



**EAST CENTRAL RAILWAY
WORK STUDY REPORT
ON**

**To assess the utility of ECRC of commercial
department of Dhanbad Division**

**EFFICIENCY CELL
EAST CENTRAL RAILWAY
HAJIPUR**

STUDY NO. ECR/EFFICIENCY/WSR/DHN/20-21/19

**REVIEW
OF
STAFF STRENGTH
OF
ECRC
WORKING
AT
Commercial Department Dhanbad
Division
(ECR/Efficiency/WSR/DHN/20-21/19)**

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**WORK-STUDY CELL
East Central Railway
HAJIPUR**

EXECUTIVE SUMMARY

Study No.	ECR/Efficiency/WSR/DHN/20-21/19
Subject	REVIEW OF STAFF STRENGTH OF ECRC of COMMERCIAL DEPARTMENT DHN OF DHANBAD DIVISION .
Area	COMMERCIAL DEPARTMENT OF DHANBAD DIVISION
Division	DHN
Department	COMMERCIAL
Terms of Reference	Assessment of Man Power requirement
Total No. of Recommendations	1
Post recommended for surrender.	01
Financial Implication	8.52 Lac per annum
Month of Circulation	January , 2021

SYNOPSIS

Indian Railway is the lifeline of the country. With humble beginning in 1853, it has served the nation as the principle mode of transport. The railways have played a significant role in the socio-economic development of the country as well as in preserving the unity and integrity of the nation.

Railway is not only a public utility but also a commercial enterprise. Apart from providing uninterrupted services and discharging social service obligations, the railways are also required to earn huge revenue. It has to adopt new technical changes and methods in the system of working to meet with the requirement of customers. The input of modernization, computerization, globalization and outsourcing has made tremendous change in the working of Indian Railways. The introduction of high speed long distance trains have reduced the journey time of travelling passengers to their destination.

It is true that the commercial department is the only earning department, which takes direct responsibility of earning resources by booking/reservation of passenger traffic. Now days the popularity of internet/e-ticketing has started reducing the workload of railways PRS centers. Keeping in view above, SDGM/ECR directed Efficiency Cell/HQ office to conduct a work study on "Review of staff strength of ECRC /DHN.

Consequently, the team conducted the study in all respects by examining the system physically through spot observations, analytical estimation as per work-study techniques, application of yardstick

ACKNOWLEDGEMENT

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Chapter – I

INTRODUCTION

The commercial department is considered as revenue earning department of any organization. Commercial department has spread its Wings in reservation, ticket booking, parcel and goods activities over IR. In order to increase railway earning the commercial staff has to keep liaison with public to attract coaching as well as freight traffic.

- 1.1 The entire movement of railway traffic which includes basically passenger train operation as well as freight train operations is dealt by operating department whereas the booking of passengers on UTS/reserved tickets, booking of parcel, luggage and goods is done by commercial wing and this combination of operating and commercial branch is jointly called as Traffic department.
- 1.2 Utilization of existing resources at an optimum level is a vital principle of railways, which can be best obtained through best managerial control over man, machine and material. To achieve more and more productivity/efficiency at an optimum level of safety, security, punctuality and reliability the railway administration reviews existing staff strength from time to time.
- 1.3 No doubt, the passenger reservation Centre are directly linked with heavy revenue earning but the Internet Ticketing/e-ticketing introduced by IRCTC has reduced the workload of computerized reservation counter's at PRS. As the study is related to ECRCs, it is essential to elaborate that ECRCs or group 'C' staff performing their duties by offering their services to passengers visiting computerized reservation centre by facilitating them with reserved accommodation.
- 1.4 Keeping in view above, SDGM/ECR assigned a work study on "Review of staff strength ECRC of Commercial Department of Dhanbad Division due to introduction of internet/e-ticketing in order to optimize utilization of manpower and identify the surplus staff existed for surrender.
- 1.5 It is worthwhile to mention that 75% of passenger is using e-ticket and in near future this will increase due to YTSK services introduced by railway board.

1.6 TERMS OF REFERENCE :-

The following terms of references were adopted for conducting the work-study:-

1. To review staff strength vis-à-vis existing workload.
2. To identify redundant/unproductive activities to eliminate wasteful expenditure.
3. To suggest ways and means to improve the system economically in view of modernization and system developments.

1.7 METHODOLOGY ADOPTED:-

The team applied the following work study techniques for conducting the study:-

1. Data collection and its critical analysis.
2. Work sampling, analytical estimation, spot observations, physical checks and yard stick in vogue, if any, to assess the performance of the staff.
3. Held discussions at various levels.

CHAPTER – II

2.0 Present scenario:

2.1 The actual strength of ECRC of Commercial Department of Dhanbad Division is 25 as against the sanction strength of 27 (Reference- Annexure- I) as per gradation list of Commercial Department for the month of December 2020.

2.2 The following activities are carried out by Enquiry cum Reservation clerk at any Reservation Centre of Railway.

- i) Accepting of requisition forms for reservation/cancellation
- ii) Charting finalization.
- iii) Printing of reservation charts.
- iv) Preparation of daily statement for performances i.e. number of passengers booked, number of tickets sold and earnings etc.
- v) Duty roster arrangement.

