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WORK STUDY TO REVIEW THE STAFF
STRENGTH OF PRS CENTRES AT KTYM , QLN,
TVC AND NCJ – TVC DIVISION

SOUTHERN RAILWAY

PLANNING BRANCH

G.275 / WSSR-161617 / 2016 - 17

WORK STUDY TO REVIEW THE
STAFF STRENGTH OF
PRS CENTRE AT KTYM, QLN, TVC & NCJ
TVC DIVISION

STUDIED BY

WORK STUDY TEAM
OF
PLANNING BRANCH

SEPTEMBER-2016



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(ii)
AUTHORITY

Annual Programme of work studies for the year 2016-17..

(iii)
TERMS OF REFERENCE

Work study to review the staff strength at PRS/KTYM, QLN, TVC & NCJ.

(iv)
METHODOLOGY

The following methodology has been adopted while conducting the work study:

- 1) Application of Yardstick and need base for issue of reserved tickets.
- 3) Requirement for other back office activities like charting, remittance of cash maintenance of accounts and registers etc.
- 4) Other factors like bulk booking, concession, vouchers, modification of tickets, ABR etc.,
- 5) Consequence of adoption of new concept on Tatkal scheme and current reservation system.



(v)

SUMMARY OF RECOMMENDATIONS**Recommendation No.1**

Three posts of RS-II in GP Rs.4200/- which is found excess to the requirement in PRS/QLN may be surrendered and credited to the vacancy bank.

(Total – 3 posts)**Recommendation No.2**

One post of RS-II in GP Rs.4200/- and 2 posts of ECRCs in GP Rs.2800 which are found excess to the requirement in PRS/TVC may be surrendered and credited to the vacancy bank.

(Total – 3 posts)**Recommendation No.3**

One post of RS-II in GP Rs.4200/- which is found excess to the requirement in PRS/NCJ may be surrendered and credited to the vacancy bank.

(Total – 1 post)**(Net Total 7 posts)**

1.0 INTRODUCTION**Functions and Organisation;**

Like any well set organisation, Indian Railways also has number of Departments dealing with different functions. While the Technical Department, such as the Engineering Department, the Mechanical Department, Electrical Department, the Signalling Department, etc., provide the necessary inputs such as track, locomotives, wagons, coaches., signal and telecommunication, etc. and the operating department makes use of these facilities to produce transport by running trains, the commercial department is responsible for marketing traffic, booking it, arranging for its loading, transshipment, delivery, storage, etc. and keeping in touch with the customers and providing passenger amenities. With lakhs of employees all over the Country, laying down of proper rules and procedures for working becomes very important, the rules and procedures made by the Commercial Department are contained in a number of different publications mentioned below:

- 1.1 Traffic code – It contains the policy directives to be followed by all Railway Managements.
- 1.2 Commercial Manual – It contains the rules and procedures for working of the commercial department to be followed by all officials, stations, etc.
- 1.3 The IRCA Goods Tariff contains rules, etc. for booking and delivery of goods traffic. It has three parts:-

- a) Part I, Vol.I contains general rules for acceptance, carriage and delivery of goods.
- b) Part I, Vol.I – contains the general classification of goods for the purpose of charging.
- c) Part I, Vol.II contains the Rate Tables showing the rates chargeable for different classes for different distances.

1.4 IRCA Coaching Tariff contains rules and procedures for booking of passengers, parcel and luggage traffic. It has five parts as follows:

Part I, Volume I – containing general rules for conveyance of passengers, parcels and luggage.

Part I, Volume II – Railway concessions.

Part II - Passenger Fare Tables

Part III - Rates for Parcels and Luggage traffic

Part IV – Rates Tables for certain descriptions of Coaching traffic such as motor cars etc.

1.5 IRCA Red Tariff contains rules and procedures for booking, packing, storage, etc. of explosive and other dangerous goods to be carried by railway.

1.6 IRCA Military Tariff contains the rules and rates applicable to military traffic.

1.7 Alphabetical List of Railway stations – All stations on Indian Railways are listed in this book, showing the district and the state in which situated and the traffic for which these are open.

1.8 Distance tables – show the chargeable distance between different stations. These are of two types namely, local distance tables showing the distance between different stations on the issuing Zonal Railway and junction distance tables showing the distances via the

junction through which the traffic has to pass over the adjacent railway.

In addition, some other publications for guidance of the staff in the Zonal Railway may also issue by the Zonal Railways such as Passenger Guide, hand books for guidance of different categories of staff, claim prevention manual etc.

1.9 **Functions of the Commercial Department :**

As the marketing and sales arm of the Railways, the Commercial department performs the following important functions.

- i) Booking of passenger traffic or in other words selling of passenger tickets at the stations, booking offices.
- ii) Provision of reserved accommodation to passengers in trains by opening and managing both computerised and non-computerised reservation offices.
- iii) Booking of goods traffic at the stations, goods sheds, as well as private and assisted sidings serving various industries, mines etc.
- iv) Booking of parcel / luggage traffic
- v) Re-booking / diversion of traffic as required
- vi) Delivery of goods / parcel / luggage traffic.
- vii) Transhipment of traffic, where necessary.
- viii) Printing of traffic
 - a) Fixing of fare / reservation charges etc. for passengers.
 - b) Fixing of freight rates for goods / parcel / luggage traffic
- ix) Settlement of compensation claims for loss, damage etc, to consignments and for death / injury to passengers in railways accidents.
- x) Refund of fares and freight charges.
- xi) Prescribing rules and rates for and collection of demurrage and wharfage charges.

- xii) Prevention of ticketless travel by arranging ticket checking.
- xiii) Prevention of claims by enforcing precautions and educating staff.
- xiv) Providing catering and vending services.
- xv) Provision of passenger amenities such as waiting rooms, waiting halls, drinking water, etc.
- xvi) Provision of facilities for dealing with goods / parcel traffic such as goods shed, sidings, etc.
- xvii) Keeping proper account of the traffic booked, the money realised on day to day basis and to submit monthly return of the same to the Accounts office.
- xviii) Monitoring the growth in traffic by keeping a special watch, to recapture traffic diverted to road and in general to carryout marketing analysis, liaison with important customers introduction of door to door service etc.
- xix) Conducting techno-economic surveys for construction of railway lines as demanded by public and as required for railway traffic needs.
- xx) Analysing the working of uneconomic branch lines so as to recommend closure of those no longer justified.

1.10 **Organisation of the Commercial Department Ministry of Railways (Railway Board).**

The Indian Railways are owned by the Government of India and controlled by the Ministry of Railways (Railway Board). The members of the Railway Board are functional, viz. Member (Engg) Member (Mech), Member (Traffic) and so on. **Member (Traffic) looks after the Operating Departments as well as the commercial department of the Railways.** He is assisted by an Additional member exclusively in charge of Traffic Commercial Directorate which in turn consists of a number of Executive Directors and other officers.

A separate Directorate has recently been set up for Tourism and Catering, headed, by an Additional Member.

Railway Board lays down the policy and monitors the functioning of the Zonal Railways. For example, the proposals for revision of railway fares and freight rates forming part of the annual Railways Budget are formulated by the Commercial directorate of the Railway Board and they also ensure that these are properly implemented by the Zonal Railways.

1.11 **At Divisional Level :**

Each Zonal Railway is further divided into a number of Divisions. There are a total of more or less 68 Divisions spread over the 17 Zonal Railways, each of which is headed by a Divisional Railway Manager (DRM). Generally, senior officers in the senior administrative grade are entrusted with this assignment. The DRM is assisted by one or more Additional Railway Managers (ADRM)s also in senior administrative grade who are assisted by 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 Divisional primarily perform executive functions.

Sr.DCM is responsible for the efficient working of the stations, the goods sheds, the parcel offices, the booking & reservation offices in catering units, the ticket checking organisation etc. of the Division. He exercises disciplinary control over the staff and is incharge of their transfers, promotions, etc., It is his job to see that all the traffic booked from and received at the stations in the Division is properly accounted for, that cash is remitted daily to the cash office or the bank and that the Railways genuinely work as a public service organisation giving

paramount importance to the convenience and comfort of the rail users.

1.12 **Passenger Traffic and Refund Rules:**

Possession of ticket / pass is essential for travelling in train.

