

Review of staff working Hours of ECRC's of Mumbai Division

Work Study No. :- : G.250.WSCR/COMML/BB/12/19-20

Officers	
Shri K.T.WANI	Shri K.K.GUPTA
DWSO/BB	Secretary to AGM

Inspectors

Shri Santosh kumar Sharma
CWSI/HQ

Shri Pradeep Kalal
CWSI/CSTM

Shri Anand Kr. Kewat
SWSI/HQ

Co-Ordinating Officer & Supervisors

ACM(R)
Shri B.B.Tapasvi
CCI/MPP
Shri Rajeev Ranjan

Synopsis Of The Study

Study Number	: G.250.WSCR/COMML/BB/12/19-20
Name of Study	: Review of working Hours of ECRC's
Approved by	: AGM
Department	: Commercial
Division	: Mumbai
Date of Commencement	: 30/08/2019
Date of Completion	: 31/12/2019
Date of Submission	: 14/06/2021
No. of Recommendations	: 117
Sanctioned Strength	: 423
No. of Men studied	: 374
No. of vacancies	: 49
No. of posts identified surplus	: 90
Financial implications	Rs.12,50,07,948/-

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Acknowledgement

The work-study team takes this opportunity to express hearty thanks to Shri B. B. Tapswi ACM (Res)/BB, for his valuable guidance rendered to the study team for early completion of the study. The work-study team is also thankful to Shri. Rajeev Ranjan CCI/MPP, BB for providing all assistance and furnishing necessary information required for conducting the study.

Terms of Reference

In reference to Board's letter dated 08.02.2017, CPO office vide letter no. P/CR-HQ/1/536/LE/ECRC dated 25.07.2019 advised to conduct work study "Review of working Hours of ECRC's" since this work-study on Review of working Hours of ECRC's has been included as a crash study with No. G.250. WSCR/COMML/BB/12/19-20 for the year 2019-20 with the approval of AGM. The terms of reference for the study may be to assess the Staff requirement to deal with present work load at Pune PRS.

Base for Study

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

Methodology

1. Collection of data in details with reference to nature and quantum of workload of each of the staff working at all Stations in Division.
2. Discussion in details with coordinating officer / supervisors.
3. Making recommendations/suggestions for need based staff in the present context.
4. Working out financial implication involved in saving as a result of surplus staff.

Summary Of Recommendations

Recommendations:-

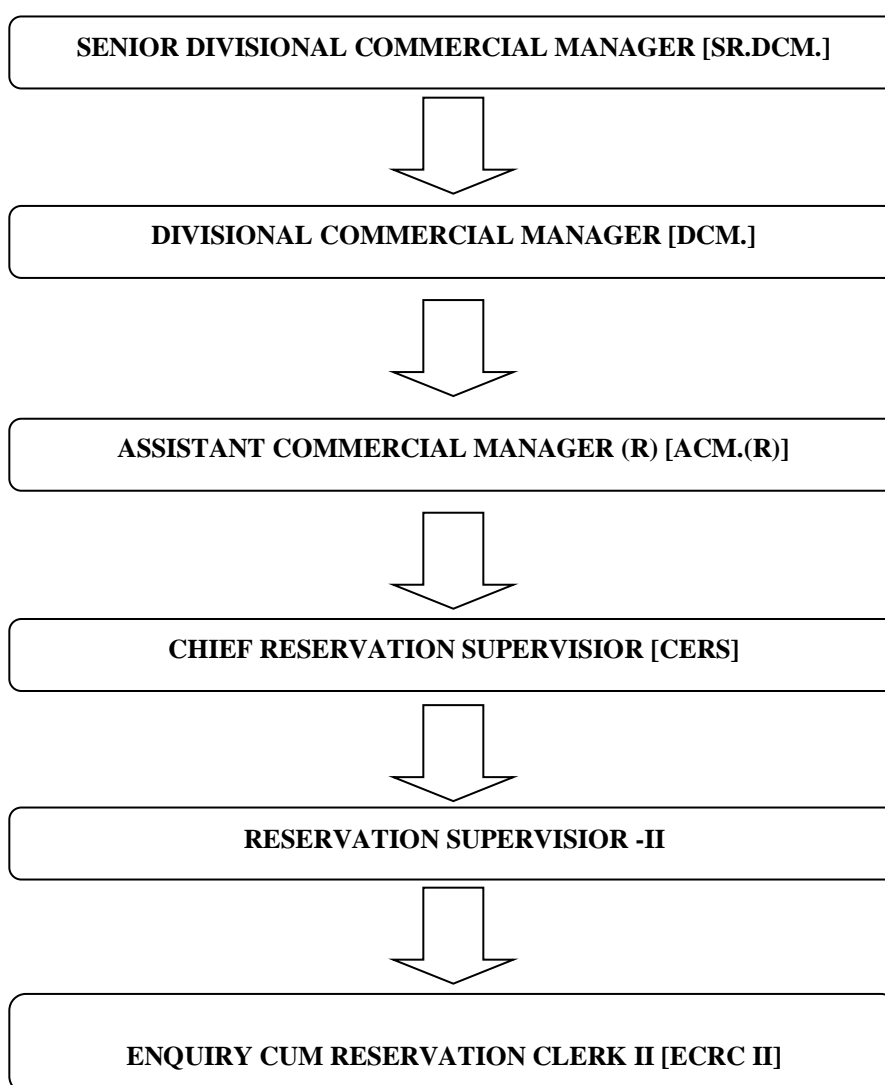
1) Phase-I – In first phase it is recommended to surrender 90 staff from ECRC cadre BB division which is found surplus, out of which 49 can be surrendered immediately against vacancies. Remaining posts may be surrendered after redeployment of surplus staff.

