole hearted co-operation and suggestions extended during the course of Work Study.

Terms of Reference

As desired by the competent authority and dully approved, the subject work-study has been undertaken by the GM's Efficiency Cell during the current financial year 2020-21.

The study team has conducted the subject work-study based on the following terms of references –

- Existing strength of ECRC and their deployment.
- Quantum of work performed by the ECRC at their work point.
- Effect in work load after Introduction of modern technology e.g. e-ticketing and mobile ticketing.

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METHODOLOGY ADOPTED

1. Collection of data in details with reference to nature and quantum of workload of PRS staff working at major PRS Locations on ADI Division.
2. Observation of working system and scrutiny of data collected (critical analysis)
3. Discussion of details with coordinating officer / supervisors & staff.
4. Assessment and making recommendations for need based staff in the present context.
5. Working out financial implication involved in saving as a result of surplus staff.
6. Finalization of Work Study.

YARDSTICKS REFERRED DURING THE WORKSTUDY

1. 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.
2. **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**).
3. **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.
4. **FC's D.O No.2015-B-235 dated 19.06.2020 to GM's Indian Railway** 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.
5. **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.

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

After critical analysis of present workload of PRS staff of Commercial Department of Ahmedabad Division, the work study team proposes 91 Posts against the sanctioned cadre of 138 posts. 48 no of Posts are identified as surplus and recommended for surrender.(Summary of Recommendations placed at page no 42.

3.19**Recommendation No : 2**

Wherever it seems feasible UTS cum PRS counters maybe operated so as to derive maximum utilisation of manpower and savings of infrastructure and staff for managing separate PRS centres.

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CHAPTER-I

1.0 INTRODUCTION:

1.1 Reserved travel by Indian Railways is facilitated by the Passenger Reservation System (PRS). PRS provides reservation services to nearly 1.5 to 2.2 million passengers a day on over 2500 trains running throughout the country. The PRS Application CONCERT (Country-wide Network of Computerized Enhanced Reservation and Ticketing) is the world's largest online reservation application, developed and maintained by CRIS. The system currently operates from 5 Data centres. The server clusters are connected together by a core network that enables universal terminals across country, through which the travelling public can reserve a berth on any train, between any pair of station for any date and class. Indian Railways computerized Passenger Reservation System (PRS) currently operates from five regional centres located at Delhi, Bombay, Calcutta, Madras and Secunderabad. CRIS was assigned the task of development and implementation of the new software incorporating networking for Indian Railways thereby interconnecting the five PRS centres. The new On-line Passenger Reservation System -CONCERT - developed using client-server model for distributed computing is a total solution to the networking of the PRSs

1.1 The Railway reservation ticketing system under Commercial Department has gradually modernized as per following sequence:

- 1994- CONCERT phase-I implemented
- 1997- CONCERT phase-II implemented
- 1999- All India Network Commissioned
- 2000- Internet Enquiry Implemented.
- 2001- Alpha Migration
- 2002- I-Ticket-Reservation.
- 2005- E-Ticket Reservation.
- 2006- Up gradation facility.
- 2011- Itanium migration.1999

1.2 The PRS is available at over 8000 counters in more than 2380 locations throughout the country, including all major stations, and important non-railhead locations such as tourist centres and district headquarters. The PRS services are available to passengers for 23 hours in a day. Passengers can reserve a berth for any train 120 days in advance. In addition to the railway counters, multiple delivery channels have been provided to Rail passengers to access the PRS services. Enquiry services through Internet were launched in year 2000. Touch screen, IVRS and Display boards are enabled at major booking location for details on train accommodation availability. I- Ticketing and E-ticketing and through Internet was launched in year 2002 and 2005 respectively.

Booking through Post offices was launched in year 2007. Enquiry services through 139 were launched in year 2007. PRS ticketing through Mobile VAN (Mushkil Assan) was launched in 2009. Vide Commercial Circular No.33 of 2014, with a view to expanding the facilities for issue of tickets (both reserved and unreserved) it was decided to allow public private partnership in establishment and operation of computerized PRS-cum-UTS terminals at centers which is called Yatri Ticket Suvidha Kendras (YTSK). Adequate safeguards have been kept in the computerized Passenger Reservation System (PRS) and internet booking system to prevent its misuse by unscrupulous elements.

For the benefit of different categories of travelling public, the Railways have introduced ticketing facilities at Non-Railhead locations and India Post Offices so that the ticketing system can be accessed by people living in smaller towns and villages. This is in addition to e-ticketing which provides access to reservation system from the comfort of the home/office.

- 1.3** In addition to the provisions made in the computerized PRS and internet ticketing system to prevent misuse of reserved ticketing system, various other steps have been taken, some of which are as under:

- (i) Condition of carrying original proof of identity by any one passenger booked on a reserved ticket.
- (ii) Agents are debarred from booking tickets during first thirty minutes of opening of booking, i.e., from 0800 to 0830 hours for general booking, 1000 to 1030 hours and 1100 to 1130 hours for Tatkal booking on AC class and Non-AC class respectively.
- (iii) In case of booking of reserved tickets through internet, only one booking in one user login session except for return/onward journey between 0800 and 1200 hours.
- (iv) The monthly limit of booking of tickets through internet by an individual user has now been revised to 6 tickets in a month instead of 10 tickets.

- 1.4** To improve the transparency in seat allocation after charting and increase the berth utilization, PRS is in the process of automating the operations of TTE. It is aimed that the passenger attendance is marked by the TTE on a Hand Held Device instead of a paper chart and the berths, vacant on account of not turned up passengers are transferred to a central database. These berths can be utilized by TTE for allocation to RAC/WL passengers or to WL passengers/ with current Ticket intending to board the Train from next stopping station. This will also speed up the refund process as the data regarding not turned up passengers will be directly transferred to Refund System. Hand Held Terminals (HHTs) are already functioning in 12 pair of trains. Indian Railways plans to extend this facility to another 70 pair of Rajdhani and Shatabdi Trains.

Indian Railway is facing tremendous financial crunch after implementation of 7th pay commission which is affecting the financial growth in Railway. The impact of the 7th Pay Commission recommendations is approximately 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 current Operating Ratio of 95% is on the higher side and various decisions needs to be taken to bring this down to a comfortable level for enhancing the financial condition of Railways.

1.5 As per the recommendations of 7th Pay Commission :

Vide Para No. 11.40.64: Commercial Staff : There are three categories of Commercial Staff—Commercial Clerks, Enquiry Cum Reservation Clerks (ECRCs) and Ticket Checking staff (TTEs and TCs). They are responsible for commercial duties like issuing of tickets— unreserved as well as reserved, handling enquiries, checking of tickets on board trains, etc.

Vide Para No. 11.40.66: It has also been stated that with the proliferation of technology for booking unreserved and reserved tickets, the requirement of Commercial Clerks and ECRCs is going down. At the same time, with an increase in the number of trains, the need for Ticket Checking staff is on the rise. Hence, it has been suggested that these three cadres should be merged.

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.* Accordingly, it is recommended that they should be consolidated into one cadre called Commercial and Ticketing Staff.

Vide RB's Lr No. E(MPP)2016/1/59 of dt, 10.01.2017, Effecting savings in manpower costs, increasing productivity and developing skilled human resources is essential for any organization. In this connection Railway Board has given its action plan and lays down some specific areas and timelines for the due attention of all concerned Officers.

Vide Para No.1 of the above letter: Board has issued instructions on Review of staff strength in Reservation Offices to be done in two stages:

By freezing the existing strength duly anticipating future needs.

Sub Para-VI(D): Cost benefit analysis of outsourcing activity hitherto done departmentally to be carried for all such jobs done over last 5 years. Staff to be totally withdrawn and redeployed for activities / works outsourced.

Sub Para-VI(N): Reduction in PRS counters and redeployment of ECRCs due to decrease in passengers over the counter reservations.