Section 50 of the Railway Act, 1989, lies down that any person desirous of travelling on a Railway shall, upon payment of the fare, be supplied with a ticket showing the date of issue, class of carriage, the place from and the place to which it is issued and amount of fare. Section 55 of the said Act prohibits travelling without ticket or pass and Section 53 prohibits transfer of a ticket issued in the name of a person, such as a reserved ticket to another person. Section 54 requires that every passenger has to show his ticket or pass on demand by a Railway servant during journey.

Therefore, a passenger has not only to buy a ticket or obtain a pass but also has to keep it with him in the course of the journey, otherwise he is liable to be treated as travelling without ticket and has to pay a penalty in terms of section 138 of the same Act of Course when on account of unavoidable circumstances, a passenger is unable to buy a ticket before commencing journey, he can save himself from payment of penalty if he obtains a certificate from the guard before commencement of the journey.

Reservation offices have been provided with computers and computerised railway ticket are issued there. These have reduced the waiting time and since many of them have been linked to each other, it has become possible to book the complete itinerary for outward and return journey, at the starting station itself. For example, a passenger desirous of travelling from New Delhi to Bangalore can get reservation ticket both for the outward journey and return journey at Delhi itself. If

he wants to break journey enroute at a station say Bhopal, reservation ticket upto Bhopal and from Bhopal to Bangalore can be obtained at New Delhi station itself.

1.13 **Other kinds of tickets.**

Apart from the tickets mentioned above the following types of tickets are also used:

Blank Paper tickets – whenever printed card ticket for a particular station are not available the station master, the booking clerk can issue on a prescribed form a blank paper ticket by filling up the name of the originating and destination station, class of travel, fare, etc.

Child tickets – while children upto 5 years of age are allowed to travel free, children between 5 – 11 years of age are given 50% concession in fare and for them child tickets are issued.

Season tickets and vendors tickets. For commuters undertaking frequent journeys, monthly season tickets / quarterly season tickets are issued. For vendors bringing market produce from village to towns vendor concession season tickets are issued on which the free allowance for luggage is substantially higher, namely 60kg. These tickets are issued at highly concessional rates by the railways.

Circular Tour tickets. These special types of tickets are available for tourists and pilgrims to enable them to visit a number of places on a round tour finally terminating at the starting station. These are basically issued to encourage tourism. The passenger can either avail of the standard circular tour tickets drawn up by the Railway or can give his own itinerary and have a ticket issued for the same.

Soldiers Tickets are issued to military and police personnel in exchange of warrants for which separate rules are framed.

Return tickets are issued at 2 single journey fares.

Excess fare tickets. These are issued by the ticket checking staff when they detect a passenger travelling without a valid ticket or pass.

Platform tickets. These are issued at important stations only to enable persons to enter the platform for the purpose of receiving / seeing off passengers or other work. These have the hour of issue marked on them and are valid for a period of 2 hours from the time of issue.

1.14 **Indian Railways Conference Association – in Commercial Committee.**

To ensure proper co-ordination between different Zonal Railways, and other Railways such as Port Trust Railways and to have a uniform set of rules for booking / delivery etc. of traffic and for inter change of traffic between different Railways, an Association known as Indian Railway Conference Association was set up. Its members include not only all the Zonal Railways but also Railways of the major Port Trusts. The traffic rules framed by the Association are also applicable to the Central Inland Water Transport Corporation although it is not a member of the I.R.C.A.

The Goods Tariff, the Coaching Tariff, the Red Tariff, the Military Tariff and the Alphabetical List of Railways Stations, details of which have been given under "Introduction" are issued by the IRCA.

IRCA has a number of committees one of which is the Commercial Committee. Chief Commercial Managers of Zonal Railways are the members of this committee. The functions of this committee are :

- (1) To make recommendations on matters referred to it by the Railway Board.
- (2) To consider and recommend alterations or additions to the general classification goods.
- (3) To examine and make recommendations on proposals affecting rates and all matters tending towards uniformity and simplification of tariffs.
- (4) To consider and recommend alterations or additions to the General Rules in goods, coaching, Red and Military Tariff.
- (5) To act as an Arbitration Committee to determine the liability of Railway for any claim which one or more Railway may have against another Railway arising out of claims for compensation by the public.

The Commercial Committee is assisted by a sub committee of Rates officers of all the Zonal Railways.

So, The Commercial Department of Railways is most responsible for the sale of transportation provided by a Railway for creating and developing traffic and for establishing cordial relations with traveling and trading public. Fixing of rates, fares and other charges and collection, accountal and remittance of traffic receipts, settlement of claims and provision of amenities for customers are also its functions.

1.15 **PRS Centres:**

The computerized Passenger Reservation System (PRS) which was introduced in the late eighties paved way for hassle free functioning mode in reservation center. This has tantamount effect in the passenger services, qualitative improvement and satisfaction of passengers which has boosted the image of Indian Railways. Transparency, accuracy convenience, scope for reduction of mistakes

and repetition of work is the consequence of computerization and implementation of modern technology.

Further the system is strengthened through various supporting technology like **Internet booking, e-ticketing, IVRS, touch screens, SMS, POET, India Post** etc., Introduction of **IUTS (UTS + PRS)** machines etc., Thus inconveniences are being radically eradicated.

Since the manpower requirement rests on the above said factors, the study is intended to bring a judicious assessment of work force and to have analysis on ground realities in relationship with the prevailing / latest yardstick. Certain suggestions are evolved out for improvement of the whole system.



CHAPTER – II**2.0 PRESENT SCENARIO**

2.1 The concept of liberalization, privatization and globalization has permeated from Elite group to common mass in society. Awareness in internet booking has gained tremendous momentum. System of reservation has also switched over to electronic mode duly replacing manual operation. Thus manpower requirement is considerably reduced due to technological implementation. Based on the present trend and methodology adopted in PRS centre, an effort is taken to review the staff requirement of PRS centre at KTYM, QLN, TVC & NCJ.

2.2 General information and functions of PRS centres.**2.2.1 The Cadre :-**

As per 6TH PC the Enquiry - cum - Reservation clerks(ECRC) are recruited in GP Rs.2800/- in PB – I through direct recruitment from graduates as well as through promotions from Booking clerks / Trains clerk / Train Examiner etc. Enquiry and Reservation Supervisor (E&RS) in GP Rs.4200/- in PB - II. The apex grade is CS(E&R) erstwhile CRS with GP Rs.4600/- in PB – II.

2.2.2 Duties of Chief Supervisor (Enquiry & Reservation)

- ✓ General supervision and overall maintenance of PRS
- ✓ Checking up of muster rolls/attendance registers
- ✓ Preparation and maintenance of duty rosters
- ✓ Checking of vouchers and tallying
- ✓ Checking of daily cash previous day and tallying of accounts
- ✓ Ensuring timely operation of counters
- ✓ Printing of daily accounts statements
- ✓ Checking and maintenance of Refunds on previous day (ROPD)
- ✓ Checking of non-issued tickets, modifications

- ✓ Checking of tatkal booking
- ✓ Printing of charts for originating/en-route trains
- ✓ Attending general enquiries and maintaining public complaints books
- ✓ Checking and tallying of periodical reports
- ✓ Procuring ticket stocks, stationeries, application forms etc.,
- ✓ Maintaining full role, part roll, ticket registers
- ✓ Maintaining Standing Order Book (SOB)
- ✓ Maintaining personal cash declaration registers
- ✓ Issuing of bulk booking permission, special cancellations, boarding point permission and corrections.
- ✓ Dealing / reply to HQ and attending meetings
- ✓ Maintaining manual ABR (Advance Booking Refunds)
- ✓ Deputing staff to other areas / additional counters
- ✓ Provision of statistics
- ✓ Ensuring counter terminals, POET, Touch screen M/C functions.
- ✓ In addition to attend counter duties also during peak hours/emergency.

2.2.3 **Duties of E&RS & ECRCs :**

- ✓ Preparing and complementary work
- ✓ Checking of the main profile for new trains, change in profile of existing trains.
- ✓ Checking the ear marking of various quotas, general, tatkal, HQ, ladies, Senior citizen, handicapped, changes, addition / deletion of stoppage / coaches etc.
- ✓ Going through SOB, Reservation / refund rules, instructions.
- ✓ During the process of reservation, application forms, scrutinizing the application for filling, signing and checking the availability of train data, class, quota and informing passengers about the alternate availabilities.