2) Phase-II – In second phase it is recommended to surrender further 27 staff after outsourcing Verbal Inquiry and Retiring Room activities.

Suggestions: - It is suggested to close the counters like TNA VRTK since online facility is easily available, which will save man power and also save the expenditure on infrastructure.

Mumbai is the largest populated city of India and it is the economical capital of India as well as capital of Maharashtra. Many industries including Bollywood, Finance/banking sectors, textile industries, corporate offices, state government offices carrying are movement of large population of India. Since, Mumbai having numbers of PRS booking offices, which scattered all over Mumbai Division.

Mumbai Division is expanded from CSMT to Lonavla in SE section and Kalyan to Igatpuri in NE section. Mumbai Division has 7 major stations i.e. CSMT, DR, LTT, TNA, KYN, LN, PNVL. These stations are very crowded. There are more than 50 PRS centers are working in Mumbai division.



Working of ECRC's staff in PRS

There are 56 Computerized Reservation Centers in Mumbai Division and most of them are near rail heads. The availability of PRS centers is expected to be at more places. The PRS/UTS system is also on the anvil. After 2000, the e-ticket booking has picked up momentum and now a-days more than 60% of the reservations are through internet booking. The facility to book from any PRS Centre from any station to any station has also helped to reduce the rush in the main PRS centers in the City.

General Duty list of CERS and RS-II Working in PRS:

- To ensure punctual attendance of staff in proper uniform and supervise their work.
- To keep constant watch on the staff working on the counters.
- To ensure proper handling of records and render assistance to the passengers.
- To go through the daily diaries and take necessary remedial action.
- To ensure the work is carried out in a disciplined and efficient manner.
- To bring innovation and efficiency in working of the office.
- To keep the administration advised to the problems of the office and peruse the same.
- To maintain proper cleanliness of office.
- To plan and finalize arrangement for clearance of the summer rush.
- To ensure proper cleanliness of the Computer terminals and other equipments.
- To ensure that the terminals are working normal at the beginning of each shift.
- To see that the terminal operators logs in only after collecting ticket rolls and putting it on the printer.
- To ensure correct ticket rolls are supplied to respective terminal/counter.
- To ensure that fresh roll is supplied only when the roll supplied earlier is completely utilized and check the correctness of last three numbers of the ticket and the number printed by the computer.
- To make checks of the particulars of the tickets and bring to the notice of the officer concerned the discrepancies, if any.
- To conduct sample checks to ensure that all details are recorded on the requisition form and the railway cash is correctly accepted.

