



**Office of the Principal Chief Commercial Manager
South Central Railway, Ministry of Railways, Government of India
Rail Nilayam, Secunderabad-500025 (Telangana)**

No. C.415/E/Periodical Transfers/Vol.II

Date: 08.08.2024

APO/Traffic/HQ

Sub: - Filling up of vacancies of Sr.Clerk in Level-05 of 07th CPC Pay matrix
against 66 2/3% PQ in Commercial Department (Claim Wing) HQRS/SC.

Ref:- Your Lr.No. SCR/P-HQ/210/EC/II/Sr.Clerk/Claims, dated 09.05.2024.

With reference to your letter cited above, the Syllabus, Question Bank with 320 questions and answers is enclosed herewith for information and necessary action please.

Encl:- As above

Digitally Signed by
Rankireddy Bramhananda
Bhaskara Rama Rao
Date: 08-08-2024 15:33:06

(Rankireddy Bramhananda)

Secy to PCCM
for Principal Chief Commercial Manager

ANNEXURE-
SYLLABUS

For the selection to the post of Senior Clerk (Commercial) Level-5

1. General:-

- a) General knowledge related to Indian Railways
- b) Organization and functions of Commercial Department
- c) Various sections of Railway Act 1989.
- d) Passenger Amenities
- e) Complaints Organisation (PGRM)-various modes of Complaints
- f) Implementation of Official Language Act.
- g) Right to information Act.
- h) Role of Commercial Staff in Disaster Management.
- i) Public Relations, ZRUCC/DRUCC
- j) E-Office
- k) Audit Paras

2. Commercial-Coaching& Contracts:-

- a) Fares, Booking of Passengers-Season Tickets, concessions and Warrants etc
- b) Rules of reservation, Tatkal reservation, E-Ticketing
- c) Rules of refund of fares, Computerized Coaching Refunds Scheme (EDRs).
- d) Ticket checking organization-Variety types of checks
- e) Collection of penalty from ticket less travelers, dealing with irregular travelers and un booked/partially booked luggage. Preparation of EDR by amenity staff
- f) General idea about Acceptance, Booking, Carriage and Delivery of luggage and Parcels
- g) Passenger Halt Policy
- h) Passenger Reservation system (PRS)
- i) Unreserved ticket system (UTS) and Mobile App, Automatic Ticket Vending Machines (ATVMs)
- j) Provision of additional stoppages for existing trains
- k) Station Ticket Booking Agent (STBA) -Policy and Implementation.
- l) Digital Payments including POS
- m) Licensed Porters
- n) Basic idea about contracts-Non Fare Revenue (NFR) contracts, Parking Policy,
- o) Catering, Retiring Rooms, Jansadharan Ticket Booking Sewaks
- p) Accountal of Earnings from contracts and withdrawal from station Earnings

3) Claims

- a) Untoward incidents-Ex-gratia and compensation
- b) RCT
- c) Claims compensation

4) Establishment:-

- a) Railway Conduct Rules
- b) Disciplinary and Appeal Rules
- c) Leave Rules
- d) Pass Rules
- e) Mission Karmayogi

S.No.	Question	Ans
1	India's first passenger train is hauled by--- number of steam locomotives A. 1 B. 2 C. 3 D. 4	C
2	India's first passenger train ran for-----kilometers with 400 people in 14 carriages. A. 34 kms B. 12kms C. 15kms D. 11kms	A
3	India's first passenger Train ran on 1,676mm (5ft 6 in) broad gauge track between and ----- on 16 April 1853. A. Thane to Pune B. Mumbai to Thane C. Pune to Mumbai D. Selam to Chennai	B
4	In 1986, computerized ticketing and reservations were introduced in which of the following stations A. New Delhi B. Mumbai C. Chennai D. Howrah	A
5	The first metro railways in the country was introduced in which of the following cities A. Delhi B. Chennai C. Mumbai D. Kolkata	D
6	In which year the first fully air-conditioned train was introduced between Howrah and Delhi. A.1954 B.1956 C.1952 D.1950	B
7	In which year the first Shatabdi Express was introduced between New Delhi and Jhansi. A. 1980 B. 1974 C. 1988 D. 1986	C
8	IR began online train reservations and ticketing in the year. A.2005 B.2002 C.2004 D.2007	B
9	Indian Railways is headed by Members of Railway Board whose 'Chairman & CEO' reports to the ---- A. Ministry of Home Affairs B. President C. Ministry for Railways D. Ministry for Civil Aviation	C
10	Staff are classified into and ----- employees. A. Group A and B B. Group A and C C. Gazetted & Non Gazetted D. Group B and D	C

11	<p>The full form of MEMU is</p> <p>A. Mainline Electric Multiple Unit B. Mainline Electrical Major Unit C. Major Electro Multiple Unit D. Multiple Electrical Mainline Unit</p>	A
12	<p>The full form of DEMU is</p> <p>A. Diesel Electrical Metro Unit B. Dual Engine Major Unit C. Diesel Electric Multiple Unit D. Dual Electrical Major Unit</p>	C
13	<p>As per the norms of Passenger Amenities, high level platforms are to be provided at -----number of category of stations.</p> <p>A. 9 B. 6 C. 10 D. All</p>	D
14	<p>IRCTC stands for</p> <p>A. Indian Railway Court and Tourism Corporation B. Indian Railway Catering and Tourism Council C. Indian Railway Catering and Tourism Corporation D. None of the above.</p>	C
15	<p>The overall commercial activities, which are also called as railway business, are of two types ----- and</p> <p>A. Freight and Coaching B. Operations and Maintenance C. Maintenance and Organization D. Accounting and Auditing</p>	A
16	<p>-----, Railway Board is in-charge of Commercial as well as Operating Departments at the Board's level.</p> <p>A. General Manager B. Member Finance C. Member (Operations & Business Development) D. Member (Commercial)</p>	C
17	<p>Head of Public Relations department at Zonal Railway is</p> <p>A. CPRO B. CCM C. COM D. Sr.DCM</p>	A
18	<p>Functions of Commercial department are-----</p> <p>A. Sale of transport B. Creation and development of traffic C. Maintaining public relations D. All of the above</p>	D
19	<p>Head of Public complaints at Divisional level is---</p> <p>A. Sr.DCM B. ADRM C. Sr.DOM D. DRM</p>	B
20	<p>What is CPGRAMS</p> <p>A) Centralized Public Grievance Redress and Monitoring system B) Centralized passenger grievance Redress and Monitoring system C) Centralized Public Grievance Redress and Management system. D) Centralized Public Grievance Railway Commission Management system.</p>	A
21	<p>Head of Public complaints at zonal level is</p> <p>A) CCM B) AGM C) DRM D) COM</p>	B

