

CENTRAL RAILWAY

WORK STUDY REPORT ON “REVIEW OF STAFF WORKING IN BOOKING OFFICES OF COMMERCIAL DEPARTMENT OVER BHUSAWAL DIVISION.”



Work Study Cell,
Central Railway,
Bhusawal Division.

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“REVIEW OF STAFF WORKING IN BOOKING OFFICES OF
COMMERCIAL DEPARTMENT OVER BHUSAWAL DIVISION.”**

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SYNOPSIS

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|----|-------------------------------------|---|
| 01 | Study Number | WSCR/COMML/BSL/20-21. |
| 02 | Study Name | Review of staff working in Booking Offices of Commercial Department over Bhusawal Division. |
| 03 | Approved by | ADRM/BSL. |
| 04 | Department | Commercial |
| 05 | Division | Bhusawal |
| 06 | Date of commencement | 13/07/2020 |
| 07 | Date of completion | 05/11/2020 |
| 08 | Date of Submission | 05/11/2020 |
| 09 | No. of Men Studied | 528 |
| 10 | No. of Recommendations | 09 |
| 11 | No. of posts Proposed for Surrender | 27 posts |
| 12 | Annual MV Saving | Rs. 1,85,45,796 per annum. |

ACKNOWLEDGEMENT

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The work study team is also grateful to all the staff working at depot for furnishing necessary information and data required for conducting the study.

AUTHORITY & TERMS OF REFERENCE

With the approval of ADRM/BSL the work study on "Review of staff working in Booking Offices of Commercial Department over Bhusawal Division" has been included in the Annual Work Study Program for the year 2020-21 with study no: WSCR/COMML/BSL/20-21.

METHODOLOGY

The following methodology has been adopted while conducting the Work Study :

- 1) Application of Yardstick and need base for issue of UTS.
- 2) Collection of data in detail.
- 3) Field observation and interaction with the staff.
- 4) Discussion with co-coordinating officers/supervisor.
- 5) Change in working pattern, if any.
- 6) Working out financial implication involved in saving as a result of surplus employee.

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SUMMARY OF RECOMMENDATIONS

| Sr. No. | Recommendations | Page No. |
|----------------|--|-----------------|
| 01 | Surrender 01 vacant post RG/ LR at AK (ML-6) | 31 |
| 02 | Surrender 01 vacant post Sr. BC at AMI (ML-5) | 33 |
| 03 | Surrender 01 vacant post CBC at BAU (ML-6) | 35 |
| 04 | Surrender 02 vacant post CBC at BSL (ML-6) | 38 |
| 05 | Surrender 01 vacant post CBC at DHI (ML-6) | 43 |
| 06 | Surrender 01 vacant post CBC at JL (ML-6) | 45 |
| 07 | Surrender 01 vacant post LR at KNW (ML-6) | 51 |
| 08 | Surrender 01 vacant post Sr. BC at NK (ML-5) | 61 |
| 09 | Surrender 18 posts of Cash Clerk over BSL Divn. (ML-7) | 67 |

CHAPTER NO. 01

INTRODUCTION

The Commercial department is responsible for selling Railway services, for creating, designing and developing traffic, for securing and maintaining friendly relations with the travelling and trading customers and public at large, and for cultivating good public relations with them. The fixing of rates, fares and other charges and the correct collection, accountal and remittance of traffic receipts are also among its functions.

The overall commercial activities, which are also called as railway business, are of two types – Freight and Coaching. Again, Coaching is divided into two – Passenger and Parcel. Services offered by Railways FREIGHT PASSENGER OTHERS Train Loads Suburban Non-Suburban Long distance Non-Suburban Short distance Parcels Wagon Loads EMU/DEMU Rajdhani/Shatabdi/ Duronto Passenger Luggage Containers MEMU Superfast Branch Line service including MG/NG Catering Scheme oriented Conventional Mail/Exp/Intercity Rail Bus Retiring Rooms Other business models oriented Double Decker Garib Rath Mixed Trains Cloak Rooms.

ORGANISATION OF COMMERCIAL DEPARTMENT

At Railway Board Level

Member (Operations and Business Development) Traffic, Railway Board is in-charge of Commercial as well as Operating Departments at the Board's level. There is a Commercial Directorate under him headed by Addl. Member (Commercial). He is assisted by Executive Directors & Directors/Joint Directors, looking after portfolios of Freight Rates, Coaching Rates, Reservation Catering, Marketing, Claims & Refunds and Research. They are further assisted by Deputy Directors etc. His office looks after the core Commercial activities of Railways. Further, the offices of Additional Members (Catering & Tourism) and (Computerization & Information System) are also very important from marketing point of view. The former office deals with IRCTC for primarily tourism part now-a-days, and the later one with CRIS and others for passenger business, viz. PRS, UTS, I-Ticketing, E-Ticketing, booking through SMS, Enquiry, etc.

COMMERCIAL ORGANIZATION AT ZONAL LEVEL

Along with the General Manager of each Zone, there is one Additional General Manager. Additional General Manager looks after the Commercial Department in matters delegated to him by the General Manager. Principal Chief Commercial Manager (PCCM) is usually in the same grade as the AGM, and is the functional head of Commercial department at zonal level. He directly reports to the General Manager. DTC (Rates), ED Traffic Commercial (Rates), DTC (G), DTC (G2), Dir. (Passgr. Mktg.), ED (Passenger Marketing), DFM ED(Freight Marketing), DTC (Claims),ED(Public Grievance), Additional Member(Commercial), DTC (C&T), ED (Catering & Tourism), Additional Member (Catering & Tourism), Director(C&IS), ED(C&IS), Addnl.Member (Computerisation & Information Systems), Member (Traffic), DTC (Rates), ED Traffic Commercial (Rates), DTC (G), DTC (G2) Dir.(Pass. Mktg.) ED (Passenger Marketing), DFM ED (Freight Marketing), DTC (Claims), ED(Public Grievance), Additional Member (Commercial), DTC (C&T), ED (Catering & Tourism), Additional Member (Catering & Tourism), Director (C&IS), ED(C&IS), Addnl.Member (Computerisation & Information Systems),Member (Traffic), The CCM deals with all general matters in commercial including rates, catering, refunds, claims and public complaints and grievances. He is assisted by CCM (PS), CCM (PM), CCM (FS), CCM (FM) and CCO (Chief Claims Officer). These officers are further assisted by Dy CCMs and Senior and Assistant Commercial Managers, and inspectorial staff. The General branch looks after matters such as wharfage and demurrage, handling contracts, passenger amenities at stations, ticket checking, passenger complaints, commercial publicity, commercial establishment, identifying and supply of tickets, accounts and audit objections, commercial stores etc. The Rates Branch deals with implementation of rating policies enunciated by the Board, issue of various rate circulars, time-tables to all stations of the railways, siding agreements, quoting of special rates for passengers as well as freight traffic, opening/closing of stations, refund of overcharges etc. The catering branch look after all aspects relating to departmental & contract in the zone. The Claims organization under CCO has two wings, viz. - Claims settlement wing and Claims prevention wing. CCO is assisted by a Dy. CCO and a Dy.CCM (CP) respectively in these two branches. The Dy.CCO has Senior Commercial Officer (Claims) and a number of assistant officers whose number varies according to the work-load on each railway. There is also a legal cell to render legal advice in settlement of claims as well as for processing claim cases taken by the Claimants to Railway Claims Tribunals (RCTs) and other Courts/Forums/Tribunal. The main function of the Commercial branch is to do selling the services and marketing for the Railways in Coaching as well as in Freight business.

Its functions include efforts to promote and retain traffic of high profit yielding commodities with railways by maintaining constant liaison with customers, trade and industries, and to offer various Freight incentive schemes and other business promoting measures launched from time to time. This branch also looks after the movement of parcel traffic at important junctions and by important trains on day-to-day basis and takes remedial actions in case of held ups. It also undertakes ACM(CL) SCM(CL) ACM(CP) SCM(CP) Dy.CCO CCO ACM SCM CCM(PS) ACM SCM DY. CCM(PM) CCM(PM) ACM SCM DY. CCM (R & FS) CCM(FM) ACM SCM CCM(FS) CCM G.M. development measures such as opening of out-agencies, city booking agencies etc. as also leasing of SLRs/VPUs besides contracts and PPPs activities, etc. The Chief Public Relations Officer is another officer (ex-cadre), who assists the Commercial department. He is in SAG/JAG, and looks after the matters such as organizing proper publicity about railways, issuing press notes, giving advertisements to news papers, conducting press parties to various important junctions, organizing press conferences etc. on special occasions. He is assisted by a Senior Public Relations Officer. They are further assisted by APROs. There is also post of PRO/APRO in all divisions and important state capitals falling in a zone, where he works under the Sr. DCM and CPRO both. Normally, CPRO reports directly to Additional General Manager & General Manager of a zone.

COMMERCIAL ORGANISATION AT DIVISIONAL LEVEL

At Divisional Level: Divisional Railway Manager (DRM) is the head of the division. He is in Senior Administrative Grade. The DRM is assisted by one or more Additional Divisional Railway Managers (ADRM)s and several branch officers. The head of Commercial Branch is Sr. Divisional Commercial Manager (Sr.DCM) in JA Grade or Divisional Commercial Manager (DCM) in senior scale depending on size of the division. He is assisted by one or more DCMs & Assistant Commercial Managers (ACMs) respectively. The primary function of these officers is to implement all policies and directions issued by the head office and to ensure smooth day-to-day commercial working at the stations on a division. The Sr. DCM/DCM is responsible for all executive functions of commercial.

COMMERCIAL STAFF OF A DIVISION

In addition to these officers, there are some Area Officers in each division varying from Senior Administrative Grade to Assistant Scale depending upon size and importance of the area being looked after. They are also delegated certain powers to handle day-to-day commercial matters such as waiver of wharfage and demurrage, releasing reservation quotas, public relations etc., in addition to some operating functions on certain divisions.

Station is the main centre where the commercial business is actually transacted. They can be called the retail outlets for selling of various Railway products/services. There are around 8000 stations spread all over Indian Railways. The nature of traffic handled at each station differs and these stations are listed alphabetically in the Alphabetical list of Railway Stations published by IRCA (Indian Railway Conference Association), New Delhi. Some important and larger stations are headed by a Station Managers (SMs) in Gazetted Gr. B (JS/SS grade). At several stations, however, they are designated as Station Superintendents (SSs). The rank of a SS can vary from grade of a senior supervisor to a Sr. Scale gazetted officer depending on importance of the station. At smaller stations (also known as roadside/ way side stations) the quantum of traffic dealt with is not very heavy. Therefore, at these stations both the operating and commercial working is handled by the SM assisted by Assistant Station Masters (ASMs) in shift duties. At bigger stations, depending on the work-load, separate commercial staff is provided to look after the commercial work. They are generally known by a generic name of Commercial Clerks and may be working as Booking Clerks, Parcel Clerks, Goods Clerks, Ticket Collectors, Inquiry & Reservation Clerks, Catering Managers etc. At still bigger stations, there are all these categories of commercial staff headed by supervisory staff for each function. The designations of these supervisory staff are such as Chief Reservation Supervisor, Catering Inspector, Chief Parcel Supervisor, Chief Booking Supervisor, Chief Goods Supervisor, etc. depending on their functions. Stations being the hub of commercial activity they are provided with various facilities to handle the traffic dealt with at the Station. These facilities may include an adequate number of booking windows for passengers, a separate parcel office with separate facilities for booking, delivery and stocking of parcels, a separate goods office with covered shed, platforms for loading/unloading, special sidings for dealing with oil traffic and other bulk traffic such as coal, timber, minerals etc. Crane facilities, motor ramps, plots for storage of loose material like charcoal etc. in addition to canteen and other facilities. At important stations there will also be separate reservation and inquiry offices, cloak rooms and catering establishments. The quantum and standard of these facilities differ from station to station based on its commercial importance and requirements.

FUNCTIONS OF THE COMMERCIAL DEPARTMENT

The Commercial Department of the Railway is the most visible department, and is usually called the earning and marketing department, the others being spending departments. This is because the railway revenues are entirely made up of the earnings from sale of tickets and transportation of goods, luggage and parcels which are booked and delivered by the Commercial Department. This

department has to collect the charges as per rates in force and account for them. It has also to canvass for traffic to see that the vast railway facilities are utilized to the maximum extent for the purpose for which they have been created. To achieve this, it has to maximise satisfaction to the customers through creation of suitable facilities, provision of amenities for the users, proper up-keep of the stations and other working places from the point of view of the customers, measures for speedy transportation, safe delivery of goods etc. This department, therefore, comes in direct contact with the public and it has to reply to the public complaints also. Needless to say that for carrying out these various functions this department has to maintain a close liaison with the other railway departments on which it has to depend for execution of the various works and maintenance of the facilities.

The main functions of the Commercial Department may, however, be enumerated as below:-

1. Provision of booking facilities for traffic, i.e. opening of booking offices, goods sheds, parcel offices etc.
2. Opening of enquiry and reservation offices for passenger traffic.
3. Sale of ticket and booking and delivery of parcels, luggage and goods.
4. Implementation of the rating policy of the railway board i.e. giving effect to changes in the fares and freight rates from time to time.
5. Quotation of special rates.
6. Provision of users' amenities and ensuring their proper up keeps such as waiting rooms, retiring rooms, drinking water supply etc. at every station.
7. Refund of over-charges in passenger fares and freight rates.
8. Waiver and refund of demurrage and wharfage.
9. Clearance of station outstanding i.e. recovery and remittance of dues short-recovered or not recovered.
10. Remittance of station earnings.
11. Ticket checking arrangements.
12. Management of departmental catering units, licensing of catering contracts & their supervision.
13. Settlement of claims for compensation.

14. Taking measures for claims prevention.
15. Levy of siding charges and dealing with siding agreements.
16. Provision of Cloak-Rooms.
17. Running of Lost Property Offices (LPOs).
18. Marketing and sales activities i.e. canvassing for high profit yielding commodities, maintenance of customer-oriented services, like own your wagon scheme, leasing of SLRs scheme, measures for tackling rail-road competition etc.
19. Justification for introduction of new trains.
20. Conducting traffic surveys to establish justification for new line etc.
21. Grant of credit facilities to customers (credit note facility)
22. Grant of concessions in railway fares and freight rates, including special facilities for tourist coaches etc.
23. Attention to complaints from the users.
24. Naming of stations and change of station names, etc.
25. Arrangements for handling of goods - appointment of handling contractors for stations and transshipment points.
26. Holding and conducting of meetings with railway users at Station, Divisional, Zonal and Board levels such as SCC (Station Consultative Committee), DRUCC (Divisional Rail Users Consultative Committee), ZRUCC (Zonal Rail Users Consultative Committee), NRUCC (National Rail Users Consultative Council) and matters related to it.
27. Opening/Closing and renewal of 'City Booking Offices', 'City Booking Agencies' and 'Out agencies'.
28. Engaging RTSAs (Rail Travellers Service Agents), JTBSs (Jan Sadharan Ticket Booking Sevaks), GTBSs (Grameen Ticket Booking Sevaks), etc.