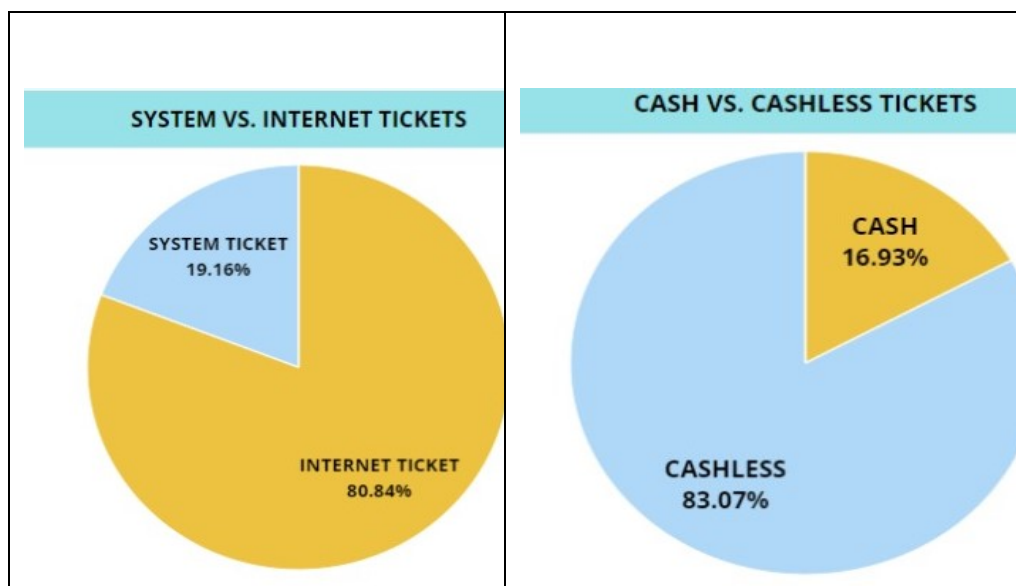
This study is conducted :

- To review staff strength vis-a-vis existing workload.
- To estimate the staff requirement in PRS.
- To identify the PRS counters feasible for conversion as Unified counters or operate through Post Offices where feasible.

CHAPTER – II

2.0 EXISTING SCENARIO:

2.0.1 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 booking counters and other ticket related activities, the team spent considerable time to study the data provided by ADI- Division, PRS office and same has been verified with concerned PRS. The points noticed during the work studies are as follows:

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

1. The Work Study Team compared the figures of increase / decrease in AVERAGE PRS sale.
2. Tickets sold per day during the 6 months period (MAR-AUG) 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.
3. 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 is cancellation 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 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.

4. 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.

2.1 There are 18 Computerized Reservation Centers over ADI Division and many of them are near rail heads. The availability of PRS centers is expected to be at more places. The PRS/UTS system is also on the anvil. After 2000, the I-ticket and e-ticket booking has picked up momentum and now a-days more than 80-85 % of the total computerized reservations are done through internet booking. The facility to book from any PRS Centre from any station to any station has also helped to reduce the rush in the main PRS centers in the City.

2.2 Different PRS service points in ADI division are functioning under administrative control of Sr. DCM/ADI. The sanctioned strength and on roll position of ECRC including supervisors (RS) provided by ADI Division as on 07.07.20 is given below.

Station	CRS GP 4600			CHRI GP 4200			ECRC GP 2800			TOTAL		
	S	A	V	S	A	V	S	A	V	S	A	V
AJE	0	0	0	1	1	0	0	0	0	1	1	0
ADI	14	14+1	0	35	28	5	8	3	5	57	46+1	11
ASV	0	0	0	1	1	0	0	0	0	1	1	0
MAN	2	2	0	7	7	0	3	1	2	12	10	2
SBI	2	2	0	4	4	0	2	1	1	8	7	1
GIM	1	0	1	2	2	0	5	2	3	8	4	4
PNU	2	2	0	1	3	-2	3	0	3	6	5	1
MSH	2	2	0	4	2	2	1	1	0	7	5	2
SDGM	2	2	0	6	6	0	2	0	2	10	8	2
GNC	2	2	0	3	3	0	1	0	1	6	5	1
GNC(S)	0	0	0	1	1	0	0	0	0	1	1	0
HMT	1	1	0	2	1	1	0	0	0	3	2	1
VG	0	0	0	1	0	1	0	0	0	1	0	1
BCO	0	0	0	0	0	0	1	0	1	1	0	1

KLL	0	0	0	3	2	1	0	0	0	3	2	1
PTN	0	0	0	0	0	0	0	0	0	0	0	0
BHUJ	0	0	0	2	2	0	3	0	3	5	2	3
Sr.DCM (EQ cell)	1	1	0	2	2	0	1	0	1	4	3	1
CLDY	0	0	0	1	1	0	1	0	1	2	1	1
PPM cell CCG	1	0	1	0	0	0	0	0	0	1	0	1
Sr.DCM at PG Cell	0	0	0	0	0	0	1	0	1	1	0	1
TOTAL	30	28	2	76	68	8	32	8	24	138	104	34

General Duty list of ECRC/ RS /CRS 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 ensure that the proper entry of Personal Cash and impress cash to the register and the terminal.
- To check PNR No., Ticket no. and fare collected from the passengers with reservation status printed on the ticket properly. To issue Concessional and Voucher Tickets as per the eligibility.
- 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 relived 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.
- 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.
- Preparation of ROPD and Balance Sheet statements. Preparation of CR's of both Cash and Voucher.
- Preparation Of charts of originating and passing trains, Temporary augmentation of Trains, Feeding of EQ Quotas and other allied works.

3.0 **Cadre, Deployment & Critical Analysis of PRS**

- 3.1** The study team has collected the figure of Requisitions as workload dealt in Peak Period (i.e March to May) and Lean Period (i.e June to August) in the last three years i.e.2017-18,2018-19 & 2019-20 from every PRS centre under ADI division to find out the trend of workload of PRS counter and also the quantum of workload usually handled by PRS staff.

PRS ADI:

- 3.1.1 Sanctioned Strength:** The sanctioned strength and current working cadre of PRS ADI as per CRS/ADI is as under.

Sr. No	Category	SS	MOR	Vac
1	CRS	15	15	00
2	CHRI	35	28	07
3	ECRC	8	03	05
Total		58	46	12

- 3.1.2 Deployment of Staff:** PRS ADI is operated in two shifts, first shift is 08:00 to 14:00 and second shift is from 14:00 to 20:00 Hrs. 10 counters in 2 shifts are operated in the Main PRS Office. Three counters including one night shift is being operated to facilitate the Current Booking/ Cancellation at station building and one counter in single shift at DRM office.

3.1.3 Staff for window operation:

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 of Counters	No of counters/shift	Staff /shift Utilised	Current Cadre required
	Reservation General	10	20(10+10)	46
	Current Booking & Cancellation	2	5(3+2)	
	DRM Office Counter	1	1 General	
	ROPD	2	2 (1+1)	
	Charting	2	4 (1 +3)	
	Incharge cum supervisor	2	2	
	Enquiry counter	2	2	
	RG		5	
	LR		4	
	Deployed at MSH		1	

It is observed that 26 staff are deployed for manning PRS windows for activities related to PRS booking/cancellation and 10 staff are utilized for allied works like Incharge/Supervisor, ROPD,Enquiry & Charting. Moreover, 5 RG & 4 LR is also

provided for the above staff. One staff is working at PRS-MSH due to shortage of staff at MSH.

3.1.4 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 ADI PRS.

