



South Central Railway
Office of the **Principal Chief Commercial Manager**
Rail Nilayam, Secunderabad-500 025 (Telangana)

No.C.415/Selections/CBT mode/2025

Date: 16.10.2025

APO/HQRS

Sub: Selections – CBT mode in departmental promotions.

Ref: 1. PCPO/SC Lr.No. SCR/P-HQ/CDMC/Corres/2025 dated 15.07.2025.
2. CPO/Admin Lr. No.SCR/P-HQ/226/SEL/2025 dated 30.07.2025.

With reference to your letters cited above, the model Question Bank for CCTC Posts (Level-3) for 33 1/3 PQ and 16 2/3 LDCE exclusively on Commercial topics is enclosed herewith for information and necessary action. Further, Question Bank for CCTS (L-6) and Sr.Clerk (L-5) posts will be submitted shortly.

This has the approval of competent authority.

Encl: as above.

Digitally Signed by

Kilari.hari Kishore

Date: 17-10-2025 12:06:55

(K. Hari Kishore)

Reason: Approved

SCM/Resv

For Principal Chief Commercial Manager

Model Question Bank for CCTC Posts

S.No.	Question	Ans
1	Functions of Commercial Department are _____ [A] Sale of Transport [B] Creation and Development of traffic [C] Maintaining Public Relations [D] All of these	D
2	At the Zonal Headquarters, the head of the Commercial Department is: [A] Chief Commercial Superintendent (CCS) [B] Principal Chief Commercial Manager (PCCM) [C] Divisional Railway Manager (DRM) [D] Additional General Manager (AGM)	B
3	At the Divisional level, the Commercial Department is headed by: [A] Senior Divisional Commercial Manager (Sr.DCM) [B] Additional Divisional Railway Manager (ADRM) [C] Principal Chief Commercial Manager (PCCM) [D] Assistant Commercial Manager (ACM)	A
4	Which of the following is NOT a function of the Commercial Department ? [A] Freight and passenger marketing [B] Catering and on-board services [C] Operating train time-tabling [D] Parcel and luggage Bookings	C
5	The Commercial Department at Zonal level is responsible for: [A] Planning and execution of commercial policies [B] Track maintenance and safety checks [C] Designing locomotive workshops [D] Recruitment of Group D staff	A
6	Which of the following functions is managed by the Commercial Department in both Divisions and Zones? [A] Freight revenue monitoring [B] Staff medical fitness [C] Signaling operations [D] Track renewals	A
7	Ticket Checking Squads in Divisions function under the control of: [A] Senior Divisional Commercial Manager (Sr.DCM) [B] Chief Commercial Manager (Passenger Services) [C] Divisional Mechanical Engineer (DME) [D] Station Superintendent	A
8	At the Railway Board level, the head of the Commercial Department is: [A] Member Operations and Business Development [B] Member Infra [C] Member Finance [D] Member General	A
9	Head of Public Grievances redressal machinery at Zonal level is [A] PCCM [B] AGM [C] GM [D] PCOM	B
10	Head of Public Grievances redressal machinery at Divisional level is [A] PCCM [B] ADRM [C] Sr.DCM [D] Sr.DOM	B
11	Head of Public Relations department at Zonal Railway is _____ [A] CPRO [B] PCCM [C] PCOM [D] Sr.DCM	A
12	The universal number for registering complaints by passengers in Railways is _____	