- ✓ Correction wherever needed be done through passenger
- ✓ Checking the corrections / error / rectifications
- ✓ Feeding data to the server through terminal
- ✓ Collection of cash, checking of printed tickets and issuing the tickets
- ✓ Process of cancellation, verification of partial / full realization of cancellation charges, receipts of cancellation tickets, printing of proper tickets.

2.3 **Roster/working hours:**

- ✓ Generally the roster timing is 07.00 to 15.00 hours for first shift and 13.00 to 21.00 hours for 2nd shift.

ECRC counter working timing is

08.00 to 14.00 hours - I - shift

14.00 to 20.00 hours – II - shift - For week days

In Sundays, only one Morning shift (08.00 to 14.00 hours) alone is working. The general roster is 09.00 to 17.00 hours for general supervising.

- ✓ Normally 15 minutes break is exhibited in all counters as breakfast time between 09.30 to 09.45 hours and 09.45 to 10.00 hours in alternate counters. Most of the PRS centres, the counters are closed between 14.00 to 14.15 hours during duty shift changes. “ Tatkal Reservations ” are being made from 10.00 hours onwards for AC classes and 11.00 hours onwards for Sleeper class.
- ✓ Currency counting machine and Fake currency detector is available.
- ✓ POET and Touch Screen Machines were available.

- ✓ Daily cash collected is handed over to CBS for Bank Remittance. Nowadays the bank staff to come and collect the cash directly from some nominated PRS centres.
- ✓ En-route Boarding Chart is prepared and printed for both Up/Down trains.

2.4 **Activities of PRS centres:**

Generally, there are two types of activities being performed in PRS centres viz. counter activities and Non-counter activities or other wise called as Back Up duties.

2.4.1 **Counter activities**

Enquiry, Ticket reservation / cancellation, Tatkal booking, Refund and Current Booking are termed as counter activities.

2.4.2 **Non-Counter activities**

The following are the non-counter activities or back up duties performed.

A) **Overall Supervisor**

CRS will be the General supervising and overall incharge and co-ordination with other allied activities, roster for PRS centre and attending all the correspondence with regard to ECRCs, Complaints, Vigilance, Consumer Court Cases, attending meeting with officers, OLIC, etc.

B) **Cash handling**

On closure of daily accounts, CRS will collect the cash from all the counters after each shift and handing over to the Chief Booking Supervisor (CBS) daily for onward transfer to Bank. Nowadays bank

staff to come and collect the cash from some nominated PRS centres.

C) **Accounts**

Checking of accounts tallying the same with cash remittance counter-wise / shift-wise, checking of ROPD, NI, Manual ABR, concession voucher, preparing of SN2, balance sheet, outstanding list, etc.

D) **Shift Supervising**

Permission for bulk booking, passenger name change, and time barred refunds, VIP booking, ticket lost, special cancellation, full rolls / part rolls checking, supplying ticket rolls for counters as and when required, recovery particulars from console, sending EQ requests from VIPs and attending Railway phone, etc.

E) **Stores / Pass / Misc.**

Procurement and maintenance of hardware, stationery maintenance of old records, maintenance of tools and plants, etc. And also maintenance staff welfare, Pass and PTO for ECRCs.

F) **Charting**

The chart printing is done by the Printer inter-connected with the reservation system of IR by feeding various data. Preparing and printing of enroute train chart for boarding.

2.5 **Cash Remittance System:**

Evening shift cashier collects cash individually from ECRCs of 1st batch at about 14.00 hours and from second shift at about 20.00 hours. The same is kept in safe custody. Machine for currency counting and fake notes detection is available. Cash collected on previous day is being remitted on the next day between 11.00 hours and 12.00 hours duly

hiring a vehicle along with CBSR and one RPF as escort. Two cashiers senior most (RS-II) are deployed for collection and remittance of cash in SBI.

2.6 **Management of Tatkal Scheme and General booking of tickets:-**

Due to the change in concept of tatkal scheme, the PRS centres has made arrangement for tatkal booking between 10.00 hours onwards for AC classes and 11.00 hours onwards for Sleeper classes in both shift and split counters and separate arrangements for queue and numbering on application forms are being made by batch incharge/CRS.

Meanwhile general booking is allowed between 08.00 hours and 10.00 hours in a separate queue. After 12.00 hours all counters are involved in normal booking. Some major/important station having facilities for special counters like bulk booking, Sr.citizens, physically challenged passengers are allowed between 08.00 hours and 20.00 hours.

The above details are noted for general activities for the PRS centres. The study team considered the above points thoroughly and the requirement of man power requirement calculation is based on yardstick and need base for the individual stations of KTYM, QLN, TVC & NCJ. Hence, the following paragraphs are portrayed and termed the details got from the above stations.

2.7 **Staff strength and Functions of PRS/KTYM**

This centre is functioning in first floor of KTYM station premises. This centre covers commercial and residential area. The sanctioned strength of staff is 7 (CRS -2, E&RS- 4 and ECRC – 1). At present, two CS(E&R)s, the senior most CS(E&R) is over all incharge and supervising the entire activities, further 3 E&RS and one ECRC are working as per

the roster. This PRS centre is virtually functioning from 08.00 hours to 20.00 hours on all week days in 2 shifts i.e., 08.00 to 14.00 as morning shift – first batch and 14.15 hours to 20.00 hours as evening shift as second batch but on Sundays working is in one batch between 08.00 hours and 14.00 hours. The SAVE statement is placed in Annexure-I

2.8 **Commercial activities at PRS/KTYM:**

- Two counters are working in Morning & Evening shifts
- 2 ECRCs for counter duties in 2 Shifts + 1 CRS for Accounts, Cash and Charting
- Ticketing Charting, Daily Monthly Accounts. Cash Duties including Remittance in the Bank and all allied duties of Reservation Office.
- Chart printer - 1No
- Fake currency detector - 1No
- Touch screen/POET - 1No, Out of order since 2015 March
- Current reservation per month is 800(approx).

2.8.1 **Commercial trend of PRS/KTYM**

Year/Month	Forms	No of Passenger	Tkts	Cancelled tkts
Jan-14	15591	31070	15714	4171
Feb-14	15274	28727	15390	4311
Mar-14	15311	30555	15491	4217
Apr-14	15291	27263	15317	3997
May-14	15070	28826	15341	4077
Jun-14	15611	28892	15697	4179
July-14	15693	30405	15840	4179
Aug-14	15119	27392	15441	4286
Sep-14	14228	24344	14301	4805
Oct-14	15422	27798	15575	4098
Nov-14	14361	22971	14495	4645
Dec-14	15055	24642	15523	6297
Total	182026	332885	184125	53262

Jan-15	17307	25685	17565	6133
Feb-15	14965	23384	15226	4733
Mar-15	14900	24097	14982	4069
Apr-15	15770	25230	16083	5554
May-15	16066	2553	16394	5406
Jun-15	15883	25305	16181	4591
July-15	15638	26049	15937	4187
Aug-15	14916	22529	15157	4315
Sep-15	15733	23780	16080	4295
Oct-15	15205	21625	15557	4476
Nov-15	14020	22326	14619	4374
Dec-15	15194	23177	15449	6680
Total	185597	265740	189230	58813
Jan-16	15265	22400	15411	5334
Feb-16	13841	21010	13917	3256
Mar-16	14667	23346	14941	4088
Apr-16	14077	23413	14340	4294
May-16	14498	23927	14721	4753
Jun-16	14811	25116	15047	3439
July-16	14253	24773	14488	3012
Aug-16	15191	25375	15426	4287
Total	116603	189360	118291	32463

2.8.2 Earnings at PRS/KTYM

Year /Month	Gross in Rs	Refund in Rs	Net in Rs
Jan-14	14173612	4474127	9663795
Feb-14	13629187	3691313	10222795
Mar-14	14389523	3389465	10850855
Apr-14	11998791	4537717	7986875
May-14	12630480	4018937	8785510
Jun-14	13631890	3917238	9539718
July-14	15036036	2389547	12021535
Aug-14	13237479	3330990	10016450
Sep-14	11605336	3564390	8041165
Oct-14	13718690	3496500	10716320
Nov-14	11977590	3357493	8656772
Dec-14	12645458	5001612	8451345
Total	158674072	45169329	114953135
Jan-15	14800732	4474127	10325605
Feb-15	14838073	3691313	11146760
Mar-15	14006900	3389465	10617435
Apr-15	13870708	4537717	9332991
May-15	13665310	4018937	9646373