22	Who is the Nodal officer for dealing with Public Complaints for Ministry of Railways A. Executive Director (PG) B. Member Staff C. Secretary/Railway Board D. Director/Public Relations/Railway Board	A
23	Reservation charges for Sleeper class ticket for M/E Train is A. Rs.35/- B. Rs.25/- C. Rs.20/- D. Rs.30/-	C
24	Andhra Pradesh and Telangana State comes under which region as per Official Language policy? A. B B. C C. D D. A	B
25	What is the Officially recognized Script of Rajbhasha Hindi? A. Devanagari B. Roman C. Persian D. English	A
26	Withdrawals from Station Earnings is permitted for A. Funeral Advance B. Refund on tickets C. Refund on Perishable deposit D. All	D
27	The Standard Form Number used for suspension. A. 1 B. 5 C. 11 D. 7	A
28	Compensation on account of untoward incident is dealt under section----of Railway Act. A. 123 B. 124 C. 124-A D. 125	C
29	Prohibition on hawking and begging is given under section----of Railway Act A. 141 B. 142 C. 143 D. 144	D
30	Who is the site in-charge at an Accident location A. General Manager B. Senior most Officer at the site C. Station Master D. CCO	B
31	Who is the competent authority for approving the proposals under NINFRIS at Division A. Sr.DCM B. DRM C. DCM D. None of the above	B
32	The tenure of NINFRIS initiatives can be extended by one more year with the approval of A. GM B. PCCM C. DRM D. Sr.DCM	C

33	The station receipts can be used in the payment for shrouds to cover dead bodies in Railway premises not exceeding ----- in each case A. Rs.3000/- B. Rs.2000/- C. Rs.5000/- D. Rs.10000/-	C
34	Full form of UMID A. Unified Multipurpose Identification B. Unique Medical Identification C. Unique Multi purpose Identification D. Unified Medical Identification	B
35	Form is used for imposition of minor penalty. A. SF5 B. SF4 C. SF11 D. SF1	C
36	Form is used for imposition of major penalty. A. SF5 B. SF4 C. SF11 D. SF1	A
37	Authority fixes the date for inquiry and advises the charged employee. A. Disciplinary Authority B. Inquiry Officer C. Presenting Officer D. Personnel department	B
38	Appeal under DAR rules to Appellate Authority to be preferred within---- days. A. 30days B. 15days C. 45days D. 20days	C
39	Rule 2.D of Railway Servants(Pass)Rules,1986 deals with A. Kinds of passes B. Competent authority to issue/sign a Pass/PTO C. Definition of family members D. Privilege pass	C
40	Group A and B officers are entitled to --- sets of First Class 'A' Privilege passes per year. A. 8sets B. 6sets C. 10sets D. 4 sets	B
41	Group C and D officers are entitled to----sets of Privilege passes per year. A. 3sets B. 6sets C. 10sets D. 4 sets	A
42	The amount payable by the Licensee to the Railways on periodical basis is: A. Reserved Price B. License fee C. Earnest Money Deposit. D. Security Deposit.	B
43	What is meant by Contract value: A. Annual License fee of a contract B. Total license fee for the whole period of contract C. Half yearly License fee of a contract D. Quarterly License fee of a contract	B
44	Z-652 head is accounted for---- earnings A. Retiring Rooms B. Other Sundry Receipts C. STD/PCO Booth earnings	B

	D. Parking revenue	
45	Z-221 head is accounted for---- earnings A. Retiring Rooms B. Other Sundry Receipts C. STD/PCO Booth earnings D. Commercial Plots.	A
46	ICMS stands for A. Integrated Coach Management System B. Integrated Coach Maintenance system C. Integrated Coaching Management System D. Integrated Coaching Maintenance system	C
47	RDN With reference to Advertisement at stations stands for A. Railway Digital Network B. Railway Dual Network C. Rail Direct Network D. Rail Display Network	D
48	The account of revenue earned from NFR contracts comes under Minor head-- A. 600 B. 400 C. 500 D. 200	A
49	Advertisement under Out of Home (OOH) policy is permitted at which of the following locations. A. Inside station Building B. Out Side station building C. Only on platforms D. Only on Rajdhani Express.	B
50	The maximum time limit for Reply of Draft paras A. 2 weeks B. 3 weeks C. 8 weeks D. 6 weeks	D
51	The replies to draft paras must be vetted by A. PFA B. PCCM C. PCOM D. Pr. Director Audit	A
52	The nomenclature of licensed porters has been modified since 2017 as A. Coolies B. Hamalies C. Sahayak D. None of the above	C
53	IRPSM stands for: A. Indian Railways Profile System and Management B. Indian Railways Project System and Management C. Indian Railways Projects Sanctions and Management D. Indian Railways Passenger Services and Management	C
54	Which is not a category of Railway stations for provision of passenger amenities: A. NSG-6 B. SG-4 C. HG-3 D. NSG-1	B
55	The Stations Categorised as NSG-1 class stations should have annual originating earnings of more than A. Rs.500 Crores B. Rs.200 Crores C. Rs.100 Crores D. Rs.50 Crores	A

56	The closure of Halt stations on main line will be considered when sale of tickets per day is less than A. 25 B. 50 C. 75 D. 100	B
57	The categorization of stations for provision of passenger amenities is revised once in every year. A. 2 B. 3 C. 5 D. 10	C
58	From which of the following year Railway budget was merged with the General Budget. (A) 2016-17 (B) 2017-18 (C) 2018-19 (D) 2019-20	B
59	Unreserved tickets can't be obtained through--- A. ATVM B. UTS-on-Mobile C. YTSK D. IRCTC	D
60	ATVM Stand for A) Automatic Ticket Vending Machine B) Any time Ticket Vending Machine C) All Ticket Vending Machine D) None of Above	A
61	What is the abbreviation of NIC A. National Information Centre B. National Informatics Council C. National Institute Council D. National Informatics Centre	D
62	What should be the maximum size of the uploaded document in e-Office A. 15MB B. 20MB C. 25 MB D. 30MB	B
63	The maximum number of days allowed to stay in a Retiring room at station is— A. 3 days B. 2 days C. 1 day D. 4days.	B
64	The tenure of Retiring Rooms for operation, maintenance of Retiring rooms to IRCTC is-----years A. 5 years B. 6 years C. 9 years D. 8 years	C
65	The basic object to Right to information Act: A. To empower the citizens B. Promote the transparency and accountability in the working of the Government C. Contain corruption D. All the above	D
66	DRUCC stands for A) Divisional Railway Union Consultative Committee B) Divisional Railway Users Consultative Committee C) Both A and B	B