	[A] 138 [B] 132 [C] 100 [D] 139	
13	ACP stands for _____ [A] Automatic Chain Panel [B] Alarm Chain Pulling [C] Additional Chain Pulling [D] Automatic Collision Pulling	B
14	Children under ___ years of age are to be carried free in all classes. [A] 12 [B] 7 [C] 6 [D] 5	D
15	GST on First Class and all AC classes is _____. [A] 5 [B] 10 [C] 12 [D] 18	A
16	Platform Tickets are valid for ____ hours. [A] 1 [B] 2 [C] 3 [D] 6	B
17	Cost of the Platform Ticket is Rs. _____. [A] 3 [B] 5 [C] 7 [D] 10	D
18	Which of the following is a journey ticket _____ [A] Blank Paper Ticket [B] Retiring room ticket [C] Luggage ticket [D] Cloakroom ticket	A
19	Which of the following is a non-journey ticket? [A] Blank Paper Ticket [B] Circular Journey ticket [C] Check Soldier Ticket [D] Retiring room ticket	D
20	Under GM Powers, Season Tickets for general public can be given up to a maximum distance of ____ Kms. [A] 100 [B] 160 [C] 200 [D] 250	B
21	Quarterly season ticket fare is ____ times of monthly season ticket fare [A] 2 [B] 2.5 [C] 2.7 [D] 5.4	C
22	Season tickets can be renewed ____ days in advance of the date of expiry. [A] 5 [B] 7 [C] 10 [D] 15	C
23	Free Monthly Student Season Tickets are valid for travel in _____ trains only. [A] II Ordinary [B] Suburban [C] II M/ Express [D] Both A & B	D
24	Free season tickets are issued to boy students studying upto ____ standard. [A] 10th [B] Intermediate [C] Graduation [D] Post Graduation	B
25	Free season tickets are issued to girl students studying upto _____. [A] 10 th [B] Intermediate [C] Graduation [D] Post Graduation	C
26	Upper Age limit for general students for issue of concessional season ticket is ____ years. [A] 25 [B] 27 [C] 32 [D] 35	A
27	Upper age limit for SC/ST students for issue of concessional season ticket is ____ years. [A] 25 [B] 27 [C] 32 [D] 35	B
28	Market Vendor season ticket fare is ____ times of normal season ticket fare [A] 2.7 [B] 2.5 [C] 2 [D] 1.5	D
29	Market Vendor season ticket is issued in _____ Class [A] II class [B] I class [C] 3 AC [D] SL	A
30	On outward journey, Market Vendor Season Ticket holders are allowed _____ Kgs of free allowance of luggage. [A] 40 [B] 50 [C] 60 [D] 80	C

31	On return journey M.V.S.T. holders can carry ____ Kgs. [A] 60 [B] Empties [C] 35 [D] 20	B
32	Season tickets can be renewed through ____ [A] UTS Counter [B] JTBS [C] UTS-On-Mobile App [D] All of these	D
33	Izzat season tickets are issued to those whose monthly income is up to Rs. ____ [A] 1000 [B] 1200 [C] 1500 [D] 2000	C
34	Cost of Izzat Monthly Season Ticket is Rs. ____ [A] 25 [B] 35 [C] 50 [D] 100	A
35	Izzat season tickets are issued for a maximum distance of ____ Km. [A] 50 [B] 100 [C] 125 [D] 150	D
36	Holders of single journey tickets for a distance of more than ____ Kms are allowed to break journey enroute [A] 200 [B] 300 [C] 400 [D] 500	D
37	Break Journey rules are not applicable to ____ [A] Season Ticket holders [B] Railway Pass holder [C] ICCRP holder [D] All these	D
38	Break Journey is not allowed on ____ [A] Visually Impaired Concession Ticket [B] Senior citizen concession ticket [C] Concession tickets issued for a specific purpose [D] Divyangjan concession ticket	C
39	Concession fare shall be calculated on ____ [A] Total fare [B] Reservation charges [C] Mail/Express basic fare [D] Ordinary basic fare	C
40	Concession is not admissible in respect of ____ [A] Reservation charges [B] Super fast surcharge [C] Meals Charges by Rajdhani/ Shatabdi [D] All these	D
41	Number of concessions allowed at one time is ____ [A] One [B] Two [C] Three [D] Four	A
42	SC/ST students are charged at ____ of the normal concessional fare admissible for General Students. [A] 25% [B] 33.3% [C] 50% [D] 75%	C
43	Percentage of concession allowed on 2AC fare (for other than Rajdhani) for Visually impaired person is ____ [A] 25% [B] 50% [C] 75% [D] None	B
44	Cancer Concession certificate for outward journey is valid for ____ years. [A] 1 [B] 2 [C] 5 [D] Life time	A
45	Element of concession to cancer patient in 3AC/SL is ____% [A] 25 [B] 50 [C] 75 [D] 100	D
46	War widows are allowed ____% concession in Sleeper class. [A] 25 [B] 50 [C] 75 [D] 100	C
47	Privilege Ticket Order (PTO) holder is required to pay ____ of basic fare. [A] 25% [B] 50% [C] 1/3rd [D] 75%	C

