

PUBLIC RELATIONS DEPARTMENT / EASTERN RAILWAY

Office Details & Address:
Office of Chief Public Relations Officer/Eastern Railway
3, Koilaghat Street, Kolkata-700001.
e-mail: cproerly@gmail.com

Head of Public Relations Department: Chief Public Relations Officer.

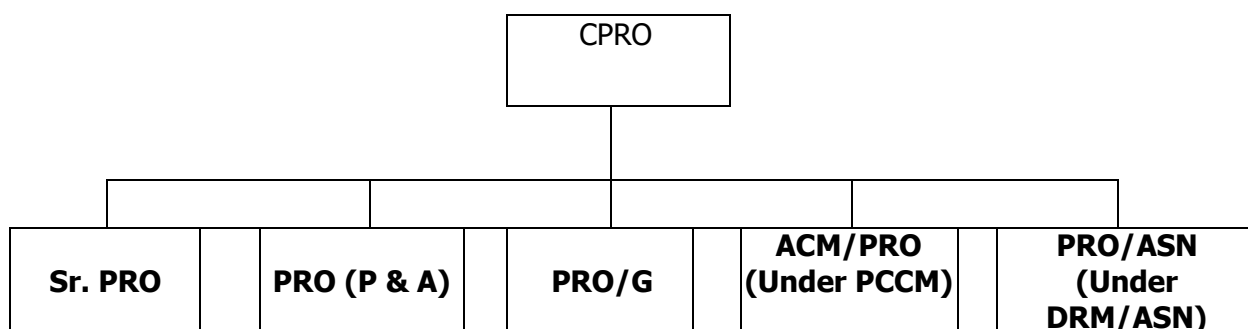
CPRO works under the guidance of GM/AGM.

ROLE OF PUBLIC RELATIONS DEPARTMENT

Public Relations Department is responsible for disseminating information about various policy initiatives, services, projects, performances and developmental activities undertaken by the Indian Railways in General and Eastern Railway in particular. It plays an important role in building both the corporate and social image of Railways.

Organizational Chart:

CHAIN OF COMMAND



DUTIES OF Sr. PRO/PROs UNDER CPRO/ER

Duties of Sr. PRO

1. All establishment work of CPRO office including Staff matters and Office Administration including works study.
2. Processing of every types of bills submitted by the empanelled advertising agencies and any other types of bills (if any).
3. Monitoring and looking after of the activities of empanelled advertising agencies.
4. Release of Advertisement through agencies after checking the media schedule for release of ER advertisements in print media.
5. Inclusion or Exclusion of Newspapers form ER Media List for Release of Advertisement.
6. Preparation of Display advertisements on special occasions.
7. Looking after and monitoring of the activities related to empanelment of advertising agencies and selection of social media agency.
8. Maintaining co-ordination with different divisions, workshops & various departments of ER.
9. Accounting & Budgeting.
10. In-Charge of General, Accounts and Media section.
11. To arrange for printing and production of publicity materials like brochures, leaflets, invitation cards, posters, calendars etc. including preparation of appropriate texts and visuals there of.
12. Dealing with RTI cases and Parliamentary Question.
13. Dealing with MP/MLA references.
14. Looking after the duties of CPRO in absence of CPRO.

15. Any other work assigned by CPRO.

Duties of PRO/P&A

PRO/P&A to look after all the works related to Publicity and part of work of Press Information and Communication section & Studio Section which, among others to include:

1. Collection of detailed information of the incidents, events, programmes, plans & policies of this Railway from Headquarters and Divisional Offices and selective dissemination of the same to the media through press releases or otherwise, keeping CPRO in touch.
2. To organize coverage and wide publicity for ceremonial functions/press conferences/meetings etc. taking place from time to time and to organize press party for media coverage of/incidents/events taking place in Headquarters & outside.
3. Feedback to CPRO regarding Press (both electronic & print) coverage, including preparation of news clippings.
4. Issuance of Press Release, rejoinders/addendums to media as and when necessary.
5. Utilization and deputation of photographers for photography of various functions/meetings/programmes/events/incidents etc.
6. In charge of Press Information & Communication (PIJ) and Studio section and will ensure smooth functioning of Studio section by timely procurement/replacement/repairing of photography equipment/ consumables etc.
7. Maintenance of T&P Registers relating to office, studio section and all other sections & finalization of Stock-sheets.
8. Disposal of obsolete office appliances and items (Condemnation).
9. Processing the proposals for film shooting and any other type of shooting/videography/photography on Railway premises.
10. e-Office, APAR.
11. Arrangement for publication of different kinds of publicity literature and booklets.
12. Assisting Sr. PRO in works related to General, Accounts and Media section.
13. Any other work assigned by CPRO.