	D) None	
67	<p>The Chairman of the ZRUCC committee is</p> <p>A) Principal Chief Commercial Manager</p> <p>B) Principal Chief Operating Manager</p> <p>C) General Manager</p> <p>D) Dy. General Manager</p>	C
68	<p>How many days of LAP in a calendar year, a permanent/ Temporary Railway servant shall be entitled to get? (other than who is serving in Railway school)</p> <p>A) 20 days</p> <p>B) 15 days</p> <p>C) 30 days</p> <p>D) 45 days</p>	C
69	<p>How many days of LHAP in a year, can be credited to an employee</p> <p>A) 30 days</p> <p>B) 10 days</p> <p>C) 20 days</p> <p>D) 12 days</p>	C
70	<p>A female Railway employee shall be entitled to maternity leave for ----days</p> <p>A) 180 days</p> <p>B) 120 days</p> <p>C) 90 days</p> <p>D) 30 days</p>	A
71	<p>Maternity Leave not exceeding ----- days can be granted to a female Railway servant (irrespective of the number of surviving children) during the entire service of that female Railway servant in case of miscarriage including abortion.</p> <p>A) 6 weeks</p> <p>B) 45 days</p> <p>C) 7 weeks</p> <p>D) 43 days.</p>	B
72	<p>The Paternity leave admissible for male employees with less than two surviving children is ----- days</p> <p>A) 10 days</p> <p>B) 20 days</p> <p>C) 15 days</p> <p>D) 25 days</p>	C
73	<p>The maximum days of Leave on Average pay (LAP) that can be Accumulated is-- --days</p> <p>A) 120</p> <p>B) 180</p> <p>C) 190</p> <p>D) 300</p>	D
74	<p>LAP shall be credited to a Railway servant at the rate of</p> <p>A) 2½ days per month</p> <p>B) 3 days per month</p> <p>C) 2 days per month</p> <p>D) 1½ days per month</p>	A
75	<p>Maximum of study leave that can be granted to an employee during ones entire service period is</p> <p>A) 36 months</p> <p>B) 28 months</p> <p>C) 24 months</p> <p>D) 30 months</p>	A

76	The Charges to be collected when a passenger is found travelling without ticket in train and wants to continue the journey beyond the detection point A) Fare+ excess charge +fare beyond B) Fare only C) Excess charge only D) Fare +excess charge	A
77	The charges to be collected if a season ticket holder is found travelling in reserved coach A) Fare + excess charge & detained B) Only fare C) No charges collected D) Detained from the coach	A
78	POS machines are used for digital transaction with----- cards A) Debit B) Credit C) Both debit and credit D) None of the above	C
79	UPI stands for A) United Payment Internet B) Union Payment Inter face C) Unified Payments Interface D) Union Payment Internet	C
80	BHIM stands for A) Bharat Interface for Money B) Bharat Internal Money C) Bharat Hindu Interface Money D) Bharat Higher Interface Money	A
81	Convenience charges on E-ticketing in Sleeper class--- per ticket A) Rs.15+GST B) Rs.10+GST C) Rs.30+GST D) Rs.40+GST	A
82	Convenience charges on E-ticketing in 3A Class---- per ticket A) Rs.40+GST B) Rs.10+GST C) Rs.30+GST D) Rs.15+GST	C
83	The Free Allowance of luggage in III AC coach per passenger is----- Kgs A) 40 B) 50 C) 35 D) 70	A
84	The Marginal allowance of luggage permitted in III AC coaches is -----kgs A) 10 B) 5 C) 20 D) None	A
85	Maximum limit of luggage allowed in IAC is----- Kgs A) 100 B) 80 C) 80 D) 150	D
86	Free allowance of luggage permitted for first class 'A' pass is----- Kgs per adult. A) 140 B) 70 C) 50 D) 100	A
87	Excess luggage booked with passenger beyond free allowance upto maximum limit as per class will be charged -----times of scale 'L' A) 2 B) 1.5	B

	C) 1 D) 3	
88	EDR should be prepared for the following A) For failure of AC B) Forced to travel in lower class C) Passengers not turned up D) All the above	D
89	The RRN printed on charge slip of POS transaction stands for A) Receiver Registration Number B) Receiver Receipt Number C) Railway Receipt Number D) Rupee Receipt Number	A
90	Station Superintendent, on receipt of an information about the occurrence of untoward incident shall: A) Make necessary entries in station diary B) Arrange for medical assistance to injured C) Make out a brief report in respect of spot of untoward incident D) All the above	D
91	The RPF/Force conduct the investigation of untoward incident and complete the investigation within: A) 45 days of incident B) 30 days of incident C) 60 days of Incident D) 90 days of incident	C
92	Fraudulently travelling or attempting to travel without proper pass or ticket is dealt as per section of Railways Act A) 143 B) 136 C) 137 D) 134	C
93	Drunkenness or nuisance is dealt under----- section of the Railway Act,1989 A) 148 B) 149 C) 145 D) 144	C
94	Damage to or destruction of certain Railway properties is dealt under---- section of the Railway Act, 1989 A) 151 B) 154 C) 155 D) 156	A
95	Railway servant in a state of intoxication on duty is punishable under which Section of Railway Act, 1989? A) 177 B) 175 C) 174 D) 172	D
96	What is the meaning of passenger? A) A person travelling in a bus B) A person travelling with a valid pass or ticket C) A person travelling roof of engine of a train D) A person travelling in the goods train	B
97	What is the limitation for filing claim cases in RCT----- for untoward incidents A) Six months B) Three years C) One year D) 2years.	C
98	The maximum amount of compensation payable for grievous Injuries (Schedule) to passengers due to accident is – A) 8 lakhs	A