Jun-15	15011404	3917238	11094166
July-15	14100687	3289547	10811140
Aug-15	12698906	3330990	9367916
Sep-15	13180470	3564390	9616080
Oct-15	12274745	3496500	8778245
Nov-15	15251023	3357493	9163530
Dec-15	13101974	5001612	8100362
Total	166800932	46069329	118000603
Jan-16	13822276	3973177	9849099
Feb-16	12470795	2919110	9551685
Mar-16	13320747	3787471	9533276
Apr-16	12104373	3431118	8673255
May-16	13698181	3537081	10161100
Jun-16	14427028	3042478	11384550
July-16	13070527	2711715	10358812
Aug-16	13630762	3504702	10126060
Total	106544689	26906852	79637837

2.9 **Staff strength and Functions of PRS/QLN:**

This centre is functioning in first floor of QLN station premises. This centre covers commercial and residential area. The sanctioned list given by DPO/TVC is 11 (CRS -3, E&RS- 6 and ECRC – 2). At present, 3 CS(E&R)s, the senior most CS(E&R) is over all incharge and supervising the entire activities, further 6 E&RS and 2 ECRC are working as per the roster. This PRS centre is virtually functioning from 08.00 hours to 20.00 hours on all week days in 2 shifts i.e., 08.00 to 14.00 as morning shift – first batch and 14.15 hours to 20.00 hours as evening shift as second batch but on Sundays working is in one batch between 08.00 hours and 14.00 hours. The SAVE statement is placed in Annexure-I

2.9.1 **Commercial activities at PRS/QLN**

- In both morning & evening shifts – 3 counters working from 07.00 – 15.00 hrs and 13.00 – 21.00 hrs for enquiry, ticket booking & cancellation.

➤ **Staff distribution :**

CRS		-	1
Morning BIC	– 1	-	3 for Counters
Evening BIC	– 1	-	3 for Counters
Total		-	9
RG/LR		-	2
Total		-	11

- RG/LR is giving to PRS / KPY regularly
- RG/LR is giving to PRS / KYJ & PRS / VAK as and when required as per commercial controller message.

2.9.2 **Brief description of activities at PRS/QLN:**

CS(E&R) duties

Over all supervision of PRS office matters, maintaining duty roster, maintaining sufficient stock of PRS/CPTS and stationeries collecting chart paper from DSK/QLN, reservation forms and other stationeries from divisional office TVC for the use of PRS/QLN & NRH / PRS AYTP and NRH / PRS PTPM. Monthly inspection of NRH / PRS AYTP and NRH / PRS PTPM. Rectification of all technical problems of these centres with the help of communication staff and console. During peak hours open counter and issue tickets to clear the rush.

Batch – in charge duties:

Opening of the office and issued tatkal token at 07.00 hrs. Tallying daily accounts, tallying cash, preparing bank challan, taking cash to bank for remittance. Main chart preparation and enroute chart printing. Preparation of SN3, balance sheet outstanding statement traffic trend etc., permitting bulk booking and special cancellation. During peak hours open counter and issue tickets to clear rush. During Sabarimala season, preparation of main chart of special trains (3 -4 trains daily) Maintaining various registers of the PRS up to date.

Counter clerk duties.

Booking and cancellation of tickets performed at the counter.
Handling various concession, police warrants and military warrants,
attending passenger enquiries as there is no separate enquiry counter.

2.9.3 Other related information:

- Yard stick prescribed for deployment of staff.
Counter clerks - 160 forms per shift.
- Circular / Policies governing the working of ECRC cadre – Nil
- Activities outsourced if any in the past 5 years – Nil
- No. of transactions made from 2014 to the current year.
- No of cashless transaction approx – 200 per month.
- No. of concession vouchers – approx – 900 per month.
- No. of card transactions – credit, debit – nil
- No. of passes and PTOs – approx – 300 per month
- Other facilities available
 - ✓ Chart printers – 3
 - ✓ Currency counting machine – 1
 - ✓ Fake currency detectors – 1
 - ✓ Touch screen / POET – Nil
 - ✓ Spare counters if any in case of system failure – Nil
 - ✓ Two NRH / PRS centres
 - ✓ NRH / PRS / AYTP (AYUR)
 - ✓ NRH / PRS / PTPM (Pathanapuram).

Monthly inspections done by CRS / QLN at both centres CR notes and bank challan received from NRH centres are sent to cash office / TVC through Cash bags after proper verification and making entries in the respective register. ROPD and balance sheet received from these centres handed over to Divisional office / TVC.

Current reservation counter.

During Sabarimala season one counter is working round the clock as current counter for current booking and cancellation along with normal booking during day time.

Processing of concession cards.

Applications from differentially abled passengers are received at PRS / QLN. Concession certificate and other relevant documents are thoroughly verified. Entries are made in the register, concession card and feeding it in the system. Completed concession cards are taken to divisional office for the approval of DCM/TVC. Approved concession cards are received from divisional office and handed over to Dy.SMR/QLN for further action on an average of 40 concession cards are dealt per month.

2.9.4 Commercial trend of PRS/QLN

Month &Year	Forms	Passengers	Tickets	Tkts cancelled
APR-14	19325	33360	20153	3271
MAY-14	19796	31758	17437	3220
JUN-14	18200	28897	19011	2500
JULy-14	20053	35624	20888	2523
AUG-14	18945	30495	19664	2761
SEP-14	18035	27673	18786	3101
OCT-14	20144	32684	20866	2754
NOV-14	18772	34660	19434	2789
DEC-14	17013	31542	17768	2901
JAN-14	17353	31085	18158	2706
FEB-14	17091	32134	17728	2265
MAR-14	17494	33892	18663	2396
TOTAL	222221	383804	228556	33187

APR-15	17206	35930	19584	2753
MAY-15	18682	37239	19447	2906
JUN-15	17923	32460	18712	2377
JULY-15	18751	34480	19588	2505
AUG-15	17849	31055	19369	2895
SEP-15	20048	36241	20871	2715
OCT-15	17989	32699	18944	2652
NOV-15	17241	30269	21965	2356
DEC-15	17399	31588	18266	2678
JAN-15	16780	30255	17902	1928
FEB-15	15757	28038	16615	1767
MAR-15	17110	31838	17950	2017
TOTAL	212735	392092	229213	29549
APR-16	15946	31225	16796	1997
MAY-16	16781	33366	17700	2079
JUN-16	16769	30720	17534	1729
JULY-16	17551	32776	18432	1703
TOTAL	67047	128087	70462	7508

2.9.5 Earnings at PRS/QLN:

Month & Year	Gross in Rs	ABR	Net in Rs
APR-13	11153291	2916143	8237148
MAY-13	11071137	3089229	7981908
JUN-13	10673353	2667075	8006278
JULY-13	12504208	2319423	10184785
AUG-13	11957848	2667656	9290198
SEP-13	11154608	2847172	8307436

OCT-13	11720776	2862820	8857956
NOV-13	11104700	2433037	8671663
DEC-13	11128453	2713287	8415166
JAN-14	11870285	2590302	9279983
FEB-14	12261740	2286080	9975660
MAR-14	13144814	2765149	10379665
TOTAL	139745213	32157373	107587846
APR-14	12187804	3298699	8889105
MAY-14	11866738	3935037	8831701
JUN-14	11046824	2491108	8555716
JULY-14	15352037	2399168	12952869
AUG-14	12698338	3127792	9570546
SEP-14	11836482	3388721	8447761
OCT-14	13431298	2767603	10663695
NOV-14	11706950	2538967	9167983
DEC-14	10851943	3152033	7699910
JAN-15	10932668	2689048	8243620
FEB-15	14067363	2488803	11578560
MAR-15	12713756	2699916	10013840
TOTAL	148692201	34976895	114615306
APR-15	12750151	3182461	9567690
MAY-15	13682738	3584918	10097820
JUN-15	12782961	3196606	9586355
JULY-15	12615927	2702867	9913060
AUG-15	11677975	3459192	8281783

SEP-15	13472447	2907597	10564850
OCT-15	11340116	2604861	8735255
NOV-15	11015349	2448959	8566390
DEC-15	11742850	3125552	8617298
JAN-16	11863444	2345459	9517985
FEB-16	10984017	2164542	8819475
MAR-16	11542803	2530398	9012405
TOTAL	145470778	34253412	111280366
APR-16	11048994	2493830	8555164
MAY-16	12895903	2584431	10311472
JUN-16	11839780	2195980	9643800
JULY-16	11904431	2041591	9862840
TOTAL	47689108	9315832	38373276

2.10 Staff strength and Functions of PRS/TVC:

This centre is functioning in first floor of TVC station premises. This centre covers commercial and residential area. The sanctioned list given by DPO/TVC is 30(CRS - 5, E&RS - 18 and ECRC – 7) and actual is 32 including 4 staff for current reservation. The senior most CS(E&R) is over all incharge and supervising the entire activities, further E&RS and ECRCs are working as per the roster. This PRS centre is virtually functioning from 08.00 hours to 20.00 hours on all week days in 2 shifts i.e., 08.00 to 14.00 as morning shift – first batch and 14.15 hours to 20.00 hours as evening shift as second batch but on Sundays working is in one batch between 08.00 hours and 14.00 hours. The SAVE statement is placed in Annexure-I and the commercial trend details at Page No. 32 & 33 of the study report.

