

Designation	Function & Duties
SDGM	Head of General Administration Department. Director of Public grievance. Supervision of all work carried out in general administration.
Secretary to GM	In charge of secretariat, to assist GM, liaison with Rly.Bd., all departments of WCR, Ministries etc. Issue of GM inspection notes.
DGM	Assist SDGM in public grievance cell & work study cell. Controller of civil defence. Assist GM in preparation of MCDO, MP/MLA references replies, GM conference, GM Desk folder, nomination of arbitration panel, SOP, etc. Also he acts as secretary in ZRUCC & PREM meeting
Dy. Secretary	Dealing with confidential matters, dead stock, GM sanction, Awards, General imprest & fuel imprest , T&P, repair proposal, rest house booking at Delhi
ASGM	Assist DGM in dealing with Public Grievance, ZRUCC, Parliamentary business and other general matters. Supervision of cleaning contract, procurement of items & repair proposals, general imprest, etc.
Asst.Secy(G)	Assist Secretary in procurement of items, general maintenance of office, cash imprest, fuel imprest, receipt & dispatch, sanctioning of leave to office staff, dead stock, T&P, repair proposal , conference hall booking, rest house booking , upkeep of GM room etc.
Protocol Officer	Protocol and liaison work, maintenance of vehicles.

STAFF	
SECTION	Nature of Duties
General Section	Perform work related to imprest, procurement of stores and stationery, to keep record of material received and its disbursement, allotment of officers rest house, preparation of passes and PTO., Award, Dead stock, procurement and repairing of furniture, annual maintenance/repairing of photocopier and other electronic assets, GMs tour programme, inspection report. General correspondence with all departments. Other miscellaneous work as and when entrusted by the officers.
Receipt & Dispatch	To receive & dispatch letters/circulars/notices/instructions etc. to keep record of R&D, to monitor the file movement received for GMs perusals/sanction. Parliamentary business etc.
Public Grievances	Public grievances received from various sources are dealt by this section. Co-ordinate with concerning department to ensure final disposal of grievances within stipulated time limit. Preparation and submission of Monthly and Quarterly report to the Board. Dealing with MP/MLA references.
Efficiency	To collect data and other information from departments/divisions/workshops for preparation and submission of <ul style="list-style-type: none"> ➤ GMs MCDO to Board ➤ Equipment failure to Board ➤ Action plan to Board ➤ GM Desk Folder ➤ Booklet for POM ➤ Other reports related to performance review, innovations etc.
Work Study	To conduct work studies as per Rly. Bd's annual programme, preparation and submission of reports. Follow up of the implementation of the recommendations. Preparation of progress reports.
Confidential	To maintain and keep records of confidential reports of officers. Dealing with confidential matters.
Protocol	Protocol work. Arranging Air Travel tickets. Rest house arrangements. Receive and see off GM and other VIPs. Maintenance of Vehicle.
RTI cell	Responsible for implementation of various provisions laid down in RTI act. Keeping all records related to requests made, information provided to applicant, record of rejection of application, transfer of application, appeal made, details of fee charged etc. Preparation and submission of periodical reports.