BOOKS FOR REFERENCE

The following books of reference are in use for various functions by the commercial Department:

RAILWAY BOARD PUBLICATIONS:

1. INDIAN RAILWAY ACT 1989
2. INDIAN RAILWAYS TRAFFIC CODE (Commercial)
3. COMMERCIAL MANUALS, VOL I (FOR COACHING TRAFFIC)
VOL II (FOR GOODS TRAFFIC)
- I.R.C.A. (INDIAN RAILWAYS CONFERENCE ASSOCIATION)

Publications:

1. ALPHABETICAL LIST - For station codes of 1-4 characters.
2. COACHING TARIFF PART I VOL I - General Rules.
3. COACHING TARIFF PART I VOL II - Concession
4. COACHING TARIFF PART II - Coaching Rate Table
5. COACHING TARIFF PART III - Parcel Rate Table
6. GOODS TARIFF PART I VOL I - General Rules
7. GOODS TARIFF PART I VOL II - Classification of Commodities
8. GOODS TARIFF PART II - Freight Rate Table
9. MILITARY TARIFF - Rules for Military traffic
10. RED TARIFF - Rules for Dangerous goods
- ZONAL RAILWAY PUBLICATIONS/NOTIFICATIONS
1. DISTANCE TABLES
2. LOCAL COACHING TARIFF - IF REQD.
3. LOCAL GOODS TARIFF - IF REQD.

IMPORTANT RAILWAY WEBSITES

1. www.indianrailways.gov.in - follow the link to 'Railway board directorates' and then 'Traffic Commercial' for all Commercial circulars (Passenger services), Freight Marketing circulars, and the Freight rate circulars.
 2. www.indianrail.gov.in - website connected to PRS (Passenger Reservation System) and e-ticketing purposes – for reservation & refund rules, PNR enquiry, Train accommodation availability etc.
 3. www.trainenquiry.com - web site connected to NTES (National Train Enquiry System)- for Spot your train etc.
 4. <https://www.irctc.co.in> – website for IRCTC related ticket booking and tourism activities
 5. <http://www.claims.indianrail.gov.in> – website for settling claims and associated activities
- Besides the abovementioned official websites, there are many private start-ups which have their own websites and apps, which facilitate rail users by disseminating varieties of desired information.

PASSENGER BUSINESS INTRODUCTION

It is common knowledge that every person intending to travel by a train should have a proper authority to travel. This authority is usually either a ticket or a free pass. Railway passes are normally issued to railway employees only, barring certain exceptions. In Railway terminology, the sale of a ticket to an intending passenger is called 'booking' of passenger. This is covered by the authority vested in railways vide section 50 of the Railway Act, 1989. A passenger may book a ticket at a railway station, a city booking office run by the railways or at other centres authorised by the railways for this purpose such as city booking agency or an out agency or a travel agency. Besides this, he/she can also book a ticket through internet executed by IRCTC and through agents engaged by IRCTC, and also through mobile (pilot project started w.e.f. 01.07.2013) The names of railway stations, which are open for booking of passengers, as also of other kinds of traffic, are given in the Alphabetical list of Stations, which is published by the General Secretary, Indian Railways Conference Association, New Delhi. The IRCA also separately publishes a list of city booking offices or city booking agencies and out agencies. The names of authorised travel agencies are given in coaching tariff, Pt. I (Vol. I) published by IRCA. All bigger stations have separate booking offices for passenger traffic, and are manned by booking clerks. Booking windows are provided for different classes of passengers according to traffic requirements of individual stations. For example, where I class traffic is heavy, a separate I class booking window is provided in addition to the window for II class. Similarly, more than one booking window or direction-wise booking windows are provided according to the requirements of traffic. At smaller stations, however, a single booking window is provided at the Assistant Station Master's office itself. The hours of opening and closing of booking windows are prominently displayed at the booking window. At large stations, booking windows are kept open for all the 24 hours except for brief spells of closure at intervals of 8 hours for enabling the booking clerks to change shift duties. At smaller stations booking windows are open for less time but not less than half an hour before the expected arrival of a train. It is necessary that the passenger time table and a list of fares charges between stations are displayed at the booking offices. Accordingly, all stations are required to exhibit a list of chargeable fares near booking windows, for stations for which tickets are normally in demand, in addition to the time-table.

CLASSES OF ACCOMMODATION AND AVAILABILITY OF BERTHS ON IR CLASSES OF ACCOMMODATION IN TRAINS

Trains on Indian Railways have the following main classes of accommodation and their codes: S.No. Clases of Accommodation Codes 1 1st AC or 1A H 2 First

Class Non-AC F 3 AC Two Tier or 2A A 4 AC Three Tier or 3A B 5 AC Chair Car or CC C 6 Sleeper Class or SL S 7 Second Class Mail/Express II 8 First Class Ordinary FC – rarely used 9 Sleeper Class ordinary Rarely used 10 Second Class Ordinary Used in local conventional commuter trains All these classes of accommodation are not necessarily available on each train and tickets are issued subject to availability of the type of accommodation on a particular train. It is a legal requirement that every train must have a compartment of the lowest class (second class) set apart for lady passengers. The mail/express trains and super fast trains and long distance trains have II class sleeper coaches also in which sleeping accommodation is provided for journeys involving night travel.

AVAILABILITY OF BERTHS

The availability of berths in various types of classes in a conventional BG coach is generally as under: S.No. Class No. of berths 1 1A 14/18 2 2A 44/46 3 3A 64 4 FC 22/24/26 berths or 64 seats 5 SL 72/75 6 II 75/80/90 seats However, latest design of coaches including LHB may have higher number of berths/seats, which gives more earnings to Railways when booked. PASSENGER FARE The fares chargeable for railway tickets are prescribed by the Central Government after due approval of the Parliament and these are published in the IRCA Coaching Tariff, Pt. II for all classes for distance from 1 to 5000 kms. The fares for II class are different for Mail/Express trains and ordinary trains. The IRCA Coaching Tariff Pt. II also indicates a method by which fares in excess of 5000 kms can be worked out in a particular case. Children up to five years of age are carried free and those over 5 years in age but less than 12 years are charged half the fare. The chargeable fares are, however, subject to a certain minimum chargeable distance as follows (subject to changes from time to time): In respect of travel in reserved accommodation by certain specified Mail/Express trains known as Super Fast Trains, an additional charge is also levied in these trains. This charge was introduced to establish the principle that passengers travelling by fast trains should pay for speed and other comforts available on these trains. In Rajdhani and Shatabdi expresses, however, the fares are higher and different from other trains as these tickets also include charges for food, bed rolls and beverages supplied to passengers during the journey. All these charges are subject to revision every year. Service tax is also levied @3.708% (3.6% + 0.072% Education + 0.036% Higher Education cess) on the total fare/charge from passengers w.e.f. 01.10.2012. Presently, service tax is levied from all AC classes and First Class only in all regular trains including these classes in special train/coaches, special trains for film shooting, season tickets, Circular Journey Tickets (CJTs) and Excess Fare Tickets (EFTs). Besides above, Superfast Charges are also applicable in some identified Mail/Express trains.

And, in for classes Reservation Fees and Supplementary charges (details are mentioned in subsequent paras) are also applicable over and above the basic fare. Differential pricing in Railways is not well developed; however, it has been introduced in order to balance the Demand and Supply situation by introducing the concept of 'Busy season' and 'Lean season'.

For passenger traffic the seasons are defined as below:

February, March and August (03 months) and rest 09 months/year are presently considered as 'Lean season' and 'Busy or Peak season' respectively. Charges also vary as per the various schemes such SOFT (Scheme of frequent travellers), Tatkal booking etc. Different discounts are also being offered to passengers depending on the season in regular accommodation on the trains especially for upper classes. Certain discounts are also being given for the higher capacity coaches being introduced in the trains. Further charges may also vary as per certain promotional schemes to facilitate users, 'Tatkal', etc., launched by the Railways from time to time. Sr. No. Class Minimum Chargeable distance 1 AC Class (I AC) 100 km 2 I class 100 km 3 2 Tier AC 100 km 4 3 Tier AC 100 km 5 AC Chair Car 100 km 6 Sleeper class 20 km 7 II class M/E 15 km 8 Ist class (ordinary) 10 km 9 Sleeper class (ordinary) 20 km 10 II Class Ordinary 10 km The fare structure and details thereof is vividly exhibited in Railways website, 'Trains at a glance', rate tables, etc for the benefit of rail travellers.

For latest fare structure, Railways' website, www.indianrailways.gov.in can be visited under its Traffic Commercial directorate.

WORKING IN THE BOOKING OFFICE

In the Indian Railways' parlance Booking Office means the office of booking unreserved tickets. The unreserved tickets are issued offline through various counters at railways stations, other places of Railways and even private locations and through private agencies to facilitate passengers, and also through online where the customers buy them through their mobile phones, etc. The tickets issued online are electronic in form, and hence paperless, whereas the offline tickets are issued in various forms.

However, they are categorised in two – (i) Card Tickets, and (ii) Paper Tickets. The online paperless tickets are the latest variations of Paper Tickets. The Card Tickets are rarely used now-a-days, and are issued under exigencies and other special occasions and at some locations only.

PRINTED CARD TICKETS Usually the ticket issued to a passenger is a printed card ticket. It is a small rectangular piece of card bearing the name of the issuing railway in small letters, all over the front side, to form a background. It

bears a serial number; names of the issuing and destination stations in Hindi, English and the regional language wherever possible; the route i.e. the junction or via by which it can be used for travel; the class of accommodation and if for II class, whether for Mail/Express or ordinary passenger train: the distance in kms. and the fare chargeable. Tickets for through booking (i.e. where the originating and/or destination stations are different Railway Administrations) bear a red wave band. The card pieces on which the tickets are printed are of different colours for the different classes or accommodation to facilitate identification of the class of travel by visual inspection. The stations are, therefore, required to maintain stock of card tickets for only those stations for which demand for ticket is more than 10 per day. But, a ticket cannot be denied to any passenger on the plea that a printed card ticket for the destination of his choice is not available. In such cases, the passenger is given a card ticket up to the farthest point in the direction of the desired destination, from the available stock, supplemented by a paper ticket for the balance portion of the distance between the station for which card ticket is available and the destination of the passenger. However, the Printed Card Tickets are not in much use these days with the successful implementation of UTS (Unreserved Ticketing System). Therefore, the indenting and stock of these are done only in special occasions and for identified stations only. The existing stock, if not in use, should be disposed of quickly for preventing misuse and malpractices.

OTHER KINDS OF TICKETS AND CONCESSIONS

Besides the Printed Card Tickets there are other kinds of card tickets such as Child tickets, concession tickets, soldier's tickets, return tickets, reservation tickets etc. Since children over 5 years and up to less than 12 years in age are charged half the fares chargeable for an adult passenger, separate series of 'child' tickets are printed and kept in stock. Railways are granting concession in fares to a large number of different categories of passengers, such as student for travelling between their educational institution and home places or on education tours; athletes and sportsmen when travelling to participate in tournaments held by recognized sports bodies; circus parties; artists when travelling to give performances sponsored by the Sangeet Natak Academies; foreign students on tour to places of artistic or historical importance in India; delegates to the annual conferences of certain All India Organizations of Social, Cultural or Educational importance when travelling to attend the conference; teachers of schools proceeding on educational tours sponsored by the Education Departments, farmers when travelling in parties of 20 or more to see places of agricultural importance on tours approved by the Government Agricultural Departments, blind persons; persons suffering from T.B. and Cancer and proceeding for medical treatment etc. For these various concessions in train

fares, the passengers have to obtain concession certificates from the Railway, subject to fulfillment of the conditions set out in the IRCA Coaching Tariff - Part I Vol. II.. These certificates have to be exchanged for tickets, which are issued at reduced fare. Such tickets are called 'concession' tickets. The element of concession is usually 25% to 75% in IIInd class and Ist class but it varies for certain categories. Soldier's tickets are those issued to military and police personnel in exchange of military warrants under the rules framed for this purpose. Return tickets are also issued at important stations at two single journey fares. These tickets indicate the station up to which, and there from, the journey can be performed. Each ticket can be vertically cut into two on reaching the outward point and the remaining half entitles the passenger to perform return journey within a stipulated period of time. For purposes of break journey etc. each half is treated separately as a single journey ticket. Platform Tickets as the name connects, serve as authority to persons to enter the station platform at stations where entry is regulated. These have the hour of issue marked thereon and are valid for two hours from the time of issue. These are priced at Rs.5.00 from 1.6.2005. Season Tickets and Vendor's Tickets: - These are issued for travel on the suburban section of Bombay, Calcutta and Madras and other non-suburban sections also normally for distances up to 150 kms. These can be either monthly season tickets (MSTs), quarterly season tickets (QSTs), half yearly season tickets (HSTs) or yearly season tickets (YSTs). Any number of journeys can be made on them between the specified stations, within the period of validity. They are mostly popular among persons who have to frequently travel up to a certain station, such as students, office-goers, industrial workers etc. They are priced very low. The comparative cost of travel on a monthly season ticket works out to about 20% of the normal fares in Second Class and still lower in First Class. Similarly, QSTs, HSTs and YSTs are still cheaper. Moreover, students get further concession in these reduced fares also. These tickets, however, permit only a restricted quantity of luggage with the season ticket holder which comes to 15 kgs. of luggage in case of I class season ticket holders and 10 kgs in case of II class season ticket holders. Market Vendors season Ticket: - Milk vendors and vegetable vendors can also have similar Monthly & Quarterly Tickets on payment of 50% extra charge. With the extra charge they can carry up to 60 kgs. of their goods in one direction and empty-cans or baskets in the return direction. Circular Tour Tickets: - For pilgrims and tourists are also available which enable them to visit number of places on a round tour finally terminating at the starting station. These tickets are issued for both II Class and I Class. The total distance to be travelled on such a ticket is divided by two and each half is treated as a single journey for charging of fares and calculation of validity time. The validity of the ticket is obtained at the rate of 1 day for every 200 kms or part thereof in addition to travel time at the rate

of 1 day for every 600 kms on the total distance for which the ticket is issued. Railways have standardized several circular tour tickets. These standard circular tours can be performed either in onward or reverse direction. The detailed information in respect of the standard circular journey tickets is available at the important stations, mentioned in the timetable and divisional offices of the Zonal railways.

