

**QUESTION BANK FOR SELECTION OF SENIOR COMMERCIAL SUPERVISORS /
INSPECTORS IN GRADE 19300-34800 (RPS)**

GP-42001-

Descriptive Questions

What are the functions of the Commercial department? Describe duties of the Commercial Officers and Staff?

As a Senior Supervisor how will you motivate your Sub-ordinate staff to perform more efficiently?

What are various types of Railway Users' Consultative Committees? Describe its functions.

Write about the procedure for disposal of lost property and unclaimed undelivered consignments. Write in brief the process of public auction.

What are your suggestions to improve the image of Indian Railways?

What are station outstanding? What are the reasons for accumulation of station outstanding? What is the process of clearing station outstanding? Explain.

As a Commercial Inspector what are the various aspects you will inspect while visiting a station?

What are your duties at accident site

- a) When a passenger carrying train is involved.
- b) When a goods train is involved in an accident.

What are the incentives and Awards scheme available on South Central Railway for implementation of Hindi.

What are the liabilities of the Railways as a common carrier under Railways Act, 1989? Explain.

Discuss the effect of total implementation of FOIS over Indian Railways? Describe in your words the steps taken by Indian Railways for implementation of FOIS.

What is a Claim? and what do you know about Claim prevention? What are the causes of claims. and what steps you will take to prevent Claims.

What are the various works programme under the passenger amenities plan head. What are the monetary powers of various works programme?

What is the procedure for delivery of consignments in the absence of Railway Receipt.
What is the difference between Indemnity bond and general Indemnity bond.

Explain Minimum essential amenities, recommended level amenities and desirable amenities at stations. What are the amenities to be provided at a Model stations.

As a Commercial Inspector how you will process the request for opening a new Halt station on the mid-section.

17. Who is a customer? What do you know about the customer satisfaction and customer care training
18. What is the importance of "Public Relations" in Railways and explain the Public Relation Organization in Zonal Railway.
19. Write short note on any three of the following
 - (i) Service Improvement Group.
 - (ii) Public Grievances redressal machinery
 - (ix) PNM
 - (x) Rail Road Coordination
 - (xi) Natural Justice.
20. What is the basis for classification of stations of A to F class? Write the amenities to be provided for Physically challenged persons at A & B class stations.
21. What are the various types of frauds in the Railways? What are the steps to be taken to curb frauds being practiced by some railway men?
22. 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
23. What are the types of Passenger Tickets? What is the process of estimation, indent and supply of Printed Card Tickets and Computer Tickets?
24. Write about the general rules for exchange of various concessions on Indian Railways.
25. Write about the general rules for (i) reservation of berths and seats (ii) reservation of special coach and (iii) reservation of special train.
26. 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?
27. What is meant by e-ticketing? How e-reservation is made and how e-ticket can be cancelled?
28. What is Exceptional Data Report? What are the duties of ticket checking staff and reservation supervisors for arranging refund?
29. Write about the rules regarding refund of fares on unused / partially used reserved / unreserved tickets.
30. What are the general rules for acceptance, booking, carriage and delivery of Perishables?
31. What are the various guidelines issued by the Railway Board for leasing SLR space and Assistant Guard's Cabin space in Passenger/Express trains?
32. Explain the rationalization of Parcel traffic. Is it beneficial to Railways in increasing the Parcel traffic.
33. What is UTS? What are the advantages and disadvantages of implementing UTS on South Central Railway? Give your views.