2.3 Present staff utilization of PRS DHN is as follows :-

No of charts prepared daily = 30-35 Trains (Approx)

PRS DHN:- Sanctioned strength = 27 Mor 25 = Vacancy = 02

No. of counters:-

Morning Shift = $1 \times 6 = 06$

Evening Shift = $1 \times 5 = 05$

South side building = $1 \times 1 = 01$

PRS-JRI = $1 \times 1 = 01$

Batch Incharge = $1 \times 2 = 02$

CRS		1 x 1 =01
Charting		1 x 2 = 02
Emergency Quota in DRM Building		1 x 1 =01
DRM Office Reservation Counters		1 x 1 =01
Total	=	20
RG + LR 30%	=	06
Grand Total	=	26

DUTIES OF ECRC :-

The following activities are carried out by Enquiry and Reservation clerk at any Reservation Centre of Railway.

- i. Accepting of requisition forms for reservation/cancellation
- ii. Charting finalization.
- iii. Printing of reservation charts.
- iv. Preparation of daily statement for performances i.e. number of passengers booked, number of tickets sold and earnings etc.
- v. Duty roster arrangement

CHAPTER-III

3.0 CRITICAL ANALYSIS, REQUIREMENT OF STAFF VIS-A-VIS WORK LOAD AND RECOMMENDATIONS

Comparative Chart of number of passengers and earning of PRS DHN.

TABLE – I		
2019-2020		
Month	No. of Passenger	Net amount
April	33080	15547354
May	33423	16677492
June	34333	18726184
July	34818	17243922
August	31450	14728901
September	31731	13964946
October	31064	13930105
November	33543	16132773
December	29835	14586510
January	33243	14873054
February	34715	15682788
March	12619	5794573
Total	373863	17788602
Avg./Month	31155	14824050

TABLE – II		
2020-2021		
Month	No. of Passenger	Net amount
April	0	0
May	5369	4967136
June	13954	10152865
July	1474	1206764
August	1794	1757202
September	6684	3885846
October	13758	5877863
November	19078	6366627
December	28639	9771144
January	33724	1726356
February	-----	-----
March	-----	-----

Total	81880	23058273
Avg./Month	6823	1921523

3.1 It is clear from the comparative data provided at 3.0 (Table –I & II) that the present work load is decreasing day by day due to e-ticket. Almost passengers are taking e-ticket, as they are preferring e-ticket. In the near future number of passenger taking reservation through PRS will further decrease.

3.2 YARDSTICK :-

The yardstick for assessing the working of reservation clerk on counter duty is 120 requisition forms per man/duty/shift (i.e. in 6 hrs duty roster). Thus the requirement of staff has been worked out on the basis of yardstick in vogue and existing working conditions.

CHAPTER:- III

CRITICAL EXAMINATION

3.1.0 The actual staff strength of ECRC of Commercial department Dhanbad Division is 25 as against the sanctioned strength of 27 with a vacancy of 02 posts. The staff requirement for the present workload at commercial department DHN are arrived at based on the need base.

BOS = 27

MOR = 25

Vacancy = 02

Requirement as per work study team = 26

Staff excess = $27 - 26 = 01$

CHAPTER:- IV

Recommendation:-

2.6.0 RECOMMENDATION:-

S.S = 27 MOR = 25 Vac.= 02

After going through the requirement of staff the work study team recommends to surrender of 01 post of ECRC of Commercial department/DHN of Dhanbad Division.

Total Sanction Strength =27

Total Men on Roli =25

Total Vacant post =02

Total Staff required =26

Excess Staff =27 -26 = 01 Staff

Excess Staff i,e 01 post of ECRC of Commercial department of Dhanbad Division may be surrendered and financial saving will be Rs.8.52 lakh per annum.

CHAPTER:- V

FINANCIAL SAVINGS

If the recommendation of the study report is implemented, the annual recurring financial savings will be as under:

S.No.	Category	Scale of pay (Rs.)	Grade pay	No. of post	Mean pay per month @ 17% DA per staff (Rs.)	Annual financial savings (Rs.)
3	ECRC	5200-20200	2800	03	71078	2498808
Total						2898808 ie 28.98 lac

CHAPTER:- VI

Summary:-

After critically examining the work load of various categories of ECRC of Commercial department DHN of Dhanbad Division the work study team proposes as below:-

S.No.	Designation	BOS	Man on Roll	Requirement as per WS	Proposed surrender	Remark
3	ECRC	03	05	02	01	01 post of ECRC may be surrender
Total		03	05	02	01	

Total post proposed for surrender =01

Annexure -1

Sanction Strength of ECRC of Commercial department Dhanbad Division as on 15.12.2020.

Sl NO.	Deptt.	Category	Scale	Grade pay	Sanctioned strength	Men on roll	Vacancy
1	Comml.	CRS	9300-34800	4600	08	05	03
2	Comml.	RS	9300-34800	4200	16	15	01
3	Comml.	ECRC	5200-20200	2800	03	05	+02