Duties of PRO (G)

PRO/G to look after parts of the works related to Media section, General section and press information & communication section which, among others to include:

1. The works & activities related to Social media (Facebook Wall, Twitter handle etc.) including Grievance Redressal.
2. To maintain uploading in Facebook and tweeting in Twitter on regular basis with the publicity materials relating to Eastern Railway in particular & Indian Railways in general.
3. Following the WhatsApp Group of Railway Ministry related to social media and arranging for compliance of social media related instructions issued by the Ministry.
4. Procurement & Maintenance of Xerox machine, Fax Machine, computers, printers & misc. items related to those etc.
5. Procurement & maintenance of office furniture/appliances through COS.
6. Arrangement related to ER's participation in different exhibitions/stalls.
7. Looking after advertisements through Magazines and Adhoc publications.
8. Assisting CPRO/Sr. PRO in empanelment of Advertising Agencies & engagement of Social Media Agencies.
9. Dealing with CPGRAMs cases.
10. Preparation of Jingles, Audio-Visual Publicity Material through agencies with required financial concurrence thereof.
11. Release of ER's Audio Visual publicity materials in Digital Cinema halls with financial concurrence.
12. Audit Para/Provisional Para/Draft Para, Action taken Note & Audit objection.

13. Releasing ER advertisements in print media in absence of Sr.PRO
14. Preparation of short film/documentary.
15. Any other work assigned by CPRO.

DUTIES OF STAFF AT CPRO/ER'S OFFICE

A) MEDIA SECTION :

- i) **Shri Subrata Ray, CPI (P)** is entrusted with supervisory works pertaining to Media Section as Chief Publicity Inspector. He has been assigned with the following duties:
 1. Release of all tender and display advertisements with proper check and tally with DAVP rate.
 2. Preparation of media schedule towards release of advertisements for approval of PRO/Sr PRO/CPRO.
 3. Inclusion and exclusion of publication houses in media list of ER for release of various advertisements.
 4. Keeping records of expenditure of advertisements and preparing reports on ER advertisement/ campaigns and related expenditure from time to time.
 5. Arrangement for preparation and release of ER advertisements in Periodicals and Ad Hoc publications.
 6. Facilitating preparation of Media Approval List and Release Orders, for Classified/Display advertisements and publicity campaign.
 7. Arrangement for printing and distribution of banners, leaflets, pamphlets, brochures, invitation cards, etc. for different programmes, publicity campaigns & inauguration ceremonies.
 8. Processing for ER participations in different exhibitions.
 9. Release of Audio-Visual Advertisements in Radio & TV News Channels.
 10. Processing for release of ER Audio and Audio-Visual Publicity Campaign in Electronic Media, Digital Cinema Halls and in all other forms of outdoor publicity.
 11. Any other assignment given by CPRO/Sr.PRO/PRO from time to time.
- ii) **Shri Victor Tigga, Chief OS** works under supervision of CPI (P) in Media Section. He has been assigned with the following responsibilities:
 1. Preparation and compilation of tender advertisement and materials received from different departments/divisions/workshops/offices of Eastern Railway.
 2. Preparation of Media Schedule towards release of Tender Advt after obtaining approval of PRO (P & A)/ Sr PRO/CPRO
 3. Maintaining concerned index and arrangement for publication of concerned notices.
 4. Processing for issue of Release Orders in connection with tender advertisements.
 5. Performs all works of Shri Subrata Roy, CPI (P) in case of his absences.
 6. Any other assignment given by CPRO/Sr PRO/PRO from time to time.
- iii) **Shri Goutam Mondal, Publicity Inspector** works under supervision of CPI (P) in Media Section. He has been assigned with the following duties & responsibilities:
 1. Keeping tracks of all forms of display and classified advertisements to be released in different newspapers on behalf of Eastern Railway.
 2. Preparing all necessary correspondences in respect of release of advertisements.
 3. Looking after budgetary provision and allocation for release of display and classified advt.
 4. Checking of DAVP rates daily and ensuring release of display and classified advertisements strictly at proper DAVP rates.