	B) 3.6 lakhs C) 4 lakhs D) 2 lakhs	
99	Ex-gratia payable for death U/s124 of Railways Act is A) Rs.2,50,000 /- B)Rs.1,50,000 /- C)Rs.2,00,000/- D)Rs.5,00,000/-	D
100	Ex-gratia payable for Grievous Injury U/s124 of Railways Act is A)Rs.1,50,000 B)Rs. 1,00,000 C) Rs.2,00,000/- D) Rs.2,50,000 /-	D
101	Ex-gratia payable for Simple Injury U/s124 of Railways Act is A)Rs.10,000/- B) Rs.5000/- C) Rs.25,000/- D) Rs.50,000/-	D
102	The Principal Bench of RCT is located at A) New Delhi B) Chennai C) Mumbai D) Kolkotta	A
103	PRS stands for? A) Passenger Rails System B) Pass Rail System C) Passenger Reservation System D) None of the above	C
104	What is TDR? A) Term Deposit Receipt B) Train Departure Report C) Ticket Deposit Receipt D) None of the above	C
105	How many passengers are allowed for booking per application for Tatkal Ticket? A) 6 B) Any number C) 3 D) 4	D
106	Time limit for cancellation of confirm/ RAC ticket if the train is running more than 3 hours late? A) Upto 4 hours before the scheduled departure of the train B) Upto ½ an hour before the scheduled departure of the train C) Upto 1 hours after the departure of the train D) Upto the actual departure of the train.	D
107	Sale notices are served under section _____ of Railway Act [A] 83, 84 [B] 64, 66 [C] 89, 90 [D] 54, 55	A
108	What is the amount of minimum cancellation charges per passenger on unused 3rd A/C class reserved ticket- A) Rs.100/- B) Rs.120/- C) Rs.180/- D) Rs.240/-	C
109	After travelling how many kilometers a passenger can break journey en route? A) 300Kms B) 100Kms	C

	C)500kms D)None of the above	
110	Which of the following identity proof is required, in original, by a passenger holding Tatkal ticket while travelling? A) Passport B) Driving License C) PAN card D) Any of the above	D
111	Refund on a confirmed tatkal reservation ticket, when cancelled, under normal conditions is A)100%ofFare B)Not granted C)25%fare D)50% fare	B
112	Izzat season tickets are issued to those whose monthly income is upto--- A) Rs.400/- B)Rs.1000/- C) Rs.500/- D) Rs.1500/-	D
113	Season tickets for general public are given upto a distance of----- kms. A)100 B) 150 C)200 D)250	B
114	Plat form tickets are valid for ----- hours. A) One hour B) Two hours C) Three hours D) Whole day	B
115	Quarterly season ticket fare is---- times of monthly season ticket fare A)2.7 B) 2.5 C) 2 D) 1.5	A
116	JTBS will collect Rs.--- per passenger as Commission from the passengers. A) Rs.5 per ticket B) Rs.1 per passenger C) Rs.2 per ticket D) Rs.2 per passenger.	D
117	Sleeper tatkal tickets for train is opened at ----- hours one day before journey date A)10 B)12 C)11 D)9	C
118	Children under 12 are provided with a berth on payment of----- A) 50% of adult fare B) Adult fare C) Reservation charges D) Free	B
119	Advance Reservation Period is-----days excluding the day of journey. A)90 B)150 C)120 D) 60	C
120	LHB coaches means A)Linked Half Berths B) Long Hauled Berths C) Linked Hoffmann Busch D)None of the above	C

121	Tatkal quota is indicated as----- in the Reservation Charts. A)TQ B)CK C)EQ D)None of these	A
122	JTBS stands for----- A) Janata Train Booking Service B)Joint Train Bus Service C)Jansadharan Ticket Booking Sewak D)Janata Telangana Bus Service	C
123	UTS means----- A) Unified Ticketing Service B) Unreserved Ticketing System C) Unified Train Signals D) Unreserved Train Service	B
124	Reserved Tickets can be purchased from----- A) Railway Stations B) IRCTC portal C) Post Offices D) All of the above.	D
125	Change of name on a reserved ticket is permitted between----- A) Family members B) Tickets booked at Railway stations only. C) Anyone D) Booked on Internet tickets only.	A
126	Change of name is permissible for----- A)Government servants on duty B) Friends B) Staff of Private offices D)Not allowed.	A
127	The first reservation chart is prepared--- hours in advance of the scheduled Departure of the train. A)3 B)2 C)4 D)6	C
128	Mr. Rodrigues Gonsalvez, a Spanish citizen aged75, is entitled to.....%of concession as senior citizen. A) 50% B)40% B)25% D)0%	D
129	Disaster Data Recovery servers of Indian Railways are located at..... A) Mumbai B)Secunderabad C)Chennai D) Bangalore	B
130	Change of boarding point on a reserved ticket is permitted-----hrs before the Scheduled departure of the train. A)24hrs B) 06hrs C) 04 hrs D) 02 hrs	C
131	First class privilege pass holders are entitled for ----- number of berths in 2AC by Rajdhani/ Durgam trains A) All eligible family members B) 4 C) 2 D) 1	D

132	National Academy of Indian Railways is at----- A) Mughal sarai B) Lucknow C) New Delhi D) Vadodara	D
133	SOP means A) Special Officer Powers B) Standard Operating Policy C) Schedule of Powers D) Sanctioning of Proposal	C
134	EMD means A) Emergency Medicine department B) Emergency Medicine Deposit C) Earnest Money Deposit D) None of the above.	C
135	The famous quotation "Customer is the most important person on our Premises" was told by A) Jawahar Lal Nehru B) Indira Gandhi C) Babu Rajendra Prasad D) M.K. Gandhi	D
136	Develops software and apps for the various departments of Indian Railways. A) WIPRO B) CRIS C) INFOSYS D) TCS.	B
137	HOR A) Highest Official Request B) High Official Requisition C) Hours of Rest D) House of Representatives	B
138	Foreign tourists can book their reserved accommodation online -----days in advance. A) 100 B) 365 C) 30 D) 180	B
139	TDR stands for A) Tax Discounted Rate B) Ticket Deposit Receipt C) Travel Data Report D) Terminal Data Report	B
140	Minimum cancellation charges on a 2AC ticket surrendered for cancellation more than 48 hours in advance is Rs.----- per passenger. A) 100 B) 150 C) 200 D) 250	C
141	Commission payable to Railways by the YTSK is.....% of service charges. A) 50 B) 25 C) 5 D) 10	B
142	Security Deposit to be deposited by the JTBS agent is Rs..... A) 10,000 B) 20,000 C) 25,000 D) 15,000	C
143	Prohibition on hawking and begging is given under section_____ of Railway Act A) 141	D