Unreserved Ticketing System (UTS)

More than two crore passengers travel in unreserved coaches and trains daily and thus form the bulk of rail users. This facility was initially provided at 10 stations of Delhi area in the first stage of UTS as a pilot project on 15 August 2002. UTS provide the facility to purchase Unreserved Ticket in advance of the date of journey. A passenger can buy a ticket for any destination from the UTS counter for all such destinations, which are served by that station. The cancellation of tickets has also been simplified. Passengers can cancel their tickets one day in advance of the journey from any station provided with a UTS counter. On the day of journey, the ticket can be cancelled from station from which the journey was to commence. UTS system has taken over the Printed Card Tickets or tickets issued by Self Printing Ticket Machines (SPTMs) gradually. 'Universal terminals' which issue reserved (PRS) as well as unreserved tickets (UTS) from the same booking window has also been implemented at many required locations. However, unreserved tickets continue to be available through manual methods and using PCTs, whenever required though very minimally.

With the introduction of UTS, the Railways also get benefitted in several ways.

These are:

- Keeping pace with the latest technology
 - Encouraging passengers to purchase their tickets in advance
 - To have online accountal and other statistical facts and details of tickets sales
 - To have a rational analysis of the demand of passengers on various routes in advance, so as to augment trains as per requirement
- Advantages of Unreserved Ticketing System
- Reduced queue length
 - Enable advance planning of unreserved journey also
 - Reduced crowds at booking offices and stations, making ticket purchase more comfortable

Allow Indian Railways to plan extra trains and coaches as per trend of sales registered in the system. Unreserved itinerary planning possible, tickets available from a station to any station.

- As mentioned above, the UTS system has now offering tickets to commuters through online preferably by using mobile apps. Railways have successfully launched such apps for the enhanced customer experience.

RESERVATION OF ACCOMMODATION

Advance Booking of Passengers Reservation of seats and berths is permitted usually up to 60 days in advance of the date of the journey, which again at times varies keeping better conveniences for passengers, and tickets can, therefore, be purchased while making application for reservation. However, even in cases where reservation is not required, a ticket can be purchased in advance for II Class on the day proceeding the date of the journey if the distance to be travelled is more than 200 kms. Such tickets have, however, to be endorsed by the railway booking clerk with the words "journey to commence on - - - - - - - (date)". Normally, the entire accommodation set apart for reservation on a train is controlled by the train starting station. But certain important intermediate stations are also given a quota of berths and seats and such stations can entertain and confirm reservation without reference to the train starting station up to the prescribed limit. Reserved tickets are normally non-transferable and only the persons for whom the reservation is made can use the ticket and the accommodation reserved for him. Mutual exchange of reserved seats/berths between passengers of the same class on a train is, however, permitted. A written application is necessary in a prescribed form, which is available at the reservation offices. This form is to be filled in all respects i.e. with the train and date of journey, name, age, gender of passengers, the class of accommodation required, the station up to which and number of seats/berths required, train no. and station from which onward reservation is required from an intermediate junction station etc. The ticket or pass should be produced along with the requisition for reservation. Reservation can also be done online using the Internet on the IRCTC website www.irctc.co.in. Two types of tickets are issued, viz. I-tickets (under this normal PRS tickets are delivered through courier service) and e-tickets (which were initially could be printed by user on a printer, but now paperless tickets are permitted and under vogue, where the passengers are allowed to maintain electronic versions of their tickets which they receive from by using their electronic gadgets).

CRIS (Centre for Railway Information System) is the nodal server centre which enables PRS as well as UTS for all online and offline ticketing, and booking is done commercially through IRTC. Accommodation is reserved on 'first come;

first served' basis, to the extent of availability. Others can be wait-listed if they so desire. If reservation is confirmed, a reservation ticket is issued on collection of the reservation fee and other charges such as the supplementary charge for travel by certain super fast mail/express trains or the sleeper surcharge for reservation in 3-tier or 2-tier sleeper coaches, as may be due. These charges vary from time to time and can be seen visiting Railways website www.indianrail.gov.in under reservation rules, and are also published in TAG (Trains at a glance) for the benefit of passengers. A second class compartment in a carriage can also be reserved for a party on payment of fares for the number of persons travelling subject to a minimum number of fares accordingly to the marked seating capacity of the compartment and the normal reservation fee.

CANCELLATION OF RESERVATION AND REFUND OF FARE ON UNUSED OR PARTIALLY USED TICKETS ETC.

Railways provide facility to get refund to the passengers, when due to their own reasons and also of railways, full or part journey is not enjoyed by them. Refund is made under extant Refund Rules, which are published from time to time as per the Govt of India, Ministry of Railways notifications. These rules are called Railway Refund Rules. These can be seen by visiting Railways website www.indianrail.gov.in under tabs, Services, Rules, and Refund Rules.

FACILITY OF ATTENDANTS

1. Attendants with AC class passenger A passenger in AC class (first) can take two attendants and a passenger in First Class /AC Sleeper can take one attendant by purchasing II Class tickets for them. The attendant cannot travel in AC or I Class but they can attend to their masters in the AC/I Class at train stoppages enroute. They can also occupy the attendants' compartment if provided on the train. Usually, the attendants tickets can be purchased from the AC/I Class Ticket Counters along with the tickets for their masters.
2. Attendants in sole charge of children below 12 years of age Attendants in sole charge of children below 12 years of age are allowed to travel in the same compartment as that of the children, on payment of I Class fare when travelling in AC Class and 60% of I Class fare when travelling in I class. Only one attendant is allowed to travel in the same compartment with each party at the reduced fare, and the attendant must not occupy a berth to the exclusion of a passenger who has paid his fare. An attendant travelling in sole charge of a child of 5 years of age and under will not be allowed the concession. This rule applies only to AC and I Class passengers.
3. Ladies travelling alone at night - A lady travelling alone or with children under 12 years of age at

night in a I class compartment reserved for ladies may take with her in the same compartment in which she is travelling, one female attendant holding a II Class ticket for that portion of the journey which is performed between the hours of 8 P.M. and 6 A.M. This rule will not apply when 2 or more ladies are travelling in the same compartment. The attendant must leave the compartment when more than 1 adult passenger occupies it.

RULES AND RATES FOR CONVEYANCE OF DOGS IN PASSENGER COMPARTMENTS

Dogs when conveyed in the Guard's van are charged as for 30 kgs. at Scale L Rates minimum charges being Rs. 30/-. The dogs must be provided with collar and chains. Owners should make their own arrangements for food and water for the dogs during their journey. Only a passenger travelling in AC Class or I Class may take a dog into a compartment only with the concurrence of fellow passengers. The charges for dogs carried in A.C. Class and I Class are calculated for 60 kgs. at Scale L Rate. The charges are to be prepaid. If fellow passengers subsequently object to the dogs remaining in the compartment, it will be removed to the Guard's van, no refund being given. Dogs detected un-booked with passengers in I Class and AC Class compartments are charged as under: At six times the prescribed charges up to the point of detection and for further distance a. At prescribed charges when the dog is permitted to be carried with the owner in the compartment; and b. At dog-box rates (30 kgs. at Scale 'L') when the dog is removed to be carried in the brake van. A lady travelling alone or with children under 12 years of age in I Class compartment, may take with her in the compartment one dog on payment of charges for 30 kgs. at Scale 'L' subject to a minimum of Rs. 30/- provided that, if another lady enters the compartment the dogs can only be allowed to remain in the compartment with her consent. Any dogs detected un-booked is charged at six times of this rate for distance up to the point of detection and at the normal rate for the distance beyond, the total charge being subject to a minimum of Rs. 50/- for each dog. Dogs are not allowed to be carried in AC 2 Tier and Chair Car and II Class Compartments. If a dog is found being carried in contravention of this rule, it is removed immediately to the brake van and charges at six times the rate prescribed for I class and I AC. This would be subject to a minimum charge of Rs. 50/-.

OTHER MISCELLANEOUS RULES BREAK OF JOURNEYS

Holders of single journey tickets for distance of more than 500 km (actual distance) are allowed to break journey at any station enroute. The first break of journey shall not, however, be made until a distance of 500 kms. has been travelled from the starting station. Only one break journey will

be permitted on tickets up to 1000 kms. of distance and maximum two break journey will be allowed on tickets of longer distances. The period of break journey that can be availed at a station will be up to a maximum of 2 days only excluding the day of arrival and the day of departure. However, break journey on single journey tickets over suburban section of Indian Railway will not be permitted. For all returns tickets each half of the ticket is treated as a single journey ticket but the return journey must be completed within the period for which the tickets is available. Passengers breaking their journey are required to have their tickets endorsed. The endorsement shall consist of the Station Code Initials, Station Master's initials and the date.

EXTENSION OF JOURNEY

Extension of journey is permitted provided the passenger contacts the TTE or the Guard before incurring the charge. He is then given an excess fare ticket on payment of the difference between the fare paid by him up to his original destination and the fare payable up to the station to which he wishes to proceed.

CHANGE OF A TICKET FOR A HIGHER CLASS

Change of ticket for a higher class is permitted on payment of difference between the fares either for the entire journey or only a portion thereof as desired and either the starting station itself or enroute through the Travelling Ticket Examiner.

TRAVELLING BEYOND AUTHORIZED DISTANCE UNINTENTIONALLY

If a passenger unintentionally travels beyond the station for which he holds a ticket, he will be allowed to return to the station to which he was originally booked on purchase of a fresh single journey ticket of any class, provided he returns by the next passenger train available and does not, in the meanwhile, leave the premises of the station to which he has overridden. In such circumstances he will not be required to pay any excess fare or penalty for the distance overridden by him. This also applies to the holders of return and concession tickets. GOODS BUSINE.1 INDIAN RAILWAYS is one of the most reliable means of transportation in the country. It is giving an excellent service of goods as well as passenger trains also it is the cheapest. It gives priority to safety, security and punctuality.

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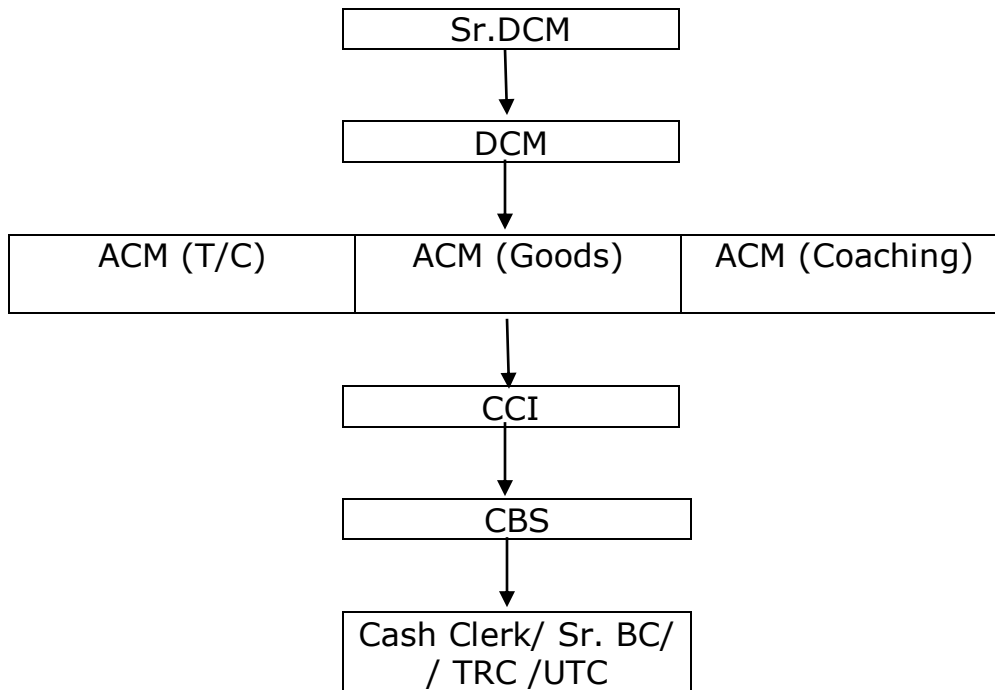
CHAPTER NO. 02

EXISTING SCENARIO

2.1 Organization set up of the Commercial Department :-

At Divisional level, Commercial Booking staff works under the control of Sr.DCM, BSL. He is assisted by DCM and three ACMs (ACM- Goods, ACM- Coaching and ACM- Ticket checking) and Supervisors i.e Commercial Inspectors.

Organisational Chart of Commercial Department :



2.2 Classification of Railway Stations as per Earnings/ Revenue generated through UTS over Bhusawal Division :

In terms of Annual Earning in 03 groups i.e NSG (Non Suburban Group), SG (Sub Urban Group) and HG (Halt Group).

Classification done in 2017- 18 based on earnings of 2016-17.

| Category of station | Criteria of earning | Criteria of O/W Passenger |
|----------------------------|----------------------------|----------------------------------|
| NSG -1 | More than 500 Crore | More than 20 Million |
| NSG -2 | Rs 100 to 500 Crore | 10 to 20 Million |
| NSG -3 | Rs 20 to 100 Crore | 05 to 10 Million |
| NSG -4 | Rs 10 to 20 Crore | 02 to 05 Million |
| NSG -5 | Rs 01 to 10 Crore | 01 to 02 Million |
| NSG -6 | Upto 01 Crore | Upto 10 Million |
| HG- 1 | More than Rs 50 Lacs | More than 03 Lacs |
| HG-2 | Rs 5 Lacs to 50 Lacs | 01 to 03 Lacs |
| HG- 3 | Upto 5 Lacs | Upto 01 Lacs |

2.3 Duty list/ Responsibilities of Staff working in Booking Offices :

After thorough discussion with the staff working at Booking offices, day to day working is summerised as follows :

- i. Issue all types of Un- reserved journey tickets.
- ii. issue of season tickets (monthly, quarterly, half yearly, and annually)
- iii. Exchange of warrants (Police and Military) and vouchers.
- iv. Tickets filling ATVMs.
- v. Cancellation of tickets.
- vi. Tallying of accounts during night duty.
- vii. Printing of daily reports (only summary).
- viii. Cash counting, sorting and tallying.
- ix. Cash Remittance to the bank daily.
- x. Preparation of balance sheet, O/ S sheet.
- xi. Preparation of e-Balance sheet.
- xii. Maintenance of all computer peripherals.
- xiii. Reporting of system failure to the console/ service engineer.
- xiv. maintenance and supply of UTS tickets stock to intermediate stations.
- xv. Exchange of all types of concessions.
- xvi. issue of money receipt of miscellaneous cash like catering, license fee, TTE's and TC's cash, parking license and all other sundry items.

