

53rd - 202nd
AP - 1

QUESTION BANK FOR SELECTION OF ENQUIRY CUM RESERVATION CLERK IN
GRADE - 2800/- (RPS)

(5200-20200)

Descriptive Questions

1. Write briefly about the functions of Commercial Department?
2. What are your suggestions to improve the image of Indian Railways?
3. What is station outstanding? What are the reasons for accumulation of station outstanding? What is the process of clearing station outstanding? Explain.
4. What are the incentives and Awards scheme available on South Central Railway for implementation of Hindi.
5. Who is a customer? What do you know about the customer satisfaction and customer care training
6. What is the importance of "Public Relations" in Railways and explain the Public Relation Organization in Zonal Railway.
7. Write short note on any three of the following
 - (i) Service Improvement Group.
 - (ii) Public Grievances Redressal Machinery
 - (iii) PNM
 - (iv) UTS
 - (v) FOIS.
8. What are the various types of ticket frauds being practiced by some railway stations?
9. What are the details available on a computerised reservation ticket and explain in detail as to how they are useful to a passenger and to the administration
10. What are the types of Passenger Tickets? What is the process of estimation, indent and supply of Printed Card Tickets and Computer Tickets?
11. Write about the general rules for exchange of various concessions on Indian Railways.
12. Write about the general rules for (i) reservation of berths and seats (ii) reservation of special coach and (iii) reservation of special train.
13. What are the causes of Ticketless travel and give your suggestions to eradicate ticketless travel? What are the types of checks conducted by the Ticket Checking organization?
14. What is meant by e-ticketing? How e-reservation is made and how e-ticket can be cancelled?
15. What is Exceptional Data Report? What are the duties of ticket checking staff and reservation supervisors for arranging refund?

16. Write about the rules regarding refund of fares on unused / partially used reserved / unreserved tickets.
17. What is UTS? What are the advantages and disadvantages of implementing UTS on South Central Railway? Give your views.
18. Describe Luggage traffic. What are the articles not accepted as luggage and what is the free allowance and marginal allowance on various types of tickets
19. Write short notes on any three of the following.
1. Audit Inspections
 2. Wharfage and Demurrage
 3. Waitlist passenger and RAC passenger
 4. Open delivery and Assessment delivery.
 5. SPTM and UTS
20. Write short notes on any three of the following.
- (i) Break Journey Rules
 - (ii) PPM
 - (iii) WDRF
 - (iv) ATM
 - (v) Cyber cafe
 - (vi) Uniform working hours of Goods sheds.
21. Write short notes on any two of three of the following
- (i) Halt Agent
 - (ii) IRCTC
 - (iii) E-Ticketing
 - (iv) Credit Card Booking
 - (v) RTSAs
22. Write short notes on any three of the following
- (i) Tatal Scheme
 - (ii) Up-gradation of Class Scheme.
 - (iii) NR Cell
 - (iv) Indrail Pass
 - (v) Rail Road co-ordination
23. Write short notes on any three of the following
- (i) NTES
 - (ii) IVRS
 - (iii) CRIS
 - (iv) PF Ticket
 - (v) Non-Issued Tickets
24. Write short notes on any three of the following
- (i) MMTS
 - (ii) FSLA system
 - (iii) Weight Only system
 - (iv) Cash Office
 - (v) Telescopic rate

- 25. a. Which is the Official Language of Government of India and what is its Script and numerals prescribed?
- b. What are documents to be issued in Hindi - English bi-lingual form under Section 3 (3) of OL Act, 1963 ?
- c. How many members are in Parliamentary committee of Official Language and how they are elected?

- 26. a. What are the provisions of OL Act 1963 they are not applicable to Jammu and Kashmir?
- b. What are states coming under Regions 'A'?
- c. What do you mean by proficiency in Hindi?

- 27. a. What do you mean by working knowledge in Hindi?
- b. Who is responsible for use of Hindi and English for issuance of documents comes under Section 3 (3)?
- c. Who is responsible to implement the Hindi in Government Offices?

- 28. What are the privileges admissible to MPs and VIPs?

- 29. What are the rules regarding exchange of warrants, concession orders, High Official Requisitions and Free Passes?