5. Arrangement for distribution of banners, leaflets, pamphlets, brochures, backdrops, invitation cards, plaques etc in connection with different inauguration programmes , media campaigns etc.
6. Preparation of exhibits for ER participation in different exhibitions.
7. Arrange to issue media approval list and release order in connection with display/tender/classified advertisement.
8. Works related to e-office and problem shooting thereof for entire CPRO office, well conversant with other web-based works.
9. Performs all duties of Shri Victor Tigga, Ch OS in his absence.
10. Any other assignment given by CPRO/Sr PRO/PRO from time to time.

B) COMMUNICATION SECTION:

I) Shri Trait Roychowdhury, CPI is assigned with works related to Communication Section and performs following duties:

1. Preparation of daily Press Clippings from all news papers pertaining to Railway news for kind perusal of General Manager and Railway Board.
2. Follow up of any adverse news published in print media.
3. Processing for real time counter action to all sorts of adverse publicity.
4. Issue and publication of press release on different Railway activities achievements etc..
5. Arrange to issue rejoinders on distorted information/news appearing in newspapers, chasing to ensure publication of rejoinder if necessary.
6. To deal with Public Grievance cases appearing in different newspapers. Acknowledgement of complaints to the party, sending the complaint to concerned department, feed back to the newspapers and the complainant on receipt of information from concerned department.
7. Dealing with RTI, CPGRAMS and MP/MLA/CA III cases to assist the nodal officers.
8. All sorts of arrangements during visit of National Press party recommended by Railway Board.
9. All sorts of arrangements for holding Press Meet/Press Brief/ Press Conference for MR/MOSR/GM. To invite Press, Collection of data from different departments for preparation of press handouts.
10. Sending updated information for preparation of Indian Railway/ Bharatiya Rail/ Railway Year Book/Indian Railways Reports & Accounts book etc.
11. Correspondence with Press/Railway Officers/member of Public as and when required as directed by CPRO/PRO
12. Preparation of all types of reports/data/information for sending to Railway board.
13. Processing for engagement of social media agency and monitoring the activities of social media agency.
14. Any other assignment given by CPRO/Sr. PRO/PRO.

II) Shri Pritam Chatterjee, Publicity Inspector works under CPI and is assigned with works related to Communication Section and to perform following duties:

:

1. Scanning of daily newspapers, translation into English from different language for preparation of news clippings, assists CPI in preparation of press clipping pad for both Rly Board and apex level of Zone.
2. Assists PRO (P&A) for issue of Press Release to disseminate various Railway activities , achievements etc.
3. Deals with grievances / complaint cases directly sent to CPRO or through other departments.
4. Monitoring of redressal of grievances received through social media and content management in social media.

5. Arrange to send acknowledgement of complaints to the party. Send the complaint to concerned department and provides feedback to complainants on receipt of information from concerned department.
6. Dealing with all sorts of complaints received through social media platforms.
7. Responsible for all sorts of arrangements during visit of National Press Party, Recommended by Railway Board.
8. Preparation of Monthly, Quarterly and Annual PR reports for appraisal of Railway Board. Also preparing of calendar of events
9. Compliance of GM's Remarks on Press Clipping Pad.
10. To perform special role of Publicity Inspectors in the wake of crisis management particularly during train accident/derailment – Constant touch with emergency Control/Central Control for latest information and dissemination of information to different press/adjacent Railways immediately.
11. Drafting of GM's Message for different organizations/associations both for internal and external programme.
12. All types of publicity campaign.
13. Arrangements for sending write-ups/news along with colour photographs for publication in Indian Railways Magazine/Bharatiya Rail Magazine.
14. Collection, management, compilation & regular updating of ER database on developments, achievements, initiatives etc. and preparation of related booklet/pamphlet/reports etc.
15. Regular updating of Media List of Contact Details of News Section of different media.
16. Processing for permission of videography/ photography/ news coverage at Railway premises by Media Houses, Doordarshan, Govt Owned Film Institutes for cases having no commercial implications.
17. Inspection of ER exhibition stalls.
18. Any other assignment given by CPRO/Sr.PRO/PRO.