- To ensure that the terminals are logged out before the operators leave the counters.
- To record the number of form dealt with by each operator at the end of each shift.
- To ensure ticket roll for three days are available at any given time.
- To see that the terminal operators do not leave the counter unless the terminals are permanently logged out and the computer is fed with the details of concessions vouchers etc.
- To ensure no unauthorized person enter the terminal area.
- To guide and assist all the terminal operators in performing their duties.
- To ensure that the statements furnishing the particulars of cancelled tickets and other vouchers are prepared in the prescribed format in duplicate.
- He will be held responsible for indulgence by ECRC in corrupt practices, such as temporary / permanent misappropriation of railway cash, issuing tickets for parties other than those in the queue by showing undue favoritism etc.
- He will be responsible for smooth and efficient working of all terminals in his jurisdiction. All cases of failure/ shut down will be brought out to the notice of concerned supervisors and officers with the view to get them attended and put right without any loss of time.
- To perform any other duties allotted by the administration from time to time and ensure compliance by the staff.

General Duty list of ECRC II Working in PRS

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

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

Sanctioned Strength: The sanctioned strength of PRS Mumbai division is as under for the month of November 2019 is given in following table,

Sr. No	Category	SS	MOR	VAC
1	CERS	94	88	06
2	RS-II	235	209	26
3	ECRC-II	94	77	17
Total		423	374	49

Deployment of Staff

PRS CSMT

PRS CSMT is operated in two shifts, first shift is 08:00 to 14:00 and second shift is from 14:10 to 20:00 Hrs. Three staff is deployed in night shift also facilitate the cancellation, enquiry and EDR Feeding.

Staff for window operation: Scale check of CSMT PRS

SI	Post	SS	MOR	VAC
1	CERS	39	34	5
2	RS-II	65	44	21
3	ECRC-II	13	12	1
Total		117	90	27

CSMT PRS counter position:

SI	Counters	No. of shift	Nos of Counters	Total
1	PRS counter	two	8	8X2=16
2	current reservation counter	three	1	1X3=3
3	verbal enquiry counter	three	1	1X3=3
4	booking of Retiring counter	three	1	1X3=3
5	Vidhan Bhawan counter	one	1	1X1=1
Total				26

CERS/RS-II/ECRC-II is utilised in various PRS related work at CSMT, the details are as under:

SI	Deployment of staff	shifts	Total nos of staff
1	CERS (Over all In-charge)	one	01
2	CERS Roaster	one	01
3	Cash	two	02
4	Record	one	01
5	VIP	one	01
6	NTES	three	03
7	Complaint/Corres	one	01
8	Staff Correspondence	one	01
9	Out Door	three	03
10	EDR	one	01
11	Stationary/Store/Cleaning Sup	one	01
12	Charting	two	08
13	ROPD	one	01
14	EQ Feeding	two	08
15	R/G-03	one	03
Total			36

Deployment of Staff

TNA PRS

Scale check of TNA PRS

SI	Post	SS	MOR	VAC
1	CERS	4	5	-1
2	RS-II	21	19	2
3	ECRC-II	11	4	7
Total		36	28	8

Deployment of staff at TNA

Sl	counters	No. of shift	Total
1	CRI (INCHARGE)	one	01
2	PRS counter	two	7+6=13
3	Verbal enquiry counter	three	1X3=3
4	Charting/ROPD	two	1X2=2
5	Cash	two	1X2=2
6	Token	one	01
7	R/G		02
Total			24

Deployment of Staff

LTT PRS

Scale check of LTT PRS:

Sl	Post	SS	MOR	VAC
1	CERS	06	5	1
2	RS-II	15	15	0
3	ECRC-II	05	2	3
Total		26	22	4

Deployment of staff at LTT

Sl	counters	No. of shift	Total
1	CRI (INCHARGE)	one	01
2	PRS counter	two	3X2=6
3	Verbal enquiry/ booking of Retiring counter	three	1X3=3
4	current reservation counter	three	1X3=3
5	Charting	two	2X2=4(RG included)
6	ROPD/EDR	one	01
7	RG/LR		04
Total			22