2.10.1 **Commercial activities at PRS/QLN:**

- No of counters - 6 plus one counter for current booking
- Working time - 07.00 to 15.00 hrs and 13.00 to 21.00 hrs
For counter duty and 07.00 to 17.30 hrs
For general shift.
- Specific duties of Counters are issued tickets for Reservation & Cancellation of Reservation tickets on cash and credit cards
Exchange of Military/Police Warrants, HOR Concession vouchers etc.
- Current reservation activities on cash, warrants, concession vouchers

2.10.2 **Staff distribution particulars:**

CS(E&R) over all incharge	-	1
Batch in charge cum charting	-	2
EQ handling section at Sr.DCM office	-	2
Cash dealing/remittance	-	2
accounts	-	1
Counter working	-	13
Current reservation including RG/LR	-	4
RG staff for PRS/TVC with EQ and current booking	-	4
LR (10 to 15%) there are 13 women ECRCs working	-	5
Total	-	30

2.10.3 **Other related information:**

Brief description of activities being performed

- CRS: General Supervision, public dealing, daily working roster preparation, maintenance of Office records, Name change permissions, Bulk booking, Ticket lost functions, Procurement of Stores. (Reservation Chart Papers to be brought from QLN Stores,

Reservation forms and other office Stationary from Sr.DCM Office. To supervise/inspect six Non-railhead(NRH) PRS. Activation of Press Pass (Journalists passes). Moreover since the Batch in charge is assigned with chart printing work also, during chart printing CRS has to handle the work of Batch in charge also. So separate staff for Charting and Batch in charge is required.

- Batch in Charge: In the absence of CRS(from 06.30-9.30 hrs & 17.30-21.00 hrs daily & when CRS is away for NRH PRS or for procuring stores etc., all the above mentioned CRS duties. Printing of reservation charts of about 28 trains daily on average & despatching charts to Ticket Examining Section. Monitoring & advising EW section of VIP movements. Replenishing of tickets to Counters, Issue of Indrail Pass. No separate Class IV staff is provided to this Office. Only a Class IV staff from SMR Office is arranged from 09.00 to 17.00 hrs. So from 07.00to 09.00 hrs and from 17.00hrs 21.00 hrs the works of Class IV is also to be burdened by the batch in charge. When the Class IV is on rest for leave, then the whole days class IV work is to be shouldered. The main job is removing the carbon papers from printed chart stationary and take the charts to ticket checking staff.
- Cash Handling staff: Collecting/Counting the cash handed over by counter staff, preparation & remitting cash in Banks, preparing CR notes and dropping Travelling Cash chest(TCC) in trains. Also the CR notes of 6 NRH PRS.
- Accounts: Printing daily Accounts/ROPD statements, tallying with remittance, ensuring correctness of accounting of all counters, checking cancelled tickets with statements, checking concession vouchers with statement, preparation of daily vouchers statement (military /police warrants and HOR), Co-ordination with auditing/inspecting officials, preparation and sending of tri-monthly statements(SN-20, monthly returns, preparation of Monthly

Balance sheets, preparation of statistical statements, maintenance of accounts books, Traffic Trend.

- EQ Section ECRCs: Checking of all EQ requests received for about 60 trains in TVC division(NLJ, TVC, QLNERS, TCR), arranging trainwise/datewise, getting sanction from DCM/ACM for eligible requests giving priority to VIPs. Feeding the allotted EQ)PNRs in the Computer system before four hours of the scheduled departure of trains.
- ECRCs Staff: Issue of tickets, cancellation against cash, Military /police/HOR vouchers, concession orders and passes. Remittance of cash/Vouchers/concessions after completion of shift. General & reservation enquiry. Credit card transactions.
- Yard stick prescribed for deployment of staff:: CRS, B-In-c, Cash, Accounts, EQ section –No specific yard stick available in this Office. Determined according to volume of work. For counters working ECRCs -= one ECRC per every 160 forms dealt
- Activities outsources in the past 5 years. No outsourcing in PRS at stations. Only in NRH PRSs.
- No. Of transactions made from 2010-11 to the current year.
- No. of Cashless transactions done 10 per day about 3500 in a year.
- No. of concession vouchers 50 per day = 18000 per year
- No of credit card transactions: 25 transaction daily = 9000 per year.
- No. of passes and PROs –Passes -10 per day =3600 per year, PTO- 10 per day =3600 per year
- Month wise gross earning details- gross earning, ABR amount, Net earning etc., for the past 5 years (separate statements enclosed herewith)
- Other facilities (a) chart printers = 3 (only 2 working)(b) currency counting machine = 2(one not working), c) Fake currency detector – Nil, (d) touch screen n -1, POET-Nil (f) spare counters if

any in case of failures = Nil(not necessary since terminals and printers can be replaced by spares in case of failure)

- Any other details relevant to this study. In spite of the above duties much time is consumed in convincing customers about the non possibility of their specific request like non-availabilities of accommodations, lower berths, compact accommodation etc., and many other requests which can not be met with as per law, like name change without documents, impermissible boarding point change, issue of tickets in round about routes etc., non-permissible by law, in counters as well as in CRS & Batch in charge duties. So mere yard sticks like 160 forms etc., can not be practically applied to the type workings. So this PRS needs one more counter in two shifts which may mitigate this intensive nature of work.

2.10.4 **TRAIN NUMBERS CHARTING:**

MON	16346,12625,16525,12624,16334,12082,16724,12696,16342,16304,16629,16604,16347,56701,16349,16343,16127,12512,17229,16032,16302,12076,16606,16128,16650,16382,19577
TUE	16346,12625,12643,12624,12507,16336,16724,12696,16342,16304,16629,12431,16604,16347,16349,16343,16127,56701,12512,17229,16302,12076,22655,16606,16128,16650,16382
WED	16346,12625,16525,12624,12082,22633,,16724,16342,16304,12696,16629,16604,16347,22208,16349,16343,16127,22648,17229,16302,12076,56701,16606,16128,16650,16382,15905,04425
THU	16346,12625,16525,12624,12082,22641,16724,12696,16342,16304,16629,16604,16347,12431,16349,16343,16127,56701,17229,16302,12076,16606,16128,16650,16382,15905
FRI	16346,12625,16525,12624,12082,16317,16724,12696,16342,16304,16347,12431,16349,16343,16127,56701,16332,22646,17229,22653,16302,12076,16606,16128,16650,16382
SAT	16346,12625,16525,12624,22641,16724,12696,16342,16304,16347,16349,16343,16127,56701,12152,17229,16302,12076,12698,16606,16128,16650,16382,22620
SUN	16346,6525,12625,12515,12624,22641,16724,12696,16342,16304,16347,16349,16343,16127,22648,17229,16302,12076,56701,22208,16606,16128,16650,16382,19577 + All Special trains