Monthly figures of number of forms dealt during Peak and Lean season in last three year at ADI PRS is given in following table,

Year	Peak Period			Lean Period		
	March	April	May	June	July	August
2017-18	53333	41766	45179	40219	40541	40965
2018-19	47577	53944	49918	47360	50212	47816
2019-20	34674	49747	49244	53941	46318	44761

3.1.5 Critical Analysis:

Critical Analysis: It can be seen from the figures in previous chapter that average number of forms dealt and number of passenger booked in the last years at PRS ADI has reduced. This is due to more and more passenger opting for E-ticket facility. It is also noted by work study team that there is a notable increase in issue of internet tickets in the last few years. As of the latest data more than 80 - 85% of the total PRS booking is being carried out through internet booking. Total 15 CRS's are working in ADI PRS over the sanctioned cadre of 14, i.e. one post of CRS is operated excess.

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

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

3.1.6 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 ADI/PRS 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 form per month, i.e. 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	44761	49244
Number of Form per Day	1443	1588
Required Shift for ideal workload of 120 form per shift, per counter	12.025 i.e. 13 Shifts per day	13.23 i.e. 14 shifts per day

As it can be seen from the table above that for optimum utilization of staff at ADI PRS the operational shift should be ideally 14 shifts in Peak season as well as Lean season. Therefore there is a requirement of 14 staff for activities related to PRS counters. However there is a requirement of one shift for non-cash terminal at DRM office for railway personnel, 6 shifts for current reservation/cancellation counter which operates round the clock at ADI, so these may be added up. **Thus, the number of operated shifts for Booking & Refund at PRSADI may be reduced from 26 to 21 shifts per day.**

PRS staff is rostered for 8hrs duty i.e. 6hrs counter duty and 2 hrs for ROPD and allied works.. Hence, administration should look into whether separate staff for ROPD is needed exclusively. However, existing number of 7 Shifts for allied activities on account ROPD, Charting & Enquiry is found tenable by the workstudy team by looking into the workload at the counters. Therefore the total requirement of staff for Allied activities will be 7 staff.

3.1.7 Staff for Supervision Activities: Since there is no change in the workload of allied activities the number of staff utilized in allied activities may remain the same i.e. 2 Supervisor.

3.1.8 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 7 shifts out of proposed 14 shifts. In addition to these 7 Shifts, there is a requirement of RG staff for Current reservation/cancellation window & Charting staff as they operate in 3 & 2 shifts respectively, daily. Thus the requirement of RG staff and LR staff is calculated under:

Sr. No.	Staff	No of Staff
1	Staff for window operation	21
2	Staff for Allied Activities	07
3	Staff for Supervision Activities	03
4	RG @ 16.5% of 12 shifts	03

5	Total including RG	34
6	DRM Office	01
7	LR @ 12.5%	05
8	Total including RG/LR	40
	Grant Total	40

Therefore, the requirement of need based staff at ADI PRS is **40** staff including RG and LR, as against the sanctioned strength of **58** staff. **Thus 18 staff is found excess (12 vacant and 6 Live Posts).**

3.1.9 Recommendation:

18 Posts of PRS ADI staff is found excess, therefore 06 live & 12 vacant posts may be surrendered.

3.2.0 MAN PRS

3.2.1 Sanctioned Strength: The sanctioned strength of PRS IND is as under.

Sr. No	Category	SS	MOR	Vac
1	CRS	02	02	00
2	CHRI	07	07	00
3	ECRC	03	01	02
Total		12	10	02

3.2.2 Deployment of Staff:

4 Counters in two shifts are operated in PRS-MAN, first shift is 08:00 to 14:00 and second shift is from 14:00 to 20:00 Hrs.

3.2.3 Staff for window operation:

Staff for window operation: Shift wise deployment of the PRS staff is done by 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 and allied activity is given in following table,

Sr. No.	Description	Shift	
		Deployment	Total Cadre 10
1	Reservation General	08	
2	Incharge /Supervisor	01	
3	LR/RG	01	
	Total	10	

10 staff are deployed for manning PRS windows for activities related to PRS booking/cancellation including supervision and RG/LR.

3.2.4 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 consistent fall in number of passengers opting for Window

Ticket. 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.

The number of forms dealt in last three year at MAN PRS is given in following table,

	Peak Period			Lean Period		
Year	March	April	May	June	July	August
2017-18	24900	21235	22220	18446	18298	19240
2018-19	24910	26416	23599	27185	23231	21639
2019-20	25039	25146	25034	21054	23386	20979

3.2.5 Critical Analysis: It can be seen from the table that average number of forms dealt per month in PRS MAN is stable and no considerable reduction /increase in sale is seen. However the work study team notes that the pattern of passenger opting for E-Ticket will increase in near future.

3.2.6 Staff for window operation:

Computation of Staff needed for operation of PRS windows is as under:

Details	During Peak Season	During Lean Season
Number of Form per month	25073	21806
Number of Form per Day	836	727
Required Shift for ideal workload of 120 form per shift	6.96 i.e. 07 shifts per day	6.05 i.e. 07 shifts per day

As it can be seen from the table above that for optimum utilization of staff at MAN PRS the operational shift should be ideally 7 shifts in Peak season and 7 shifts in Lean season. Therefore there is a requirement of 07 staff for activities related to PRS counters.

3.2.7 Staff for Supervision Activities: Since there is no change in the workload of allied activities the 01 number of staff utilized in allied activity may remain the same.

3.2.8 Rest Giver/Leave Reserve: Rest Giver staff is required for the PRS staff working at reservation/cancellation/enquire counters and Charting staff. However, for staff working at windows only for first shift is operational on Sunday. Therefore, requirement of Rest Giver staff is only against 4 shifts out of the 7 shifts proposed.

In addition to these 7 shifts, there is a requirement of RG staff for staff is required for following staff,

Sr. No.	Staff	No of Staff
1	Staff for window operation	07

2	Staff for Allied activity	01
2	RG (4 shifts)	01
3	LR	01
	Total	10

Therefore, the requirement of need based staff at MAN PRS is 10 staff including RG and LR, as against the sanctioned strength of 12 staff. Hence, 02 vacant posts is found excess and to be surrendered.

3.2.9 Recommendation:

The Worstudy team justifies the post of 10 staff out of Sanctioned Cadre of 12 posts at MAN -PRS and the 02 Vacant Posts maybe surrendered

3.3 BCOB PRS

3.3.1 Sanctioned Strength: The sanctioned strength of PRS BCOB is as under.

Sr. No	Category	SS	MOR	Vac
1	CRS	00	00	00
2	CHRI	0	0	0
3	ECRC	01	00	01
Total		01	00	01

3.3.2 Deployment of Staff: PRS- BCOB is a UTS/PRS Location and is being manned by Booking clerks. No PRS staff is currently working at PRS-BCOB.

3.3.3 Work Load: An average no of 50 forms are dealt at PRS-BCOB per shift and this duty is being carried out by Booking Clerk cadre of BCOB.

	Peak Period			Lean Period		
Year	March	April	May	June	July	August
2017-18	2148	2195	2512	1992	1815	1935
2018-19	1805	2272	2492	2130	2125	1875
2019-20	2143	2107	3008	2211	2039	1935

3.3.4 :Critical Analysis

The current average no of forms dealt in a shift at PRS-BCOB is approx. 50 and this duty is being carried out by booking staff posted at BCOB since long. As the current traffic is very less it may be continued as a UTS/PRS location which can help railways in savings of not needing to manage & maintain a separate PRS office. It would also lead to optimum utilisation of manpower as booking staff can be utilised for multi-tasking in lines with railway board guidelines of merger of cadre.

3.3.5 Recommendation :

Existing vacancy of 1 ECRC at PRS-BCOB may be surrendered

3.4.0 VG -PRS

3.4.1 Sanctioned Strength: The sanctioned strength of PRS VG is as under.

Sr. No	Category	SS	MOR	Vac
1	CRS	00	00	00
2	CHRI	01	00	01
3	ECRC	00	00	00
Total		01	00	01

3.4.2 Deployment of Staff: PRS- VG is a UTS/PRS Location and is being manned by Booking clerks. No PRS staff is currently working at PRS-VG

3.3.3 Work Load: An average no of 40 forms are dealt at PRS-VG per shift and this duty is being carried out by Booking Clerk cadre of VG.

