



**EAST CENTRAL RAILWAY  
WORK STUDY REPORT  
ON**

**To assess the utility of ECRC/DBG of commercial  
department of Samastipur Division.**

**EFFICIENCY CELL  
EAST CENTRAL RAILWAY  
HAJIPUR**

**STUDY NO. ECR/EFICIENCY/WSR/SPJ/20-21/27**

**REVIEW  
OF  
STAFF STRENGTH  
OF  
ECRC/DBG OF  
COMMERCIAL DEPARTMENT  
WORKING  
AT  
SAMASTIPUR DIVISION  
(ECR/Efficiency/WSR/SPJ/20-21/27)**

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**East Central Railway**

**HAJIPUR**

## **EXECUTIVE SUMMARY**

<b>Study No.</b>	<b>ECR/Efficiency/WSR/SPJ/20-21/27</b>
<b>Subject</b>	<b>REVIEW OF STAFF STRENGTH ECRC/DBG of COMMERCIAL DEPARTMENT OF SAMASTIPUR DIVISION .</b>
<b>Area</b>	<b>COMMERCIAL DEPARTMENT OF SAMASTIPUR DIVISION</b>
<b>Division</b>	<b>SPJ</b>
<b>Department</b>	<b>COMMERCIAL</b>
<b>Terms of Reference</b>	<b>Assessment of Man Power requirement</b>
<b>Total No. of Recommendations</b>	<b>1</b>
<b>Post recommended for surrender.</b>	<b>02</b>
<b>Financial Implication</b>	<b>17.05 Lac per annum</b>
<b>Month of Circulation</b>	<b>MARCH, 2021</b>

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## **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/DBG of commercial department of Samastipur Division.

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**

The team is highly thankful to Sr.DCM/SPJ, Ch.OS/Comml., CRS/DBG and other functionaries for their valuable guidance and co-operation in providing relevant data/information to the team during work study.

# Chapter – I

## 1.0 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 are 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/DBG of Commercial Department of Samastipur 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 staff strength ECRC/DBG of Commercial Department of Samastipur Division is 08 as against the sanction strength of 10 (Reference- Annexure- I) as per gradation list of Commercial Department for the month of February 2021.

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

i) Accepting requisition forms from rail users for reservation/cancellation and making reservation on PRS window accordingly.

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 etc.

2.3 Present staff utilization of PRS/SPJ is as follows :-

No of charts prepared daily = 05 Trains (Approx)

**PRS /DBG:- Sanctioned strength = 10 MOR = 08 Vacancy = 02**

**No. of counters:-**

Morning Shift = 03 x 01 = 03

Evening Shift = 02 x 01 = 02

CRS = 01

Charting = 01



Total	=07
RG + LR	=01
Grand Total	=08

#### **DUTIES OF ECRC :-**

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

- I. Accepting requisition forms from rail users for reservation/cancellation and making reservation/cancellation on PRS window accordingly.
- 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 etc.

### CHAPTER-III

#### **3.0 CRITICAL ANALYSIS, REQUIREMENT OF STAFF VIS-À-VIS WORK LOAD.**

Comparative Chart of number of passengers and earning of PRS/DBG.

<b>TABLE – I</b>		
<b>2018-2019</b>		
<b>Month</b>	<b>No. of Passenger</b>	<b>Net amount</b>
April	15966	12149085
May	21288	19195470
June	17926	15587875
July	20743	16743695
August	16621	12696390
September	16647	13270755
October	14858	11638250
November	15571	12102410
December	16027	13884035
January	15013	11336500
February	13653	10755375
March	15882	12126090
Total	199835	160485950

<b>TABLE – II</b>		
<b>2019-2020</b>		
<b>Month</b>	<b>No. of Passenger</b>	<b>Net amount</b>
April	20729	11750440
May	25759	14940080
June	30522	18349004
July	26025	15827705
August	23148	13256435
September	21997	11987205
October	19518	10502390
November	23268	13207245
December	20894	11963150
January	18469	10514245
February	19647	10973495
March	12501	7318575
Total	262277	150589969

TABLE – III		
2020-2021		
Month	No. of Passenger	Net amount
April	nil	nil
May	439	291450
June	4167	2681835
July	3329	2324905
August	5722	4274765
September	7373	5315205
October	7960	5349515
November	7279	3744320
December	11328	1909575
January	12128	6686435
February	--	--
March		
Total	47597	25891570

3.1 It is clear from the comparative data provided at 3.0 (Table –I, II & III) that the present work load has decreased in comparison to previous years due to e-ticket etc. 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). The requirement of staff has been worked out on the basis of yardstick in vogue and existing working conditions.

## CHAPTER:- IV

### 2.6.0 RECOMMENDATION:-

**S.S = 10      MOR = 08      Vac.= 02**

After going through the requirement of staff the work study team recommends to surrender of 02 post of ECRC of Commercial department/DBG of Samastipur Division.

**Total Sanction Strength =10**

**Total Men on Roll      =08**

**Total Vacant post      =02**

**Total Staff required      =08**

**Excess Staff      =10 –08 = 02 Staff**

Excess Staff i.e 02 post of ECRC/DBG of Commercial department of Samastipur Division may be surrendered and financial saving will be Rs. 17.05 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	02	71078	1705872
Total						1705872 ie 17.05 lac

## CHAPTER:- VI

### Summary:-

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

S.No.	Designation	BOS	Man on Roll	Requirement as per WS	Proposed surrender	Remark
3	ECRC	10	08	08	02	02 vacant posts of ECRC may be recommended for surrender.
Total		10	08	08	02	

Total vacant post proposed for surrender =02

**Annexure -1**

Staff strength ECRC/DBC of Commercial Department of Samastipur Division  
as on 19/02/2021.

Sl NO.	Deptt.	Category	Scale	Grade pay	Sanctioned strength	Men on roll	Vacancy
1	Comml.	CRS	9300-34800	4600	02	02	00
2	Comml.	RS	9300-34800	4200	05	05	00
3	Comml.	ECRC	5200-20200	2800	03	01	02