48	Foreign Tourists are permitted to reserve tickets _____ days in advance. [A] 60 [B] 90 [C] 120 [D] 365	D
49	Advance Reservation period for Indian citizens is _____ days [A] 90 [B] 60 [C] 180 [D] 365	B
50	PNR Number on PRS tickets contain ____ digits [A] 8 [B] 9 [C] 10 [D] 11	C
51	Reservation charges for Sleeper Class are Rs. _____ Per Passenger. [A] 60 [B] 50 [C] 40 [D] 20	D
52	The Reservation fees for 1 AC class is Rs. _____ per passenger [A] 60 [B] 50 [C] 40 [D] 20	A
53	The Reservation fees for 3 AC class is Rs. _____ per Passenger. [A] 60 [B] 50 [C] 40 [D] 20	C
54	The Supplementary Charge for Second Class is Rs. _____ per Passenger. [A] 15 [B] 30 [C] 45 [D] 75	A
55	The Supplementary Charge for 3AC class is Rs. _____ per Passenger. [A] 15 [B] 30 [C] 45 [D] 75	C
56	PRS Tickets can be purchased by paying through _____ [A] Cash [B] POS Machines [C] UPI [D] All of these	D
57	Child NOSB (without berth) booking shall not be permitted in ____ classes. [A] EC [B] CC [C] 2S [D] All of these	D
58	Sleeping Accommodation is provided between _____ [A] 20 & 8 hours [B] 22 & 6 hour [C] 21 & 9 hours [D] 20 & 6 hours	B
59	PNR stands for _____ [A] Passenger Number record [B] Passenger Name Record [C] Passenger not required [D] Passenger No Room	B
60	Railway Pass and PTO are allotted under _____ quota in Rajadhani/ Shatabdi/ Duranto/ Special Type trains. [A] Duty Pass [B] General [C] Divyangjan [D] Not allowed	A
61	In Vande Bharat Train, a first class privilege pass holder is eligible for ____ seats in AC Chair Car. [A] 1 [B] 2 [C] 4 [D] All family members	B
62	E- ticket booking can be done through _____ mobile app [A] NTES [B] IRCTC RAIL CONNECT [C] RAIL SUGAM [D] RAIL MADAD	B
63	_____ along with any of the prescribed ID proofs in original constitute travel authority for E-Ticket passenger. [A] Electronic Reservation Slip [B] Virtual Reservation Message [C] Mobile Reservation Message [D] Any of these	D
64	E-ticket Booking timings are ____ hrs to ____ hrs on all days including Sundays. [A] 00:00 – 23:50 [B] 00:15 – 23:50 [C] 00:20-23:45 [D] 00:30-23:45	C
65	If Adhaar Number is linked, an individual can book a maximum of _____ e- tickets in a month. [A] 6 [B] 12 [C] 10 [D] 24	D
66	A maximum of _____ passengers can be booked on a 'Tatkal Ticket'	C

