



भारत सरकार/ *Government of India*
रेल मंत्रालय/ *Ministry of Railways*

मं.रे.प्र. का कार्यालय, Office of the DRM
वाणिज्य विभाग, Commercial Branch
सिकंदराबाद मंडल/ *Secunderabad Division*
दक्षिण मध्य रेलवे / *South Central Railway*
सिकंदराबाद, Secunderabad
तेलंगाना, Telangana

SCR/SC0COMM(Esta)/42/2020-O/o ACM/CHG/SC/SCR

Date:-13.08.2025

Dy.CCM/G

Sub:- Selections - CBT mode in departmental promotions - Reg.
Ref:- No.C.415/Selections/CBT mode/2025, dated 07.08.2025

With reference to the above subject and further to the referred letter, the Syllabus and Question Bank category wise for the posts CCTC (Level-3), CCTS (Level-6) and Ministerial Cadre - Junior Clerk to Sr. Clerk (Level-2 to Level-5), is herewith enclosed as **Annexure 'A'**, **Annexure 'B'** & **Annexure 'C'**.

Encl: Annexure 'A', 'B' & 'C'




(Visharl Arjun RG)
DCM/SC

**Syllabus for selections to the post of Commercial-cum-Ticket Clerk in Level-3 of 7th CPC in
Commercial Department of SC Division:**

1. General English & Grammar
2. Basic Mathematics, including percentiles, square-roots, radius, fractions, pie-charts etc.
3. Aptitude Test & Logical Questioning
4. General Knowledge
5. Ticket- Checking Aspects
6. Concessions
7. UTS/PRS/Parcels/Goods/Catering/NFR/ATVM/STBA/ YTSK/JTBS, including QR Transactions.
8. Reservation and Refund Rules
9. Public Grievance Redressal organization, public complaints and their disposal, Computerization of complaints, including RAIL MADAD.
10. Consultative Committees
11. General Questions related to Railways.
12. Establishment –D&AR, HOER, Leave rules, Pass rules etc.
13. Pay & Allowances - Entitlements, Rules regarding TA, DA, Night Duty Allowance, Overtime and their curtailment.
14. Sections of Indian Railway Act
15. E-Office & HRMS.
16. Official Language /Rajbhasha.

Model Question bank for selections to the post of Commercial-cum-Ticket Clerk in Level-3 of 7th CPC in Commercial Department of SC Division:

Q.No	Question & Options	Answer
1.	Choose the correct synonym for "Abundant": a) Scarce b) Plenty c) Rare d) Short	B
2.	Identify the correct spelling: a) Accomodate b) Accommodate c) Acommodate d) Accommadate	B
3.	Choose the correct antonym of "Transparent": a) Clear b) Opaque c) Glassy d) Crystal	B
4.	Fill in the blank: "He is interested ___ learning Spanish." a) in b) for c) to d) on	A
5.	Select the correct passive form: "They will finish the work tomorrow." a) The work will finished tomorrow. b) The work will be finish tomorrow. c) The work will be finished tomorrow. d) The work will have finished tomorrow.	C
6.	Choose the correctly punctuated sentence: a) I have visited London, Paris, and Rome. b) I have visited London Paris, and Rome. c) I have visited London Paris and Rome. d) I have visited, London, Paris and Rome.	A
7.	Choose the correct form of verb: "She ___ in the park every morning." a) walks b) walk c) walking d) walked	A
8.	Find the correct synonym of "Benevolent": a) Cruel b) Kind c) Harsh d) Greedy	B
9.	Choose the correct antonym of "Rigid": a) Flexible b) Strong c) Hard d) Solid	A
10.	Fill in the blank: "Neither he nor his friends ___ coming to the party."	B

	a) is b) are c) was d) be	
11.	Choose the correct indirect speech: "He said, 'I am tired'." a) He said he is tired. b) He said he was tired. c) He said that I was tired. d) He said I am tired.	B
12.	Identify the correctly spelled word: a) Definately b) Definitely c) Defanitely d) Definetly	B
13.	Choose the correct antonym of "Ancient": a) Old b) Modern c) Historic d) Antique	B
14.	Fill in the blank: "I am looking forward ___ my vacation." a) for b) on c) to d) at	C
15.	Select the correct passive form: "She writes a letter." a) A letter writes by her. b) A letter is written by her. c) A letter was written by her. d) A letter has written by her.	B
16.	Choose the correct synonym for "Eminent": a) Unknown b) Famous c) Common d) Ordinary	B
17.	Choose the correct antonym for "Increase": a) Decrease b) Grow c) Expand d) Rise	A
18.	Choose the correct tense: "I ___ this movie before." a) see b) saw c) have seen d) seen	C
19.	Identify the correct article: "___ moon looks beautiful tonight." a) A b) An c) The d) No article	C
20.	Choose the correct antonym for "Victory": a) Win b) Loss c) Triumph d) Success	B
21.	Fill in the blank: "By the time we arrived, the train ___ left." a) had	A