2.10.5 Commercial trend of PRS/TVC

Month & Year	Forms	Tkts	Passenger	C/tkt	C/Pass	P/E	O/E	T/E	ABR	Net
Jan-12	65270	70791	108308	9788	18665	34692213	726666	35418879	6893264	28525615
Feb-12	60096	65582	98374	8463	16028	32722097	610964	33333061	5931910	27401151
Mar-12	66611	72003	112555	9299	17496	34609298	715833	35325131	6590579	28634552
Apr-12	60679	66087	105038	9629	20267	31840237	695948	32536185	7359224	25176961
May-12	65444	71305	109280	10384	22586	34268054	785334	35053388	8268385	26785003
Jun-12	61800	66971	104658	8463	17115	34124618	627063	34751681	6598923	28152758
July-12	62669	68387	110264	7977	14005	34086366	627734	34714100	6434691	28279409
Aug-12	56111	62267	89255	9940	19075	28634039	742087	29376126	7787958	21588138
Sep-12	61214	67619	103559	8947	15990	32646985	937797	33584782	7097879	26486903
Oct-12	60697	69196	103245	9724	17916	31435816	1167540	32603356	7700141	24903215
Nov-12	56809	63895	93194	8981	16790	28903883	1115745	30019628	7780475	22239153
Dec-12	57555	63228	95399	9540	23750	31184488	1232910	32417198	8039903	24377295
Total	734955	807331	1233129	111135	219683	389148094	9985621	399133515	86483332	312550153
Apr-13	54585	61939	93729	9083	17744	32681052	1446292	34127344	4518978	29609366
May-13	52916	59648	87014	9018	18803	30547501	1439930	31987431	7319410	24668021
Jun-13	47932	53643	77063	7217	13329	28539806	1226083	29765889	6842835	22923054
July-13	54466	58188	95654	6852	13114	33898498	1310412	35208910	5860854	29348056
Aug-13	51401	60276	94348	7756	14192	33482683	1409824	35192507	5686536	269505921
Sep-13	54386	57466	85263	7784	16720	32638701	1447971	34086672	8097761	25988911
Oct-13	56888	62334	96402	9010	22788	34854392	1476069	36330411	7278015	29052396
Nov-13	54393	58281	84845	8026	15597	31009891	1334193	32344084	7581838	24762246
Dec-13	53370	59222	86895	8028	15008	35939588	1622577	37562165	7839599	29722560
Jan-14	57075	61094	92551	7731	14730	35572400	1367870	36640260	7385114	29255146
Feb-14	50790	54026	82133	6804	12430	33920834	1266793	35187627	6370838	28816789
Mar-14	56071	67974	97740	7285	13655	37529509	1408021	38937530	7219465	31718065
Total	644273	714091	1073637	94594	188110	400614855	16756035	417370830	82001243	575370531
Apr-14	51530	55114	87675	7757	15801	34008675	1357389	35356064	7975072	27380992
May-14	56440	58781	91512	9152	17927	33790338	1486260	35276598	8337459	26939139
Jun-14	54515	57930	84038	7189	12810	32021548	1305858	33333426	6982956	26350470
July-14	56013	61860	103311	6970	12969	42183300	1435724	43619024	7384518	36234502

Aug-14	53406	63603	89272	7317	12247	35294498	1318227	36612725	7095446	29517279
Sep-14	53694	57554	86662	8122	15146	35042495	1466819	36509309	8370229	28139080
Oct-14	59547	64209	97343	7848	13341	37371292	1281379	38652671	6780791	31871880
Nov-14	54778	58684	88804	7805	14120	33178596	1248164	34426760	7083904	27342856
Dec-14	55448	58341	90434	8217	15280	34574722	1414294	35989016	8750995	27238021
Jan-15	56858	59354	89719	7695	14101	34923554	1367301	36290855	7622604	28668251
Feb-15	51162	53282	84623	6465	11059	36464672	1325335	37790007	6761457	31028550
Mar-15	58611	60835	97939	7218	13494	39703591	1478776	41182367	662434	34558043
Total	662002	709547	1091332	91755	168295	428557281	16485526	445038822	83807865	355269063
Apr-15	53601	57701	92898	8296	15260	37051480	1436796	38488276	8346941	30141335
May-15	56441	59064	91491	7856	15350	34468619	1367950	36836569	8166816	28669753
Jun-15	57271	59603	92630	6492	12692	37225647	1369249	38594896	6927301	31667595
July-15	59451	61410	98390	6757	12897	37303239	1409145	38712384	6925629	31786755
Aug-15	55064	57345	86672	7801	14562	33195467	1451418	34646885	7613520	27033365
Sep-15	57746	61480	95118	7340	12947	37586049	1469110	39055159	7200469	31854690
Oct-15	56115	58564	91382	7334	13021	32755906	1322809	34078715	7540461	26538254
Nov-15	52729	80499	54342	6660	12610	29618747	1466686	31085443	72553657	23831776
Dec-15	57024	59171	92171	7779	16314	34844323	1960739	36805062	8600474	28204588
Jan-16	56313	58448	92940	5787	11238	37071718	1686073	38757791	6180322	32577469
Feb-16	54283	56674	88339	5215	10050	35264856	1570325	36835181	5416282	31418809
Mar-16	57770	59925	97694	5526	10533	36492322	1792863	38285185	8080845	30204340
Total	673808	729884	1074067	82843	157474	422878373	18303163	442181546	153552717	353928729
Apr-16	53053	55004	90872	5584	10373	32862341	161230	34474471	6415045	28059426
May-16	53002	55746	93578	5474	10003	35402042	1615162	37017204	6109015	30908189
Jun-16	54403	66472	93076	4334	8014	36398059	1420481	37818540	5047055	32771485
July-16	55420	65872	96072	4444	8079	35058100	1412315	36470415	4646331	32824084
Total	215878	243094	373598	19836	36469	139720542	4609188	145780630	22217446	124563184

2.11 **Staff strength and Functions of PRS/NCJ:**

Sanctioned strength	-	08
Actual strength	-	07
Other staff of the Bill Unit	-	Nil
No. of counters	-	2
Working Time	-	07.00 to 15.00 hrs and 13.00 to 21.00 hrs.

Specific duty of the Counters

Counter No.3 – Supervisory functions, Bulk Booking and Normal Booking

Counter No.2 – Normal Booking only.

Staff distribution.

Counters duty – 4 staff (Morning -2 & Evening-2)

Charting/BIC duty – 2 staff (Morning -1 & Evening-1)

RG - 1 (For PRS / NCJ and PRS/CAPE)

LR - Nil

Note:

For granting leave one counter will be operated in both shifts and one counter will be operated in general shift (9-18) hrs. with lunch break (13-14) hrs.

2.11.1 **Other related information:**

Brief Description of Activities performed.

Counter staff.

Attending enquiries and issuing reservation tickets as per requisition form given by the passengers in the queue, collecting the exact fare for the ticket from the party and verifying the journey particulars of the ticket.

BIC/Charting at Morning Shift.

1. Opening the office and arranging general passengers and tatkal passengers queue separately.
2. Taking daily a/c. Reports and tallying with DTCB.
3. Remittance of Cash to bank
4. Charting and other related works.
5. Distribution of charts to Duty SM office, CTTI office and information centre (Group D staff not available).
6. Opening of additional Counter if required.
7. Doing supervisory function like permitting group booking, issuing Duplicate tickets and others.

BIC/Charting at Evening shift

- i. TOC of cash from counter.
- ii. Checking of ABR tickets, Concessions & Vouchers of Previous day.
- iii. Preparation of final charts for 8 trains daily in an average.
- iv. Preparation of final charts for 8 trains daily in an average.
- v. Distribution of charts to duty SM office, CTTI office and information centre (Group D staff not available).
- vi. Opening of additional Counter if required.

CS(E&R)

- i. Dealing of Staff matter
- ii. Maintaining ticket stock.
- iii. Arranging Chart papers from Stores / QLN.
- iv. Monitoring working condition of computer peripherals.
- v. Maintenance of coaching cash book daily and preparation of periodical a/c reports.
- vi. Preparing CR Note of PRS./NCJ and ensuring CR Note remittance of PRS / TKPL.
- vii. Preparation of Balance sheet & other monthly returns of PRS / NCJ and ensuring preparation of B/S of PRS / NNGK & PRS/TKPL.
- viii. Visiting NRH counters at TKPL & NNGK once in a month.
- ix. Maintaining various registers and files and doing supervisory functions like permitting group booking, issuing duplicate tickets, etc.
- x. Maintenance of old records (Group D staff not available).

Due to shortage of staff, CRS is given duty in either M/s. (BIC) or E/S (BIC). Activities of CRS are shared by both BIC's.

Sanctioned staff strength should be provided for smooth and effective functioning of PRS / NCJ.