Deployment of Staff

DI PRS

Scale check of DI PRS:

SI	Post	SS	MOR	VAC
1	CERS	3	2	1
2	RS-II	7	9	-2
3	ECRC-II	4	3	1
Total		14	14	0

Deployment of staff at DI

SI	counters	No. of shift	Total
1	CRI (INCHARGE)	two	1X2=2
2	PRS counter	two	4X2=8
3	RG/LR		04
Total			14

Deployment of Staff

KYN PRS

Scale check of KYN PRS:

SI	Post	SS	MOR	VAC
1	CERS	6	6	0
2	RS-II	20	16	4
3	ECRC-II	14	17	-3
Total		40	39	1

Deployment of staff at KYN

SI	counters	No. of shift	Total
1	CRI (INCHARGE)	one	01
2	CRI(shift)	two	1X2=2
3	PRS counter	two	9+7=16
4	verbal enquiry	three	2X3=6
5	Charting	two	2X2=4
6	ROPD/EDR	one	02
7	RG/LR(extra 5 station)		08
Total			39

Overall vacancy position of ECRC cadre of Mumbai Division

Sl	Station/PRS	CERS ---- ML-7			RS-II ---- ML-6			ECRC-II--- ML-5		
		SS	MOR	VAC	SS	MOR	VAC	SS	MOR	VAC
1	CSMT	39	34	5	65	44	21	13	12	01
2	CSMT V/B	0	0	0	1	2	-1	0	0	0
3	CSMT NAVY	1	0	1	2	0	2	2	0	2
4	BY	2	2	0	6	6	0	3	3	0
5	DR	3	3	0	8	9	-1	5	5	0
6	DR TATA	1	1	0	2	1	1	0	0	0
7	LTT	6	5	1	15	15	0	5	2	3
8	CLA	1	1	0	2	1	1	1	1	0
9	GC	3	3	0	6	7	-1	5	3	2
10	VK	0	0	0	1	1	0	0	0	0
11	VDLR	1	1	0	2	2	0	0	0	0
12	BND	1	1	0	3	4	-1	2	2	0
13	NHU	0	0	0	1	1	0	0	0	0
14	MLND	3	3	0	7	6	1	4	4	0
15	TNA	4	5	-1	21	19	2	11	4	7
16	TNA VRTK	1	1	0	2	5	-3	3	1	2
17	MBQ	1	2	-1	2	4	-2	3	1	2
18	DI	3	2	1	7	9	-2	4	3	1
19	BIRD	1	0	1	2	1	1	1	3	-2
20	KYN	6	6	0	20	16	4	14	17	-3
21	TLA	0	0	0	1	0	1	0	1	-1
22	ULNR	2	2	0	6	6	0	2	2	0
23	ABH	2	3	-1	8	7	1	2	1	1
24	BUD	0	0	0	1	2	-1	2	1	1
25	NRL	0	0	0	1	0	1	0	1	-1
26	ASO	0	0	0	1	1	0	0	0	0
27	KSRA	0	0	0	1	1	0	0	0	0
28	IGP	0	0	0	1	1	0	0	0	0
29	KJT	1	1	0	1	1	0	0	0	0
30	KHPI	0	0	0	1	1	0	0	0	0
31	LNL	2	3	-1	5	4	1	1	1	0
32	LNL INS	0	0	0	1	1	0	0	0	0
33	CMBR	2	3	-1	7	4	3	2	2	0
34	GV	0	0	0	1	1	0	0	0	0
35	MNKD	0	0	0	2	2	0	0	0	0
36	VSH	2	1	1	7	7	0	2	1	1
37	KPHN	0	0	0	1	0	1	0	1	-1
38	BEPR	2	2	0	4	4	0	1	1	0
39	TMCK/KHAG	0	0	0	1	1	0	0	0	0
40	PNVL	4	3	1	6	8	-2	6	4	2
41	PEN	0	0	0	1	1	0	0	0	0
42	ROHA	0	0	0	1	1	0	0	0	0
43	TPND	0	0	0	1	1	0	0	0	0
44	KJRD	0	0	0	0	1	-1	0	0	0
Total		94	88	6	235	209	26	94	77	17

