

Function & Duties of DGM (G) cell:

Officer	
Designation	Function & Duties
SDGM	Head of General Administration Department. Director of Public grievance. Supervision of all work carried out in general administration
DGM (G)	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
ADGM	Assist DGM (G) in dealing with Public Grievance, ZRUCC, Parliamentary business and other general matters. Supervision of cleaning contract, procurement of items & repair proposals, general imprest, etc.
AWSO	Assist DGM (G) in dealing with Work Study, RTI, Arbitration, CRB/GM Inspection compliance, Quarter cell, SOP, TA etc.

Staff	
Section	Function & 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.
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.

Efficiency	<p>To collect data and other information from departments/divisions/workshops for preparation and submission of</p> <ul style="list-style-type: none"> → GMs MCDO to Board → Action plan to Board → Booklet for POM → Weekly meeting → KPI, MOUs → Uthan portal → Other reports related to performance review, innovations etc.
RTI cell	<p>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.</p>