

POWERS & DUTIES OF OFFICERS AND Sr. SUBORDINATES

OPERATING DEPARTMENT

1. Sr. Divisional Operations Manager

- a) Acting and using the powers as delegated vide NWR SOPs.
- b) Monitor the train operational work of entire division.
- c) Make close liaison with other Division/Divisional departments' officers to facilitate smooth train operations.
- d) Appraise the Train operation position to the HQ officials.

2. Divisional Operations Manager

- a) Acting and using the powers as delegated vide NWR SOPs.
- b) Monitor the train operational work of entire division.
- c) Maintain liaison with adjoining Divisions & HQrs.
- d) Close monitoring of Safety inspections.
- e) Station Working Rules.

3. Asstt. Operations Manager (Goods)

- a) Acting and using the powers as delegated vide NWR SOPs.
- b) Monitor the train operational work of entire division.
- c) Maintain liaison with adjoining Divisions & HQrs.
- d) Monitor the freight operation of the division.
- e) Close monitoring of Rake management & Terminal management system.

4. Asstt. Operations Manager (Coaching)

- a) Acting and using the powers as delegated vide NWR SOPs.
- b) Monitor the train operational work of entire division.
- c) Maintain liaison with adjoining Divisions & HQrs.
- d) Monitor the coaching operation of the division.
- e) Close monitoring of Coaching Operation Information system.
- f) Monitor punctuality of trains.

5. Chief Controller (Incharge)

- a) Monitor the Freight and Coaching operation.
- b) Ensure feeding of position in FOIS, COIS & PAM.
- c) Ensure the timely information to all concerned in case of accident and maintain the accident log book properly.

d) Over all supervision of control office.

6. Station Master

- a) Supervise the train operation and ensure that staff is working as per station working rules.
- b) Ensure smooth train operation and punctual running of trains.
- c) Inform the divisional officers/controls immediately regarding any unusual occurrence/failures.
- d) Deal with passenger complaints on priority.
- e) Ensure that competent staff deputed on the job.
- f) Maintain station records properly.
- g) Supervise VIPs movements on the station.