Activities outsourced:

NRH counters

1. PRS/TKPL– at Thuckaly Bus stand By–Padamanbhapuram Municipality.

2. PRS / NNGK- at INS Katta bomman Naval Base Vijaya Narayanam near Nanguneri.

Other facilities available like,

a.	Chart Printers	–	2
b.	Currency Counting Machine	–	1
c.	Fake currency detectors	–	1
d.	Touch screen / POET	–	nil
e.	Spare Counters	–	1

IUTS Counters are functioning at nearby stations like ERL, AAY, VLY and NNN. Part of PRS/NCJ's traffic is distributed to all above mentioned stations.

Current Reservations Details.

It is being done between 8 – 20 hrs. and current reservation charts are prepared for the trains leaving CAPE and NCJ between 7.50 – 21 hrs.

2.11.2 **Commercial trend of PRS/NCJ:**

Year	2014	2015	Upto July-16	Total
No. of Reservation Forms	159992	151797	82378	394167
No. of Passengers Booked	320489	307795	170658	394167
No. of Ticket issues	165216	158959	87197	788334
No. of passengers cancelled	51689	52854	22914	1576668

Details of PRS / NCJ.

Month	2014			2015			2016		
	Gross in Rs	C/D in Rs	Net in Rs	Gross in Rs	C/D in Rs	Net in Rs	Gross in Rs	C/D in Rs	Net in Rs
JAN	9454791	2274782	7180009	8630529	2391952	6238577	10084436	2069499	8014937
FEB	9294394	2069134	7225260	8637283	1779413	6857870	9536986	1716106	7820880
MAR	11540474	1944459	9596015	10608969	1990318	8618650	8785619	1700174	7085445
APR	8795606	2512461	6283145	9477485	2530885	6946600	8701628	2119088	6582540
MAY	9591881	3008806	6583075	8575864	2919489	5656375	8561163	2357088	6204075
JUN	9966413	2546793	7419620	9648395	2384800	7263595	19244184	1705254	8538930
JUL	10611047	2251087	8359960	10142282	1976897	8165385	10136472	1757132	8379340
AUG	9133006	2008076	7124930	9128208	1999493	7128715			0
SEP	8781857	2237977	6543880	10445566	2211971	8233595			0
OCT	9367764	2099819	7267945	8288647	2032307	6256340			0
NOV	9323669	2194209	7219460	8016527	2492634	5523893			0
DEC	7895213	2236160	5659053	9203633	3596263	5607370			0
TOTAL	113756115	27293763	86462352	110803387	28306422	82496965	66959488	13424341	52626147

2 CRITICAL ANALYSIS

- 3.1 Commercial Department plays a major role in Railway's earnings since the system is directly connected with passengers. The commercial trend of passenger earnings is being maintained on day to day basis. Railways continue to heed for augmentation of special trains and coaches. The technological development from manual operation to computerized system in the railway reservation is a boon for ECRC, as well as for passengers and the introduction of internet and e-ticketing has since made in roads and tedious procedures like approaching reservation counters, standing in queue, carrying cash, waiting for transaction have all shrunk to a major extent.
- 3.2 The computerized Reservation System (PRS) which was introduced in the late eighties paved way to hassle free functioning mode in reservation centre. This has tantamount effect in the passenger services, qualitative improvements and satisfaction of passengers which has boosted the image of Railways. Transparency, accuracy, convenience, scope for reduction of mistakes and repetition of work is the consequence of computerization and implementation of modern technology.
- 3.3 Further, the computerized Passenger Reservation System (PRS) is being strengthened through various supporting technological developed systems like internet booking, e-ticketing, i-ticketing, IVRS, SMS replies to all passenger queries regarding reservation availability of accommodation, Passenger Operated Enquiry Terminals (POET), Touch screen, India post, Non-Rail Head premises through satellite and introduction of Integrated Unreserved Ticketing system otherwise called IUTS (UTS-cum-PRS) have synchronized the concept of computerized

reservation to wider level with inter connectivity. Hence the staff requirement is arrived based on yardstick and need base wherever necessary. The SAVE statement is placed in Annexure-III

3.4 Staff strength position given by DPO/TVC of PRS/KTYM, QLN, TVC & NCJ:

Stns	Post	SANC	ACT	VAC	EX	Roster/Shift
KTYM	CRS	2	2	0	0	Over all super vision
	RS-II	4	1	3	0	Counter duty and assist to CRS
	ECRC	1	2	0	1	Shift duty
QLN	CRS	3	3	0	0	Over all super vision
	RS-II	6	6	0	0	Counter duty and assist to CRS
	ECRC	2	2	0	0	Shift duty
TVC	CRS	5	5	0	0	Over all super vision
	RS-II	18	17	1	0	Counter duty and assist to CRS
	ECRC	7	5	2	0	Shift duty
NCJ	CRS	2	2	0	0	Over all super vision
	RS-II	5	2	3	0	Counter duty and assist to CRS
	ECRC	1	2	0	1	Shift duty
TOTAL		56	49	9	2	

The work study team is critically analyzed carefully the above subject one by one based on the railway board circular No. 23 of 2011 dated 01.06.2011. The daily average numbers of transactions per shift per counter are 180 or more, enclosed as Annexure-II. The requirement of manpower calculation for PRS/KTYM, QLN, TVC & NCJ one by one as below:

3.5 Manpower planning at PRS / KTYM:

- 3.5.1 The requirement of manpower calculation is based on the number of forms transaction per day (both morning and evening shifts). Hence, the study is taken the average number of forms/day.

The details are given by PRS/KTYM for the past two years and seven months and the requirement of manpower calculation as below.

Month & Year	No. of Forms	No. of Passengers	Nett Earnings in Rs
Jan-14 to Dec-14	182026	332885	114953135
Jan-15 to Dec-15	185597	265740	118000603
Jan-16 to July-16	116603	186360	79637837
TOTAL	484226	784985	312591575

Total no. of forms dealt in two years and seven months = 484226

Average no. of forms dealt per month $484226/31 = 15620.19$

Average no. of forms dealt per day $15620.19/30 = 521$

The requirement of manpower calculation is arrived as per **yardstick of 180 applications per shift** = $521/180 = 2.89$ **say as 3 shifts**

According to the above calculation there is only 3 shifts are required. But the study is recommended and allowed **two counters in four shifts per day** for the new concept of tatkal, current reservation, enroute trains charting etc. Though the ECRCs are booked under continuous roster i.e 8 hours/shift but the actual counter working hours is 6 hours only. All other non-counter activities are managed by CS(E&R) with one RS-II only.

3.5.2 Hence, the requirement of manpower calculation of PRS/KTYM is as below.

ECRCs for two counters as continuous roster	(2 x 2)	= 4
RS-II to assist CRS and counter activities	(1 x 1)	= 1
CRS over all incharge general shift		= 1
RG (especially for counter duties)/LR		= 1
Total requirement of staff at PRS/KTYM		= 7

3.5.3 Sanction Vs Requirement:

Category	GP (Rs.)	Sanction	Actual	Requirement	Surplus
CRS	4600	2	2	2	0
RS-II	4200	4	1	4	0
ECRC	2800	1	2	1	0
Total		7	5	7	0

After analyzing the manpower requirement of PRS/KTYM, 7 staff is adequately sufficient to manage the work load. Since, there any surplus post is not available at PRS/KTYM.

3.6 Manpower planning at PRS / QLN:

3.6.1 The requirement of manpower is based on the number of forms transaction per day (both morning and evening shifts). Hence, the study is taken the average number of forms/day.

The details of PRS/QLN for the past two years and four months and the requirement of manpower calculation is given below.

Month & Year	No. of Forms	No. of Passengers	Net Earnings in Rs
2014-15	222221	383804	114615306
2015-16	212735	392092	111280366
Upto July-2016	67047	128087	38373276
TOTAL	502003	903983	264268948

Total no. of forms dealt in two years and four months = 502003

Average no. of forms dealt per month $502003/28$ = 17928.68

Average no. of forms dealt per day $17928.68/30$ = 597.62

The requirement of manpower calculation is arrived as per **yardstick of 180 applications per shift** = $598/180$ = 3.32 **say as 3 shifts**

According to the above calculation there is only 3 shifts are required. But the study is recommended and allowed **two counters in four shifts per day** for the new concept of tatkal, current reservation, enroute trains charting etc. Though the ECRCs are booked under continuous roster i.e 8 hours/shift but the actual counter working hours is 6 hours only. All other non-counter activities are managed by CS(E&R) with one RS-II only.