- 30. What are the rules regarding booking of dogs, luggage of all classes and free allowances?

- 31. What are the rules regarding cancellation of journey and reservation by ticket holders and pass holders?

- 32. What are the rules regarding apprehending persons making false reservation?

- 33. Write briefly about rules regarding reservation of berths, seats and compartments and booking of special coaches and special trains?

- 34. What are the rules regarding display of notices?

- 35. What are the different type of tickets and their uses?

OBJECTIVE TYPE QUESTIONS

Fill in the blanks:

- 1. Scheduled date for submission of Coaching Balance sheet by station is.....of the following month.
- 2. Scheduled date for submission of Goods Balance sheet by station isof the following month.
- 3. Error sheets are prepared in copies.
- 4. is the head of public complaints at Divisional Level.
- 5. A public complaint is made in copies.
- 6. No of languages mandatory on IInd class unreserved printed card tickets are
- 7. On a computerised reservation ticket PNR stands for
- 8. Ticket checking staff will issue tickets only.
- 9. Cash Remittance Note has one foil and two foils.
- 10. As a result of Check of traffic documents and returns rendered by stations, Error sheets are issued by the Traffic Accounts Office.

11. are deputed at cash office from Commercial department to protect the interest of the station staff.
12. Correction slips are issued by
13. RDSO stands for
14. CRIS stands for
15. IRFC stands for
16. IRCON stands for
17. RITES stands for
18. COIS stands for.....
19. FOIS stands for
20. MOSR stands for
21. Soldier ticket is issued in exchange of Military warrant No
22. ICCRP stands for
23. HOR is presented at stations in portions.
24. Check Soldier Ticket is issued in exchange of military warrant No.....
25. Sleeping accommodation is provided from to hours.
26. Accommodation for ladies must be reserved in trains as per section of Railways act, 1989.
27. CONCERT stands for
28. Reservation can be made..... days in advance for foreign nationals.
29. Male persons found traveling in ladies compartment shall be prosecuted as per section..... of Railway Act, 1989.
30. TDR is issued upto Days after the scheduled departure of the train.
31. Drunkenness or nuisance upon a railway will be dealt as per section.....of IR act 1989.
32. The minimum cancellation charge on I class reserved ticket is Rs.....
33. Transfer of accommodation to other person is prohibited as per section.....
34. A Passenger should hold a ticket for a distance more than.....Km to break journey.
35. Free Allowance on IInd class season ticket is
36. When guard certificate is granted, the passenger has to pay only
37. Marginal allowance on IInd express child ticket isKgs.
38. Articles booked on a journey ticket or pass are known as
39. Season tickets are issued in class and class.
40. Season ticket may be renewed uptodays in advance of the date of expiry.
41. Market vendor season tickets are issued upto a maximum distance ofKms.
42. Validity period of identity card issued along with season ticket is Years.
43. Maximum number of break journeys allowed on a circular journey ticket is
44. IRCA concession is allowed on fare only.
45. The check conducted with an object to fix or re-fix the target is
46. Minimum weight for charging luggage is Kgs
47. Free allowance on MVST on outward journey is Kgs
48. Marginal allowance on AC Ist class ticket isKgs
49. Break journey is not allowed at
50. Guard Certificate is prepared in
51. A person prosecuted as per section 142 of Railway Act is liable pay a fine of Rs.....
52. Fine for occupying accommodation reserved for others is Rs.
53. Free allowance on II ordinary child ticket is Kgs
54. A retiring room ticket is valid for hours.
55. High Official found traveling with un-exchanged HOR should be charged
56. Free allowance on AC-3 tier ticket is..... Kg
57. Suburban tickets are valid forhours from time of issue.
58. Exhibition and surrender of passes and ticket is governed by Section.....of Rly Act
59. CR Note will be prepared separately, one forand the other for