	[A] 6 [B] 5 [C] 4 [D] 2	
67	Tatkal tickets are NOT issued for the following class [A] 3 AC [B] 2 AC [C] 1 AC [D] Sleeper	C
68	Reservation can be made under Tatkal scheme ____ days in advance, excluding the day of journey from Train originating station. [A] 4 [B] 3 [C] 2 [D] 1	D
69	The photo ID card which is not in the list of ID's for travel on Tatkal Tickets [A] Voter ID card [B] Bank Pass book [C] Debit Card [D] Passport	C
70	Change of Boarding Point facility can be provided at ____ [A] PRS [B] PRS & UTS [C] PRS, IRCTC Website and 139 [D] Current Booking	C
71	Over SCR, Group booking in Sleeper Class upto ____ number of berths can be permitted by SS/CRS/CRI. [A] 20 [B] 30 [C] 50 [D] 100	D
72	Over SCR, ACM/AO/SM (Gazetted) is empowered to permit group reservation in AC Classes for ____ passengers. [A] up to 10 [B] up to 20 [C] up to 30 [D] above 30	D
73	The application for change of name within family members should be given ____ hours in advance of the scheduled departure of the train [A] 4 [B] 12 [C] 24 [D] 48	C
74	____ Scheme provides an option to avail confirmed berth/seat in alternate train to the wait-listed passengers. [A] Upgradation [B] Tatkal [C] Vikalp [D] None of these	C
75	Alternate train accommodation scheme (Vikalp) is extended to ____ Passengers. [A] Confirmed [B] RAC [C] Waiting List [D] Partially Confirmed	C
76	Duplicate Ticket is not issued to ____ Passengers. [A] Confirmed [B] RAC [C] Waiting List [D] Partially Confirmed	C
77	Duplicate Ticket can be issued on collection of ____% of fare on Torn or Mutilated Confirmed Reserved Ticket, if the request is made after preparation of the chart. [A] 25 [B] 50 [C] 75 [D] 100	A
78	Duplicate ticket in lieu of lost ticket can be issued for Confirmed or RAC Passengers in all classes before preparation of chart on payment of Rs. ____ per passenger for AC classes. [A] 50 [B] 100 [C] 25% of total fare [D] 50% of total fare	B
79	Minimum Cancellation Charges per Passenger on AC First Class ticket is Rs. ____ [A] 240 [B] 200 [C] 180 [D] 120	A
80	Minimum Cancellation Charge per Passenger in Sleeper Class is Rs. ____ [A] 240 [B] 200 [C] 180 [D] 120	D

81	When a 3AC reserved ticket is cancelled more than 48 hours in advance, the Cancellation Charge is ____ [A] 50% of fare [B] 25% of fare [C] 75% of fare [D] Minimum cancellation charges	D
82	If a train is cancelled, full amount can be refunded on reserved tickets upto ____ [A] 3 hours [B] 6 hours [C] 12 hours [D] 3 days	D
83	At train originating station, when a train is running late by more than 3 hours, _____ on cancellation of reserved tickets. [A] Cancellation charge is due [B] Clerkage is due [C] Full amount is refunded [D] No refund is due	C
84	In case of AC failure, PRS ticket holders are eligible for refund of difference of fare, within ____ hours of actual arrival of train at destination station. [A] 12 [B] 20 [C] 24 [D] 48	B
85	In case of lower class travel for want of accommodation, passengers are eligible for refund of difference of fare within ____ days of receipt of refund certificate at destination station. [A] 1 [B] 2 [C] 3 [D] 4	B
86	In case of death/injury to a passenger due to accident, the kith and kin of passenger will be given refund of [A] Fare deducting clerkage [B] Fare for the untraveled portion [C] Full fare for the entire booked journey [D] 90% of fare retaining 10% of fare with Railway	C
87	The system prints ____ number of digits of stock number on UTS ticket. [A] 4 [B] 5 [C] 8 [D] 10	A
88	System generated UTS number consists of ____ characters. [A] 4 [B] 5 [C] 8 [D] 10	D
89	Platform tickets can be issued for a maximum of ____ persons on a single UTS ticket. [A] 2 [B] 4 [C] 6 [D] 8	B
90	Luggage should be presented for booking at least ____ minutes before scheduled departure of the train. [A] 60 [B] 45 [C] 30 [D] 15	C
91	Luggage can be booked ____ hours in advance excluding the day of scheduled departure of the train on reserved tickets. [A] 36 [B] 24 [C] 12 [D] 4	B
92	Minimum distance for charging luggage is ____ Km. [A] 10 [B] 25 [C] 50 [D] 100	C
93	Minimum weight for charging luggage is ____ Kg. [A] 5 [B] 10 [C] 15 [D] 20	B
94	Minimum luggage charge is Rs. ____ [A] 10 [B] 20 [C] 30 [D] 50	C
95	Free allowance of luggage permitted to be carried in Sleeper Class per passenger is ____ Kg. [A] 40 [B] 50 [C] 60 [D] 70	A