	(B) 142 (C) 143 (D) 144	
144	Reservation Offices are operated at A) Railway stations B) Non-Rail head locations C) Post Offices D) All of the above.	D
145	Tickets purchased from ATVM can be cancelled at.... A) UTS counters B) SMC counter C) Only Manually D) UTS&SMC counters.	D
146	The basic fare in AC Chair Car by Vande Bharat express is.... A) 1.4 times fare of AC Chair Car by Shatabdi B) 1.4 times fare of AC Chair Car by Mail/Express fare C) 1.2 times fare of Executive class of Shatabdi D) 1.2 times fare of AC Chair Car by Mail/Express	A
147	The number of berths earmarked for female passengers in Sleeper Class in a train A) 4 B) 6 C) 12 D) 2	B
148	The berths defined for OBHS staff in Sleeper class is A) 2 B) 1 C) 4 D) 6	A
149	GCT full form _____ [A] Gati Shakti Terminal [B] Gati Shakti Cargo Terminal [C] Goods Cargo Tax [D] Gati Shakti Multi modal Cargo Terminal	D
150	type of tickets can be booked through the UTS on Mobile App A) Paper B) Paperless C) Both A & B D) None of these	C
151	TTE App is presently available only for----- phones A) IOS B) Windows C) Android D) All of these	C
152	The following season tickets can be booked through UTS on Mobile App A) Monthly B) Quarterly C) Half-yearly D) All of these	D
153	To check the validity of the ticket booked through the App, the color code for the last days is displayed in the TTE App. A) 2 B) 3 C) 5 D) 6	B
154	The TTEs can check the validity of the ticket booked through the UTS on Mobile App using the option A) Check from server B) Call check C) Color Code D) All of the above	D

155	In case the passenger is not able to show the ticket booked through the UTS on Mobile App due to any technical fault or draining of the battery, then he is treated as A) Travelling without ticket B) Travelling with improper ticket C) Travelling with a valid ticket D) None of the above	A
156	The standard menu/tariff of catering items to be provided at stations/trains is fixed by A) PCCM B) IRCTC C) Railway Board D) GM	C
157	Menu and Tariff of Ala-Carte items to be served in Static Catering units is decided by A) IRCTC B) Railway Board C) Zonal Rlys D) DRM	C
158	Which of the following are provided with reservation for allotment of Special Minor Catering Units A) Schedule Caste B) People below Poverty line C) War widows and widows of Rly. Employees D) All of the above.	D
159	The share in License Fee of Indian Railways from the Mobile Catering units managed by IRCTC is A) 30% B) 40% C) 35% D) None of the above	B
160	Which of the following is defined as a major unit as per catering policy 2017 A) Jan Ahar B) Train Side vending C) Automatic Vending Machines D) All of the Above	D
161	AC waiting Hall/ATMs/ Cloak Rooms/Parking/NFR contracts are examples of: A) Earning contracts B) Expenditure contracts C) Works contracts D) None	A
162	As per the Standard Bid document for Vehicle Parking Contract issued by South-Central Railway in the year 2018, Licence period for parking Contract is Years. A) 5 B) 4 C) 1 D) 3	D
163	MGR Means _____ [A] Minimum Goods Rate [B] Master Goods Records [C] Merry Go Round [D] Many Go Round	C
164	MCDO full form A) Main Commercial Development order B) Monthly Confidential Demi Official C) Monthly Coaching Demi Official D) None of the above	B
165	The tenure of ATVM Facilitator is-----years A) 1 B) 2	A

	C)3 D)5	
166	Hindi Day is celebrated on----- A) 16 March B) 14 September C) 26 November D) 22 June	B
167	Under RTI Act, the concerned information officer on receipt of are quest, provide information or reject the request with a valid reason within -----days of receipt of application. A) 10 B) 30 C) 60 D) 120	B
168	Under RTI Act, if the information sought for, concerns the life and liberty of a person, the same shall be provided within -----hours of receipt of the request. (A) 12 (B) 24 (C) 48 (D) 60	C
169	The Multi Purpose stalls are allowed to sell the following items (A) Items of local and region all importance (B) PAD items (C) Book/Magazines (D) All of the above	D
170	The total Contract period of ATMs contracts is: (A) Three years (B) One year (C) Two years (D) Five years	D
171	ATMs can be installed at which of the following places: (A) Railway Station premises (B) Railway Schools (C) Railway institute (D) All the Above	D
172	The Branch officer of which department will be the nodal officer at division level for handling NINFRIS proposals. (A) Accounts (B) Commercial (C) Engineering (D) None of the Above	B
173	The closure of Halt stations on Branch line will be considered when sale of tickets per day is less than A)25 B)50 C)75 D)100	A
174	The works of passenger amenities are covered under----- plan Head. A) PH16 B) PH17 C) PH42 D)PH53	D
175	The tenure of all MPS stalls shall be for a period of----- years A)5 B)8 C)9 D)10	A

176	The ceiling limit for holding MPS stalls shall be----- per Division. A)5 B)8 C)9 D)10	A
177	On Railway Stations the name of the station is displayed in which order? A) English, Regional Language, Hindi B) Regional Language, Hindi, English C) Hindi, Regional Language, English D) Hindi, Nepali, English	B
178	RBS full form for distance calculation in railways A) Route Branch System B) Rates Branch System C) Rate Booked System D) None of the above	B
179	What is the Official Language of Nagaland? A) Hindi B) English C) Nepali D) Santhali	B
180	Type of traffic dealt at Halt stations. A) Passenger B) Freight C) Parcel D) None	A
181	Head of Commercial department at Zonal Railway is----- A) CPRO B) PCCM C) PCOM D) Sr.DCM	B
182	The Railway distances are computerized through _____ Application A) TMS B) RBS C) PMS D) RMS	B
183	New initiatives shall be permitted in catering on stations by _____. A) Sr.DCM B) DRM C) PCCM D) GM	D
184	Presently, the GST implication on Goods Traffic is _____ A) 5.5 % B) 5.2% C) 5% D) 4.5%	C
185	Expand FOIS (A) Freight operations information system (B) Fare operated information system (C) Full operations information system (D) Fouling operations information system	A
186	What is the full form of D.O. which is used in DO letter A) Demi Official B) Direct Order C) Dual Order D) Direct Omission	A
187	What is the full form of SLP, which is used in court matters A) Special Leave Purpose B) Special Leave Petition C) Specific Leave Protection D) Special Leave Pension	B

188	<p>DRM is eligible for ----- Metal token</p> <p>A) Gold B) Silver C) Bronze D) None</p>	B
189	<p>Child Care Leave is eligible up to ---days</p> <p>A) 365 B) 710 C) 730 D) 180</p>	C
190	<p>Self appraisal in APAR is required for Level---- and above.</p> <p>A) Level-2 B) Level- 3 C) Level -5 D) Level-6</p>	D
191	<p>Advertising charges collected and accounted under the head of</p> <p>A) Other Coaching B) Sundry C) Goods D) Passenger earnings</p>	B
192	<p>Which is not related with Catering subject</p> <p>A) GMU B) SMU C) PDW D) e-TRR</p>	D
193	<p>GeM related to</p> <p>A) Government e Market place B) General e Module C) General e Modified D) None</p>	A
194	<p>Railway Act, 1989 contains how many chapters and sections</p> <p>A)16, 200 B) 14, 150 C) 20, 200 D) 25, 150</p>	A
195	<p>-----Maximum occasions Leave encashment of leave can be granted in entire service period of railway servant.</p> <p>A) 3 B) 2 C) 5 D) 6</p>	D
196	<p>Appeal against the decisions given by the RCT can be made to</p> <p>A) Labour Court B) RRT C) High Court D) Civil Court</p>	C
197	<p>Categorization of Stations will be done on the basis of _____</p> <p>A) Originating Earnings/Total passengers handled B) Booked Earnings/ I/W passengers handled C) Originating Passenger Earnings and O/W Passenger handled D) Apportioned Earnings</p>	C
198	<p>Expand NFR related to Publicity :</p> <p>A) New Fare Revenue B) Non Freight Revenue C) Non Fare Revenue D) New Freight Revenue</p>	C
199	<p>Public Grievance Redressal Officer at Divisional Level</p> <p>A) DRM B) ADRM C)Sr.DCM D)Sr.DPO</p>	B