3.4.4 :Critical Analysis :

The current average no of forms dealt in a shift at PRS-VG is approx. 40 and this duty is being carried out by booking staff posted at VG since long. As the current traffic is very less it may be continued a UTS/PRS location which can help railways in savings of not needing to manage & maintain a separate PRS office. It would also lead to optimum utilisation of manpower as booking staff can be utilised for multi-tasking in lines with railway board guidelines of merger of cadre.

3.4.5 Recommendation:

Existing vacancy of 1 CHRI at PRS-VG may be surrendered.

3.5.0 ASV-PRS

3.5.1 Sanctioned Strength: The sanctioned strength of PRS ASV is as under.

Sr. No	Category	SS	MOR	Vac
1	CRS	00	00	00
2	CHRI	01	01	00
3	ECRC	00	00	00
Total		01	01	00

3.5.2 Deployment of Staff: PRS- ASV is a UTS/PRS location and is being manned by one CHRI .

3.5.3 Work Load: An average no of 100 forms are dealt at PRS-ASV per shift and this duty is being carried out by the CHRI posted at VG.

3.5.4: Critical Analysis :

The current average no of forms dealt in a shift at PRS-ASV is approx.100. As the current traffic is very less it may be continued as a UTS/PRS location which can help railways in savings of not needing to manage & maintain a separate PRS office. It would also lead to optimum utilisation of manpower as booking staff can be utilised for multi-tasking in lines with railway board guidelines of merger of cadre.

3.5.5 Recommendation :

As PRS-ASV is a UTS cum PRS location , it can be manned by Booking Staff and there is no need of a separate PRS cadre. However, as per latest Rly Board guidelines regarding the merger of cadres administration can take suitable decision whether to continue with the PRS cadre or use Booking staff to man the UTS/PRS location.

3.6.0 GNC (Sachivalaya complex) & VBGJ(Vidhan Sabha) PRS

3.6.1 Sanctioned Strength: The sanctioned strength of PRS GNCS (Sachivalay complex) is as under.

Sr. No	Category	SS	MOR	Vac
1	CRS	02	02	00
2	CHRI	03	03	00
3	ECRC	01	00	01
Total		06	05	00

The sanctioned strength of PRS GNC(VBGJ) is as under.

Sr. No	Category	SS	MOR	Vac
1	CRS	00	00	00
2	CHRI	01	01	00
3	ECRC	00	00	00
Total		01	01	00

3.6.2 Staff for window operation:

Staff for window operation: Shift wise deployment of the PRS staff is done by 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 and allied activity is given in following table,

	Description	Deployment		Shift/Cadre	
		GNC	GNC (VBGJ)	GNC	GNC (VBGJ)
1	Reservation General	4	1	2	1
2	Sup/Incharge	1	0	Cadre	
3	LG/RG	0	0		
	Total	5	1	5	1

3.6.3 Deployment of Staff: 05 staff are deployed at GNC –PRS and 01 staff at GNC-VBGJ for manning PRS windows for activities related to PRS booking/cancellation including supervision and RG/LR .

3.6.4 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 consistent fall in number of passengers opting for Window Ticket. 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.

The number of forms dealt in last three year at GNCS - PRS is given in following table,

	Peak Period			Lean Period		
Year	March	April	May	June	July	August
2017-18	6244	6021	6235	5500	5752	6455
2018-19	5883	5903	5618	4739	5078	5422
2019-20	4883	5070	5461	4461	4372	4077

The number of forms dealt in last three year at GNC(VBGJ) - PRS is given in following table

	Peak Period			Lean Period		
Year	March	April	May	June	July	August
2017-18	1146	904	988	762	682	737
2018-19	526	597	748	609	529	574
2019-20	554	591	543	373	531	680

3.6.5 Critical Analysis: It can be seen from the figures in tables above that average number of forms dealt and number of passenger booked in the last years at PRS GNC & GNCS(VBGJ) has reduced. This is due to more and more passenger opting for E-ticket facility. It is also noted by work study team that there is a notable increase in issue of internet tickets in the last few years. As of the latest data more than 80-85% of the total PRS booking is being carried out through internet booking.

3.6.6 Staff for window operation:

Computation of Staff needed for operation of PRS windows is as under:

GNC

Details	During Peak Season	During Lean Season
Number of Form per month	5138	4303
Number of Form per Day	172	142
Required Shift for ideal workload of 120 form per shift	1.433 i.e. 02 shifts per day	1.2 i.e. 02 shifts per day

GNC(VBGJ)

Details	During Peak Season	During Lean Season
Number of Form per month	562	528
Number of Form per Day	18	17
Required Shift for ideal workload of 120 form per shift	0.15 i.e. 01 shift per day	0.14 i.e. 01 shift per day

As it can be seen from the table above that for optimum utilization of staff at GNC-PRS the operational shift should be ideally 2 shifts in Peak season 2 shifts in Lean season. Therefore there is a requirement of 02 staff for activities related to PRS counters. Whereas there is no more requirement of 1 staff at GNC – VBGJ as hardly average 18 no of forms are dealt there in a day. But, as a PRS facility is needed at the Vidhansabha complex this may be continued.

3.6.7 Staff for Supervision Activities: Since there is no change in the workload of allied activities the 01 number of staff utilized in allied activity may remain the same.

3.6.8 Rest Giver/Leave Reserve: Rest Giver staff is required for the PRS staff working at reservation/cancellation/enquire counters and Charting staff. However, for staff working at windows only for first shift is operational on Sunday. Therefore, requirement of Rest Giver staff is only against 1 shift out of the 2 shifts proposed.

Sr. No.	Staff	No of Staff
1	Staff for window operation	02
2	Staff for Allied activity	01
2	RG (for morning shift)	01
3	LR	00
	Total	04

Therefore, the requirement of need based staff at GNC- PRS is 4 staff including RG/LR as against the sanctioned strength of 6 staff. The Supervisory staff can operate the second counter for some time in case of rush during Opening and tatkal hours. Hence, 01 Live Post and vacant post is found excess and to be surrendered.

3.6.9 Recommendation:

The Worstudy team justifies the post of 04 staff out of Sanctioned Cadre of 6 posts at GNC -PRS and 01 Live and 01 Vacant Post maybe surrendered .

01 post at VBGJ is justified seeing to the necessity of PRS facility at Vidhanbhawan complex.

3.7 SBIB PRS

3.7.1 Sanctioned Strength: The sanctioned strength of PRS-SBIB is as under.

Sr. No	Category	SS	MOR	Vac
1	CRS	02	02	00
2	CHRI	04	04	00
3	ECRC	2	01	01
Total		08	07	01

3.7.2 Deployment of Staff: 03 Counters in first shift and 02 counter in second shift are operated in PRS-SBIB , first shift is 08:00 to 14:00 and second shift is from 14:00 to 20:00 Hrs.

3.7.3 Staff for window operation:

Shift wise deployment of the PRS staff is done by 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 and allied activities is given in following table,

Sr. No.	Description	Shift	
		Deployment	Total Cadre 07
1	Reservation General	05	
2	Incharge /Supervisor	01	
3	LR/RG	01	
	Total	07	

07 staff are deployed for manning PRS windows for activities related to PRS booking/cancellation including supervision and RG/LR .

3.7.4 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 consistent fall in number of passengers opting for Window Ticket. 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.

