

Functions and Duties of Additional General Manager

Additional General Manager assists the General Manager in overall coordination and smooth functioning of Railway. However, the following matters are specially dealt by him/her.

1. PUBLIC GRIEVANCES

AGM is the Director, Public Grievances of the Zonal Railway. The references received from Cabinet Secretariat, from MPs/MLAs as well as from Rly. Board are closely monitored by him/her. Deputy General Manager(General) is the Executive Officer for this specific work both for customary grievance redressal machinery as well as web based system for the same.

2. PASSENGER PROFILE MANAGEMENT (PPM)

PPM has become an effective tool to increase the occupancy and earnings from reserved passenger segment. Chief Commercial Manager(Passenger Marketing) and Chief Passenger Traffic Manager are the two nodal officers of Commercial and Operating departments respectively who assist AGM in planning Passenger Profile. AGM also oversees the successful implementation of PPM project.

3. MONITORING OF SPEED RESTRICTIONS

AGM periodically reviews the weekly meetings on speed restrictions of the trains in the divisions held by the Divisional Railway Managers in coordination with Chief Operations Manager and Principal Chief Engineer at the Head Quarters level.

4. ENERGY CONSERVATION :

This is an important subject of Addl. G. M. This item covers all the traction and non-traction consumption of energy. The planning for such matter is done in close interaction with the senior officers of Mechanical and Electrical departments.

5. POSITION OF PLANS FOR SANCTIONED WORKS

Planning of sanctioned works is followed up closely by AGM in consultation with the senior officers of Construction, Engineering and Traffic departments.

6. CLEANLINESS

Cleanliness Drive is conducted by divisions from time to time. AGM, with the nodal supervision of DGM(G) monitors cleanliness drive.

7. COMPUTERISATION

AGM is the nodal officer at the Zonal level to handle the subject of computerization, covering all the aspects. DGM(G) co-ordinates.

8. **SCRAP DISPOSAL :**

Target for selling of scrap materials are always stiff. AGM in assistance with Chief Materials Manager/Sales monitors disposal of scrap and achievement of target.

9. **MANPOWER PLANNING :**

Targets of Manpower Planning for each financial year is monitored by AGM with the assistance of the Principal Heads of the Departments and the Divisional Railway Managers. Basically essential and non-essential posts are identified at higher levels and vacancies/resultant vacancies are surrendered with the approval of AGM. Also, creation of new posts for specific purpose is sanctioned by AGM.

10. **RIGHT TO INFORMATION ACT 2005**

AGM is the Appellate Authority at the Head Quarters and DGM(G) is the CPIO. As an AA, AGM hears those cases seeking information that are aggrieved with the replies of the respective PIOs. Concerned PIOs and the RTI cell of GM office assist AGM in this respect. AGM organises periodical workshops/seminars/meetings on RTI for updating the knowledge of the PIOs and their RTI teams.

11. Law Department is under AGM. Senior Deputy General Manager looks after the day-to-day work of Law Department. Close monitoring of pending cases especially contempt cases are done.

12. **MISCELLANEOUS**

Except for GM's personal sanction needed for specific items, all sanctions including the following items are given by AGM:

- (i) Purchase of new vehicles,
- (ii) Allotment of Petrol/Diesel,
- (iii) BSNL telephone with STD/without STD,
- (iv) Out of turn allotment of quarters of non-gazetted staff,
- (v) All types of dispensation on banned items (if any). Approval on Spot purchase committee nomination.
- (vi) All expenses to be incurred in connection with the visits/functions presided/attended by the Hon'ble Minister(s) for Railways/Other Hon'ble Ministers of GOI/VIPs/Parliamentary Committee's visit & ZRUCC meeting, etc.
- (vii) Advances/Loans/reimbursement of expenses etc. to the officers under the provisions of Service Conduct Rule.
- (viii) Procurement/Maintenance/Hiring of all IT hardware/ software including office machines and related items beyond and in excess of the power delegated to the officers in the USOP.
- (ix) Any other items decided by GM from time to time.

Periodical Progress Monitoring Meeting is held by AGM with Civil, Electrical, Signal & Telecom. and Construction departments. Progress reports are put up to AGM by the respective departments every month.

AGM is the overall manager of the Website of Eastern Railway. All departments ensure updating and uploading their information. Accuracy and relevance of the data so uploaded are Coordinated by DGM(G) who appraises AGM.