CHAPTER NO.03

Review of the Booking Offices, Critical Examination and Recommendations

Details of PRS locations over BSL Division :

| Sr. No. | Location |
|---------|---------------------|
| 1. | Devlali / DVL |
| 2. | Shegaon/ SEG |
| 3. | Akola / AK |
| 4. | Yavatmal / YTL |
| 5. | Amravati/AMI |
| 6. | Nashik / NKRD |
| 7. | Nashik City Booking |
| 8. | Manmad/ MMR |
| 9. | Malkapur/ MKU |
| 10. | Dhulia/ DHI |
| 11. | Khandwa/ KNW |
| 12. | Jalgaon/ JL |
| 13. | Bhusawal/ BSL |
| 14. | Burhanpur/ BAU |
| 15. | Chalisgaon/ CSN |
| 16. | Badnera/ BD |

Details of Non- Rail Head PRS counters:

| Sr. No. | Location | Manned by |
|---------|------------------------|----------------|
| 1. | Buldhana | Railway staff |
| 2. | Trambakeshwar Post PRS | Postal staff |
| 3. | Malegaon Post PRS | Postal staff |
| 4. | Arni Post PRS | Postal staff |
| 5. | Nashik Artillery | Military Staff |

Details of Non- Cash PRS Counters :

| Sr. No. | Location |
|---------|-----------------|
| 1. | IREEN, Nashik |
| 2. | DRM Office, BSL |
| 3. | ZRTI, BSL |

Details of UTS Locations over BSL Divison :

| Sr. No. | Location | Sr. No. | Location |
|---------|---------------|---------|---------------------|
| 1. | Nashik Road | 35 | Pardhade |
| 2. | Bhusawal | 36 | Maheji |
| 3. | Jalgaon | 37 | Mhasawad |
| 4. | Khandwa | 38 | Shirsoli |
| 5. | Amravati | 39 | Bhadli |
| 6. | Akola | 40 | Varangaon |
| 7. | Manmad | 41 | Achegaon |
| 8. | Badnera | 42 | Khamkhed |
| 9. | Burhanpur | 43 | Khumgaon Burti |
| 10. | Shegaon | 44 | Biswa Bridge |
| 11. | Chalisgaon | 45 | Jalamb |
| 12. | Devlali | 46 | Shrikshetra Nagziri |
| 13. | Malkapur | 47 | Paras |
| 14. | Dhulia | 48 | Gaigaon |
| 15. | Yavatmal | 49 | Borgaon |
| 16. | Ghoti | 50 | Katepurna |
| 17. | Asvali | 51 | Mana |
| 18. | Lahavit | 52 | Kurum |
| 19. | Odha | 53 | Takli |
| 20. | Kherwadi | 54 | Duskheda |
| 21. | Kasbe- sukene | 55 | Nimbhora |
| 22. | Ugaon | 56 | Waghoda |
| 23. | Summit | 57 | Asirgadh |
| 24. | Ankai | 58 | Chandni |
| 25. | Hisval | 59 | Mandwa |
| 26. | Panjhan | 60 | Dongargaon |
| 27. | Pimperkhed | 61 | Baghmar |
| 28. | Naydongari | 62 | New Amravati |
| 29. | Hirapur | 63 | Chandur Bazar |
| 30. | Jamdha | 64 | Walgaon |
| 31. | Shirud | 65 | Wadoda |
| 32. | Vaghli | 66 | Yeolkhed |
| 33. | Kajgaon | 67 | Nagadeola |
| 34. | Galan | | |

Details of UTS cum PRS Locations over BSL Divison :

| Sr. No. | Location |
|---------|------------|
| 1. | Niphad |
| 2. | Lasalgaon |
| 3. | Nandgaon |
| 4. | Pachora |
| 5. | Jamner |
| 6. | Bodwad |
| 7. | Nandura |
| 8. | Khamgaon |
| 9. | Murtizapur |
| 10. | Achalpur |
| 11. | Karanja |
| 12. | Savda |
| 13. | Raver |
| 14. | Nepanagar |

Other sources of getting Un-reserved Tickets are Mobile ticketing App, JTBS, ATVM, Co. TVM and STBAs.

Review of Booking Offices

3.1 Akola : Scale Check of the Booking Staff :

| Sr. No. | Category | ML | SS | MOR | Vac | Excess |
|---------|---|----|----|-----|-----|--------|
| 1. | CBS | 7 | 1 | 1 | 0 | |
| 2. | CBS/ Window | 7 | 3 | 0 | 3 | |
| 3. | CBC | 6 | 10 | 9 | 1 | |
| 4. | RG/ LR Booking | 6 | 4 | 0 | 4 | |
| 5. | Sr. BC | 5 | 2 | 3 | 0 | +1 |
| 6. | TRC (Enquiry) | 3 | 3 | 6 | 0 | +3 |
| 7. | UTC | 3 | 0 | 0 | 0 | |
| 8. | RG/ LR Booking | 5 | 2 | 3 | 0 | +1 |
| 9. | Chief Cash clerk cum UTS Shift Supervisor | 7 | 3 | 2 | 1 | |
| 10. | Office Peon | 2 | 0 | 1 | 0 | +1 |
| | Total | | 28 | 25 | 09 | +6 |

Existing Deployment of the Staff :

At Akola North side, there is One window which is operated in two shifts :

| Window No | Working | Shift/ Staff Utilised |
|-----------|---|-----------------------|
| 5. | Shift I 05.30 to 13.30 Shift II 13.30 to 23.30 Broken Shift closed between 16.00 to 18.00 hrs | 1x2 = 02 staff |

Main Booking Office Akola (South Side) :

| Window No | Working | Shift/ Staff Utilised |
|---|--|-----------------------|
| 1. | 06.00 to 14.00 hrs 14.00 to 22.00 hrs | 1x2 = 02 staff |
| 2. | 00.00 to 08.00 hrs 08.00 to 16.00 hrs 16.00 to 24.00 hrs | 1x3 = 03 staff |
| 3. | 00.00 to 08.00 hrs 08.00 to 16.00 hrs 16.00 to 24.00 hrs | 1x3 = 03 staff |
| 4. | 08.00 to 16.00 hrs 16.00 to 24.00 hrs | 1x2 = 02 staff |
| 6. | 09.00 to 17.00 hrs | 1x1 = 01 staff |
| Enquiry Counter | 06.00 to 14.00 hrs 14.00 to 22.00 hrs 22.00 to 06.00 hrs | 1x3 = 03 staff |
| Chief Cash Clerk cum UTS Shift Supervisor | 00.00 to 08.00 hrs 08.00 to 16.00 hrs 16.00 to 24.00 hrs | 1x3 = 03 staff |

- 1 CBS overall Incharge
- 4 staff for RG
- 2 staff for LR
- 2 CBC for Office supervision, staff management, balance sheet, PCDO etc.
- 1 Office Peon for office work.

At Akola Station, Un-reserved tickets can also be issued through ATVM / Co. TVM. At main booking office South side, two ATVMs and one Co- TVM have been installed and all are in good working condition.

| Station | Daily Avg Tkt | Avg Mobile TKT | Avg JTBS TKT | Avg ATVM TKT | Daily Avg (UTS) TKT | No. of counters | No. of shifts | Daily Avg per shift UTS TKT |
|---------|---------------|----------------|--------------|--------------|---------------------|-----------------|---------------|-----------------------------|
| Akola | 7971 | 71 | 1756 | 432 | 5712 | 6 | 13 | 439 |

Hourly sale of tickets at AK UTS :

| Loc | H00 | H01 | H02 | H03 | H04 | H05 | H06 | H07 | H08 | H09 | H10 | H11 |
|-----|------|-----|-----|------|------|------|------|------|-------|------|------|------|
| AK | 3326 | 711 | 213 | 1930 | 5818 | 7828 | 5374 | 6057 | 10262 | 8873 | 8582 | 6209 |

| H12 | H13 | H14 | H15 | H16 | H17 | H18 | H19 | H20 | H21 | H22 | H23 | Total |
|------|-------|-------|------|------|------|-------|-------|------|------|------|-----|--------|
| 5980 | 12176 | 12480 | 7536 | 5018 | 8872 | 10555 | 10687 | 9415 | 5024 | 2619 | 876 | 156421 |

Critical Analysis

As per Railway Board norms, letter No 2013/ TG IV / 10/ PA/ Policy Dated 23.09.2013, yardstick (Benchmark) for average sell of tickets per shift per window is 1000 tickets per shift at each counter. This yardstick shall apply where staff is deployed exclusively for issuing of tickets. (Copy enclosed).

The Work Study team collected the annual sell of UTS Akola for the period of April 2019 to March 2020. The Co-ordinating Supervisor, CCI (Coaching)/HQ provided the data showing the statement for sale of UTS tickets at Akola through other modes also and showing peak hours.

The above table shows peak hours for AK UTS is 08-12 hrs. During this peak hour, 07 UTS counter are working/ open including both, north and south side of AK station. As per yardstick, i.e 1000 tickets per shift per counter, at Akola, for sale of 5712 daily average tickets, 06 shifts are sufficient. At present, in view of COVID-19 lock down period, the sale of UTS tickets is closed. After restoration of regular traffic of passenger / mail express trains, there may be chances of sudden rise in sale of UTS tickets. Keeping in mind this situation and after thorough discussion with co-ordinating supervisor and CBS/AK, at present, it is proposed to reduce / close only one shift i.e window no. 6 (09-17 hrs shift). This will not hamper any normal working of the UTS counters.

After closing of this window no. 6, it is proposed to surrender 01 vacant post of RG/ LR (Booking) ML-6 from the Sanctioned strength of AK.

3.2 Amravati : Scale Check of the Booking Staff :

| Sr. No. | Category | ML | SS | MOR | Vac |
|---------|----------|----|----|-----|-----|
| 1. | CBPS | 7 | 1 | 1 | 0 |
| 2. | CC | 6 | 1 | 0 | 1 |
| 3. | CPC | 6 | 2 | 2 | 0 |
| 4. | CBC | 6 | 3 | 3 | 0 |
| 5. | Sr. BC | 5 | 3 | 3 | 0 |
| 6. | RG/ LR | 5 | 2 | 2 | 0 |
| | Total | | 12 | 11 | 01 |

Existing Deployment of the Staff :

| Window No | Working | Shift/ Staff Utilised |
|-------------------|---------------------------------|---------------------------------|
| 1 (Main Building) | Round the clock in three shifts | 1x3 shift = 03 staff + 1 RG/ LR |
| 2 (Main Building) | 16 hrs in two shifts | 1x2 = 02 staff |
| 3 (Main Building) | UTS cum PRS (1 shift) | 1x1 =01 staff |
| 4 (North side) | As per requirement | 1 staff |
| | Total | 8 staff |

Sale for AMI UTS :

| Station | Daily Avg Tkt | Avg Mobile TKT | Avg JTBS TKT | Avg ATVM TKT | Daily Avg (UTS) TKT | No. of counters | No. of shifts | Daily Avg per UTS TKT |
|---------|---------------|----------------|--------------|--------------|---------------------|-----------------|---------------|-----------------------|
| AMI | 2014 | 32 | - | 153 | 1829 | 3 | 5 | 366 |

Hourly sale of tickets at AMI UTS :

| LOC | H00 | H01 | H02 | H03 | H04 | H05 | H06 | H07 | H08 | H09 | H10 | H11 |
|-----|-----|-----|-----|-----|------|------|------|------|------|-----|-----|-----|
| AMI | 144 | 22 | 30 | 102 | 1043 | 2992 | 1516 | 1400 | 4226 | 259 | 185 | 275 |

| H12 | H13 | H14 | H15 | H16 | H17 | H18 | H19 | H20 | H21 | H22 | H23 | TOTAL |
|-----|-----|------|------|------|------|------|-----|-----|-----|-----|-----|-------|
| 535 | 691 | 2764 | 1760 | 4846 | 7513 | 5857 | 405 | 185 | 189 | 201 | 403 | 37543 |

Critical Analysis :

The above data shows sale of UTS tickets daily average is 1829 and sale of UTS tickets is per shift 366 only. In morning at AMI station peak hours is 05.00 hrs to 09.00 hrs and in the evening from 14.00 hrs to 18.00 hrs. At AMI station there are 03 windows working. After through discussion with CBS/ AMI, in order to reduce the shift it will be feasible to run one broken shift of window no. 2 from 05.00 hrs to 09.00 hrs and in the evening 16.00 to 20.00 hrs (Upto departure of 12112 Up AMI-CSMT Exp).

This will be resulting into saving of 01 shift at window no 2, so after successful implementation of this suggestion, one shift may be reduced. Ultimately, leading to reduction of one staff. Hence, one post of Sr. BC (lying vacant) may be surrendered.

3.3 Burhanpur : Scale Check of the Booking Staff :

| Sr. No. | Category | ML | SS | MOR | Vac |
|---------|---------------------------|----|----|-----|-----|
| 1. | CBS | 7 | 1 | 1 | 0 |
| 2. | CBS/ Window | - | - | - | - |
| 3. | Cash Clerk | - | - | - | - |
| 4. | CBC | 6 | 5 | 4 | 1 |
| 5. | Sr. BC | 5 | 3 | 3 | 0 |
| 6. | TRC (Enquiry) | 4 | 4 | 4 | 0 |
| 7. | UTC | - | - | - | - |
| 8. | Enquiry Clerk (PH/ Blind) | - | - | - | - |
| 9. | Office Peon | - | 1 | - | 1 |
| | Total | | 14 | 12 | 02 |

Existing Deployment of the Staff :

| Window No | Working | Shift/ Staff Utilised |
|-------------|--|-----------------------|
| 1 | 16 hrs Shift I 06.00 to 14.00 Shift II 14.00 to 22.00 | 1x2 shift = 02 staff |
| 2 | 24 hrs 00.00 to 08.00 hrs 08.00 to 16.00 hrs 16.00 to 24.00 hrs | 1x3 =03 staff |
| 3 / Enquiry | 24 hrs 22.00 to 06.00 hrs 06.00 to 14.00 hrs 14.00 to 22.00 hrs | 1x3 =03 staff |
| | Total | 08 staff |

01 CBS Over all Incharge

02 staff for RG for Booking and Parcel

01 staff LR for Booking and Parcel

Total 12 Staff

At BAU station, 01 ATVM machine has been installed and in good working condition.

Sale for BAU UTS :

| Station | Daily Avg Tkt | Avg Mobile TKT | Avg JTBS TKT | Avg ATVM TKT | Daily Avg (UTS) TKT | No. of counters | No. of shifts | Daily Avg per shift UTS TKT |
|---------|---------------|----------------|--------------|--------------|---------------------|-----------------|---------------|-----------------------------|
| BAU | 1948 | 6 | - | 1 | 1941 | 2 | 5 | 388 |

Hourly sale at BAU UTS :

| LOC | H00 | H01 | H02 | H03 | H04 | H05 | H06 | H07 | H08 | H09 | H10 | H11 |
|-----|-----|-----|-----|-----|-----|------|------|------|------|------|------|------|
| BAU | 416 | 137 | 132 | 228 | 714 | 1745 | 3636 | 2119 | 2380 | 1925 | 2673 | 2154 |

| H12 | H13 | H14 | H15 | H16 | H17 | H18 | H19 | H20 | H21 | H22 | H23 | TOTAL |
|------|------|------|------|------|------|------|------|------|------|------|-----|-------|
| 1929 | 3139 | 2537 | 2394 | 2643 | 3950 | 2611 | 1270 | 1559 | 1398 | 1359 | 438 | 43486 |

Critical Analysis :

The above data shows sale of UTS tickets daily average is 1941 and sale of UTS tickets is per shift 388 only. In morning at BAU station peak hours is 05.00 hrs to 09.00 hrs and in the evening from 13.00 hrs to 17.00 hrs. At BAU station there are 02 windows working. In order to reduce the shift after through discussion with CBS/ BAU, it will be feasible to run one broken shift of window no. 1 from 05.00 hrs to 09.00 hrs and in the evening 13.00 to 17.00 hrs.