200	What is the minimum qualifying service for Voluntary Retirement ---yrs A) 10 B) 20 C) 25 D) 18	B
201	The deposit collected from successful contractor for the fulfillment of contract is called A) Earnest Money Deposit B) Security Deposit C) Performance Guarantee D) Letter of Credit.	B
202	Compensation is payable to passenger in case of permanent disability due to Railway accident A) 2 lakhs B) 4 lakhs C) 6 lakhs D) 8 lakhs	D
203	Platform ticket is valid for A) 5 hours B) 1 hour C) 3 hours D) 2 hours.	D
204	IREPS expands (A) Indian Railway e Procurement System (B) Indian Railway e Passenger System (C) Indian Railway e Profit Scheme (D) Indian Railway e Punctuality System	A
205	Which part of SOP is deals with Commercial matters A) Part A B) Part B C) Part E D) Part D	C
206	Head of Railway Board is _____ A) CRB & CEO B) Member Traffic C) Member staff D) Financial Commissioner	A
207	_____ is the head of Commercial department at Railway Board A) Secretary B) Member (O &BD) C) Member staff D) Financial Commissioner	B
208	Functions of Commercial department are A) Sale of transport B) Creation and development of traffic C) Maintaining public relations D) All	D
209	Through Rate Circulars are issued by _____ A) PCOM B) CCO C) PCCM D) PFA	C
210	Tourism importance stations/major junction stations can be categorized into _____ even though earnings do not meet required criteria by GM on amenity grounds A) NSG1 B) NSG2 C) NSG4 D) SG1	C

211	After the merger of the Railway Budget, what has been the major implication: A)) Railways no longer has to prepare its Annual Statement of Receipts & Expenditure B) The Finance Ministry prepares the Railway Budget C) Railways no longer have to pay dividend to the Government D) None of the above	C
212	Supervisors will come under which category of HOER. A) Continuous B) Excluded C) Intensive D) Essentially Intermittent	B
213	The full form of IPAS is? A) Integrated Payroll and Accounting system B) Indian procurement and Audit system C) Indian Railway Procurement and accounting system D) Integral power audit system.	A
214	The full form of SBF? A) Scout Benefit fund B) Staff benefit fund C) Staff benevolent fund D) State benefit fund	B
215	Senior scale officer can sanction LAP for a maximum of ____ days A) 30 days B) 60 days C) 15 days D) 45 days	D
216	The major penalty charge sheet is issued under stand form No: A) 11 B) 5 C) 9 D) 2	B
217	Chairperson of PNM at Zonal Level A) GM B) PCPO C) PCEE D) AGM	A
218	The following are not in penalty under D&A rules? A) Censure B) Warning C) Stoppage of pass D) The recovery from pay of any pensioner loss	B
219	All public moneys received for and on behalf of Government are credited to A) Public Account of India B) Contingency Fund of India C) Consolidated Fund of India D) All of these	A
220	Name the supreme statutory Audit Organization in India A) C&AG B) CGA C) CVC D) None of these	A
221	What the codal life of computer? A) 2Years B) 3years C) 6years D) 5years	B
222	The full form of HRMS? A) Human resource management system B) Human resource maintaining system C) Human resource material system D) Human resource monitoring system	A

223	The duty passes are issued to the Railway Officers A) Gold, Silver, Bronze Passes B) Diamond , Gold, Silver Passes C) Platinum, Gold, Silver, Copper Passes D) Gold, Silver, Copper Passes	A
224	----- is Junior Administrative Grade Officer in Railway A) ACM B) DCM C) Sr.DCM D) SCM	C
225	Rule3 (C)of Railway Services(Conduct) Rules,1966 deals with_ A) Promptness and Courtesy B) Observance of Government's policies C) Prohibition of sexual harassment of working women D) Taking part in politics and election	C
226	Rule 9 of Railway Services (Conduct) Rules, 1966 deals with _ A) Promptness and Courtesy B) Observance of Government's policies C) Prohibition of sexual harassment of workingwomen D) Criticism of Government	D
227	The Audit at Zonal Level is conducted by A) FA&CAO and team B) Sr. Audit officer and team C) Director of Audit and team D) Sr. Traffic Inspector and team	C
228	IRPSM stands for : A) Indian Railways Profile System and Management B) Indian Railways Project System and Management C) Indian Railways Projects Sanctions and Management D) Indian Railways Passenger Services and Management	C
229	In e-Office, what functions can be performed in Yellow Note ? A) Make corrections B) Convert Yellow to Green note C) Cannot sign with DSC D) All of the above	D
230	The e-ticket still under fully wait listed after the preparation of the chart is A) Valid for travel B) Automatically cancelled by the system C) Is valid for travel with permission D) None of the above	B
231	Amount of compensation w.e.f. 01.01.2017 payable U/s 124-A of the Railway, in case of a death of a passenger in an untoward incident is A) Rs.8,00,000 B) Rs.4,00,000 C) Rs.10,00,000 D) Rs.5,00,000	A
232	Secunderabad RCT is located at A) Begumpet B) Nampally C) Kacheguda D) Lallaguda	D
233	The Plaintiff in RCT is referred to as A) Applicant B) Respondent C) Railway Advocate D) Presenting Officer	A
234	What is the abbreviation of PMBJKs_____ A)Pradhan Mantri Bhartiya Janaushadhi Kendras B)Pradhan Mantri Bhartiya Janaushad Kendras C)Pradham Mantralai Bhartiya Janaushadhi Kendras D)Pradhan Mantralai Bharth Janaushadh Kendras	A