III) Shri Pradip Mondal, Head Bromide Printer works under CPI and is assigned with works related to Communication Section and to perform following duties:

1. Printing of photographs and creation of photographic album.
2. Maintaining all sorts of correspondence pertaining to Communication Section.
3. Compilation of Photographs for different requirement of Communication section.
4. Maintaining and retrieval of records related to Communication Section.
5. Grievance Redressal through ER social media handles and monitoring social media agency at this end.
6. Assisting Shri Tarit Roychowdhury , CPI in social media and media content analysis related works.
7. Inspection and manning of ER exhibition stalls.
8. Accompanying Shooting / Outside Photographers/ Videographers / TV Channels etc conducting shooting/videography/ photography at Railway premises and submission of related papers.
9. Updating records of important social media handles of ER / Ministry and other zones.
10. Monitoring activities of Social Media Agency pertaining to electronic media monitoring.
11. Arrangement of refreshment and vehicles for press coverage/press party etc.
12. Any other assignment given by CPRO/Sr.PRO/PRO from time to time.

C) AUDIO-VISUAL & PROJECTION SECTION:

Shri Sanjay Bhattacharya, SPI /AV is assigned with the works related to Audio-Visual Publicity and Public Relations which among other works to include:

1. Processing for preparation of films, quickies, documentaries and any other Audio/Audio-Visual publicity materials through agencies and proper archiving of those.
2. Maintaining archives of all audio/video publicity materials received from different sources.
3. Arrangements for announcements of different trains and dealing with the concerned files.
4. Processing of files containing proposals of media section.
5. All types of tender and quotation work and processing for those cases totally till issuance of Work Orders/Release Orders.
6. Processing for procurement of Audio Visual Equipments and Camera and repairing /capacity augmentation of such equipments.
7. Processing for condemnation of different articles of audio visual and studio section.
8. Any other assignment given by CPRO/ Sr PRO/ PRO.

D) STUDIO SECTION:

i) Debabrata Banerjee, Chief Photographer assigned with the works related to Studio Section which among other works to include:

1. Overall supervision of studio section.
2. To cover all inaugural & scheduled programmes of Eastern Railway.
3. To rush to the accident site for photographic record of the incident.
4. Analyze and decide how to take photographic shots and compose a subject of photographic event.
5. Maintain all records and files related to Studio Section.
6. Analyze and decide how to take photographic shots and compose a subject of photographic event.
7. Suggest for proper caption of the photographs.
8. Dispatch of the soft/hard copies of photograph to different officials/departments of Railways in need of the photographs.
9. Maintaining systematic archive of all photographs.
10. Proper maintenance and protection of camera and other equipments used by studio section.
11. Supplying Communication Section with suitable photographs for social media posts.
12. Printing of photographs and creation of photographic album.
13. Any other works as directed by CPRO/Sr.PRO /PRO

ii) Bidrohi Ghosh, Sr Photographer:

1. To cover various inaugural and scheduled programmes.
2. To rush to the accident site along with the Chief Photographer for photographic record of the incident.
3. Maintain all records and files related to Studio Section.
4. Analyze and decide how to take photographic shots and compose a subject of photographic event.
5. Suggest for proper caption of photographs
6. Dispatch of the soft/hard copies of photograph to different officials/departments of Railways in need of the photographs.

7. Maintaining systematic archive of all photographs.
8. Proper maintenance and protection of camera and other equipments used by Studio Section.
9. Printing of photographs and creation of photographic album.
10. Supplying Communication Section with suitable photographs for social media posts.
11. To shoulder all responsibilities of Chief Photographer in absence of Shri Debabrata Banerjee.
12. Processing for procurement, repair of all types of photographic instrument/ materials and purchase of spare parts.
13. Any other works as directed by CPRO/Sr.PRO /PRO

iii) Ankan Majumdar, Photographer:

1. To cover various inaugural & scheduled programmes
2. Maintain all records and files related to Studio Section.
3. Analyze and decide how to take photographic shots and compose a subject of photographic event.
4. Suggest for suitable caption to photographs.
5. Maintaining systematic archive of photographs.
6. Dispatch of the soft/hard copies of photograph to different officials/departments of Railways in need of the photographs.
7. Printing of photographs and creation of photographic album.
8. Supplying Communication Section with suitable photographs for social media posts.
9. Any other works as directed by CPRO/Sr.PRO /PRO

iv) Ayan Mandal, Photographer:

1. To cover various inaugural & scheduled programmes
2. Maintain all records and files related to Studio Section.
3. Analyze and decide how to take photographic shots and compose a subject of photographic event.
4. Suggest for suitable caption to photographs.
5. Assisting Shri Sanjay Bhattacharya, SPI/AV towards processing for preparation of films, quickies, documentaries and any other Audio/ Audio-Visual publicity materials through agencies and proper archiving of those.
6. Assisting Shri Sanjay Bhattacharya, SPI (AV) for maintaining archives of all audio/video publicity materials received from different sources.
7. Printing of photographs and creation of photographic album.
8. Taking Photographs of various developments/ achievements of ER and proper archiving of those.
9. Supplying Communication Section with suitable photographs for social media posts.
10. Any other works as directed by CPRO/Sr.PRO /PRO

E) GENERAL ADMINISTRATION SECTION:

i) Pujan Karmakar, Publicity Inspector of General Section is assigned with the following duties:

1. Responsible for establishment matters of Staff & Officers of CPRO Office.
2. Maintains leave records of all officials.

3. Arrangement of receiving and proper use of cash imprest of CPRO Office and maintaining records thereof.
4. Processing of annual maintenance contract of Computers, Printers etc and arranging repair of the same as and when required.
5. Maintaining records related to use of Official Car and arrange for repair of the same.
6. Making arrangement for hiring of vehicle as and when situation arises.
7. Receiving and dispatching of official correspondences.
8. Renewal of Card Passes for Staff and Officers.
9. Preparation of bills for TA and Contingent for all officials of CPRO Office.
10. Arranging receipt of Store Materials from Howrah Stores.
11. Processing of bills regarding Children Education Allowances payable of officials of CPRO office.
12. Preparation of leave statement for erstwhile Gr-D staff and motor vehicle driver.
13. Repairing, condemnation, replacement and deployment of office vehicle.
14. Manages all sorts of works and complications related to e-office as E-office Admin.
15. Any other works as directed by CPRO/Sr.PRO /PRO from time to time.

ii) Riya Ganguly Bandyopadhyay, Office Superintendent of General Section is assigned with following duties and responsibilities:

1. Processing of Hospitality Imprest Cash Fund of CPRO office and maintaining records thereof.
2. Processing for issue of permission for shooting / videography/ photography at Railway premises/ jurisdiction.
3. Processing for refund of security deposit etc in connection with film shooting.
4. Arrangement for payment of outstanding rent to LICHI for tenancy of CPRO/ER's office.
5. Processing for purchase of all forms of T & P items and maintenance of T & P register.
6. Maintenance of personal file of CPRO.
7. Maintenance of files containing circulars/general instructions/ orders etc of Railway Board/ Headquarter.
8. Maintenance of accountal of Coffee Table books published by CPRO/ER's office.
9. Processing for answering to Parliamentary Questions.
10. Arrangement to receive and distribute Bhartiya Rail & Indian Railway Magazines received from Railway Board.
11. Responsible for matters relating to Pass and PTO.
12. Dealing with procurement of PCs, Printers and other gadgets.
13. Matters related to distribution of Laptop Bag, Brief Case, Sling Bag.
14. Condemnation of computers, peripherals , furniture and other office items.
15. Disciplinary action initiated/contemplated against staff.
16. Deals with leave encashment and maintaining records thereof.
17. Maintains records of APARs of Staff.
18. Policy regarding staff quarter.
19. Renovation of PR Office.
20. Maintenance of General Office Cleanliness.

21. Performs duties and responsibilities of Chief OS in case of absence of Reba Chowdhury.
22. Any other works as directed by CPRO/Sr.PRO /PRO.