96	Parcel way bill is prepared in ____ foils. [A] 2 [B] 3 [C] 4 [D] 5	C
97	The highest scale for charging parcels is ____ [A] P [B] R [C] S [D] L	B
98	Dog is permitted to be carried with owner in the following class. [A] 2 AC [B] I AC [C] First Class [D] Both IAC & First Class	D
99	For Rebooking of parcels the party has to submit ____ [A] Original PWB [B] Fresh forwarding note [C] A request in writing [D] All these	D
100	Livestock in Parcel Vans/Brake Vans are booked at ____ [A] Scale L [B] Scale L+25% [C] Scale P+25% [D] Scale R	B
101	Pictorial labels are ____ [A] Educative [B] Caution [C] Both A & B [D] None	C
102	A label with 'goblet' is used for ____ goods. [A] Explosive [B] Dangerous [C] Offensive [D] Fragile	D
103	The object of sealing is to ____ thefts. [A] Localize [B] Prevent [C] Both A&B [D] None	A
104	____ Type of seals are used on wagons loaded with explosives and dangerous goods. [A] Lead [B] Wax [C] Wax & Lead [D] None	A
105	The object of riveting is to ____ thefts. [A] Localize [B] Prevent [C] Both A&B [D] None	B
106	Number of rivets to be used on each wagon door is ____ [A] 3 [B] 2 [C] 1 [D] 5	D
107	After fixing the rivets in the holes provided, they should be bent at ____ degrees. [A] 60 [B] 40 [C] 10 [D] 90	D
108	Wagons containing ____ should not be riveted. [A] Cement [B] Fertilisers [C] Explosives [D] Food Grains	C
109	B.G. strips and grease compound should be used for wagons loaded with ____ [A] Cement [B] Sugar [C] Food grains [D] All	D
110	The objective of marking is ____ [A] To establish ownership [B] To avoid wrong delivery [C] To trace missing goods [D] All of the above	D
111	Marking is of two types viz., ____ and ____ [A] Railway, State [B] Railway, Private [C] Consignor, Consignee [D] None of these	B
112	In Goods classification, 'd' indicates ____ [A] Contraband goods [B] Offensive goods [C] Perishable goods [D] Dangerous goods	D
113	The rightful demand of customer against the railways for payment of compensation for the loss of consignments is known as ____ [A] Exgratia [B] Insurance [C] Claim [D] Damage	C
114	Claims Prevention material consisting of ____ [A] Rivets [B] Grease-Compound	D