Summary of Grade wise

CATEGORY	M/L	SS	MOR	VAC
CERS	ML-7	94	88	6
RS-II	ML-6	235	209	26
ECRC-II	ML-5	94	77	17
Total		423	374	49

Passenger booking

Station	Month & year	Slip	Psg booked	Earning in RS.
CSMT	NOV'17	101387	105517	3273877
	NOV'18	102810	93568	38426722
	OCT'19	88316	83326	34912795
TNA	NOV'17	44071	71657	35227110
	NOV'18	45378	73255	37980030
	NOV'19	44897	71360	35990360
DI	NOV'17	36855	70896	26586920
	NOV'18	35670	69373	27074015
	NOV'19	32270	62234	24740535
KYN	NOV'17	52488	99368	30337254
	NOV'18	48697	96623	29473205
	NOV'19	48482	93763	29034531
Total		681321	990940	353057354

Work Load:

After introduction of E-ticket, maximum passengers are opting for E-ticket facility as this facility is convenient and time saving. PRS counter have witnessed a consistent fall in number of passengers opting for Window Ticket. Due to this gradual and consistent shift from window ticket to E-ticket there is a proportional reduction of work load on PRS counters over entire Indian Railway. Reduction of workload, in terms of forms dealt and PRS Tickets issued, can also be seen at Mumbai Division.

Critical Analysis on Working of ECRC's staff in PRS

Since various booking options are available to passengers, there are many PRS windows at CSMT, LTT, TNA, DI, KYN and PNVL etc are closed in recent years. Passengers are used to book their tickets through IRCTC, YTSK, PAYTM, Post Office and other means. It is also seen that the earning and number passengers are also going in descending order on PRS counters. It can be seen that average number of forms dealt and number of passenger booked per month in Mumbai Division is reducing regularly. It is also observed by work study team that the pattern of passenger opting the E-Ticket facility will increase in near future also. Therefore, Work study team is in the opinion of that strength of PRS staff should be reduced proportionately to the reduction of workload. Work study team has done detailed analysis of requirement of staff at Mumbai Division in view of reduced workload. The requirement of staff for various activities is given in following paragraphs.

Need Base requirement of staff: Work study team observed that at some major stations PRS staff strength is not updated with current scenario and Sanction Strength of staff is very old, needed to be revised.

Need base deployment of PRS staff at CSMT

Sl	Window/work	Shift	staff	Total
1	PRS window(8 counters)	2	18	18
2	CRI(INC/Roaster)	1	1	1
3	CRI(Cash)	2	2	2
4	CRI(VIP/Complain)	1	1	1
5	CRI(All Correspondence)	1	1	1
6	CRI(Returns/Record/Stationary)	1	2	2
7	EDR	1	1	1
8	ROPD/Charting	2	9	9
9	Quota Feeding	2	8	8
10	Current Reservation	3	3	3
11	NTES	3	3	3
12	CCM(Pass Counter)	1	1	1
13	Vidhan Bhawan	1	1	1
	Sub Total		1	51
	RG @7.5% on 32 staff			3
	LR@15%			8
	Grand total		51	62

Need base deployment of PRS staff at TNA

Sl	counters	No. of shift	Total
1	CRI (INCHARGE)	one	01
2	PRS counter	two	7+6=13
3	Charting/ROPD	two	1X2=2
4	Cash	two	1X2=2
		Sub Total	18
		RG @7.5% for 10 staff	2
		LR@15%	2
		Grand Total	22

Need base deployment of PRS staff at LTT

Sl	counters	No. of shift	Total
1	CRI (INCHARGE)	one	01
2	PRS counter	two	3X2=6
3	current reservation counter	three	1X3=3
4	Charting	two	2X2=4(RG included)
5	ROPD/EDR	one	01
		Sub Total	15
		RG @7.5% for 7 staff	1
		LR@15%	2
		Grand Total	18