This will be resulting into saving of 01 shift at window no 1, so after successful implementation of this suggestion, one shift may be reduced. Ultimately, leading to reduction of one staff. Hence, one post of CBC (ML-6)(lying vacant) may be surrendered.

3.4 Scale Check of BSL / UTS :

| Sr. No. | Category | ML | SS | MOR | Vac | Remarks |
|---------|----------------------------------|----|----|-----|-----|--|
| 1. | CBS | 7 | 01 | 01 | -- | |
| 2. | CBS (Window) | 6 | 05 | 04 | 01 | |
| 3. | Cash Clerk | 6 | 03 | 01 | 02 | *M.H.Chaudhary submitted VRS on 27.08.2020 |
| 4. | CBC | 6 | 19 | 15 | 04 | |
| 5. | Sr. BC | 05 | 04 | 06 | +2 | |
| 6. | Train Reserve Clerk (TRC) | 03 | 03 | 04 | +1 | |
| 7. | UTC (Under Training Comml Clerk) | 03 | -- | 03 | -- | |
| 8. | Enquiry Clerk (PH/ Blind) | 06 | | 01 | -- | |
| 9. | Office Peon | 2 | 01 | 01 | -- | |
| | Total | | 36 | 36 | -- | |

BSL UTS at a glance / Existing deployment of the staff :

At BSL UTS North side, there are three windows i.e Window no. 7, 8 & 9.

| Window | Open | Shift / Staff utilised |
|--------------|--|------------------------|
| Window no. 7 | Round the clock 00.0 to 08.00 hrs 03.00 to 16.00 hrs 16.00 to 24.00 hrs | 1x 3 = 03 staff |
| Window no. 8 | UTS cum PRS (Tatkal) 06.00 to 14.00 hrs 15.30 – 23.30 | 1x2 = 02 staff |
| Window no. 9 | Broken Shift 05.30- 09.30 16.00 – 20.00 | 01 staff |
| | Total | 06 staff |

Main Booking Office/ BSL (South Side) :

| Window | Open | Shift / Staff utilised |
|--|---|------------------------|
| Window No. 1 | Enquiry Counter /NTES Round the clock 06.00 to 14.00 14.00 to 22.00 hrs 22.00 to 06.00 hrs | 1x3 = 03 staff |
| Window No. 2 | UTS/ Window Supervisor Round the clock 06.00 -14.00 hrs 14.00 to 22.00 hrs 22.00 to 06.00 hrs | 1x3 = 03 staff |
| Window No. 3 | Round the clock 00.0 to 08.00 hrs 08.00 to 16.00 hrs 16.00 to 24.00 hrs | 1x3 = 03 staff |
| Window No. 4 | UTS 06.00 to 14.00 hrs 15.30 – 23.30 | 1x2 =2 staff |
| Window No. 5 Smart card recharge/ retiring room/ parcel + UTS | Round the clock 06.00 to 14.00 14.00 to 22.00 hrs 22.00 to 06.00 hrs | 1x3 = 03 staff |
| | Total | 14 staff |

Total 06 (North Side) + 14 Main Booking Office (South Side) = 20 staff

For North 01 RG

For Main Booking Office 03 RG

Total 04 staff for RG.

01 CBS Over all Incharge

02 CBC for Office Supervision, staff dealing, balance sheet, PCDO etc.

01 Office Peon for Main Booking Office.

At BSL station, un-reserved ticket can also be issued through ATVM/ Co- TVM.

At BSL Main Booking office side, there are two ATVM and One Co-TVM Machines have been installed and in working condition.

Sale for BSL UTS :

| Station | Daily Avg Tkt | Avg Mobile TKT | Avg JTBS TKT | Avg ATVM TKT | Daily Avg (UTS) TKT | No. of counters | No. of shifts | Daily Avg per shift UTS TKT |
|---------|---------------|----------------|--------------|--------------|---------------------|-----------------|---------------|-----------------------------|
| BSL | 7055 | 38 | 00 | 446 | 6571 | 7 | 17 | 387 |

Hourly sale of tickets at BSL UTS :

| LOC | H00 | H01 | H02 | H03 | H04 | H05 | H06 | H07 | H08 | H09 | H10 | H11 |
|-----|------|------|------|------|------|------|-------|------|-------|------|------|------|
| BSL | 3208 | 2141 | 4653 | 2616 | 3061 | 7394 | 12363 | 8574 | 11241 | 6078 | 5252 | 5963 |

| H12 | H13 | H14 | H15 | H16 | H17 | H18 | H19 | H20 | H21 | H22 | H23 | Total |
|------|------|------|------|-------|-------|------|------|-------|------|------|------|--------|
| 8089 | 9786 | 9515 | 6381 | 11343 | 11892 | 8867 | 8715 | 10486 | 6987 | 5925 | 2780 | 173310 |

Critical Analysis :

After going through the sale of tickets at BSL station, peak hours are from 06.00 hrs to 09.00 hrs in the morning and from 15.00 hrs to 21.00 hrs in evening. To couple up this peak hours there are 07 counters/ window remains open. Slack period is after 22.00 hrs till morning 05.00 hrs. During this slack period total 04 windows i.e (1 north side and 3 south side) are working. After thorough discussion with Co-ordinating supervisor, it is recommended to close 01 night shift from south side as two windows will be sufficient to carry out the work load in this night shift. At North side, window no 9 the daily sale of UTS tickets is 420 only. During the peak hours 02 windows i.e window no 7 (Pure UTS counter) and window no. 8 (UTS cum PRS) are opened. It seems that it is not feasible to keep a shift at window no 9. Hence, it is recommended to close this window no 9 at North side.

Hence, it is recommended to surrender two vacant posts of CBC (ML-6) from the sanctioned strength of BSL UTS.

3.5 Chalisgaon : Scale Check of the Booking Staff :

| Sr. No. | Category | ML | SS | MOR | Vac | Remarks |
|---------|---------------|----|----|-----|-----|--|
| 1. | CBS | 7 | 01 | 00 | 01 | One CBPS for overall supervision of Coaching and goods & luggage. |
| 2. | CBC | 6 | 03 | 01 | 02 | 03 CBC for working at one round the clock counter |
| 3. | Sr. BC | 5 | 02 | 02 | 00 | 02 Sr. BC for working at UTS counter in 02 shifts |
| 4. | TRC (Enquiry) | 3 | 03 | 03 | 00 | 02 TRC working as RG/LR to PRS, UTS, Goods Shed, SHF IOC, NGD and working for Public Announcement. |
| | Total | | 09 | 06 | 03 | |

Existing Deployment of the Staff / Staff utilization :

One CBPS for overall supervision of Coaching and goods & luggage.

03 CBC for working at one round the clock counter

02 Sr. BC for working at UTS counter in 02 shifts

02 TRC working as RG/LR to PRS, UTS, Goods Shed, SHF IOC, NGD and working for Public Announcement.

02 ATVMs are available at CSN for UTS purpose but operator available only at one ATVM.

| Window | Open | Shift/ Staff utilization |
|---------------------------|---|--------------------------|
| Window 2 | UTS round the clock | 08x 03= 03 staff |
| Window 1 | UTS/ Retiring Room | 08-14 14-20 |
| Window 3 | UTS in 2 shifts 05.00 – 13.00 hrs 13.00 - 21.00 hrs | 02x02 = 02 staff |
| Public Announcement / TRC | Round the clock | 03 x 03 = 03 staff |

Sale for CSN UTS :

| Station | Daily Avg Tkt | Avg Mobile TKT | Avg JTBS TKT | Avg ATVM TKT | Daily Avg (UTS) TKT | No. of counters | No. of shifts | Daily Avg per shift UTS TKT |
|---------|---------------|----------------|--------------|--------------|---------------------|-----------------|---------------|-----------------------------|
| CSN | 4244 | 46 | 405 | 278 | 3514 | 2 | 5 | 703 |

Hourly sale of tickets at CSN UTS :

| LOC | H00 | H01 | H02 | H03 | H04 | H05 | H06 | H07 | H08 | H09 | H10 | H11 |
|-----|------|------|-----|-----|------|------|------|------|------|------|------|------|
| CSN | 1300 | 1287 | 321 | 439 | 1742 | 5685 | 3918 | 9338 | 4289 | 7232 | 2284 | 5794 |

| H12 | H13 | H14 | H15 | H16 | H17 | H18 | H19 | H20 | H21 | H22 | H23 | Total |
|------|------|------|------|------|------|------|------|------|------|------|------|-------|
| 4265 | 3591 | 4695 | 3924 | 7395 | 6627 | 2450 | 4732 | 3982 | 1836 | 1458 | 1025 | 89614 |

Critical Analysis :

The above data shows sale of UTS tickets daily average is 3514 and sale of UTS tickets is per shift 703. There are only two counters, running in five shifts. The sale of UTS tickets per shift is highest in division at CSN. There is continuous rush of passengers at CSN station. Hence, at CSN station no recommendation is proposed.

3.6 Devlali : Scale Check of the Booking Staff :

| Sr. No. | Category | ML | SS | MOR | Vac | Remarks |
|---------|----------|----|----|-----|-----|--------------------------------|
| 1. | CBPS | 7 | 1 | 1 | 00 | |
| 2. | Sr. BC | 5 | 3 | 3 | 00 | |
| 3. | RG/ LR | 5 | 2 | 3 | +1 | Staff utilized for parcel also |
| | Total | | 06 | 07 | 00 | |

Sale for DVL UTS :

| Station | Daily Avg Tkt | Avg Mobile TKT | Avg JTBS TKT | Avg ATVM TKT | Daily Avg (UTS) TKT | No. of counters | No. of shifts | Daily Avg per UTS TKT | Avg per shift TKT |
|---------|---------------|----------------|--------------|--------------|---------------------|-----------------|---------------|-----------------------|-------------------|
| DVL | 355 | 2 | 00 | 00 | 353 | 1 | 3 | 118 | |

Hourly sale of tickets at DVL UTS :

| LOC | H00 | H01 | H02 | H03 | H04 | H05 | H06 | H07 | H08 | H09 | H10 | H11 |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|
| DVL | 113 | 30 | 35 | 60 | 625 | 86 | 821 | 700 | 296 | 1776 | 430 | 30 |

| H12 | H13 | H14 | H15 | H16 | H17 | H18 | H19 | H20 | H21 | H22 | H23 | Total |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| 17 | 122 | 298 | 317 | 88 | 680 | 445 | 41 | 61 | 139 | 170 | 99 | 7479 |

Critical Analysis :

There is only counter opened round the clock. This counter is sufficient to couple up the work load / sale of ticket. So at present no recommendation.

3.7 Dhulia : Scale Check of the Booking Staff :

| Sr. No. | Category | ML | SS | MOR | Vac | Remarks |
|---------|---------------|----|----|-----|-----|---------|
| 1. | CBPS | 7 | 01 | 01 | 00 | |
| 2. | CBC(RG/ LR) | 6 | 01 | -- | 01 | |
| 3. | TRC (Enquiry) | 3 | 03 | 03 | 00 | |
| | Total | | 05 | 04 | 01 | |

Existing Deployment of the Staff / Staff utilization :

- i. One CBPS for overall Incharge, office supervision, Staff dealing, balance sheet, PCDO, cash remittance, correspondence etc.
- ii. Maintain checking staff position, theirs returns, correspondence, cash collection issue.

PAS installed in Booking office and operated by Booking Staff.

Sale for DHI UTS :

| Station | Daily Avg Tkt | Avg Mobile TKT | Avg JTBS TKT | Avg ATVM TKT | Daily Avg (UTS) TKT | No. of counters | No. of shifts | Daily Avg per UTS TKT |
|---------|---------------|----------------|--------------|--------------|---------------------|-----------------|---------------|-----------------------|
| DHI | 985 | 4 | | | 981 | 2 | 3 | 327 |

Hourly sale of tickets at DHI UTS :

| LOC | 0 | H01 | H02 | H03 | H04 | H05 | H06 | H07 | H08 | H09 | H10 | H11 |
|-----|----|-----|-----|-----|-----|-----|-----|------|-----|------|------|------|
| DHI | 00 | 00 | 00 | 00 | 00 | 00 | 259 | 4289 | 593 | 1590 | 1239 | 2463 |

| H12 | H13 | H14 | H15 | H16 | H17 | H18 | H19 | H20 | H21 | H22 | H23 | TOTAL |
|------|------|------|------|------|------|------|------|-----|-----|-----|-----|-------|
| 1770 | 1162 | 3365 | 3213 | 1017 | 1523 | 2481 | 1830 | 68 | 22 | 00 | 00 | 26884 |

Critical analysis :

At DHI station, there is one window running in two shifts, i.e 06.00 hrs to 14.00 hrs and 12.00 hrs to 20.00 hrs. Window no. 2 is opened during rush hours. This shift adjustment at DHI station is suitable for sale of tickets as per the pattern of sale of tickets. Maximum ticket sale at DHI in a shift is only 327 which is far lower than the prescribed yardstick of Railway Board. It is justified to keep these two shifts at DHI station. For these two shifts, two staffs will be required and as RG/ LR, one staff is sufficient. Total requirement of staff comes to 03. At present 03 TRCs are working at Dhulia and there is one vacant post of CBC. Hence it is concluded that this vacant post of CBC (ML-6)is surplus and can be surrendered.

3.8 Jalgaon : Scale Check of the Booking Staff :

| Sr. No. | Category | ML | SS | MOR | Vac | Remarks |
|---------|---------------|----|----|-----|-----|---------|
| 1. | CBS | 7 | 01 | 01 | 00 | |
| 2. | CBS / Window | 7 | 03 | 02 | 01 | |
| 3. | Cash Clerk | 7 | 03 | 01 | 02 | |
| 4. | CBC | 6 | 09 | 07 | 02 | |
| 5. | Sr. BC | 5 | 03 | 06 | +3 | |
| 6. | TRC (Enquiry) | 3 | 03 | 04 | +1 | |
| 7. | Office Peon | 01 | 01 | - | 01 | |
| | Total | | 23 | 21 | +2 | |

Existing Deployment of the Staff / Staff utilization :

| | | |
|---|--|---------------------|
| Window no 1 | UTS Counter 08.00 to 16.00 hrs 16.00 to 00.00 00.00 to 08.00 hrs | 1x3 =3 staff |
| Window no 2 | UTS Counter 08.00 to 16.00 hrs 16.00 to 00.00 00.00 to 08.00 hrs | 1x3 =3 staff |
| Window no 3 | UTS Counter / Reservation Refunds 08.00 to 16.00 hrs 16.00 to 00.00 00.00 to 08.00 hrs | 1x3 =3 staff |
| Window no 4 | UTS Counter 06.00 to 10.00 hrs/ Broken 16.00 to 20.00 hrs | 1x3 =3 staff |
| Window no. 5 | Enquiry Counter 06.00 to 14.00 hrs 14.00 to 22.00 hrs 22.00 hrs to 06.00 | 1x3 = 3 staff (TRC) |
| Window no. 6 North Side (Shivaji Nagar) | Broken 01 Shift 06.00 hrs to 10.00 hrs 16.00 hrs to 20.00 hrs | |

a. Main Booking Office

- i. Booking counter -10
- Enquiry – 03
- Cash Supervisor – 03
- CBS – 01

b. North Side (Shivaji Nagar)

- 01
- Rest Giver - 03
- Leave Reserve – 02

- One North side (Shivaji Nagar) window opened since last 3 years, but staff is not posted against this window also not included in sanctioned strength.
- One SMC counter.
- One R/ Room computerized booking.
- After 22.00 hrs PRS refund will be given.
- One ATVM machine is available and in working condition. Another ATVM will be shortly installed.
- 03 JTBS counters have been allotted near booking office.
- One JTBS and One YTSK counter will shortly be operated at JL.