The number of forms dealt in last three year at PRS- SBIB is given in following table,

	Peak Period			Lean Period		
Year	March	April	May	June	July	August
2017-18	14535	14923	15067	12723	13045	12622
2018-19	14634	14583	15809	13472	14298	12862
2019-20	14731	13921	14891	13062	12144	12967

3.7.5 Critical Analysis: It can be seen from the figures in tables above that average number of forms dealt and number of passenger booked in the last years at PRS SBIB has reduced. This is due to more and more passenger opting for E-ticket facility. It is also noted by work study team that there is a notable increase in issue of internet tickets in the last few years. As of the latest data more than 80-85% of the total PRS booking is being carried out through internet booking.

3.7.6 Staff for window operation:

Computation of Staff needed for operation of PRS windows is as under:

Details	During Peak Season	During Lean Season
Number of Form per month	14514	12725
Number of Form per Day	484	425
Required Shift for ideal workload of 120 form per shift	4.03 i.e. 04 shifts per day	3.55 i.e. 04 shifts per day

As it can be seen from the table above that for optimum utilization of staff at SBIB PRS the operational shift should be ideally 4 shifts in Peak season and 4 shifts in Lean season. Therefore there is a requirement of 04 staff for activities related to PRS counters.

3.7.7 Staff for Supervision Activities: Since there is no change in the workload of allied activities the 01 number of staff utilized in allied activity may remain the same.

3.7.8 Rest Giver/Leave Reserve: Rest Giver staff is required for the PRS staff working at reservation office. However, for staff working at windows only for first shift is operational on Sunday. Therefore, requirement of Rest Giver staff is only against 2 shifts out of the 4 shifts proposed.

Sr. No.	Staff	No of Staff
1	Staff for window operation	04
2	Staff for Allied activity	01
2	RG (2 shifts)	01
3	LR	00
	Total	06

Therefore, the requirement of need based staff at SBIB PRS is 06 staff including

RG/LR, as against the sanctioned strength of 8 staff. Hence, 01 Live & 01 vacant post is found excess and to be surrendered.

3.7.9 **Recommendation:**

The Worstudy team justifies the post of 6 staff out of Sanctioned Cadre of 8 posts at SBIB -PRS and 01 Live & 01 Vacant Post maybe surrendered .

3.8 **MSH-PRS**

3.8.1 **Sanctioned Strength:** The sanctioned strength of PRS-MSH is as under.

Sr. No	Category	SS	MOR	Vac
1	CRS	02	02	00
2	CHRI	04	02	00
3	ECRC	01	01	01
Total		07	05	02

3.8.2 **Deployment of Staff:** 02 Counters in first shift and 02 counter in second shift are operated in PRS-MSH .

3.8.3 **Staff for window operation:**

Shift wise deployment of the PRS staff is done by 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 and allied activities is given in following table,

Sr. No.	Description	Shift	
		Deployment	Total Cadre 05
1	Reservation General	04	
2	Incharge /Supervisor	01	
3	LR/RG	00	
	Total	05	

05 staff are deployed for manning PRS windows for activities related to PRS booking/cancellation including supervision and RG/LR .

3.8.4 **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 consistent fall in number of passengers opting for Window Ticket. 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.

The number of forms dealt in last three year at PRS-MSH is given in following table,

	Peak Period	Lean Period
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Year	March	April	May	June	July	August
2017-18	6915	7136	7565	6309	5854	6375
2018-19	6909	6469	7562	6041	6081	5906
2019-20	6523	6491	6812	6201	6707	5853

3.8.5 Critical Analysis: It can be seen from the figures in tables above that average number of forms dealt and number of passenger booked in the last years at PRS MSH has reduced. This is due to more and more passenger opting for E-ticket facility. It is also noted by work study team that there is a notable increase in issue of internet tickets in the last few years. As of the latest data more than 80-85% of the total PRS booking is being carried out through internet booking.

3.8.6 Staff for window operation:

Computation of Staff needed for operation of PRS windows is as under:

Details	During Peak Season	During Lean Season
Number of Form per month	6608	6254
Number of Form per Day	220	208
Required Shift for ideal workload of 120 form per shift	1.83 i.e. 02 shifts per day	1.73 i.e. 02 shifts per day

As it can be seen from the table above that for optimum utilization of staff at MSH PRS the operational shift should be ideally 2 shifts in Peak season and 2 shifts in Lean season. Therefore there is a requirement of 02 staff for activities related to PRS counters.

3.8.7 Staff for Supervision Activities: Since there is no change in the workload of allied activities the 01 number of staff utilized in allied activity may remain the same.

3.8.8 Rest Giver/Leave Reserve: Rest Giver staff is required for the PRS staff working at reservation/cancellation/enquire counters and Charting staff. However, for staff working at windows only for first shift is operational on Sunday. Therefore, requirement of Rest Giver staff is only against 1 shifts out of the 2 shifts proposed.

Sr. No.	Staff	No of Staff
1	Staff for window operation	02
2	Staff for Allied activity	01
2	RG /LR(2 shifts)	01
	Total	04

Therefore, the requirement of need based staff at MSH- PRS is 04 staff including RG/LR, as against the sanctioned strength of 07 staff. Hence, 01 Live & 02 vacant posts are found excess and to be surrendered.

3.8.9 Recommendation:

The Worstudy team justifies the post of 4 staff out of Sanctioned Cadre of 7 posts at MSH-PRS 01 Live & 02 Vacant Posts maybe surrendered

3.9 BHUJ-PRS

3.9.1 Sanctioned Strength: The sanctioned strength of PRS-BHUJ is as under.

Sr. No	Category	SS	MOR	Vac
1	CRS	00	0	00
2	CHRI	02	02	00
3	ECRC	03	00	03
Total		05	02	03

3.9.2 Deployment of Staff: 02 Counters in first shift and 02 counter in second shift are operated in PRS-BHUJ .

3.9.3 Staff for window operation:

Shift wise deployment of the PRS staff is done by 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 and allied activities is given in following table

Sr. No.	Description	Shift	
		Deployment	Total Cadre 05
1	Reservation General	04	
2	Incharge /Supervisor	01	
3	LR/RG	00	
	Total	05	

Booking Staff and Asst Station Master is utilized at BHUJ PRS for smooth functioning of PRS activities.

3.9.4 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 consistent fall in number of passengers opting for Window Ticket. 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.
The number of forms dealt in last three year at PRS-BHUJ is given in following table,

	Peak Period			Lean Period		
Year	March	April	May	June	July	August
2017-18	12520	11453	11880	10181	11552	11812
2018-19	11240	10920	10437	8732	9902	10198
2019-20	11180	10707	10786	8224	8104	9250

3.9.5 Critical Analysis: It can be seen from the figures in tables above that average number of forms dealt and number of passenger booked in the last years at PRS BHUJ has reduced. This is due to more and more passenger opting for E-ticket facility. It is also noted by work study team that there is a notable increase in issue of internet tickets in the last few years. As of the latest data more than 80-85% of the total PRS booking is being carried out through internet booking.

3.9.6 Staff for window operation:

Computation of Staff needed for operation of PRS windows is as under:

Details	During Peak Season	During Lean Season
Number of Form per month	10891	8860
Number of Form per Day	363	295
Required Shift for ideal workload of 120 form per shift	3.02 i.e. 03 shifts per day	2.45 i.e. 03shifts per day

As it can be seen from the table above that for optimum utilization of staff at BHUJ- PRS the operational shift should be ideally 3 shifts in Peak season and 3 shifts in Lean season. Therefore there is a requirement of 03 staff for activities related to PRS counters.

3.9.7 Staff for Supervision Activities: Since there is no change in the workload of allied activities the 01 number of staff utilized in allied activity may remain the same.

3.9.8 Rest Giver/Leave Reserve: Rest Giver staff is required for the PRS staff working at reservation/cancellation/enquire counters and Charting staff. However, for staff working at windows only for first shift is operational on Sunday. Therefore, requirement of Rest Giver staff is only against 2 shifts out of the 3 shifts proposed.