- 145
34. 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
 35. Write short notes on Memo delivery and mis-declaration of Parcels. Write about the disposal of perishable consignments held up during transit and what are the precautions to be taken while loading of parcels?
 36. Compare and contrast between any three of the following.
 1. Audit objection and Draft Paras
 2. Wharfage and Demurrage
 3. Waitlist passenger and RAC passenger
 4. Open delivery and Assessment delivery.
 5. SPTM and UTS
 37. Compare and contrast between any three of the following.
 1. DDM and DDPC
 2. Column A and Column B of Internal advice of a station.
 3. Public Siding and Private Siding
 4. Monthly ST and Quarterly ST
 5. EFT and BPT
 38. What is Freight Marketing? What steps are being taken by the Railways to improve this sector?
 39. What is a siding? What are the types of siding? Write about the process of opening of a private siding.
 40. What is siding charge? How the siding charges are fixed and what factors are taken into account while fixing the same?
 41. Define Wharfage and Demurrage charges. What are the circumstances in which a Commercial Officer can ordinarily waive off Wharfage and Demurrage charges? Write the schedule of Powers.
 42. What is meant by DCR and DQR? Differentiate between undelivered, unconnected and unclaimed consignments. Give the disposal of the same
 43. Explain the procedure of registration, indenting and allotment of wagons for goods traffic.
 44. What are various types of Freight Incentive scheme? How it will benefit Railways in increasing Freight traffic.
 45. What do you understand by Carrying Capacity and permissible carrying capacity? How punitive charges are levied for overloading in various types of wagons?
 46. Write short note on any three of the following
 - (i) Railway claims Tribunal
 - (ii) Railway Rates Tribunal
 - (v) Central Administrative Tribunal.
 - (vi) Service Improvement Group
 - (v) Advancement or postponement of Journey
 47. Write short notes on any three of the following.

- (i) Break Journey Rules
 - (ii) PPM
 - (ix) WDRF
 - (x) ATM
 - (xi) Cyber cafe
 - (vi) Uniform working hours of Goods sheds.
48. Write short notes on any two of three of the following
- (i) Halt Agent
 - (ii) IRCTC
 - (ix) E-Ticketing
 - (x) Credit Card Booking
 - (xi) RTSAs
49. Write short notes on any three of the following
- (i) Tatkal Scheme
 - (ii) Up-gradation of Class Scheme.
 - (ix) NR Cell
 - (x) Indrail Pass
 - (xi) Rail Road co-ordination
50. Write short notes on any three of the following
- (i) NTES
 - (ii) IVRS
 - (ix) CRIS
 - (x) PF Ticket
 - (xi) Non-Issued Tickets
51. Write short notes on any three of the following
- (i) Dynamic Pricing (Freight Business)
 - (ii) Platinum Card Holders
 - (vi) EOL
 - (vii) COIS
 - (viii) F-Note
52. Write short notes on any three of the following
- (i) Premier Parcel Service
 - (ii) General Forwarding note.
 - (iii) Platform Permit.
 - (iv) Gate Pass
 - (v) Memo delivery book
53. Write short notes on any three of the following
- (i) MMTS
 - (ii) FSLA system
 - (iii) Weight Only system
 - (iv) Cash Office
 - (v) Telescopic rate
54. Write short notes on any three of the following
- (i) HOER
 - (ii) Leave Rules

- (vi) Pass Rules
- (vii) Suspension
- (viii) Compulsory retirement.

55. Write short notes on any three of the following
- (i) PF rules
 - (ii) Creation of additional Post.-
 - (vi) Periodical Transfer
 - (vii) Extra Ordinary Leave
 - (viii) Confidential Reports.
56. Write short notes on any three of the following
- (i) Station to station rate
 - (ii) RMC
 - (iii) Non- issued ticket
 - (iv) PLM
 - (v) Bulky articles
57. Write short notes on any three of the following
- (i) Lease of Land
 - (ii) RMC
 - (iii) Defence Counsel
 - (iv) Memo delivery book
 - (v) Uniform working hours of goods shed.
58. Write short notes on any three of the following
- (i) General Indemnity Note
 - (ii) Gate Pass
 - (iii) Balance sheet
 - (iv) Transit Memo
 - (v) Sunday stock.
59. What are various Punishments to be imposed as Minor Penalties and Major Penalties? Write about the procedure of imposing major penalty under D&A Rules.
60. What is the Official Language of the Union as per the constitution and what is its script?
61. What should the form of numerals to be used in the Central Government Offices?
62. When was the Official Language Act formed?
63. When the official language rules were formed?
64. The states and Union Territories are distributed in how many regions and what are those regions?
65. Which states and union territories come under Region B?
66. Who organizes in service Hindi Training for Central Government staff.
67. What are the courses of Hindi training conducted by Hindi Teaching Scheme?