F) ACCOUNTS SECTION:

i) Ashis Kumar Ghosh, Sr S O /Accounts is the in-charge of accounts section and deals with accounts and finance related issues of CPRO office which includes:

1. Checking of all bills thoroughly before signing by the officers and dispatch of those for payment.
2. Keeping records of expenses against different heads of allocation.
3. Maintaining records of availability of fund in different heads of allocation and guiding/advising concerned officers/staff regarding availability and proper use of fund.
4. Preparation of Budget for the PR Department and placing demand for grant of fund to Finance Dept for smooth functioning of PR office.
5. Regular monitoring of passing of bills pertaining to CPRO Office by Associate Accounts of ER.
6. Manages processing of bills through IPAS system and guides Bill Passing Section in trouble shooting.
7. Manages all sorts of works and complications related to e-office as E-Office Admin.
8. To work as scrutiny member in connection with empanelment of advertising agencies.
9. To deal with matters pertaining to Audit Note, Audit Para & Draft Para.
10. Entrusted with works scrutiny and verification of DAVP rates.
11. Deals with complaints received by CPRO office in connection with processing and passing of bills.
12. Opening of Quotation related production & works
13. Any other job assigned by CPRO/ Sr PRO/ PRO from time to time.

ii) Sulata Ghosh, Chief Office Superintendent of Accounts Section works under Sr SO (Accounts) and is assigned with following duties:

1. Processing for payment of all types of bills/invoice received by this office pertaining to Advertising Agencies, Social Media Agency and participation in different exhibitions,.
2. Checking of all bills received from Advt Agencies, Social Media Agency etc thoroughly before signing by the officers and
3. Dispatch of all bills to accounts department for payment.
4. Checking rates of newspaper advertisements claimed by Advt. Agencies with the existing DAVP rates.
5. Maintaining records of orders and concerned bills processed for payment.
6. Issuance of pay order as &when required.
7. Any other job assigned by Sr SO (Accounts) from time to time.

iii) Koyel Mallick, Office Superintendent of Accounts Section works under Sr SO (Accounts) and is assigned with following duties:

1. Processing for payment of all types of bills/invoice received by this office.

2. Checking of all bills thoroughly before signing by the officers .
3. Dispatch of all bills to accounts department for payment.
4. Checking rates of newspaper advertisements claimed by Advt. Agencies with the existing DAVP rates.
5. Maintaining records of orders and concerned bills processed for payment.
6. Issuance of pay order when required.
7. Processing of bills pertaining to newspaper purchase, contingency fund, AMC etc.
8. Any other job assigned by Sr SO (Accounts) from time to time.

G. CONFIDENTIAL SECTION:

i) Shri Tinku Mitra, Stenographer, Gr-I is assigned with following duties:

1. Receiving phone calls to CPRO in absence of CPRO and maintain records of those calls for informing concerned authority.
2. Taking dictations from all officers of PR Dept. The works related with total PR Department including works of Press Information & Journal Section (different types of letters, Press Releases etc.), General Section (letters related shooting, CPRO's car, computers etc.), Media section (all letters and notes) Studio Section and Accounts Section.
3. Executing computer, internet related works and mail management. All Hindi letters, speeches of General Manager of different programme of Hon'ble MR, MOSRs and other functions, preparation of publicity materials, write-ups etc.
4. All works of Shri B.J. Sarma in absence of Shri Sharma.
5. Any other works as directed by CPRO/Sr.PRO /PRO

ii) Shri B. J. Sarma, Stenographer Gr.I is assigned with following duties:

1. Taking dictations from all officers of PR Deptt.. The works related with total PR Department including works of Press Information & Journal Section (different types of letters, Press Releases etc.), General Section (letters related to film shooting, CPRO's car, computers etc.), Media section (all letters and notes), Studio Section and Accounts Section.
2. Executing computer, internet related works and mail management. All Hindi letters, speeches of General Manager of different programmes of Hon'ble MR, MOSRs and other functions, preparation of publicity materials, write-ups etc.
3. Preparation of Power Point Presentation.
4. All works of Smt Runa Gupta in absence of Smt Gupta.

Any other works as directed by CPRO/Sr.PRO /PRO

Orders under which powers and duty are derived& exercised:

CPRO derives & exercises powers as per PR Manual of Railway Board and MSOP.

Work Allocation: Work is allocated among the officers and staff as per duties and responsibilities as mentioned above allocated vide this Office Order No 3&4 dated 11.03.2021, O/O No. 5 dtd 19.3.2021, O/O No. 12 dtd 26.10.2021, O/O No. 12A/21 dtd 29.11.2021.

Process of decision making Identify Key Decision Making Process:

PROs and Sr PRO initiate files indicating crux of the matter and suggest possible outcome, on the

basis of which CPRO exercises power to make decisions on key issues. For day to day matters as well as bill passing cases, Sr PRO is empowered to process matters as per extant rules.