Sr. No.	Staff	No of Staff
1	Staff for window operation	03.
2	Staff for Allied activity	01
2	RG /LR(2 shifts)	01
	Total	05

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

It has been observed that Booking staff and ASM's are utilized for PRS duties and Overtime allowance is drawn at BHUJ station as per discussions with CHRI-BHUJ and DCMI-ADI. This practices of utilisng other cadre staff would be recommended on the lines of Multi-tasking of activities policy guidelines by Railway Board. However, UTS/PRS counter can be started to avoid creation of overtime allowance through optimum utilization of staff and the existing vacancy of 3 posts maybe surrendered immediately.

3.9.9 Recommendation:

The Workstudy team recommends surrender of 3 vacant posts at BHUJ-PRS.

3.10 GIMB-PRS

3.10.1 Sanctioned Strength: The sanctioned strength of PRS-GIMB is as under.

Sr. No	Category	SS	MOR	Vac
1	CRS	01	00	01
2	CHRI	02	02	00
3	ECRC	05	02	03
Total		08	04	04

3.10.2 Deployment of Staff:

03 Counters in first shift and 03 counter in second shift are operated in PRS-GIMB.

3.10.3 Staff for window operation:

Shift wise deployment of the PRS staff is done by 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 and allied activities is given in following table,

Sr. No.	Description	Shift	
		Deployment	Total staff- 07
1	Reservation General	06	
2	Incharge /Supervisor	01	
3	LR/RG	00	
	Total	07	

07 staff are deployed for manning PRS windows for activities related to PRS booking/cancellation including supervision and RG/LR .Booking Staff is utilized to operate PRS windows due to shortage of staff as per CHRI-GIMB.2 Goods Clerk and 1 Booking Clerk is working in PRS-GIMB on loan basis.

3.10.4 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 consistent fall in number of passengers opting for Window Ticket. 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.

The number of forms dealt in last three year at PRS-GIMB is given in following table,

	Peak Period			Lean Period		
Year	March	April	May	June	July	August
2017-18	21869	21426	19236	16376	16378	16310
2018-19	19529	20356	17461	15363	15922	15683
2019-20	17765	19031	17266	13427	14761	14884

3.10.5 Staff for window operation:

Computation of Staff needed for operation of PRS windows is as under:

Details	During Peak Season	During Lean Season
Number of Form per month	18020	14357
Number of Form per Day	600	478
Required Shift for ideal workload of 120 form per shift	5 i.e. 05 shifts per day	3.9 i.e. 04 shifts per day

As it can be seen from the table above that for optimum utilization of staff at GIMB _PRS the operational shift should be ideally 5 shifts in Peak season and 4 shifts in Lean season. 3 counters in the morning and 2 in the evening can be operated .Therefore there is a requirement of 05 staff for activities related to PRS counters.

3.10.6 Staff for Supervision Activities: Since there is no change in the workload of allied activities the 01 number of staff utilized in allied activity may remain the same.

3.10.7 Rest Giver/Leave Reserve: Rest Giver staff is required for the PRS staff working at reservation counter/charting/EDR feeding. However, for staff working at windows only for first shift is operational on Sunday. Therefore, requirement of Rest Giver staff is only against 3 shifts out of the 5 shifts proposed.

Sr. No.	Staff	No of Staff
1	Staff for window operation	05.
2	Staff for Allied activity	01
2	RG /LR(3 shifts)	01
	Total	07

Therefore, the requirement of need based staff at PRS- GIMB is 07 staff including RG and LR, as against the sanctioned strength of 08 staff. Hence, 01 vacant post is found excess and to be surrendered.

3.10.8 Critical Analysis: Curently only 4 PRS staff is operating at GIMB PRS. On discussion with CRS-GIMB it was informed that 3 staff from booking cadre are being utilized in PRS-GIMB for reservation duties. Looking into the merger of cadres and multi tasking policy of Rly Board this procedure of utilizing booking staff in case of need is recommended. The current working cadre of 4 posts maybe retained and the 4 vacant posts may be surrendered at GIMB-PRS.

3.10.9 Recommendation:

The Worstudy team justifies the 4 working posts out of Sanctioned Cadre of 8 posts at GIMB-PRS and remaining 4 Vacant Posts maybe surrendered .

3.11 HMT-PRS

3.11.1 Sanctioned Strength: The sanctioned strength of PRS-HMT is as under.

Sr. No	Category	SS	MOR	Vac
1	CRS	01	00	01
2	CHRI	02	02	00
3	ECRC	00	00	00
Total		03	02	01

3.11.2 Deployment of Staff:

01 Counter in first shift and 01 counter in second shift IS operated in PRS-HMT.

3.11.3 Staff for window operation:

Shift wise deployment of the PRS staff is done by 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 and allied activities is given in following table,

Sr. No.	Description	Shift	
		Deployment	Total staff- 02
1	Reservation General	02	
2	Incharge /Supervisor	00	
3	LR/RG	00	
	Total	02	

02 staff is deployed for manning HMT- PRS windows for activities related to PRS booking/cancellation including supervision .

3.11.4 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 consistent fall in number of passengers opting for Window Ticket. 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.

The number of forms dealt in last three year at PRS-HMT is given in following table

	Peak Period			Lean Period		
Year	March	April	May	June	July	August
2017-18	3013	2765	2755	1912	2021	2076
2018-19	2200	2226	2237	1757	2067	2014
2019-20	1975	2001	2083	1841	2153	1924

3.11.5 Staff for window operation:

Computation of Staff needed for operation of PRS windows is as under:

Details	During Peak Season	During Lean Season
Number of Form per month	6059	5918
Number of Form per Day	202	197.26
Required Shift for ideal workload of 120 form per shift	1.68 i.e. 02 shifts per day	1.65 i.e. 02 shifts per day

As it can be seen from the table above that for optimum utilization of staff at HMT-PRS the operational shift should be ideally 2 shifts in Peak season and 2 shifts in Lean season. Therefore there is a requirement of 05 staff for activities related to PRS counters.

3.11.6 Critical Analysis: It can be seen from the figures in tables above that hardly 30 to 40 forms are being dealt at PRS-HMT in both shifts. Hence, the provision for a separate PRS Office at HMT is not Justified and necessary steps to convert it to a UTS/PRS location maybe taken for optimum utilization of manpower and infrastructure by the Divisional Authorities.

3.11.7 Recommendation:

For optimum utilisation of manpower and infrastructure , PRS-HMT maybe converted to UTS/PRS location. Likewise the existing vacancy of 1 Post maybe surrendered.

3.12 CLDY-PRS

3.12.1 Sanctioned Strength: The sanctioned strength of PRS-CLDY is as under.

Sr. No	Category	SS	MOR	Vac
1	CRS	00	00	00
2	CHRI	01	01	00
3	ECRC	01	00	01
Total		02	01	01

3.12.2 Deployment of Staff:

01 Counter in first and 01 in second shift is being operated at PRS-CLDY.

3.12.3 Staff for window operation:

Shift wise deployment of the PRS staff is done by 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 and allied activities is given in following table,

Sr. No.	Description	Shift	
		Deployment	Total staff- 03
1	Reservation General	02	
2	Incharge /Supervisor	01	
3	LR/RG	00	
	Total	03	

03 staff are deployed for manning PRS windows for activities related to PRS booking/cancellation including supervision and RG/LR.Booking Staff is utilized to operate PRS windows due to shortage of staff as per CHRI-CLDY .

3.12.4 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 consistent fall in number of passengers opting for Window Ticket. 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.