Sale and peak hours for JL UTS :

| Station | Dailay Avg Tkt | Avg Mobile TKT | Avg JTBS TKT | Avg ATVM TKT | Daily Avg (UTS) TKT | No. of counters | No. of shifts | Daily Avg per shift UTS TKT |
|---------|----------------|----------------|--------------|--------------|---------------------|-----------------|---------------|-----------------------------|
| JL | 7644 | 87 | 976 | 58 | 6523 | 5 | 11 | 593 |

Peak hours of JL UTS :

| LOC | H00 | H01 | H02 | H03 | H04 | H05 | H06 | H07 | H08 | H09 | H10 | H11 |
|-----|------|------|------|------|------|------|-------|-------|-------|------|------|------|
| JL | 3413 | 1347 | 1062 | 1740 | 3807 | 3890 | 12275 | 14796 | 16389 | 7375 | 5712 | 5611 |

| H12 | H13 | H14 | H15 | H16 | H17 | H18 | H19 | H20 | H21 | H22 | H23 | TOTAL |
|------|-------|------|------|-------|-------|-------|------|------|------|------|------|--------|
| 7264 | 11197 | 9822 | 8792 | 11400 | 15135 | 13082 | 5597 | 4226 | 8264 | 3954 | 2386 | 178536 |

Critical Analysis :

The above data shows sale of UTS tickets daily average is 6523 and sale of UTS tickets is per shift 593 only. After going through the table of sale of tickets at JL station, slack period is observed in night hours, i.e from 23.00 hrs upto morning 06.00 hrs. At JL, there are 03 windows opened round the clock and two windows are working in broken shift. If any one window out of three windows, which are opened round the clock is so adjusted like 06.00 hrs to 14.00 hrs and 14.00 hrs to 22.00 hrs, then there will be saving of one shift in night hours. Where sale of ticket is less and during peak hours total 05 counters will be opened for clearing rush.

Hence, it is proposed to run only two shifts at any of the round the clock window. Resulting in saving of one staff. It is proposed to surrender one vacant post of CBC (ML-6).

3.9 Shegaon : Scale Check of the Booking Staff :

| Sr. No. | Category | ML | SS | MOR | Vac | Remarks |
|---------|----------|----|----|-----|-----|---------|
| 1. | CBS | 7 | 01 | - | 01 | |
| 2. | CBC | 6 | 03 | 02 | 01 | |
| 3. | Sr. BC | 5 | 05 | 06 | +1 | |
| 4. | TRC | 1 | 03 | 02 | 01 | |
| 5. | WRA | 1 | 04 | 04 | 00 | |
| 6. | RS | 6 | 01 | 01 | 00 | |
| 7. | ECRC | 6 | 02 | 01 | 01 | |
| | Total | | 19 | 16 | 03 | |

Existing deployment of staff :

| | | |
|-----------------------------|---|---------------|
| Window 3 | UTS Counter 08.00 to 16.00 hrs 16.00 to 24.00 hrs 00.00 to 08.00 hrs | 1x3 = 3 staff |
| Window 2 | UTS Counter 04.30 to 12.30 hrs 14.00 to 22.00 hrs | 1x2 = 2 staff |
| Window 6 Enquiry Counter | Round the clock 08.00 to 16.00 hrs 16.00 to 24.00 hrs 00.00 to 08.00 hrs | 1x3 = 3 staff |
| Window 5 | PRS 08.00 hrs to 14.00 hrs 14.00 hrs to 22.00 hrs | |

Sale for SEG UTS :

| Station | Daily Avg Tkt | Avg Mobile TKT | Avg JTBS TKT | Avg ATVM TKT | Daily Avg (UTS) TKT | No. of counters | No. of shifts | Daily Avg per UTS TKT |
|---------|---------------|----------------|--------------|--------------|---------------------|-----------------|---------------|-----------------------|
| SEG | 3563 | 19 | 117 | 476 | 2951 | 3 | 6 | 492 |

Hourly sale of tickets at SEG UTS :

| LOC | H00 | H01 | H02 | H03 | H04 | H05 | H06 | H07 | H08 | H09 | H10 | H11 |
|-----|-----|-----|-----|-----|------|------|------|------|------|------|------|------|
| SEG | 708 | 238 | 103 | 393 | 1270 | 3578 | 2042 | 4033 | 3878 | 1606 | 4814 | 3643 |

| H12 | H13 | H14 | H15 | H16 | H17 | H18 | H19 | H20 | H21 | H22 | H23 | TOTAL |
|------|------|------|------|------|------|------|------|------|------|------|------|-------|
| 2657 | 2786 | 4550 | 5110 | 4447 | 1937 | 3899 | 3293 | 2370 | 1152 | 1147 | 1092 | 60746 |

Critical Analysis :

At Shegaon, there is only two counters for UTS. One is round the clock and another is open in two shifts. Shegaon being a holy place for Gajanan Maharaj temple and Anand Sagar, there is tremendous rush.

So at present, these counters are need based and there is no recommendation.

3.10 Badnera : Scale Check of the Booking Staff :

| Sr. No. | Category | ML | SS | MOR | Vac | Remarks |
|---------|------------|----|----|-----|-----|---------|
| 1. | CBPS | 7 | 01 | 01 | 00 | |
| 2. | CBC | 6 | 06 | 06 | 00 | |
| 3. | CBC/ RGLR | 6 | 04 | 02 | 02 | |
| 4. | Cash Clerk | 7 | 01 | 00 | 01 | |
| 5. | Sr. BC | 5 | 02 | 02 | 00 | |
| 6. | TRC | 3 | 03 | 04 | +1 | |
| | Total | | 17 | 15 | 02 | |

Existing deployment of staff :

| | | |
|---|---|---------------|
| Window 1 | UTS Counter 06.00 to 14.00 hrs 14.00 to 22.00 hrs UTS cum PRS window from 14.00 to 20.00 hrs, after 20.00 hrs works as UTS counter. | 1x2 = 2 staff |
| Window 2 | UTS (Round the clock) 08.00 to 16.00 hrs 16.00 to 24.00 hrs 00.00 to 08.00 hrs | 1x3 = 3 staff |
| Window 4/ south side Enquiry Counter | Round the clock 22.00 to 06.00 hrs 06.00 to 14.00 hrs 14.00 to 22.00 hrs | 1x3 = 3 staff |
| Window 5/ North side | UTS 06.00 hrs to 14.00 hrs 14.00 hrs to 22.00 hrs | 1x2= 2 staff |
| | | |

Sale for BD UTS :

| Station | Daily Avg Tkt | Avg Mobile TKT | Avg JTBS TKT | Avg ATVM TKT | Daily Avg (UTS) TKT | No. of counters | No. of shifts | Daily Avg per shift UTS TKT |
|---------|---------------|----------------|--------------|--------------|---------------------|-----------------|---------------|-----------------------------|
| BD | 4195 | 31 | 6 | 421 | 3737 | 4 | 8 | 467 |

Hourly sale of tickets for BD UTS :

| LOC | H00 | H01 | H02 | H03 | H04 | H05 | H06 | H07 | H08 | H09 | H10 | H11 |
|-----|------|-----|-----|-----|-----|------|------|------|------|------|------|------|
| BD | 1026 | 383 | 471 | 499 | 535 | 1644 | 2774 | 5716 | 4700 | 8918 | 2776 | 2878 |

| H12 | H13 | H14 | H15 | H16 | H17 | H18 | H19 | H20 | H21 | H22 | H23 | TOTAL |
|------|------|------|------|------|------|------|------|------|------|------|------|-------|
| 6003 | 6826 | 3665 | 3296 | 4990 | 4771 | 4209 | 4527 | 4305 | 2985 | 1316 | 1116 | 80329 |

Critical Analysis :

At Badnera, the work study team studied the load on the counters at the BD North and South side. It is revealed that the counters at BD are need based and no suggestion is recommended.

3.11 Khandwa : Scale Check of the Booking Staff :

| Sr. No. | Category | ML | SS | MOR | Vac | Remarks |
|---------|------------|----|----|--------------|-----|---------|
| 1. | CBS | 7 | 01 | 01 | 00 | |
| 2. | CBS(Wkg.) | 7 | 03 | 02 | 01 | |
| 3. | CBC | 6 | 09 | 09 | 00 | |
| 4. | RG | 6 | 03 | 01 | 02 | |
| 5. | LR | 5 | 02 | 01 Sr. BC | 01 | |
| 6. | TRC | 3 | 03 | 03 | 00 | |
| A. | Total | -- | 21 | 17 | 04 | |
| B. | Cash Clerk | 7 | 02 | 01 | 01 | |
| C. | A+B | | 23 | 18 | 05 | |

Existing deployment of staff :

| | | |
|---|---|---------------|
| Window 1 | Round the clock UTS/ RR/ PRS/ ATVM/ Misc | 1x3 = 3 staff |
| Window 2 | UTS 06.00 to 14.00 hrs 14.00 to 22.00 hrs | 1x2 = 2 staff |
| Window 3 | UTS Round the clock | 1x3 = 3 staff |
| Window 4 | UTS 06.00 hrs to 14.00 hrs 14.00 hrs to 22.00 hrs | 1x2= 2 staff |
| Window 5 | Enquiry Round the clock | 1x3 = 3 staff |
| Total 13 staff are utilized on counter. | | |

CBS is over all Incharge.

01 CBC is utilized for return works but whenever required, he is working on counter.

01 RG, 01 LR (Sr. BC) and staff provided by CSCI/ KNW are utilized during staff rest/ leave.

01 ATVM has been installed in front of Booking Office and in good working condition.

Sale for KNW UTS :

| Station | Daily Avg Tkt | Avg Mobile TKT | Avg JTBS TKT | Avg ATVM TKT | Daily Avg (UTS) TKT | No. of counters | No. of shifts | Daily Avg per UTS | Avg shift TKT |
|---------|---------------|----------------|--------------|--------------|---------------------|-----------------|---------------|-------------------|---------------|
| KNW | 3712 | 12 | 00 | 09 | 3691 | 4 | 10 | 369 | |

Hourly sale of tickets at KNW UTS :

| LOC | H00 | H01 | H02 | H03 | H04 | H05 | H06 | H07 | H08 | H09 | H10 | H11 |
|-----|------|-----|-----|-----|------|-----|------|------|------|------|------|------|
| KNW | 1262 | 584 | 658 | 908 | 2395 | 826 | 1973 | 3419 | 5430 | 5973 | 3370 | 4211 |

| H12 | H13 | H14 | H15 | H16 | H17 | H18 | H19 | H20 | H21 | H22 | H23 | Total |
|------|------|------|------|------|------|------|------|------|------|------|------|-------|
| 6902 | 4303 | 5694 | 4798 | 7797 | 4441 | 2197 | 2827 | 3306 | 3591 | 1987 | 1680 | 80532 |

Critical Analysis :

At Khandwa station, there are 2 windows i.e window no 2 and 4 are working in two shifts i.e 06.00 to 14.00 hrs and 14.00 to 22.00 hrs. Also two windows are opened round the clock.

After going through the table showing sale of tickets, it is concluded that, there is not much sale of ticket in the morning and in the evening from 14.00 hrs till 22.00 hrs again there is rise in ticket sale. Hence it is recommended to close one shift 06.00 to 14.00 hrs. resulting in saving of one staff. It is recommended to surrender one vacant post of LR (ML-5).

3.12 Nandura : Scale Check of the Booking Staff :

| Sr. No. | Category | ML | SS | MOR | Vac | Remarks |
|---------|----------|----|----|-----|-----|---------|
| 1. | CBS | 7 | 01 | 00 | 01 | |
| 2. | CBC | 6 | 03 | 03 | 00 | |
| 3. | Sr. BC | 5 | 01 | 01 | 00 | RG/ LR |
| 4. | TRC | 3 | 01 | 01 | 00 | |
| A. | Total | -- | 06 | 05 | 01 | |

Existing deployment of staff :

| | | |
|----------|--|---------------|
| Window 1 | UTS cum PRS Counter Round the clock 22.00 to 06.00 06.00 to 14.00 hrs 14.00 to 22.00 hrs | 1x3 = 3 staff |
| Window 2 | UTS Broken shift 07.00 to 13.00 hrs 15.00 to 17.00 hrs | 1x1 = 1 staff |

Sale for NN UTS :

| Station | Daily Avg Tkt | Avg Mobile TKT | Avg JTBS TKT | Avg ATVM TKT | Daily Avg (UTS) TKT | No. of counters | No. of shifts | Daily Avg per shift UTS TKT |
|---------|---------------|----------------|--------------|--------------|---------------------|-----------------|---------------|-----------------------------|
| NN | 1628 | 10 | 00 | 00 | 1618 | 2 | 5 | 324 |

Hourly sale of tickets for NN UTS :

| LOC | H00 | H01 | H02 | H03 | H04 | H05 | H06 | H07 | H08 | H09 | H10 | H11 |
|-----|-----|-----|-----|-----|-----|------|------|------|------|-----|------|------|
| NN | 166 | 35 | 66 | 104 | 291 | 1830 | 2459 | 2998 | 3177 | 665 | 1886 | 1496 |

| H12 | H13 | H14 | H15 | H16 | H17 | H18 | H19 | H20 | H21 | H22 | H23 | TOTAL |
|------|-----|-----|------|------|-----|------|------|-----|------|-----|-----|-------|
| 1086 | 166 | 630 | 4066 | 5043 | 905 | 2098 | 1784 | 985 | 1198 | 388 | 336 | 33858 |

Critical Analysis :

After studying the sale of tickets at NN, it is observed that there is no need of any change in working pattern. Hence no recommendation.