- 68. As per Official Language rules, how many percent letters received in Hindi should be replied in Hindi only.
- 69. What is present target fixed for Notings in Hindi?
- 70.
 - 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?
- 71.
 - a. What are the provisions of OL Act 1963 they are not applicable to Jammu and Kashmir ?
 - b. What are states come under Regions 'A' .Region
 - c. What do you mean by proficieny in Hindi?
- 72.
 - 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?
- 73. What are the sources of station earnings? On what accounts withdrawals can be made from station earnings?

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. The Local Blank Paper Ticket (BPTs) are coloured books.
- 7. The Excess Fare Ticket (EFTs) arecoloured books.
- 8. No of languages mandatory on IInd class unreserved printed card tickets are
- 9. On a computerised reservation ticket PNR stands for
- 10. Ticket checking staff will issue tickets only.
- 11. Cash Remittance Note has one foil and two foils.
- 12. As a result of Check of traffic documents and returns rendered by stations, Error sheets are issued by the Traffic Accounts Office.
- 13. are deputed at cash office from Commercial department to protect the interest of the station staff.
- 14. Correction slips are issued by
- 15. RDSO stands for
- 16. CRIS stands for
- 17. IRFC stands for
- 18. IRCON stands for
- 19. RITES stands for
- 20. COIS stands for.....
- 21. FOIS stands for

22. AGM stands for
23. MOSR stands for
24. Soldier ticket is issued in exchange of Military warrant No
25. ICCRP stands for
26. HOR is presented at stations in portions.
27. Check Soldier Ticket is issued in exchange of military warrant No.....
28. Sleeping accommodation is provided from to hours.
29. Accommodation for ladies must be reserved in trains as per section of Railways act, 1989.
30. CONCERT stands for
31. Reservation can be made..... days in advance for foreign nationals.
32. Male persons found traveling in ladies compartment shall be prosecuted as per section..... of Railway Act, 1989.
33. TDR is issued upto Days after the scheduled departure of the train.
34. Drunkenness or nuisance upon a railway will be dealt as per section.....of IR act 1989.
35. The minimum cancellation charge on I class reserved ticket is Rs.....
36. Transfer of accommodation to other person is prohibited as per section.....
37. A Passenger should hold a ticket for a distance more than.....Km to break journey.
38. Free Allowance on IInd class season ticket is
39. When guard certificate is granted, the passenger has to pay only
40. Marginal allowance on IInd express child ticket isKgs.
41. Articles booked on a journey ticket or pass are known as
42. Season tickets are issued in class and class.
43. Season ticket may be renewed uptodays in advance of the date of expiry.
44. Market vendor season tickets are issued upto a maximum distance ofKms.
45. Validity period of identity card issued along with season ticket is Years.
46. Maximum number of break journeys allowed on a circular journey ticket is
47. IRCA concession is allowed on fare only.
48. The check conducted with an object to fix or re-fix the target is
49. Massive check is also known as
50. Minimum weight for charging luggage is Kgs
51. Free allowance on MVST on outward journey is Kgs
52. Marginal allowance on AC Ist class ticket isKgs
53. Break journey is not allowed at
54. Guard Certificate is prepared in
55. Numerical code for Guard certificate is
56. A person prosecuted as per section 142 of Railway Act is liable pay a fine of Rs.....
57. Fine for occupying accommodation reserved for others is Rs.
58. Free allowance on II ordinary child ticket is Kgs
59. A retiring room ticket is valid for hours.
60. High Official found traveling with un-exchanged HOR should be charged
61. Free allowance on AC-3 tier ticket is..... Kg
62. Suburban tickets are valid forhours from time of issue.
63. Exhibition and surrender of passes and ticket is governed by Section.....of Rly Act
64. CR Note will be prepared separately, one forand the other for
65. Advance statement of Gross earnings is a statement submitted by the stations to theon the 11th and 21st of the same month and the 1st of the following month.
66. 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
67. The Daily Trains Cash cum Summary is the complete record for al earnings maintained at the stations.
68. Traffic cash witness should sign the of the CR note received from the station.