The number of forms dealt in last three year at PRS-CLDY is given in following table,

	Peak Period			Lean Period		
Year	March	April	May	June	July	August
2017-18	7368	7625	7766	5973	6433	5973
2018-19	7383	6696	7221	5942	5851	5942
2019-20	5033	5910	5330	4525	4215	4314

3.12.5 Staff for window operation:

Computation of Staff needed for operation of PRS windows is as under:

Details	During Peak Season	During Lean Season
Number of Form per month	5424	4351
Number of Form per Day	180	145
Required Shift for ideal workload of 120 form per shift	1.5 i.e. 02 shifts per day	1.2 i.e. 02shifts per day

As it can be seen from the table above that for optimum utilization of staff at CLDY-PRS the operational shift should be ideally 2 shifts in Peak season and 2 shifts in Lean season. Therefore there is a requirement of 02 staff for activities related to PRS counters.

3.12.6 Staff for Supervision Activities: Since there is no change in the workload of allied activities the 01 number of staff utilized in allied activity may remain the same.

3.12.7 Rest Giver/Leave Reserve: Rest Giver staff is required for the PRS staff working at reservation/cancellation/enquire counters and Charting staff.

However, for staff working at windows only for first shift is operational on Sunday. Therefore, requirement of Rest Giver staff is only against 1 shift out of the 2 shifts proposed.

Sr. No.	Staff	No of Staff
1	Staff for window operation	02.
2	Staff for Allied activity & RG	01
	Total	03

Therefore, the requirement of need based staff at CLDY is 03 staff as the Supervisory staff can act as RG for one day.

3.12.8 Critical Analysis: It can be seen from the figures in tables above that average number of forms dealt and number of passenger booked in the last years at PRS CLDY has reduced. This is due to more and more passenger opting for E-ticket facility. It is also noted by work study team that there is a notable increase in issue of internet tickets in the last few years. As of the latest data more than 80-85% of the total PRS booking is being carried out through internet booking. Currently only 1 CHRI from PRS-Cadre is posted at CLDY location and Booking staff is being utilized to operate the counters. As such, CLDY can be converted to UTS/PRS location for optimum utilization of manpower and infrastructure by the Divisional Authorities.

3.12.9 Recommendation:

For optimum utilisation of manpower and infrastructure , PRS-CLDY maybe converted to UTS/PRS location. Likewise the existing vacancy of 1 Post maybe surrendered.

3.13 PNU-PRS

3.13.1 Sanctioned Strength: The sanctioned strength of PRS-PNU is as under.

Sr. No	Category	SS	MOR	Vac
1	CRS	02	02	00
2	CHRI	03	03	00
3	ECRC	01	00	01
Total		06	05	01

3.13.2 Deployment of Staff:

02 Counters in first shift and 02 counters in second shift is being operated at PRS-PNU.

3.13.3 Staff for window operation:

Shift wise deployment of the PRS staff is done by 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 and allied activities is given in following table,

Sr. No.	Description	Shift	
		Deployment	Total staff- 05
1	Reservation General	04	
2	Incharge /Supervisor	01	
3	LR/RG	00	
	Total	05	

05 staff are deployed for manning PRS windows for activities related to PRS booking/cancellation including supervision and RG/LR. Currently only 60-65 forms are being dealt per shift as per the data available from CRS-PNU.

3.13.4 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 consistent fall in number of passengers opting for Window Ticket. 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.

The number of forms dealt in last three year at PRS-PNU is given in following table,

	Peak Period			Lean Period		
Year	March	April	May	June	July	August
2017-18	6380	5818	6251	5439	5889	5314
2018-19	5883	5843	6538	5365	6016	5779
2019-20	5845	5818	6251	5439	5889	5314

3.13.5 Staff for window operation:

Computation of Staff needed for operation of PRS windows is as under:

Details	During Peak Season	During Lean Season
Number of Form per month	5971	5547
Number of Form per Day	199	184
Required Shift for ideal workload of 120 form per shift	1.65 i.e. 02 shifts per day	1.54 i.e. 02shifts per day

As it can be seen from the table above that for optimum utilization of staff at PNU-PRS the operational shift should be ideally 2 shifts in Peak season and 2 shifts in Lean season. Therefore there is a requirement of 02 staff for activities related to PRS counters.

3.13.6 Staff for Supervision Activities: Since there is no change in the workload of allied activities the 01 number of staff utilized in allied activity may remain the same.

3.13.7 Rest Giver/Leave Reserve: Rest Giver staff is required for the PRS staff working at reservation/cancellation/enquire counters and Charting staff. However, for staff working at windows only for first shift is operational on Sunday. Therefore, requirement of Rest Giver staff is only against 1 shift out of the 2 shifts proposed.

Sr. No.	Staff	No of Staff
1	Staff for window operation	02.
2	Staff for Allied activity	01
2	RG /LR(2 shifts)	01
	Total	04

Therefore, the requirement of need based staff at PNU is 04 staff including RG and LR.

3.13.8 Critical Analysis: It can be seen from the figures in tables above that average number of forms dealt and number of passenger booked in the last years at PRS PNU has reduced. This is due to more and more passenger opting for E-ticket facility. It is also noted by work study team that there is a notable increase in issue of internet tickets in the last few years. As of the latest data more than 80-85% of the total PRS booking is being carried out through internet booking.

3.13.9 Recommendation:

The Worstudy team justifies the 4 posts out of Sanctioned Cadre of 6 posts at PNU-PRS. Hence, 01 Live post the 01 Vacant Post maybe surrendered.

3.14 SDGM-PRS

3.14.1 Sanctioned Strength: The sanctioned strength of PRS-SDGM is as under.

Sr. No	Category	SS	MOR	Vac
1	CRS	02	02	00
2	CHRI	06	06	00
3	ECRC	02	00	02
Total		10	08	02

3.14.2 Deployment of Staff:

03 Counters in first shift and 02 counters in second shift is being operated at PRS-SDGM.

3.14.3 Staff for window operation:

Shift wise deployment of the PRS staff is done by 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 and allied activities is given in following table,

Sr. No.	Description	Shift	
		Deployment	Total staff- 08
1	Reservation General	05	
2	Incharge /Supervisor	01	
3	LR/RG	02	
	Total	08	

08 staff are deployed for manning PRS windows for activities related to PRS booking/cancellation including supervision and RG/LR.

3.14.4 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 consistent fall in number of passengers opting for Window Ticket. 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.

The number of forms dealt in last three year at PRS-SDGM is given in following table,

	Peak Period			Lean Period		
Year	March	April	May	June	July	August
2017-18	14225	14491	14739	12988	12385	12193
2018-19	14643	15692	14706	12795	13315	12593
2019-20	14260	15043	15302	12102	13582	11643

3.14.5 Staff for window operation:

Computation of Staff needed for operation of PRS windows is as under:

Details	During Peak Season	During Lean Season
Number of Form per month	14868	12442
Number of Form per Day	495	414
Required Shift for ideal workload of 120 form per shift	4.13 i.e. 05 shifts per day	3.45 i.e. 04 shifts per day

As it can be seen from the table above that for optimum utilization of staff at PNU-PRS the operational shift should be **5** shifts in Peak season and **4** shifts in Lean season. Therefore there is a requirement of 05 staff for activities related to PRS counters.

3.14.6 Staff for Supervision Activities: Since there is no change in the workload of allied activities the 01 number of staff utilized in allied activity may remain the same.

3.14.7 Rest Giver/Leave Reserve: Rest Giver staff is required for the PRS staff working at reservation/cancellation/enquire counters and Charting staff. However, for staff working at windows only for first shift is operational on Sunday. Therefore, requirement of Rest Giver staff is only against 1 shift out of the 2 shifts proposed.

Sr. No.	Staff	No of Staff
1	Staff for window operation	05
2	Staff for Allied activity	01
2	RG /LR(3 shifts)	01
	Total	07

Therefore, the requirement of need based staff at SDGM is 07 staff including RG and LR.