60. Advance statement of Gross earnings is a statement submitted by the stations to the on the 11th and 21st of the same month and the 1st of the following month.
61. The Excess Fare tickets are prepared in three foils with the aid of double sided carbon. The first foil is for the second for and the third for
62. The Daily Trains Cash cum Summary is the complete record for al earnings maintained at the stations.
63. Traffic cash witness should sign the of the CR note received from the station.
64. The Foreign Blank Paper Tickets are coloured with a wave band from right hand corner to left hand corner.
65. Excess Fare tickets are issued to passengers found traveling by the ticket checking staff in the trains or at stations.
66. Blank paper tickets are issued in exchange of
67. Safety surcharges are collected for every class of travel on basis.
68. In emergent circumstances when printed tickets and Blank Paper tickets are out of stock, Passengers should be issued in lieu of PCTs.
69. Separate class- wise accountal of the number of passengers booked and safety surcharge collected are maintained on basis, basis, basis and basis.
70. received duly acknowledged by the Bank, will also be sent to the cash office entered on CR Note.
71. Passenger classification return is prepared monthly from the monthly summary sheet of the and submitted to
72. Separate passenger classification returns are prepared in respect of,, and
73. As a result of internal check of traffic documents and returns rendered by stations, are issued by the.....
74. Error sheets are prepared by carbon process in Copies Copy/copies is / are filed in the Accounts office and copies are sent to Sr.DCM.
75. IRCA Coaching tariff No.25, Part I, Vol.II contains.....
76. IRCA Goods tariff No.41, Part I, Vol. I contains
77. Commercial Manuals are involumes and they are issued by the
78. Script of Rajbasha is
79. One copy of Error sheets should be returned to the Traffic Accounts Office with all necessary documents by within days of receipt.
80. TIAs function under the control of
81. In computerized reservation ticket PNR number stands for
82. The head of the public grievance at Zonal level is
83. The head of the Vigilance organization at Zonal level is
84. On a Circular journey ticket reservation charges are collected.....
85. Non- issued tickets are sent to Accounts Office every day through
86. In case of stations upto 250 Kms, PCT can be indented when there is a minimum sale of tickets in a year.
87. In case of stations beyond 250 Kms, PCT can be indented when there is a minimum sale of tickets in a year.
88. When a passenger holding reserved ticket is not provided with accommodation, the amount of refund allowed is
90. The check conducted in a particular station for a period of not less than 8 hours is known as
91. The check conducted for 96 hours through out the Indian Railways is called as
92. Un realized earning of a station is termed as
93. Earnings from Parcel traffic come under the head
94. Earnings from catering units come under the head.....
95. CRS works under the Ministry of
96. The minimum commission for the halt contractor is Rs.....

- 97.is the Chairman of DRUCC
- 98. PTVM stands for
- 99. For Administration Convenience, the Indian Railways are divided intozones.
- 100. Minimum distance for charge in sleeper class is Kms
- 101. Head of Public relations at Zonal Railway is
- 102. General Manger of Zonal Railways are provided with Metal pass.
- 103. The requisition portion of HOR retained at station is treated as
- 104. Maximum number of break journey permitted on a circular journey ticket is
- 105. Break journey is permitted on a single journey ticket issued for a distance more than.....
- 106. Maximum number of concessions allowed at one time is
- 107. Coaching tariff No. contains rules for various concession allowed on journey tickets.
- 108. Correct declaration of commodity should be done as per sectionof Rly Act, 1989.
- 109. The minimum chargeable weight for booking of Parcel isKg.
- 110. Admitted debits above Rs. can be cleared by salary recovery.
- 111. ATM stands for
- 112. POET stands for
- 113. IVRS stands for
- 114. CONCOR stands for
- 115. IRCTC stands for
- 116. IRWO stands for
- 117. CRIS stands for
- 118. IRTS stands for
- 119. House rent allowance for A-1 class cities is% of actual basic pay drawn.
- 120. HOER stands for
- 121. MMTS stands for

Answer the following in one or two words.

- 122. What is the Official Language of the Union as per the constitution and what is its script?
- 123. What should the form of numerals to be used in the Central Government Offices?
- 124. When was the Official Language Act formed?
- 125. When the official language rules were formed?
- 126. The states and Union Territories are distributed in how many regions and what are those regions?
- 127. Which states and union territories come under Region B?
- 128. Who organizes in service Hindi Training for Central Government staff.
- 129. What are the courses of Hindi training conducted by Hindi Teaching Scheme?
- 130. As per Official Language rules, how many percent letters received in Hindi should be replied in Hindi only.
- 131. What is present target fixed for Notings in Hindi?