	[C] Bituminized gunny strips	[D] All of these	
115	Causes of claims are _____ [A] Mis-despatch of goods [B] Wrong deliveries [C] Over carriage of goods [D] All of these		D
116	Effects of claims will be _____ [A] Leakage of Revenue [B] Loss of good will [C] Diversion of Traffic [D] All of these		D
117	Unreserved tickets can't be obtained through --- [A] ATVM [B] UTS on Mobile [C] YTSK [D] IRCTC		D
118	What is UTS in relation to Ticketing? [A] Union Territory Service [B] Unlimited travelling service [C] Unreserved Ticketing System [D] None of the above		C
119	How many passengers are allowed for booking per application for TatkalTicket? [A] 6 [B] Any number [C] 3 [D] 4		D
120	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
121	What is the amount of minimum cancellation charges per passenger on unused 3rd A/C class confirmed reserved ticket_____ [A] Rs.100/- [B] Rs.120/- [C] Rs.180/- [D] Rs.240/-		C
122	When the train is cancelled due to unforeseen circumstances such as accidents, breaches and floods, the ticket should be surrendered for refund within_____excluding the scheduled day of departure of the train. [A] 7 days [B] 1 day [C] 3 days [D] 90 days		C
123	JTBS stands for_____ [A] Janata Train Booking Service [B] Joint Train Bus Service [C] Jansadharan Ticket Booking Sewak [D] Janata Telangana Bus Service		C
124	Reserved Tickets can be purchased from [A] Railway Stations [B] IRCTC portal [C] Nominated Post Offices [D] All of the above.		D
125	Only the following ticketing activities can be performed through the ATVMs [A] Platform tickets [B] Journey tickets [C] Renewal of monthly/quarterly season tickets [D] All of the above		D
126	"UTS on Mobile" App can be downloaded and installed for _____ Phones [A] Android [B] Windows [C] IOS [D] All of these		D
127	-----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
128	Tickets purchased from the ATVMs can be cancelled at_____ [A] ATVMs only [B] UTS counters only [C] SMC counter only [D] Both B & C		D
129	UPI with regard to digital payments stands for_____ [A] United Payment Internet [B] Union Payment Interface		

	[C] Unified Payment Interface [D] Union Payment Internet	C
130	FOIS means [A] Freight Operations Information System [B] Fare Operated Information System [C] Full Operation Information System [D] Fouling Operations Information System	A
131	FOIS mainly consists of [A] TMS and RMS [B] RMS and PMS [C] TMS and PMS [D] PMS and DMS	A
132	FNR means in FOIS [A] Freight Number Record [B] Full Number Record [C] First Name Record [D] Freight Name Register	A
133	There are a total of Chapters in Railway Act.1989 [A] 10 [B] 12 [C] 14 [D] 16	D
134	There are a total of _____ sections in Railway Act.1989 [A] 100 [B] 150 [C] 200 [D] 250	C
135	Compensation on account of untoward incident is dealt under section _____ of Railway Act. [A] 123 [B] 124 [C] 124A [D] 125	C
136	Prohibition on hawking and begging is given under section _____ of Railway Act. [A] 141 [B] 142 [C] 143 [D] 144	D
137	Making a false report by a Railway Servant is dealt under section _____ of Railway Act. [A] 178 [B] 179 [C] 180 [D] 181	A
138	As per Section _____ of Railways Act 1989, Travelling without ticket is prohibited. [A] 55 [B] 56 [C] 57 [D] 58	A
139	Transfer of certain ticket is prohibited as per section _____ of Railways Act 1989. [A] 52 [B] 53 [C] 54 [D] 55	B
140	Male passenger found travelling in ladies compartment will be prosecuted as per section _____ of Railways Act 1989. [A] 137 [B] 138 [C] 161 [D] 162	D
141	As per Section ____ of Railways Act, 1989 any person causing damage or destruction of railway properties is punishable. [A] 151 [B] 154 [C] 155 [D] 156	A
142	As per Section ____ of Railways Act, 1989 Railway servant in a state of intoxication on duty is punishable. [A] 177 [B] 175 [C] 174 [D] 172	D
143	As per Section 50 of Railways Act, 1989 ____ particulars are mandatory to be printed on a Journey Ticket. [A] Station from and station to [B] Fare [C] Class [D] All these	D
144	Section ____ of Railways Act, 1989 deals with ticket cancellation and Refund. [A] 49 [B] 50 [C] 51 [D] 52	D