3.14.8 Critical Analysis: It can be seen from the figures in tables above that average number of forms dealt and number of passenger booked in the last years at PRS SDGM has reduced. This is due to more and more passenger opting for E-ticket facility. It is also noted by work study team that there is a notable increase in issue of internet tickets in the last few years. As of the latest data more than 80-85% of the total PRS booking is being carried out through internet booking.

3.14.9 Recommendation:

The Worstudy team justifies the 7 posts out of Sanctioned Cadre of 10 posts at SDGM-PRS. Hence, **01 Live post** and **02 Vacant Posts** maybe surrendered.

3.15 AJE-PRS

3.15.1 Sanctioned Strength: The sanctioned strength of PRS-AJE is as under.

Sr. No	Category	SS	MOR	Vac
1	CRS	00	00	00
2	CHRI	01	01	00
3	ECRC	00	00	00
Total		01	01	00

3.15.2 Deployment of Staff: PRS- AJE is a UTS/PRS location and is being manned by one CHRI.

3.15.3 Work Load: An average no of 80-85 forms are dealt at PRS-AJE per shift and this duty is being carried out by the CHRI and Booking Clerks posted at AJE.

3.15.4: Critical Analysis :

The current average no of forms dealt in a shift at PRS-AJE is approx.100. As the current traffic is very less it may be continued as a UTS/PRS location which can help railways in savings of not needing to manage & maintain a separate PRS office. It would also lead to optimum utilisation of manpower as booking staff can be utilised for multi-tasking in lines with railway board guidelines of merger of cadre.

3.15.5: Recommendation :

As PRS-AJE is a UTS cum PRS location , it can be manned by Booking Staff and there is no need of a separate PRS cadre. However, as per latest Rly Board guidelines regarding the merger of cadres administration can take suitable decision whether to continue with the PRS cadre or use Booking staff to man the UTS/PRS location.

3. KLL-PRS

3.16.1 Sanctioned Strength: The sanctioned strength of PRS-KLL is as under.

Sr. No	Category	SS	MOR	Vac
1	CRS	00	00	00
2	CHRI	03	03	03
3	ECRC	00	00	00
Total		03	03	00

3.16.2 Deployment of Staff:

01 Counter in first shift and 01 counter in second shift is being operated at PRS-KLL

3.16.3 Staff for window operation:

Shift wise deployment of the PRS staff is done by 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 and allied activities is given in following table,

Sr. No.	Description	Shift	
		Deployment	Total staff- 03
1	Reservation General	02	
2	Incharge /Supervisor	01	
3	LR/RG	00	
	Total	03	

03 staff are deployed for manning PRS windows for activities related to PRS booking/cancellation including supervision and RG/LR.

3.16.4 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 consistent fall in number of passengers opting for Window Ticket. 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.

The number of forms dealt in last three year at PRS-KLL is given in following table

	Peak Period			Lean Period		
Year	March	April	May	June	July	August
2017-18	6542	6837	6670	5506	5972	5339
2018-19	6706	6804	6228	5905	6388	5764
2019-20	7112	6505	6879	5904	5583	5799

3.16.5 Staff for window operation:

Computation of Staff needed for operation of PRS windows is as under:

Details	During Peak Season	During Lean Season
Number of Form per month	6832	5762
Number of Form per Day	227	192
Required Shift for ideal workload of 120 form per shift	1.89 i.e. 02 shifts per day	1.6 i.e. 02 shifts per day

As it can be seen from the table above that for optimum utilization of staff at KLL-PRS the operational shift should be **2** shifts in Peak season and **2** shifts in Lean season. Therefore there is a requirement of 02 staff for activities related to PRS counters.

3.16.6 Staff for Supervision Activities: Since there is no workload of allied activities the Counter staff is being utilized in allied activity at PRS-KLL.

3.16.7 Rest Giver/Leave Reserve: Rest Giver staff is required for the PRS staff working at reservation. However, for staff working at windows only for first shift is operational on Sunday. Therefore, requirement of Rest Giver staff is only against 1 shift out of the 2 shifts proposed.

Sr. No.	Staff	No of Staff
1	Staff for window operation	02
2	Staff for Allied activity	01
	Total	03

Therefore, the requirement of need based staff at KLL is 03 staff including RG and LR.

3.16.8 Critical Analysis:

It is observed that **3** CHRI's are posted at KLL-PRS operating 1 PRS Counter and another UTS cum PRS counter is being operated by Booking Staff. The above workload includes PRS Forms dealt by Booking staff at the UTS/PRS location. . As as per the current workload only 2 shifts for PRS counter is justified, it is recommended that UTS/PRS counter maybe operated at KLL and one Counter during Rush hours maybe operated by the PRS staff available. Hence, 1 post of PRS staff is justified and the 2 other posts maybe surrendered.

3.16.9 Recommendation:

The Workstudy team justifies 1 Post of PRS staff at KLL and 2 live posts maybe surrendered vide critical analysis in Para 3.16.8 .

3.17. PRS Cadre redeployed at following other locations:

The Post of PRS cadre is being utilized at following locations for other duties at ADI Division:

Location	Cadre	MOR	Vacancy
EQ Cell –Sr.DCM Office	4	3	1
PPM Cell CCG	1	0	1
PG Cell-Sr.DCM Office	1	0	1

During the Work Study, a team of Work Study observed that 3 PRS cadre staff are utilised in the EQ Cell at Sr.DCM Office-ADI and there are vacant cadres of one staff each in PPM Cell CCG and PG Cell –Sr. DCM Office.

3.17.1 Recommendation

The existing Vacancies of 1 Post in EQ Cell-ADI, 1 Post in PG Cell-ADI and 1 Post in PPM Cell-CCG may be surrendered immediately.

3.19 Summary of Recommendations:

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

PRS	Cadre	MOR	Vacancy	Proposed Cadre	Proposed for Surrender	Live	Vac	Ref Para
ADI	57	46+1	11	40	18	6+1	11	3.1.9
AJE	1	1	0	1	0	0	0	3.15.5
ASV	1	1	0	1	0	0	0	3.5.5
MAN	12	10	2	10	2	0	2	3.2.9
SBI	8	7	1	6	2	1	1	3.7.9
GIM	8	4	4	4	4	0	4	3.10.9
PNU	6	5	1	4	2	1	1	3.13.9
MSH	7	5	2	4	3	1	2	3.8.9
SDGM	10	8	2	7	3	1	2	3.14.9
GNC	6	5	1	4	2	1	1	3.6.9
GNC(S)	1	1	0	1	0	0	0	3.6.9
HMT	3	2	1	2	1	0	1	3.11.7
VG	1	0	1	0	1	0	1	3.4.5
BCO	1	0	1	0	1	0	1	3.3.5
KLL	3	3	0	1	2	2	0	3.16.9
BHUJ	5	2	3	2	3	0	3	3.9.9
Sr.DCM (EQ cell)	4	3	1	3	1	0	1	3.17.1
CLDY	2	1	1	1	1	0	1	3.12.9
PPM cell CCG	1	0	1	0	1	0	1	3.17.1
Sr.DCM at PG Cell	1	0	1	0	1	0	1	3.17.1
Total	138	105	34	91	48	14	34	

CHAPTER – III**FINANCIAL IMPLICATION****PRS Staff - Commercial Department**

- 1.1 After carefully scrutinizing the current working scenario of entire cadre of PRS Staff (Commercial) the work study team proposes **48** posts (34 Vacant and 14 live) as surplus against sanctioned cadre of **138** to the requirement and recommended for surrender immediately.
- 1.2 The work study team has identified 48 Group C posts for surrender. Out of 48 surplus posts, 34 posts are lying vacant since long.

Category	Surplus	Annual saving per person (in Rs.)	Total savings in Rs.
Group-C PRS Staff	48	1003714	Rs. 4,81,78,272

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 4,81,78,272/-** per annum can be achieved



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