3.13 Pachora : Scale Check of the Booking Staff :

| Sr. No. | Category | ML | SS | MOR | Vac | Remarks |
|---------|----------|----|----|-----|-----|---------|
| 1. | CBS | 7 | 01 | 00 | 01 | |
| 2. | CBC | 6 | 06 | 04 | 02 | |
| 3. | Sr. BC | 5 | 03 | 04 | +1 | RG/ LR |
| 4. | TRC | 3 | 03 | 02 | 01 | |
| | Total | -- | 13 | 10 | 04 | |

Existing deployment of staff :

| | | |
|---------------------|---|---------------|
| Window 1 | UTS Counter 08.00 to 16.00 hrs 16.00 to 24.00 hrs 00.00 to 08.00 hrs | 1x3 = 3 staff |
| Window 2 | UTS CUM PRS 06.00 to 14.00 hrs 14.00 to 20.00 hrs UTS cum | 1x2 = 2 staff |
| Window 3 | UTS WITH Enquiry Counter 07.00 to 15.00 hrs 15.00 to 23.00 hrs | 1x2 = 2 staff |
| Public announcement | 08.00 to 16.00 hrs 16.00 to 24.00 hrs 00.00 to 08.00 hrs | 1x3 = 3 staff |
| | Total 10 staff | |

Sale for PC UTS :

| Station | Daily Avg Tkt | Avg Mobile TKT | Avg JTBS TKT | Avg ATVM TKT | Daily Avg (UTS) TKT | No. of counters | No. of shifts | Daily Avg per shift UTS TKT |
|---------|---------------|----------------|--------------|--------------|---------------------|-----------------|---------------|-----------------------------|
| PC | 2714 | 27 | 416 | -- | 2271 | 3 | 6 | 378 |

Hourly sale of tickets at PC UTS :

| LOC | H00 | H01 | H02 | H03 | H04 | H05 | H06 | H07 | H08 | H09 | H10 | H11 |
|-----|-----|-----|-----|-----|------|------|------|------|------|------|------|------|
| PC | 439 | 161 | 22 | 165 | 2284 | 1557 | 2633 | 8038 | 8946 | 1264 | 3589 | 3099 |

| H12 | H13 | H14 | H15 | H16 | H17 | H18 | H19 | H20 | H21 | H22 | H23 | TOTAL |
|------|------|------|------|------|------|------|------|------|------|-----|-----|-------|
| 4061 | 1656 | 2142 | 4908 | 3885 | 3200 | 4035 | 2139 | 1771 | 1280 | 429 | 159 | 61862 |

CBPS for overall supervision work, maintaining all record work.

03 CBC for booking, round the clock and 01 CBC for utilization as RGLR to PC Booking, PC/ Goods, JMNR sbc.

02 CBC for utilization at UTS cum PRS in 2 shifts.

03 Sr. BC for working at UTS windows in 2 shifts as LR.

04 03 TRC for enquiry + booking & Public Announcement.

Critical Analysis :

After thorough discussion with CBS/ Incharge, it is concluded that the existing window and shift are perfectly matched seeing the peak hours. After going through the sale of tickets, it is recommended that the existing windows and staff is need based at Pachora.

3.14 Murtizapur : Scale Check of the Booking Staff :

| Sr. No. | Category | ML | SS | MOR | Vac | Remarks |
|---------|-------------|----|----|-----|-----|---------|
| 1. | CBS | 7 | 01 | 01 | 00 | |
| 2. | Sr. BC | 5 | 05 | 01 | 04 | |
| 3. | TRC | 3 | 02 | 04 | +2 | |
| 4. | Office Peon | 1 | 01 | 01 | 00 | |
| | Total | -- | 09 | 07 | 02 | |

Existing deployment of staff :

| | | |
|------------|---|---------------|
| Window 1 | UTS Cum PRS 04.30 to 13.30 hrs 13.30 to 21.30 hrs | 1x2 = 2 staff |
| Window 2 | UTS counter 00.0 to 08.00 08.00 to 16.00 16.00 to 00.00 | 1x3 = 3 staff |
| Window 3 | Nandura halt tickets issued daily reporting work, balance sheet etc/ emergency. | |
| NG Section | MZR- YTL traffic closed wef 27.07.2017 MZR- ELP traffic closed wef 29.04.2019. | |
| | Total 05 staff | |

Sale and peak hours for MZR UTS :

| Station | Daily Avg Tkt | Avg Mobile TKT | Avg JTBS TKT | Avg ATVM TKT | Daily Avg (UTS) TKT | No. of counters | No. of shifts | Daily Avg per UTS TKT |
|---------|---------------|----------------|--------------|--------------|---------------------|-----------------|---------------|-----------------------|
| MZR | 1322 | 7 | 0 | | 1315 | 2 | 5 | 263 |

Peak hours of MZR UTS :

| LOC | H00 | H01 | H02 | H03 | H04 | H05 | H06 | H07 | H08 | H09 | H10 | H11 |
|-----|-----|-----|-----|-----|-----|-----|-----|------|------|------|------|-----|
| MZR | 322 | 89 | 19 | 299 | 969 | 181 | 728 | 1332 | 2436 | 2580 | 1063 | 863 |

| H12 | H13 | H14 | H15 | H16 | H17 | H18 | H19 | H20 | H21 | H22 | H23 | TOTAL |
|-----|------|------|-----|------|------|------|------|-----|-----|-----|-----|-------|
| 913 | 2237 | 3493 | 587 | 1198 | 2390 | 2444 | 2372 | 956 | 191 | 180 | 81 | 27923 |

Critical Analysis : No recommendation.

3.15 Nandgaon : Scale Check of the Booking Staff :

| Sr. No. | Category | ML | SS | MOR | Vac | Remarks |
|---------|-------------|----|----|-----|-----|---------|
| 1. | CBPS | 7 | 01 | 01 | 00 | |
| 2. | Sr. BC | 5 | 04 | 03 | 01 | |
| 3. | Office Peon | 1 | 01 | 00 | 01 | |
| | Total | -- | 06 | 04 | 02 | |

Existing deployment of staff :

| | | |
|----------|---|---------------|
| Window 1 | UTS 08.00 to 16.00 hrs 16.00 to 24.00 hrs 24.00 to 08.00 hrs | 1x3 = 3 staff |
|----------|---|---------------|

Sale and peak hours for NGN UTS :

| Station | Daily Avg Tkt | Avg Mobile TKT | Avg JTBS TKT | Avg ATVM TKT | Daily Avg (UTS) TKT | No. of counters | No. of shifts | Daily Avg per UTS TKT | Avg shift TKT |
|---------|---------------|----------------|--------------|--------------|---------------------|-----------------|---------------|-----------------------|---------------|
| NGN | 681 | 4 | 00 | 00 | 677 | 1 | 3 | 226 | |

Peak hours of NGN UTS :

| LOC | H00 | H01 | H02 | H03 | H04 | H05 | H06 | H07 | H08 | H09 | H10 | H11 |
|-----|-----|-----|-----|-----|-----|-----|------|------|------|-----|------|------|
| NGN | 31 | 0 | 26 | 32 | 97 | 544 | 1810 | 1035 | 1144 | 429 | 1033 | 1322 |

| H12 | H13 | H14 | H15 | H16 | H17 | H18 | H19 | H20 | H21 | H22 | H23 | TOTAL |
|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| 484 | 1151 | 432 | 443 | 986 | 959 | 290 | 626 | 514 | 167 | 145 | 114 | 13814 |

Critical Analysis : **No recommendations.**

3.16 Manmad : Scale Check of the Booking Staff :

| Sr. No. | Category | ML | SS | MOR | Vac | Remarks |
|---------|------------|----|----|-----|-----|---------|
| 1. | CBS | 7 | 04 | 01 | 03 | |
| 2. | CBC | 6 | 09 | 05 | 04 | |
| 3. | Sr. BC | 5 | 02 | 04 | +2 | |
| 4. | TRC | 3 | 03 | 03 | 00 | |
| 5. | Cash Clerk | 7 | 02 | 01 | 01 | |
| | Total | -- | 20 | 14 | 06 | |

Existing deployment of staff :

| | | |
|---------------------|---|---------------|
| Window 1 | UTS Counter Broken Shift 07.00 to 11.00 hrs 14.00 to 18.00 hrs | 1x1 = 1 staff |
| Window 2 | Round the clock 00.00 to 08.00 hrs 08.00 to 16.00 hrs 16.00 to 24.00 hrs | 1x3 = 3 staff |
| Window 3 | Round the clock 00.00 to 08.00 hrs 08.00 to 16.00 hrs 16.00 to 24.00 hrs | 1x3 = 3 staff |
| Public Announcement | | |
| | Total 07 staff | |

Sale for MMR UTS :

| Station | Daily Avg Tkt | Avg Mobile TKT | Avg JTBS TKT | Avg ATVM TKT | Daily Avg (UTS) TKT | No. of counters | No. of shifts | Daily Avg per shift UTS TKT |
|---------|---------------|----------------|--------------|--------------|---------------------|-----------------|---------------|-----------------------------|
| MMR | 5398 | 35 | 513 | 406 | 4444 | 3 | 8 | 556 |

Hourly sale of tickets for MMR UTS :

| LOC | H00 | H01 | H02 | H03 | H04 | H05 | H06 | H07 | H08 | H09 | H10 | H11 |
|-----|------|------|------|------|------|------|------|------|------|------|------|------|
| MMR | 4541 | 2914 | 1954 | 1496 | 1644 | 4237 | 3438 | 6255 | 7351 | 4849 | 5566 | 4603 |

| H12 | H13 | H14 | H15 | H16 | H17 | H18 | H19 | H20 | H21 | H22 | H23 | Total |
|------|------|------|------|------|------|------|------|------|------|------|------|--------|
| 4567 | 6088 | 6050 | 4650 | 5996 | 4833 | 4972 | 5044 | 3837 | 3407 | 3237 | 2386 | 103915 |

CBS for overall supervision work, staff matters, balance sheet, PCDO, all types of correspondence and work as duty.

03 CBS (Wkg.) will be wing supervisor and work on Booking office (Counter) in 3 shifts.

Critical Analysis :

Manmad is one of the very busiest station over Bhusawal Division. It has its own importance due to holy pilgrimage Shirdi and Shani Shingnapur. Also an important interchange point for passengers. There are two counters which remains open for passengers round the clock and one broken shift runs during the peak hours i.e window no 1. Average sale per shift is good enough and hence at present no recommendation is proposed and the windows / shifts are kept as they are.

No recommendations.

3.17 Malkapur : Scale Check of the Booking Staff :

| Sr.No. | Category | ML | SS | MOR | Vac | Remarks |
|--------|-------------|----|----|-----|-----|---------|
| 1. | CBS | 7 | 01 | 01 | 00 | |
| 2. | Sr. BC | 5 | 04 | 04 | 00 | |
| 3. | TRC | 3 | 03 | 02 | 01 | |
| 4. | Office Peon | -- | -- | -- | -- | |
| | Total | -- | 08 | 07 | 01 | |

Existing deployment of staff :

| | | |
|-------------------------|---|--|
| Window 1 | Retiring room Booking | Manage by staff working at window no 2 |
| Window 2 UTS Counter | Round the clock 00.00 to 08.00 hrs 08.00 to 16.00 hrs 16.00 to 24.00 hrs | 1x3 = 3 staff |
| Window 3 | 06.00 to 14.00 hrs 14.00 to 22.00 hrs | 1x2 = 2 staff |
| | Total 05 staff | |

Sale for MKU UTS :

| Station | Daily Avg Tkt | Avg Mobile TKT | Avg JTBS TKT | Avg ATVM TKT | Daily Avg (UTS) TKT | No. of counters | No. of shifts | Daily Avg per shift UTS TKT |
|---------|---------------|----------------|--------------|--------------|---------------------|-----------------|---------------|-----------------------------|
| MKU | 2483 | 17 | 00 | 00 | 2466 | 2 | 5 | 493 |

Hourly sale of tickets for MKU UTS :

| LOC | H00 | H01 | H02 | H03 | H04 | H05 | H06 | H07 | H08 | H09 | H10 | H11 |
|-----|-----|-----|-----|-----|-----|------|------|------|-----|------|------|------|
| MKU | 287 | 127 | 331 | 179 | 774 | 1184 | 6472 | 6245 | 515 | 2367 | 1747 | 4374 |

| H12 | H13 | H14 | H15 | H16 | H17 | H18 | H19 | H20 | H21 | H22 | H23 | Total |
|------|------|------|------|------|------|------|------|------|------|------|-----|-------|
| 3207 | 2132 | 2721 | 6271 | 4605 | 3055 | 3316 | 3405 | 2267 | 2241 | 1285 | 720 | 59827 |

1 CBS Overall Incharge
 04 Sr. BC work on window
 02 TRC for RGLR Total 07 staff

There is no any mode of getting unreserved tickets at Malkapur Station.

Critical Analysis : At MKU station, there is only one window running round the clock. To cope up the peak hours, window no 3 is running in two shifts. As there is continuous flow of passenger trains, at MKU, the present shifts are justified and hence no recommendations.

3.18 Nashik : Scale Check of the Booking Staff :

| Sr.No. | Category | ML | SS | MOR | Vac | Remarks |
|--------|------------|----|----|-----|-----|---------|
| 1. | CBS | 7 | 04 | 02 | 02 | |
| 2. | CBC | 6 | 09 | 09 | 00 | |
| 3. | Sr. BC | 5 | 07 | 05 | 02 | |
| 4. | TRC | 3 | 03 | 03 | 00 | |
| 5. | RG/ LR | 6 | 04 | 02 | 02 | |
| 6. | Cash Clerk | 7 | 03 | 03 | 00 | |
| | Total | -- | 30 | 24 | 06 | |

Existing deployment of staff :

| | | |
|--------------------------|---|---------------|
| Window 1 | UTS Counter/ Round the clock 00.00 to 08.00 hrs 08.00 to 16.00 hrs 16.00 to 24.00 hrs | 1x3= 3 staff |
| Window 2 | UTS Counter / Round the clock 00.00 to 08.00 hrs 08.00 to 16.00 hrs 16.00 to 24.00 hrs | 1x3 = 3 staff |
| Window 3 | 06.00 to 14.00 hrs 14.00 to 22.00 hrs 22.00 to 06.00 hrs | 1x3 = 3 staff |
| Window 4 | 06.00 to 14.00 hrs 14.00 to 22.00 hrs 22.00 to 06.00 hrs | 1x3 = 3 staff |
| Window 5 Broken Shift | 06.00 to 11.00 hrs 15.00 to 18.00 hrs | 1x1 = 1 staff |
| Window 6 Broken Shift | 06.00 to 11.00 hrs 15.00 to 18.00 hrs | 1x1 = 1 staff |
| Window 7 | 06.00 to 14.00 hrs 14.00 to 22.00 hrs | 1x2= 2 staff |
| Enquiry | 06.00 to 14.00 hrs 14.00 to 22.00 hrs 22.00 to 06.00 hrs | 1x3 = 3 staff |
| | Total 19 staff | |

Sale for NK UTS :

| Station | Daily Avg Tkt | Avg Mobile TKT | Avg JTBS TKT | Avg ATVM TKT | Daily Avg (UTS) TKT | No. of counters | No. of shifts | Daily Avg per shift UTS TKT |
|---------|---------------|----------------|--------------|--------------|---------------------|-----------------|---------------|-----------------------------|
| NK | 9411 | 82 | 1110 | 629 | 7590 | 7 | 16 | 446 |

Hourly sale of tickets at NK UTS :

| LOC | H00 | H01 | H02 | H03 | H04 | H05 | H06 | H07 | H08 | H09 | H10 | H11 |
|-----|------|------|------|------|-------|------|------|------|-------|-------|-------|------|
| NK | 7671 | 2670 | 2118 | 5427 | 11680 | 3457 | 8825 | 5423 | 12490 | 23373 | 11424 | 7178 |

| H12 | H13 | H14 | H15 | H16 | H17 | H18 | H19 | H20 | H21 | H22 | H23 | Total |
|------|------|-------|-------|------|-------|-------|------|------|------|------|------|--------|
| 4201 | 6851 | 11737 | 15458 | 9548 | 11333 | 11151 | 7147 | 4814 | 6918 | 7025 | 4057 | 201976 |

Critical Analysis :

Nashik is the station of BSL Division giving highest earning. The no of passengers and ticket sale is always high at Nashik. The no of windows is also higher i.e 07 to coup up the rush. Even though the daily average per shift UTS ticket is only 446 which is much lesser than the prescribed yardstick of 1000 tickets per shift per counter. At present, after thorough discussion with CCI/ Coaching (Co-ordinating Supervisor) it is decided to reduce only one shift from Nashik UTS which will depend upon the quantum of traffic / peak hours at Nashik. Hence, it is proposed to surrender 01 vacant post of Sr. BC (ML-5).

