

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
STARRED QUESTION NO.457
TO BE ANSWERED ON 02.04.2025**

MONITORING OF REVENUE

***457. SHRI PARSHOTTAMBHAI RUPALA:**

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways monitors the flow of revenue generated by each railway station and if so, the details thereof;**
- (b) the details of the steps being taken by the Railways to modernize the working model at each railway station, division-wise;**
- (c) whether the Government is planning to assign this task to expert agencies, if so, the details thereof and if not, the reasons therefor; and**
- (d) whether the Railways is assessing the workload of each employee regularly and if so, the details thereof?**

ANSWER

**MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY**

(SHRI ASHWINI VAISHNAW)

(a) to (d) A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO.457 TO BE ANSWERED ON 02.04.2025

(a) to (c) Indian Railways has a detailed mechanism in place for continuous monitoring of revenue generated at each Railway Station. Based on passenger earnings and footfalls, Railway stations are categorized into Non-suburban Grade (NSG1-6), Suburban Grade (SG1-3) and Halt Grade (HG1-3) Stations.

The sources of revenue at the station include:

- (i) Passenger earnings: Reserved passenger earnings (through the Passenger Reservation System) and unreserved passenger earnings (through Unreserved Ticketing System).**
- (ii) Freight earnings: transportation of Goods, demurrage, wharfage, etc.**
- (iii) Other Coaching earnings: Parcel, Luggage, platform tickets, postal haulage charges, cloak room charges, demurrage / wharfage of Parcels, etc. and**
- (iv) Sundry earnings: revenue from rent, leased parking lots, catering receipts, revenue from commercial utilisation of land, advertisements on coaches and stations, etc.**

Designated officials such as Commercial Inspectors, Travelling Inspectors of Accounts, etc. of the concerned Division supervise the revenues. The monitoring of revenue generated at each Railway station is done by concerned officials at all levels i.e. Station, Division and the Zonal Head Quarters.

With a view to ensure transparency, accuracy and efficiency in the present revenue management system, following digital applications

are in use which are developed by domain experts of CRIS (Centre for Railway Information Systems):

- **Passenger Reservation System(PRS)**
- **Terminal Management System(TMS)**
- **Parcel Management System(PMS)**
- **Freight Operations Information System(FOIS)**
- **Traffic Accounts Management System (TAMS)**
- **Online payment system**
- **e-payment system**
- **e-Balance sheet**
- **Indian Railways E-Procurement System (IREPS) etc.**

(d) Human resources are very vital asset of Indian Railways and it is imperative that it is utilised effectively, efficiently and rationally. In order to optimally utilize the manpower continuous review of manpower is crucial, in view of changing workload condition, introduction of new technologies, working systems and creation of new assets.

Indian Railways assessing the workload of each employee regularly by reviewing the yardsticks from time to time for achieving the same. Besides this, work studies and benchmarking are regularly conducted for rationalization of manpower for various activities of different departments to review the provision of staff.

The workload of each employee is also guided by provisions of Hours of Employment Regulations (HOER), which is statutory in nature. Classification of staff as per HOER is also periodically

revised based upon job analysis. This exercise enables Indian Railways to deploy manpower for new organisations & assets and also to utilize its existing human resources in most efficient and productive manner.

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