Final Decision Making Authority:

In case of decision making CPRO takes final call.

Related Provisions, Acts, Rules etc:

Provisions/ rules are envisaged in PR Manual and MSOP as issued by competent authority and modified from time to time.

Time Limit for Decision Making:

CPRO being head of the offices exercises discretion in decision making.

Channel of supervision and accountability:

CPRO directs the Officers and Supervisors under his/her control regarding different issues. Officials are accountable as per allocation of duties as detailed in Office Order No 3& 4 dated 11.3.2021.

NORMS FOR DISCHARGE OF FUNCTIONS/SERVICES:

i) Nature of function services offered:

- a) Acting as media interface for the organization.
- b) Releasing informative and tender advertisements on request from concerned departments/ units/ divisions.
- c) Issuing press releases disseminating important information of public interest and positive development in Railways.
- d) Granting permission for shooting of film at Eastern Railway premises.
- e) Releasing advertisement of different inaugural events having public interest.
- f) Participating in different exhibition.

ii) Norms /Standard for functions/service delivery:

All the functions/services are oriented towards upholding organizational image and serving public interest.

iii) Process by which these service can be accessed:

Through direct approach with the concerned officers and staff along with written communication and/or via e-mail to the official e-mail-Id depending upon the case.

iv) Time limit for achieving the target:

No fixed target. However, efforts are being by PR department for immediate disposal.

v) Process of redress of grievances:

Through intra departmental enquiry and action for redressal. Grievances received from common people, organizations etc. are forwarded to concerned departments immediately for speedy disposal.

RULES, REGULATIONS, INSTRUCTIONS, MANUAL AND RECORDS FOR DISCHARGING FUNCTIONS:

Public Relations department follows MSOP, PR Manual issued by Railway Board, Model Document for selection of Advertising Agencies and Social Media Agency issued by Railway Board and other manuals and instructions issued by Railway Board and competent authority time to time.

Transfer Policy and Transfer Orders - Transfer policy is the subject under competence of apex authority of the organization. Transfer orders, issued by PCPO office from time to time, are carried

out by office immediately.

CATEGORIES OF DOCUMENTS HELD BY AUTHORITY UNDER THE CONTROL OF PR-DEPARTMENT:

- i) Archival of photographs of different events, achievements in Eastern Railway.
- ii) Old House Journals
- iii) Coffee Table books published by Eastern Railway
- iv) Different display and tender advertisements released on behalf of Eastern Railway.
- v) Clippings of newspapers pertaining to Railways.
- vi) Files and manuals.

Boards, Councils, Committees and other bodies as a part of public authority: Not applicable. However, internal committees are formed by GM/AGM from time to time in connection with empanelment of agencies.

Directory of officers & employees:

CONTACT DETAILS OF CPRO/ER's OFFICE
Address: 3, Koilaghat Street, Kolkata-700001
CONTACT DETAILS OF OFFICERS

Name & Designation	Contact Number	Mobile No.
Shri Ekalabya Chakraborty CPRO (Looking After)	033-2248-4578	9002020005
Shri Ekalabya Chakraborty Sr. PRO	033-2248-0725	9002020005
Shri Diptimoy Dutta PRO (G)	033-2248-2007	9002020085
Shri Amitava Chatterjee PRO(P&A)	033-2231-0725	9002025042

CONTACT DETAILS OF GR-C STAFF

Sl. No.	Name	Designation	Phone No.
1	Shri Ashis Kumar Ghosh	Sr SO (A)	8334972081
2	Shri Tinku Mitra	Steno Gr.I	9635639963
3	Shri B J Sarma	Steno Gr.I	9002025074
4	Shri Subrata Roy	CPI	9002025072
9	Shri Tarit Roy Chowdhury	CPI	9002025041
5	Shri Goutam Mondal	PI	9002020080
6	Shri Pritam Chatterjee	PI	9002025073
7	Shri Debabrata Banerjee	Ch. Photographer	9002020088