Annexure -I :

Stations with least staff and lesser ticket sale and having need based staff. Not to be included in the sphere of Work Study. No recommendations are suggested for following stations and the staff required is need based. Being passenger amenities, there is no any amendment in shift / windows.

| STN | D/Avg (No. of Tkts) | MOB | UTS COUNT ER TKt Sale | No.of UTS Counte r | No. of shifts | Daily Avg per shift (UTS)TKT | UTS/UTS cum PRS | Remarks |
|------|---------------------------|-----|--------------------------------|-----------------------------|------------------|------------------------------------|--------------------|--|
| BDWD | 372 | 1 | 371 | 1 | 3 | 124 | UTS-cum-PRS | 1 Shift operated by comml staff & 2 shift operated by Optg Staff |
| ELP | 1 | 0 | 1 | 1 | 1 | 1 | UTS-cum-PRS | |
| JMNR | 152 | 0 | 152 | 1 | 1 | 152 | UTS-cum-PRS | |
| KMN | 98 | 0 | 98 | 1 | 3 | 33 | UTS-cum-PRS | |
| KRJA | 0 | 0 | 0 | 1 | 1 | 0 | UTS-cum-PRS | |
| LS | 517 | 4 | 513 | 1 | 3 | 171 | UTS-cum-PRS | |
| NGD | 230 | 1 | 229 | 1 | 1 | 229 | UTS | |
| NPNR | 580 | 1 | 579 | 1 | 3 | 193 | UTS-cum-PRS | |
| NR | 291 | 1 | 290 | 1 | 3 | 97 | UTS-cum-PRS | 2 Shift operated by comml staff & 1 shift operated by Optg Staff |
| RV | 484 | 2 | 482 | 1 | 2 | 241 | UTS-cum-PRS | |
| SAV | 91 | 0 | 91 | 1 | 1 | 91 | UTS-cum-PRS | 1 Shift operated by comml staff & 2 shift operated by Optg Staff |
| YTL | 0 | 0 | 0 | 1 | 1 | 0 | UTS | |
| | | | | | | | | |

Scale check of Cash clerk ML-7 over BSL Division on 20.10.2020 :

| Station | SS | MOR | VAC |
|----------|----|-----|-----|
| Nasik | 3 | 3 | 0 |
| Manmad | 2 | 2 | 0 |
| Jalgaon | 3 | 3 | 0 |
| Bhusawal | 3 | 3 | 0 |
| Akola | 3 | 2 | 1 |
| Amravati | 1 | 1 | 0 |
| Khandwa | 2 | 2 | 0 |
| Badnera | 01 | 01 | 0 |
| Total | 18 | 17 | 01 |

**Duty List of Cash Clerk working over Bhusawal Division :
(As per DRM (Comml.) letter no BSL/C/MPP/CC/DutyList/20 dtd 18.08.2020.)**

- i. Monitoring operation '5' minutes- Queuing time for passengers.
- ii. Redressing public grievances.
- iii. Record of ticket rolls and supply of rolls to counter.
- iv. Proper functioning of hardware on counters.
- v. Proper functioning of ATVMs.
- vi. Maintenance of all required / prescribed counters.
- vii. Timely opening of Booking counters.
- viii. Monitoring of non issue of tickets.
- ix. Generation of reports from UTS.
- x. Promotion of UTS application at the stations.
- xi. To operate additional counters whenever there is rush at the stations.

1. Amravati :

At AMI there is a sanctioned post of Cash Clerk. At present is lying vacant and the work of Cash Clerk is performed by CBS (Incharge). Cash collection of PRS + Booking + Parcel is collected at Booking office, AMI. PRS cash is collected at 14.00 hrs and 20.00 hrs. This cash is handed over to the operator of UTS (Onduty Staff) and acknowledgement is received. Parcel cash at 20.00 hrs is also handed over to same operator at UTS. There is a machine has been provided by Railways to count the cash collected. Daily there is a turnover of Rs 07 lakh to 08 lakhs. In general shift, CBC/ Incharge make a CR note of coaching and parcel. This work of cash collection and handing over to SBI staff is done with the help of a junior staff, in presence of CBS.

2. Badnera :

At Badnera, there is one sanctioned post of Cash Clerk. The duty of Cash Clerk/ BD is from 09.00 to 17.00 hrs. Cash collected at Booking office is from Booking office, Parcel, PRS and Goods (DD). From Booking cash is collected at 08.00, 16.00 and 24.00 hrs. From PRS and parcel at 14.00 to 22.00 hrs. Duty time of Cash Clerk is 09.00 to 17.00 i.e general shift, hence after 17.00 hrs cash collected is submitted / handed over to onduty parcel clerk. This staff collects, seals and keep the cash in the safe. Daily turnover at BD station is between 04 – 05 lakhs.

3. Manmad :

At MMR there are 02 sanctioned posts of Cash Clerk. The cash clerk staff works in two shifts i.e 09-17 hrs and 17-01 hrs. In 01-09 shift, there is no cash clerk. Cash collected by cash clerk is from PRS, Booking, Goods, Parcel, FCI (DD) and PNV (CR Note). In 09-17 shift, cash collected is of 00-08 UTS counters. At 14.00 hrs PRS, 16.00 hrs from Booking and Parcel. In 17-01 shift, cash collected at 20.00 hrs from PRS and at 24.00 hrs from booking and parcel. There is one cash counting machine is provided by SBI.

4. Akola :

At Akola, there are 03 sanction posts of cash clerks. This staff works in three shifts i.e round the clock in 08-16 hrs, 16-24 hrs and 24 – 08 hrs. the cash collected is from booking, PRS, and parcel. In 00-08 shift, cash is collected from booking and parcel at 24.00 hrs and 08.00 hrs. in 08-16 shift cash is collected from booking at 08.00 and 16.00 hrs. and PRS at 14.00. in 16-24 hrs cash collected at 16.00 and 24.00 hrs from booking and 20.00 hrs from PRS at 22.00 hrs (On Sunday). There is one cash counting machine is provided by Railways. There is daily turnover of Rs 12-15 lakh.

5. Jalgaon :

At Jalgaon, there are 03 sanction posts of cash clerks. At present, two staff works in two shifts i.e in 09-17 hrs and 17-01 hrs. The cash collected is from booking, goods, PRS, and parcel. In 09-17 shift, cash is collected from booking at 08.00 hrs, PRS at 14.00 hrs and parcel at 16.00 hrs and no cash for goods is deposited in general shift. Similarly, in 17-01 shift, cash from booking is deposited at 24.00 hrs, PRS cash at 20.00/ 22.00 hrs (as per shift), parcel cash is deposited at 24.00 hrs and Goods cash is deposited at 21.00 hrs. In night shift, after 01.00 hrs, cash collected is handed over to Shift Incharge at window no. 3 and also got acknowledged. There is no cash counting machine is provided at Jalgaon station. There is daily turnover of Rs 12-13 lakh. In case of VP Booking / loading the turnover may vary from 20- 22 lakh approximately.

6. Khandwa :

At Khandwa, there are 02 sanction posts of cash clerks. At present, two staff works in two shifts i.e in 09-17 hrs and 17-01 hrs. The cash collected is from booking, goods, PRS, and parcel. In 09-17 shift, cash is collected from booking at 08.00 hrs, PRS at 14.00 hrs and parcel at 08.00 and 16.00 hrs and for goods is deposited at 14.00 hrs. Similarly, in 17-01 shift, cash from booking is deposited at 24.00 hrs, PRS cash at 20.00 hrs, parcel cash is deposited at 24.00 hrs and Goods cash is deposited at 22.00 hrs. In night shift, after 01.00 hrs, cash collected is handed over to Shift Incharge at window no. 3 and also got acknowledged.

There is one cash counting machine is provided by railways. There is daily turnover of Rs 10 lakh approximately.

7. Nashik :

At Nashik, there are 03 sanction posts of cash clerks. At present, three staff works in three shifts i.e in 01-09 hrs, 09-17 hrs and 17-01 hrs. The cash collected is from PRS, booking, parcel, goods, MQSG and Out agency Satpura. PRS Cash is collected from Nashik PRS, City PRS and Nashik Military PRS. In 09-17 shift, cash is collected from booking at 08.00 hrs, PRS at 14.00 hrs and parcel at 08.00 and 16.00 hrs and for goods is deposited at 14.00 hrs. Similarly, in 17-01 shift, cash from booking is deposited at 24.00 hrs, PRS cash at 20.00 hrs, parcel cash is deposited at 24.00 hrs and Goods cash is deposited at 22.00 hrs. In night shift, after 01.00 hrs, cash collected is handed over to Shift Incharge at window no. 3 and also got acknowledged. There is one cash counting machine is provided by railways. There is daily turnover of Rs 10 lakh approximately.

8. Bhusawal :

At Bhusawal, there are 03 sanction posts of cash clerks. At present, three staff works in three shifts i.e in 01-09 hrs, 09-17 hrs and 17-01 hrs. The cash collected is from booking, PRS, parcel, goods shed, MSEB and RP siding. In 09-17 shift, cash is collected from booking at 16.00 hrs, PRS at 14.00 hrs, parcel at 16.00 hrs and goods shed at 16.00 hrs. In 17-01 shift, Booking, parcel and goods cash is deposited at 24.00 hrs and PRS cash is deposited at 20.00 and 22.00 hrs. Similarly, in 01-09 shift, cash from booking, parcel and Goods is deposited at 08.00 hrs.

There is one cash counting machine is provided by SBI. There is daily turnover of Rs 10 lakh approximately.

Critical Analysis

- At Nashik, in every shift there is a wing supervisor (Senior Most Staff) available in each shift.
- At Manmad, Cash Clerk is utilized as Wing Supervisor/ Shift Incharge.
- At Jalgaon, Wing Supervisor is the senior most staff working at window no. 3 in each shift.
- At Bhusawal, senior most staff working at window no 2 (CBS/ Working) is the wing Supervisor/ shift incharge.
- At Akola, Cash clerk look after the work of shift supervisor.
- At Khandwa, senior most staff working at window no. 1 is the wing supervisor in each shift.
- At Badnera, senior most staff is available at window no 2 is the wing supervisor.
- At Amravati, Cash Clerk is the wing supervisor.
- During the course of Work Study, work study team discussed and collected the work load on shift in charge. It is observed that the duty list of Wing Supervisor (Shift In charge) is almost same as Cash Clerks except cash collection. At stations where cash clerk is not available, CBS/ In charge have the responsibility of cash collection and depositing to the concerned SBI staff. Earlier, cash clerk's office was situated near Dy. SS office. But at present, the office/ safe of cash clerks is located in booking office only.

In last previous years, Railway Administration had spend a lot of money in making the cash office more safe and secure by providing iron grills and close circuit cameras.

It is observed that Cash Clerks are doing their duty in almost one to two hours only. The work load of cash clerks is, no doubt, is of major responsibility but the work load is not justified against their salary. When the cash clerks are not available due to leave, sick or any other reason junior staff of booking office also performs the same duty without any complaint.

It is also revealed that the booking staff is very much interested in getting posted as Cash Clerk. It is observed that the duty of wing supervisor and cash clerk is almost same. As at some stations, cash clerks are working as shift in charge. If the work load of cash clerks is good enough then the cash clerks would have refused the work of shift in charge. But they are performing the duty of shift in charge in a good manner. Hence, it is seen that there is duplicity of work. Both the staff i.e Cash Clerks and Wing Supervisor are performing the same duties.

In view of the above, it is strongly recommended to merge the duty list of Cash Clerks and Wing Supervisors. As there is only the addition of cash dealing in the duty list of wing supervisor which is not time consuming.

It will be beneficial to keep either cash clerks or wing supervisor at a time in a shift.

After execution of this suggestion, it is recommended to surrender 18 posts of Cash Clerks (ML-7) over the Bhusawal Division.

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CHAPTER NO. 04

FINANCIAL IMPLICATION

As per the recommendations of the work study report, total 27 posts are identified as surplus and the money value as a result of surrender of these posts is worked out as under:

| Station | Category | Level | No of posts | Yearly mean money value | Annual Savings |
|------------|-------------|-------|-------------|-------------------------|----------------|
| AK | RG/ LR | 6 | 01 | 592416/- | 592416/- |
| AMI | Sr BC | 5 | 01 | 488604/- | 488604/- |
| BAU | CBC | 6 | 01 | 592416/- | 592416/- |
| BSL | CBC | 6 | 02 | 592416* 2 = | 1184832/- |
| DHI | CBC | 6 | 01 | 592416/- | 592416/- |
| JL | CBC | 6 | 01 | 592416/- | 592416/- |
| KNW | LR | 5 | 01 | 488604/- | 488604/- |
| NK | Sr. BC | 5 | 01 | 488604/- | 488604/- |
| BSL Divn . | Cash Clerks | 7 | 18 | 751416* 18= | 13525488/- |
| Total | | | 27 posts | Total money value | 1,85,45,796/- |

On surrender of 27 identified surplus posts the recurring saving will be Rs. 1,85,45,796/- (One Crore Eighty Five Lakh Forty Five Thousand Seven Hundered And Ninety Six) Per annum.