145	Separate accommodation should be provided for ladies as per section _____ of the Railways Act, 1989. [A] 56 [B] 57 [C] 58 [D] 59	C
146	A person found traveling without ticket and with an intention to cheat the Railway is dealt as per section ____ of Railway Act 1989. [A] 138 [B] 137 [C] 136 [D] 135	B
147	As per Section 137 of Railways Act, 1989 the Maximum Fine is Rs._____ [A] 500 [B] 1000 [C] 1500 [D] 2000	B
148	_____ Section of the Railway Act, 1989 empowers Railways to remove passengers traveling without ticket. [A] 137 [B] 138 [C] 139 [D] 141	C
149	A person needlessly interfering with the means of communication of train shall be prosecuted as per section ____ of Railways Act' 1989. [A] 137 [B] 138 [C] 141 [D] 142	C
150	Person found transferring reserved ticket with business motive should be prosecuted as per Section ____ of Railway Act 1989. [A] 141 [B] 142 [C] 143 [D] 144	C
151	A person prosecuted as per Section 142 of Railway Act 1989 is liable to pay a fine upto Rs._____ [A] 500 [B] 1000 [C] 2000 [D] 3000	A
152	A person prosecuted as per Section 143 of Railway Act 1989 is liable to pay a fine up to Rs._____ [A] 5000 [B] 10000 [C] 20000 [D] 30000	B
153	Holders of MVST found selling their products in the railway premises will be prosecuted as per section _____ of Railway Act 1989. [A] 142 [B] 144 [C] 145 [D] 146	B
154	Drunkenness or nuisance upon a railway will be dealt as per section ____ of Railways Act' 1989. [A] 142 [B] 144 [C] 145 [D] 146	C
155	A person detected traveling with altered/defaced ticket/pass shall be dealt as per Section ____ of Railways Act 1989. [A] 155 [B] 156 [C] 157 [D] 158	C
156	Male passenger found travelling in ladies compartment is dealt as per section ____ of the Railway Act, 1989. [A] 161 [B] 162 [C] 163 [D] 164	B
157	Smoking in Railway Premises is prohibited as per Section ____ of Railway Act 1989. [A] 144 [B] 145 [C] 162 [D] 167	D
158	In case of RAC ticket, "RAC" stands for: [A] Reservation Allowed with Cancellation [B] Reservation Against Cancellation [C] Reserved at Counter [D] Reservation After Confirmation	B
159	Which category of ticketing agents operates inside station premises under contract?	B

	[A] JTBS	[B] STBA	[C] YTSK	[D] PRS	
160	Tatkal ticket booking starts at: [A] 8:00 AM for AC, 10:00 AM for Non-AC [B] 10:00 AM for AC, 11:00 AM for Non-AC [C] 8:00 AM for all classes [D] 10:00 AM for all classes				B
161	If a train is cancelled, the ticket holder is entitled to: [A] 50% refund [B] No refund [C] Full refund without deduction [D] Refund after deduction of clerkage				C
162	In case of partial cancellation of passengers in a PNR, refund is processed: [A] Only for all passengers [B] For the canceled passengers only [C] No refund [D] As per Tatkal rules				B
163	The online refund for cancelled e-ticket is credited to: [A] Any bank account [B] Account used for booking [C] Passenger's IRCTC wallet only [D] Payable at station				B
164	Which is the primary online platform for lodging passenger grievances in Indian Railways? [A] IRCTC Portal [B] RAIL MADAD [C] UTS App [D] Rail Drishti				B
165	Which of the following is not a valid category for lodging a complaint in RAIL MADAD? [A] Overcharging [B] Unauthorized vending [C] Reservation confirmation [D] Cleanliness issues				C
166	PRS in Indian Railways refers to: [A] Passenger Reservation System [B] Parcel Receipt Slip [C] Platform Reservation Sheet [D] Public Rail Schedule				A
167	Which facility allows booking of unreserved tickets through a mobile app? [A] e-Catering [B] UTS on Mobile [C] IRCTC PRS [D] Parcel Tracker				B
168	In order to prevent misuse, concession tickets are: [A] Non-transferable [B] Transferable within family [C] Transferable to friends [D] Fully refundable				A
169	Change of name on a reserved ticket is permitted between [A] Family members [B] Government Servants on duty [C] Students on education tour [D] All of the above.				D