69. The Foreign Blank Paper Tickets are coloured with awave band from.....right hand corner toleft hand corner.
70. Excess Fare tickets are issued to passengers found traveling by the ticket checking staff in the trains or at stations.
71. Blank paper tickets are issued in exchange of
72. Safety surcharges are collected for every class of travel on basis.
73. In emergent circumstances when printed tickets and Blank Paper tickets are out of stock, Passengers should be issued in lieu of PCTs.
74. Separate class- wise accountal of the number of passengers booked and safety surcharge collected are maintained on basis,.....basis,.....basis and basis.
75. received duly acknowledged by the Bank, will also be sent to the cash office entered on CR Note.
76. Passenger classification return is prepared monthly from the monthly summary sheet of the and submitted to
77. Separate passenger classification returns are prepared in respect of,,..... and
78. As a result of internal check of traffic documents and returns rendered by stations, are issued by the.....
79. 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.
80. IRCA Coaching tariff No.25, Part I, Vol.II contains.....
81. IRCA Goods tariff No.41, Part I, Vol. I contains
82. Commercial Manuals are involumes and they are issued by the
83. Script of Rajbasha is
84. One copy of Error sheets should be returned to the Traffic Accounts Office with all necessary documents by within days of receipt.
85. TIAs function under the control of
86. In computerized reservation ticket PNR number stands for
87. The Railway Claims Tribunal was set up inunder the Railway Claims Tribunal Act,.....
88. Compensation under the passenger insurance scheme is settled by
89. Parcels are charged either by or by....., which ever is higher.
90. NR Cell at Divisional level is set up at
91. The head of the public grievance at Zonal level is
92. The head of the Vigilance organization at Zonal level is
93. On a Circular journey ticket reservation charges are collected.....
94. Non- issued tickets are sent to Accounts Office every day through
95. In case of stations upto 250 Kms, PCT can be indented when there is a minimum sale of tickets in a year.
96. In case of stations beyond 250 Kms, PCT can be indented when there is a minimum sale of tickets in a year.
97. When a passenger holding reserved ticket is not provided with accommodation, the amount of refund allowed is
98. The check conducted in a particular station for a period of not less than 8 hours is known as
99. The check conducted for 96 hours through out the Indian Railways is called as
100. Un realized earning of a station is termed as
101. Earnings from Parcel traffic come under the head
102. Earnings from catering units come under the head.....
103. PCEV stands for
104. CRS works under the Ministry of
105. The minimum commission for the halt contractor is Rs.....
106.is the Chairman of DRUCC