8	Shri Bidrohi Ghosh	Sr. Photographer	9432339305
9	Shri Ankan Majumdar	Photographer	9477212432
10	Sri Ayan Mandal	Photographer	9002025040
11	Shri Sanjay Bhattacharya	SPI (AV)	9002020089
12	Shri Victor Tigga	Ch. OS	9002020079
13	Shri Pujan Karmakar	Publicity Inspector	8145454949
14	Smt Sulata Ghosh	OS	9477550953
15	Smt. Riya Ganguly Bandyopadhyay	OS	6289726304
16	Smt Koyel Mallick	OS	8240219363
17	Shri Pradip Mondal	Head Bromide Printer	9831708216

MOTHLY REMUNERATIONS RECEIVED BY OFFICERS & EMPLOYEES

PAY LEVEL OF OFFICERS & STAFF WORKING AT PR DEPT

Sl. No.	Name	Design.	Pay Level as per PC-7
1	Shri Ekalabya Ckakraorty	CPRO	
2	Shri Ekalabya Ckakraorty	Sr PRO	Level-11 (G.P. Rs. 6600 /-)
3	Shri Amitava Chatterjee	PRO/P&A	Level-9 (G.P. Rs 5400 /-) (MACP)
4	Shri Diptimoy Dutta	PRO/G	Level - 8 (4800/-)
5	Shri Ashis Kumar Ghosh	Sr SO (A)	Level – 8 (4800/-)
6	Shri Tinku Mitra	Steno Gr.I	Level – 6 (4200/-)
7	Shri B J Sarma	Steno Gr.I	Level – 7 (4600/-)
8	Shri Subrata Roy	CPI	Level – 8 (5400/-) (MACP)
9	Shri Tarit Roy Chowdhury	CPI	Level – 7 (4600/-)
10	Shri Goutam Kumar Mondal	PI	Level – 5 (2800/-)
11	Shri Pritam Chatterjee	PI	Level – 5 (2800/-)
12	Shri Debabrata Banerjee	Ch. Photographer	Level –7 (4600/-) (MACP)
13	Shri Bidrohi Ghosh	Sr. Photographer	Level – 6 (4200/-) (MACP)
14	Shri Ankan Majumdar	Photographer	Level – 6 (4200/-)
15	Sri Ayan Mandal	Photographer	Level – 4 (2400/-)
16	Shri Sanjay Bhattacharya	SPI (AV)	Level – 7 (4600/-)
18	Shri Victor Tigga	Ch. OS	Level – 7 (4600/-)
19	Smt Pujan Karmakar	PI	Level –5 (2800/-)
20	Smt Sulata Ghosh	Ch.OS	Level – 7 (4600/-)
21	Smt. Riya Ganguly Bandyopadhyay	OS	Level – 6 (4200/-)
22	Smt Koyel Mallick	OS	Level – 6 (4200/-)

23	Sri Pradip Mondal	Head Bromide Printer	Level – 4(2400/-)
24	Sri Dasu Sahu	GA	Level – 4 (2400/-) (MACP)
25	Sri Arnab Guha	GA	Level –3 (2000/-) (MACP)
26	Sri Somendra Nath Bhandari	GA	Level – 3 (2000/-) (MACP)
27	Sri Raj Sekhar Nandi	Khalasi	Level – 3 (2000/-) (MACP)
28	Smt Baisakhi Das	Khalasi	Level – 2 (1900/-)
29	Sri Biswajit Roy	Khalasi	Level – 2 (1900/-) (MACP)

NAME, DESIGNATION AND OTHER PARTICULARS OF PUBLIC INFORMATION OFFICER:

Chief Public Relations Officer acts as the CPIO for the cases pertaining to Public Relations Department.

e-mail ID: cproerly@gmail.com

Office Address: Office of the Chief Public Relations Officer, Eastern Railway
3, Koilaghat Street, Kolkata-700001.

First Appellate Authority: Additional General Manager, Eastern Railway
17, N.S. Bose Road, Kolkata-700001.

No. OF EMPLOYEES AGAINST WHOM DISCIPLINARY ACTION HAS BEEN PROPOSED/ TAKEN

No disciplinary action has been initiated/contemplated as against any employee on date.

PROGRAMME TO ADVANCE UNDERSTANDING OF RTI

RTI cases are dealt by competent authority as and when the same is received in office/system. Conducting training on RTI is subject matter of Personnel Dept. Officials of CPRO Office are deputed for training as and when nominated by competent authority.

TRANSFER POLICY AND TRANSFER ORDERS:

Railway Board's policy guidelines are being followed and implemented by Personnel Department of Eastern Railway.