235	In e-Auction ACO is _____ A) Accounts Committee Officer B) Accounts Chief Officer C) Auction Conducting Officer D) Accounts Conducting Officer	C
236	In e-Auction, identification of assets and preparation of lots shall be done by A) Sr. Scale B) JAG level C) SAG Level D) Jr. Scale	D
237	In e-Auction, Auction catalogues shall be published--- minimum days before the start of the auction. A) 10 days B) 15 days C) 12 days D) 25 days	C
238	In e-Auction, minutes cooling off period will be provided after start of auction. A) 15 minutes B) 30 minutes C) 45 minutes D) 10 minutes	B
239	In e- Auction, a maximum of _ auto extensions will be permitted. A) 10 B) 15 C) 2 D) 30	A
240	For contracts awarded through e-Auction, Railway shall have the right to terminate the contract by giving a notice. A) 3 months B) 10 days C) 30 days D) 45 days	C
241	D& AR stands A) Direct Appeal rules B) Discipline and Appeal Rules C) Discipline and Amendment rules D) Discipline rules	B
242	Abbreviation of P.T.O. is (A) Privilege Ticket Order (B) Personnel Ticket Order (C) Personal Ticket Order (D) Permanent Ticket order	A
243	BDU full form A) Business Development Unit B) Business Declared Unit C) Broad Development Unit D) None of the above	A
244	Validity period of signing token in e-office is A) 1 yr B) 2yrs C) 3 yr D) 5 yr.	B
245	Vendors Bills are paid through ---- system (A) GeM (B) IRPSM (C) IPAS (D) AIMMS	C
246	Indian railway Institute of Transportation and management(IRITM) is located at A) Lucknow B) Bombay C) Secunderabad D) Baroda	A

247	IRIFM is located at A) Lucknow B) Bombay C) Secunderabad D) Baroda	C
248	"Mission Karmayogi" initiative is broadly consists of A) Content/course creation and publishing on i-GOT digital platform. B) On boarding of officials on iGOT Karma yogi digital platform C) Rolling out of " Framework of Role Activities and Competencies" D) All of the above.	D
249	ABSS means A) Amrit Bharat Station Scheme B) Amrit Bharat Station System C) Any Station Scheme D) None of the above.	A
250	What is the full form of JPP-RCS _____ A) Joint Progressive Product –Revised Cargo Services B) Joint Parcel Product–Rapid Cargo Services C) Joint Parcel Process-Rapid Cargo Service D) None of the above	B
251	The limitation period for filing Review petition in RCT/High Court is days. A) 30 B) 60 C) 90 D) 120	A
252	The Principal Bench of RCT is located at A) New Delhi B) Chennai C) Mumbai D)Kolkotta	A
253	What is the name of National Training Institute for Traffic Officers A) NAIR B) IRITM C) IRISET D) IRIMEE	B
254	"Computerization " comes under which Plan Head A) PH -51 B) PH -52 C) PH -53 D) PH -17	D
255	Who is the chairman of PNM at HQRs Level meetings— A) PCPO B) GM C) Secy to GM D) Trade union leader	B
256	Expand LIMBS related to Court cases (A) Legal Information Management and Briefing System (B) Law Innovative Miscellaneous and Briefing System (C) Legal Information Miscellaneous and Broadcast system (D) None of the above.	A
257	The Fixed Tariff of Catering items to be provided in Rajdhani/ Shatabdi/ Duronto trains is fixed by A) PCCM B)IRCTC C)Railway Board D)GM	C

258	At A1 to C category stations ,the reservation in allotment to Multi-Purpose Stalls is A)25% B)49.5% C)35% D)33%	A
259	At D to F category stations, the reservation in allotment of Multi-Purpose Stalls is A)25% B)49.5% C)35% D)33%	B
260	FSSAI means A) Food Samples Selection and Analysis of India B) Fire Safety and Standards Authority of India C) Fire Safety and Standards Association of India D) Food Safety and Standards Authority of India	D
261	The tenure of Food Plaza is _years A)5 B)7 C)9 D)10	C
262	Which of the following Banks can participate in tenders for ATM contracts: A) Scheduled Commercial Banks B) Corporation Banks C) Private sector Banks D) All of the above	A
263	The authority to decide provision of new ATMs, extending the currency of ATMs etc lies with A)Sr.DCM B)ADRM C)DRM D)AGM	C
264	Door Step Banking MoU signed between South Central Railway sand: A) CMS agency B) State Bank of India C) India Post Office. D)None of the above	B
265	Cash collected from stations under Doorstep Banking concept will be credit to: A)SBI account. B) Commercial Account. C) Rail Shakti Account. D) None of the above	C
266	TR challan full form: A) Treasury Remittance B) B) Tariff Rates C) C) Transfer Challan D) D) None of the above.	A
267	TCW full form: A)Traffic cheque witness B) Traffic cheque withheld C) Traffic cash witness D) None of the above	C
268	Is nodal agency for Railway tourism products. (A) IRCTC (B)SCR (C) Rly. Board (D)Northern Railway	A

269	<p>Minimum ,how many coaches can be requested by the Service provider under Bharat Gaurav Trains Scheme.</p> <p>A) 15 coaches B) 14 coaches C) 16coaches D) 20 coaches</p>	B
270	<p>NFR with related to advertisements stands for</p> <p>A) Non-Freight revenue B) New Fare Revenue C) Non-Fare Revenue D) New Freight Revenue</p>	C
271	<p>Rail Madad integrates the following channels for registering complaints</p> <p>A)Web, App, SMS B)Web,Manual,138 C)SMS,Manual,138 D)139,Web,182</p>	A
272	<p>What is CPGRAMS</p> <p>(A) Centralized Public Grievance Redress and Monitoring system (B) Centralized Passenger grievance Redress and Monitoring system (C) Centralized Public Grievance Redress and Management system. (D) Centralized Public Grievance Railway Commission Management System.</p>	A
273	<p>FCM in GST</p> <p>A) Forward Claim Mechanism B) Forward Charge Mechanism C) Foremost Claim Mechanism D) Forward Charge Monitoring</p>	B
274	<p>RCM in GST</p> <p>A) Retrospective Claim Mechanism B) Reverse Charge Mechanism C) Reverse Charge Monitoring D) None of the above</p>	B
275	<p>OSOP means</p> <p>A) One Station One Product B) One Service One Product C) One Station One Pass D) None of the above.</p>	A
276	<p>The Right To Information Act is in force from _____</p> <p>(A) 13th September2005 (B) 24th August2005 (C) 12th October2005 (D)(D)1st October2005</p>	C
277	<p>For information under sub-sec.(1) of Sec.6 under RTI Act required by any person can be obtained from the PIO/APIO after payment of prescribed fees of _____</p> <p>(A)Rs.20/ (B)Rs.30/ (C)Rs.50/ (D)Rs.10/</p>	D
278	<p>For information under sub-sec (5) of Sec.7under RTI Act required by any person can be obtained from the PIO/APIO after payment of prescribed fees of _____</p> <p>(A)Rs.20/ (B)Rs.30/ (C)Rs.50/ (D)Rs.10/</p>	C
279	<p>Luggage should be presented for booking at least _____before scheduleddeparture of the train.</p> <p>[A] 60 minutes [B] 30 minutes [C] 10 minutes [D] No time limit</p>	B