3.6.2 Hence, the requirement of manpower calculation of PRS/QLN is as below.

CRS over all incharge & non counter activities in general shift = 1

RS-II to assist CRS and counter activities in general shift (1 x 1) = 1

ECRCs for two counters as continuous roster (2 x 2) = 4

RG (especially for counter duties)/LR = 1

Sub Total = 7

One more staff for Sabarimala season = 1

Total requirement of staff at PRS/QLN = 8

3.6.3 **Sanction Vs Requirement:**

Category	GP (Rs.)	Sanction	Actual	Requirement	Surplus
CRS	4600	3	3	2	1
RS-II	4200	6	5	4	2
ECRC	2800	2	3	2	0
Total		11	11	8	3

After analyzing the manpower requirement of PRS/QLN, 8 staff is adequately sufficient to manage the work load.

Recommendation No.1

One post of CRS in GP Rs.4600/- and 2 posts of RS-II in GP Rs.4200/- which are found excess to the requirement in PRS/QLN may be surrendered and credited to the vacancy bank.

(Total – 3 posts)

3.7 Manpower planning at PRS / TVC:

3.7.1 The requirement of manpower is based on the number of forms transaction per day (both morning and evening shifts). Hence, the study is taken the average number of forms/day.

The details of PRS/TVC for the past three years from 2013 to 2016 (upto July) and four months (total 40 months) and the requirement of manpower calculation is given below.

Month & Year	No. of Forms	No. of Passengers	Net Earnings in Rs
2013-14	644273	1073637	575370531
2014-15	673808	1074067	353928729
2015-16	662002	1091332	355269063
2016-17(upto July)	215878	373598	124563184
TOTAL	2195961	3612634	1409131507

Total no. of forms dealt in three years and four months = 2195961

Average no. of forms dealt per month (2195961/40) = 54899

Average no. of forms dealt per day (54899/30) = 1830

The requirement of manpower calculation is arrived as per **yardstick of 180 applications per shift** = $1830/180 = 10.16$ **say as 10 shifts**

According to the above calculation there is only 10 shifts are required. So, the study is allowed to **5 counters in 10 shifts per day** for all counter activities such as tatkal, current reservation, enquiry counter etc. Though the ECRCs are booked under continuous roster i.e 8 hours/shift but the actual counter working hours is 6 hours only. All other non-counter activities are managed by CS(E&R) incharge with sufficient RS-II staff only.

Moreover, TVC is the division head quarters and number of trains, passengers movement, cash dealing/remittance is also increased. Thus, the study is considered and allowed one counter separately as current reservation and also considered for booking in charge, cash dealing/remittance with accounts, enroute train charting, EDR etc.

3.7.2 Hence, the requirement of manpower calculation of PRS/TVC is as below.

ECRCs for 5 counters in continuous roster	(5 x 2)	= 10
ECRCs for current reservation in continuous roster	(1 x 3)	= 3
Booking in charge in continuous roster	(1 x 2)	= 2
Cash dealing/remittance/accounts	(1 x 2)	= 2
Sub total		= 17
RG at 16.66% (2.82 say as 3 for 17 staff)		= 3
Sub total		= 20
Working in general shift staff		
CRS over all incharge & non counter activities	(1 x 1)	= 1
EQ handling section at Sr.DCM/TVC	(2 x 1)	= 2
EDR duty		= 1
Sub total		= 24
LR at 12.5% (3 for 24 staff)		= 3
Total requirement of staff at PRS/TVC		= 27

3.7.3 **Sanction Vs Requirement:**

Category	GP (Rs.)	Sanction	Actual	Requirement	Surplus
CRS	4600	5	5	5	0
RS-II	4200	18	17	17	1
ECRC	2800	7	5	5	2
Total		30	27	27	3

After analyzing the manpower requirement of PRS/TVC, 27 staff is adequately sufficient to manage the work load.

Recommendation No.2

One post of RS-II in GP Rs.4200/- and 2 posts of ECRCs in GP Rs.2800 which are found excess to the requirement in PRS/TVC may be surrendered and credited to the vacancy bank.

(Total – 3 posts)

3.8 Manpower planning at PRS / NCJ:

3.8.1 The requirement of manpower is based on the number of forms transaction per day (both morning and evening shifts). Hence, the study is taken the average number of forms/day.

The details of PRS/NCJ for the past two years and four months (28 months) and the requirement of manpower calculation is given below.

Month & Year	No. of Forms	No. of Passengers	Net Earnings in Rs
2014	159992	320489	86462352
2015	151797	307795	82496965
Upto July-2016	82378	170658	52626147
TOTAL	394167	798942	221585464

Total no. of forms dealt in two years and four months = 394167

Average no. of forms dealt per month $394167/28$ = 14077.39

Average no. of forms dealt per day $14078/30$ = 470

The requirement of manpower calculation is arrived as per **yardstick of 180 applications per shift** = $470/180 = 2.61$ **say as 3 shifts**

According to the above calculation there is only 3 shifts are required. But the study is recommended and allowed **two counters in four shifts per day** for tatkal, current reservation, enroute trains charting, EDR etc.

Though the ECRCs are booked under continuous roster i.e 8 hours/shift but the actual counter working hours is 6 hours only. All other non-counter activities are managed by CS(E&R) with one RS-II only.

3.8.2 Hence, the requirement of manpower calculation of PRS/NCJ is as below.

CRS over all incharge & non counter activities in general shift = 1

RS-II to assist CRS and counter activities in general shift (1 x 1) = 1

ECRCs for two counters as continuous roster (2 x 2) = 4

RG (especially for counter duties)/LR = 1

Total requirement of staff at PRS/NCJ = 7

3.8.3 **Sanction Vs Requirement:**

Category	GP (Rs.)	Sanction	Actual	Requirement	Surplus
CRS	4600	2	2	2	0
RS-II	4200	5	2	4	1
ECRC	2800	1	2	1	0
Total		8	6	7	1

After analyzing the manpower requirement of PRS/NCJ, 7 staff is adequately sufficient to manage the work load.

Recommendation No.3

One post of RS-II in GP Rs.4200/- which is found excess to the requirement in PRS/NCJ may be surrendered and credited to the vacancy bank.

(Total – 1 post)

3.9 Cumulative Staff strength after work study of PRS/KTYM, QLN, TVC & NCJ:

Station	Category	Sanction	Actual	Requirement	Surplus
KTYM	CRS	2	2	2	0
	RS-II	4	1	4	0
	ECRC	1	2	1	0
	Total	7	5	7	0
QLN	CRS	3	3	2	1
	RS-II	6	6	3	3
	ECRC	2	2	2	0
	Total	11	11	7	4
TVC	CRS	5	5	5	0
	RS-II	18	17	17	1
	ECRC	7	5	5	2
	Total	30	27	27	3
NCJ	CRS	2	2	2	0
	RS-II	5	2	4	1
	ECRC	1	2	1	0
	Total	8	6	7	1
TOTAL		56	49	48	8

Note: During Sabarimala pilgrimage season, the staff can be arranged judiciously by the division on temporary basis.

CHAPTER – IV

4.0 PLANNING BRANCH'S REMARKS ON CO-ORDINATING OFFICER'S VIEWS

CHAPTER – V**5.0 FINANCIAL SAVINGS**

5.1 If the recommendations made in the study report are implemented, the annual recurring financial savings will be as under:

Sl. No.	Category	Grade Pay (Rs.)	No.of posts	Mean Pay (Rs.)	Annual Financial savings (Rs.)
1.	RS – II	4200	5	59063	3543780
2.	ECRC	2800	2	34875	837000
TOTAL			7		4380780

No.G.275/WSSR -161617 / 2016-17



WORK STUDY TO REVIEW THE STAFF
STRENGTH OF PRS CENTRES AT KTYM , QLN,
TVC AND NCJ – TVC DIVISION

No.G.275/WSSR – 161617 / 2016-17



WORK STUDY TO REVIEW THE STAFF
STRENGTH IN PRS CENTRE, BOOKING OFFICE
AND PARCEL OFFICE AT AJJ –
MAS DIVISION

No.G.275/WSSR -161617 / 2016-17



WORK STUDY TO REVIEW THE STAFF
STRENGTH OF PRS CENTRES AT KTYM , QLN,
TVC AND NCJ – TVC DIVISION