

<b>Designation</b>	<b>Function &amp; Duties</b>
<b>SDGM</b>	Head of General Administration Department. Director of Public grievance. Supervision of all work carried out in general administration.
<b>Secretary to GM</b>	In charge of secretariat, to assist GM, liaison with Rly.Bd., all departments of WCR, Ministries etc. Issue of GM inspection notes.
<b>DGM</b>	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
<b>Dy. Secretary</b>	Dealing with confidential matters, dead stock, GM sanction, Awards, General imprest & fuel imprest , T&P, repair proposal, rest house booking at Delhi
<b>ADGM</b>	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.
<b>AWSO</b>	Assist DGM in dealing with Work Study, RTI, Arbitration, CRB/GM Inspection compliance, Quarter cell, SOP, TA etc.
<b>Asst. Secy(G)</b>	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.
<b>Protocol Officer</b>	Protocol and liaison work, maintenance of vehicles.

<b>STAFF</b>	
<b>SECTION</b>	<b>Nature of Duties</b>
<b>General Section</b>	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.
<b>Receipt &amp; Dispatch</b>	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.
<b>Public Grievances</b>	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.
<b>Efficiency</b>	To collect data and other information from departments/divisions/workshops for preparation and submission of <ul style="list-style-type: none"> <li>➤ GMs MCDO to Board</li> <li>➤ Equipment failure to Board</li> <li>➤ Action plan to Board</li> <li>➤ GM Desk Folder</li> <li>➤ Booklet for POM</li> <li>➤ Weekly meeting</li> <li>➤ eDrishti, KPI</li> <li>➤ Uthan portal, Samanvay portal, Good work portal</li> <li>➤ Other reports related to performance review, innovations etc.</li> </ul>
<b>Work Study</b>	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.
<b>Confidential</b>	To maintain and keep records of confidential reports of officers. Dealing with confidential matters.
<b>Protocol</b>	Protocol work. Arranging Air Travel tickets. Rest house arrangements. Receive and see off GM and other VIPs. Maintenance of Vehicle.
<b>RTI cell</b>	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.