Need base deployment of PRS staff at DI

Sl	counters	No. of shift	Total
1	CRI (INCHARGE)	two	1X2=2
2	PRS counter	two	4X2=8
		Sub Total	10
		RG @7.5% for 5 staff	1
		LR@15%	2
		Grand Total	13

Need base deployment of PRS staff at KYN

Sl	counters	No. of shift	Total
1	CRI (INCHARGE)	one	01
2	CRI(shift)	two	1X2=2
3	PRS counter	two	9+7=16
4	Charting	two	2X2=4
5	ROPD/EDR	one	02
		Sub Total	25
		RG @7.5% for 14 staff	2
		LR@15%	4
		Grand Total	31

NOTE: There are six (CSMT, DR, LTT, TNA, KYN, PNVL) verbal enquiry counters and two (CSMT, LTT) counters of Retiring room in Mumbai Division. Total 27 staffs are deployed.

Staff which are being utilised at the verbal enquiry and Retiring Room booking may please be utilised at PRS counters and works being carried out at verbal enquiry and Retiring Room may be outsourced, it is very economical for Railways.

This will save 27 ECRC staff.

Overall need base deployment of PRS staff

SI	PRS Station	Existing SS	Recommended SS	Staff found surplus
1.	CSMT (Including Navy Nagar and Vidhan Bhawan)	123	61	62
2.	TNA	36	22	14
3.	LTT	26	18	8
4.	DI	14	13	1
5.	KYN	40	31	9
6.	BY	11	10	1
7.	DR	16	13	3
8.	DR Tata	3	3	0
9.	LA	4	4	0
10.	GC	13	11	2
11.	VK	1	1	0
12.	VDLR	3	3	0
13.	BND	6	6	0
14.	NHU	1	1	0
15.	MLND	14	12	2
16.	TNA VRTK * (Suggested for closure since online facility is available)	6	0	6
17.	MBQ	6	6	0
18.	BIRD	4	4	0
19.	TLA	1	1	0
20.	ULNR	10	9	1
21.	ABH	12	10	2
22.	BUD	3	3	0
23.	NRL	1	1	0
24.	ASO	1	1	0
25.	KSRA	1	1	0
26.	IGP	1	1	0
27.	KJT	2	2	0

28.	KHPI	1	1	0
29.	LNL	8	8	0
30.	LNL INS	1	1	0
31.	CMBR	11	9	2
32.	GV	1	1	0
33.	MNKD	2	2	0
34.	VSH	11	9	2
35.	KPHN	1	1	0
36.	BEPR	7	7	0
37.	TMCK/KHAG	1	1	0
38.	PNVL	16	13	3
39.	PEN	1	1	0
40.	ROHA	1	1	0
41.	TPND	1	1	0
42.	KJRD	0	1	-1
		423	306	117

Present Staff position of ECRC cadre of Mumbai Division:-

CATEGORY	M/L	SS	MOR	VAC
CERS	ML-7	94	88	6
RS-II	ML-6	235	209	26
ECRC-II	ML-5	94	77	17
Total		423	374	49

Recommendations:

1) Phase-I – In first phase it is recommended to surrender 90 staff from ECRC cadre BB division which is found surplus, out of which 49 can be surrendered immediately against vacancies. Remaining posts may be surrendered after redeployment of surplus staff.

2) Phase-II – In second phase it is recommended to surrender further 27 staff after outsourcing Verbal Inquiry and Retiring Room activities.

Suggestions: - It is suggested to close the counters like TNA VRTK since online facility is easily available, which will save man power and also save the expenditure on infrastructure.

Chapter 4	Financial Implications
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4.1.The financial implications (Tentative) will be as under:

Sl	Category	Matrix Level	Monthly money value with 17% DA	Average Money Value
1	CRS	ML-7	71078	89,037
2	RS-II	ML-6	86463	
3	ECRC-II	ML-5	109571	

Sl	Average Money Value of all the three categories	Phase wise No. of posts recommended for surrender	Monthly money value	Annual money value
1	89037	1 st phase 90 for posts	80,13,330	961,59,960
2		2 nd phase 27 for posts	24,03,999	288,47,988
Total				1250,07,948

Note: The above financial implications are subject to actual surrendering of posts.

END OF THE STUDY