- 107. ODR stands for
- 108. ODC stands for.....
- 109. Wax seals should not be used for wagons loaded with
- 110. For delaying wagon in loading , Railway levy charge.
- 111. Major portion of the Railway Revenue is derived from
- 112. Military traffic comes under priority
- 113. PTVM stands for
- 114. For Administration Convenience, the Indian Railways are divided intozones.
- 115. Minimum distance for charge in sleeper class is Kms
- 116. Head of Public relations at Zonal Railway is
- 117. General Manger of Zonal Railways are provided with Metal pass.
- 118. The requisition portion of HOR retained at station is treated as
- 119. Maximum number of break journey permitted on a circular journey ticket is
- 120. Break journey is permitted on a single journey ticket issued for a distance more than.....
- 121. Maximum number of concessions allowed at one time is
- 122. Coaching tariff No. contains rules for various concession allowed on journey tickets.
- 123. Correct declaration of commodity should be done as per sectionof Rly Act, 1989.
- 124. If a description declared is found to be false, penalty is imposed as per sectionof Railways Act 1989.
- 125. The minimum chargeable weight for booking of Parcel isKg.
- 126. Marking can be classified into two categories viz., and
- 127. If the freight charges shown on the invoice/RR are less than the actually due, they are called
- 128. If the freight charges shown on the invoice/RR are more than the actually due, they are called
- 129. After comparing MPA with delivery book, the entries copied from MPA to delivery book are called.....
- 130. After comparing MPA with delivery book, the entries copied from delivery book to MPA are called.....
- 131. As per section of Railways Act, 1989, Central Government is empowered to issue order specifying the goods to be carried by the specific route.
- 132. Outstanding at the Rebooking station will be cleared on the strength of
- 133. Delivery short of destination is called as
- 134. The freight charges are not accounted in the cash book in case of booking of goods.
- 135. The initial document that determines the railway liability for loss damage etc of goods/ parcels is
- 136. The objective of sealing is
- 137. BOX'N' standard rake consist of wagons.
- 138. BCX standard rake consists of wagons.
- 139. Demurrage is levied for beyond free time.
- 140. Wharfage is levied for within free time.
- 141. The colour of Forwarding Note for booking dangerous goods is
- 142. Break journey is allowed for animals after traveling a distance ofkms.
- 143. Authority for booking of explosives is
- 144. SM is empowered to grant delivery to the consignments on indemnity bond upto a maximum value of
- 145. DDM should be issued withinhours from the time of opening of the wagon.
- 146. Forwarding Note should be preserved for a minimum period of
- 147. The highest scale in the Parcel is
- 148. In case of diversion, outstanding at the original destination is cleared on the strength of
- 149. WT wagon stands for
- 150. Label with arrow marks indicates

- 151. When WDRF receipt is lost , refund can be made on the strength of
- 152. The refund of WDRF should be claimed within Years.
- 153. As per section of Railway Act, 1989 undue preference should not be given to any individual /community.
- 154. Priorities are given underseries namely.....
- 155. P.T.O is governed by section of Railways Act 1989.
- 156. S.L.O stands for
- 157. Free time for removal of animals from station premises is Hours.
- 158. RR is issued at the doorstep of the consigner in service.
- 159. Monetary liability of Railways for small animals when value is not declared is Rs.....
- 160. Monetary liability of Railways for horned cattle when value is not declared is Rs.....
- 161. Monetary liability of Railways for horse when value is not declared is Rs.....
- 162. Demurrage charge is prescribed per perbasis.
- 163. J.S.R stands for
- 164. J.S.R. is prepared incopies.
- 165. Wharfage for goods is levied per per basis.
- 166. Admitted debits above Rs. can be cleared by salary recovery.
- 167. The purpose of comparing MPA with the delivery book is to ensure all invoices issued in a month are accounted in the same.....
- 168. To-pay freight total shown in the MPA is taken on the side of the Balance sheet as inward to pay freight.
- 169. ATM stands for
- 170. POET stands for
- 171. IVRS stands for
- 172. CONCOR stands for
- 173. IRCTC stands for
- 174. IRWO stands for
- 175. CRIS stands for
- 176. IRTS stands for
- 177. House rent allowance for A-1 class cities is% of actual basic pay drawn.
- 178. HOER stands for
- 179. MMTS stands for
- 180. CC rake stands for

Answer the following in one or two words.

- 181. What is the Official Language of the Union as per the constitution and what is its script?
- 182. What should the form of numerals to be used in the Central Government Offices?
- 183. When was the Official Language Act formed?
- 184. When the official language rules were formed?
- 185. The states and Union Territories are distributed in how many regions and what are those regions?
- 186. Which states and union territories come under Region B?
- 187. Who organizes in service Hindi Training for Central Government staff.
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