280	Minimum distance for charging luggage is _____ [A] 10 km [B] 50 km, [C] 100 k [D] 25 km	B
281	Minimum weight for charging luggage is _____ [A] 5 kgs [B] 10 kgs [C] 50 kg [D] None	B
282	Free allowance of luggage on AC I class ticket per passenger is _____ [A] 70 kg [B] 150 kg [C] 50 kg [D] 100 kg	A
283	Free allowance on I class privilege pass per passenger is _____ [A] 50 kg [B] 70 kg [C] 100 kg [D] 140 kg	B
284	In case of scooter of 150 CC, the chargeable weight is _____ [A] 100 kg [B] 200 kg [C] 250 kg [D] None of these	B
285	When scooter is booked as luggage, free allowance is _____ [A] Granted [B] not granted [C] 50 kg [D] None of these	B
286	Articles exempted from weighment on II class ticket are _____ [A] Umbrella [B] Walking stick [C] Tiffin box [D] All these	D
287	Free allowance of luggage permitted to be carried in sleeper class is _____ [A] 70 kg [B] 80 kg [C] 40 kg [D] 100 kg	C
288	Luggage ticket (Manual) is prepared in ____ [A] 2 foils [B] 3 foils [C] 4 foils [D] 5 foils	B
289	Minimum luggage charge is _____ [A] Rs.50/ [B] Rs.30 / [C] Rs.20/ [D] Rs.10/	B
290	When Luggage is booked with passenger in the compartment it will be charged at _____ [A] Scale R [B] Scale L [C] 1.5 times of Scale 'L' [D] Scale 'S'	C

291	Bicycles booked as luggage are charged for a minimum weight of _____ [A] 20 kg [B] 40 kg [C] 50 kg [D] 100 kg	B
292	Dog is permitted to be carried with owner in the following class _____ [A] 2 AC [B] 1 AC [C] 3 AC [D] SL	B
293	Luggage can be booked _____ hours in advance excluding the day of scheduled departure of the train on reserved tickets. [A] 12hr [B] 24hr [C] 48hrs [D] 72hr	B
294	Free allowance of luggage for II Class Season ticket is _____ [A] 15 kgs. [B] 10 kgs. [C] 5 kgs. [D] 35 kgs.	B
295	Which part of SOP deals with Commercial Matters? A) Part A B) Part B C) Part C D) Part E	D
296	Pictorial labels are _____ [A] Educative [B] Caution [C] A & B [D] None	C
297	Wagon labels are _____ [A] Seal labels [B] Pocket labels [C] Paste on labels [D] All these	D
298	Recently established RCT at Amaravathi is in the state of _____ A) Maharashtra B) Andhra Pradesh C) Odisha D) Karnatak	B
299	Cancellation & Refund on unreserved tickets issued by YTSK may be done at _____ (A) Concerned YTSK itself (B) Other YTSKs (C) Serving Station (D) All of these	C
300	Excess cash in booking should be recorded on _____ side of the Online Coaching Balance Sheet. A) Debit B) Credit C) Both A & B D) No of the above	A
301	Clearance of Outstanding can be done through _____ A) Money Receipt B) Credit letters C) Cheque D) Both A & B	D

302	The cancellation charges per passenger on a Paperless Ticket is A) 15 B) 20 C) 30 D) Can't be cancelled	D
303	The refund after surrendering R-Wallet can be obtained through _ A) Credit to passenger Bank Account B) TDR C) Any UTS Counter D) All of the Above	C
304	The QR Code in the UTS Mobile App stands for _____ A) Queue Rule B) Quality Rule C) Quick Reflection D) Quick Response	D
305	The data regarding Indian Zonal Passenger Revenue statistics is available in _____ A) Coaching Directorate B) Statistics and Economics Directorate C) Traffic Commercial Directorate D) Accounts Directorate.	B
306	What is the element of bonus paid to the Facilitators at the time of recharging the Smart Card? A) 5% B) 4% C) 3% D) 2%	C
307	What is the element of bonus paid to the Passengers at the time of recharging the Smart Card? A) 2% B) 4% C) 5% D) 3%	D
308	Payments for tickets purchased through ATVMs can be made by _____ A) Payment of fare through Smart Card B) Payment of fare through the Quick Response Code/UPI C) Payment of fare through Credit/Debit Cards D) All of the above	D
309	Unreserved Tickets can be purchased through _____ A) ATVM B) Mobile App C) YTSK D) All of the above	D
310	Pre-printed Halt Tickets will be supplied _____ A) At Sr.DCM Office B) Through UTS counter at nominated Serving station C) A & B D) None of the above	B
311	Unreserved Tickets can be booked through UTS mobile App _____ A) R Wallet B) Debit/Credit Cards C) UPI/Net Banking D) All of the above	D
312	BHIM with regard to digital payments stands for _____ A) Bharat Interface for Money B) Bharat Internal Money C) Bharat Hindu Interface Money D) Bharat Higher Interface Money	A

313	POS in relation to Digital transactions stands for _____ A) Point of Sale B) Point on Selection C) Point of Safe D) Pin of Sale	A
314	State Chief Information Commissioner shall NOT hold office after attainment of _ years of age. (A)58 (B)60 (C)62 (D)65	D
315	What is the benefit of E-pass/E-PTO? A) Staff does not need to go to pass clerk to apply for pass/PTO. B) They can apply from the comfort of their homes and get the E-pass / E-PTO. C)They can book tickets both using conventional means i.e. through the booking counter and through IRCTC website. D) All the Above.	D
316	What does e-Pass means? A) Election Pass B) Electronic Pass C) A and B D) None of the Above	B
317	Which employee can apply for PF withdrawal through HRMS? A)Retired Employee B) Employees of Old pension C) Employees of New Pension D) All the above	B
318	In which year the first fully air-conditioned train was introduced between Howrah and Delhi. (A) 1954 (B) 1956 (C) 1952 (D) 1950	B
319	India's first commuters rail system was introduced in (A) New Delhi (B) Chennai (C) Mumbai (D) Kolkata	C
320	The Indian Railway network was divided into zones in the year 1951. How many zones were formed at that time? (A) 4 (B) 5 (C) 7 (D) 6	D