	b) has c) have d) was	
22.	Choose the correct comparative form: "This road is __ than the other one." a) good b) better c) best d) more good	B
23.	Choose the correct synonym for "Brief": a) Long b) Short c) Detailed d) Lengthy	B
24.	Choose the correct antonym for "Harsh": a) Rough b) Soft c) Severe d) Bitter	B
25.	Identify the correct sentence: a) He don't like apples. b) He doesn't likes apples. c) He doesn't like apples. d) He don't likes apples.	C
26.	Fill in the blank: "We were surprised __ his sudden arrival." a) with b) at c) in d) for	B
27.	Choose the correct synonym for "Vacant": a) Occupied b) Empty c) Full d) Taken	B
28.	Choose the correct antonym for "Joy": a) Sadness b) Happiness c) Pleasure d) Cheerfulness	A
29.	Fill in the blank: "He is the __ player in the team." a) good b) better c) best d) most good	C
30.	Choose the correct synonym for "Rapid": a) Slow b) Quick c) Lazy d) Late	B
31.	Choose the correct antonym for "Bright": a) Dull b) Shiny c) Clear d) Radiant	A
32.	The square root of 144 is:	C

	a) 10 b) 11 c) 12 d) 13	
33.	What is 25% of 240? a) 50 b) 60 c) 70 d) 80	B
34.	The value of $\frac{3}{4}$ th of 200 is: a) 100 b) 120 c) 140 d) 150	D
35.	If 8 pens cost ₹96, then the cost of 2 pen is: a) ₹10 b) ₹12 c) ₹22 d) ₹24	D
36.	The radius of a circle is 7 cm. Its diameter is: a) 7 cm b) 14 cm c) 21 cm d) 28 cm	B
37.	2.5 hours = how many minutes? a) 120 b) 150 c) 160 d) 180	B
38.	Find the value: $15 \times 1215 / 1215 \times 12$ a) 1.0 b) 1.25 c) 1.50 d) 2.0	B
39.	If a car travels 60 km in 1 hour, how far will it travel in 4.5 hours? a) 240 km b) 250 km c) 260 km d) 270 km	D
40.	The perimeter of a square of side 6 cm is: a) 12 cm b) 18 cm c) 24 cm d) 36 cm	C
41.	If 40% of a number is 80, then the number is: a) 100 b) 150 c) 180 d) 200	D
42.	The average of 4, 8, 12, and 16 is: a) 8 b) 9 c) 10 d) 12	C
43.	0.75 expressed as a fraction is:	A

	a) $\frac{3}{4}$ b) $\frac{4}{3}$ c) $\frac{7}{5}$ d) $\frac{5}{7}$	
44.	$5^3 = ?$ a) 15 b) 25 c) 125 d) 225	C
45.	A train travels 120 km in 2 hours. Its speed is: a) 50 km/h b) 55 km/h c) 60 km/h d) 65 km/h	C
46.	The sum of angles in a triangle is always: a) 90° b) 180° c) 270° d) 360°	B
47.	If $3x = 27$, then $9x = ?$ a) 61 b) 71 c) 81 d) 91	C
48.	The area of a rectangle with length 8 cm and breadth 5 cm is: a) 30 cm^2 b) 35 cm^2 c) 40 cm^2 d) 45 cm^2	C
49.	The ratio of 4:5 is equal to: a) 0.4 b) 0.5 c) 0.8 d) 1.25	C
50.	15% of 200 = ? a) 20 b) 25 c) 30 d) 35	C
51.	Which is the smallest prime number? a) 0 b) 1 c) 2 d) 3	C
52.	The simple interest on ₹500 at 5% per annum for 2 years is: a) ₹25 b) ₹50 c) ₹75 d) ₹100	B
53.	The cube root of 27 is: a) 2 b) 3 c) 4 d) 5	B
54.	If 8 workers can complete a task in 12 days, then 4 workers will complete it in:	C

	a) 20 days b) 22 days c) 24 days d) 26 days	
55.	How many degrees are there in a right angle? a) 45° b) 60° c) 90° d) 120°	C
56.	If the selling price is ₹240 and the cost price is ₹200, then profit percentage is: a) 15% b) 18% c) 20% d) 25%	C
57.	The sum of first 5 natural numbers is: a) 10 b) 12 c) 15 d) 20	C
58.	The LCM of 12 and 15 is: a) 30 b) 45 c) 60 d) 75	C
59.	If $a = 5$ and $b = 2$, then $a^2 + b^2 = ?$ a) 25 b) 27 c) 29 d) 31	C
60.	Find the perimeter of a rectangle of with length 10 cm and breadth 6 cm is: a) 30 cm b) 32 cm c) 34 cm d) 36 cm	B
61.	The value of 15% of ₹1,200 is: a) ₹150 b) ₹160 c) ₹170 d) ₹180	A
62.	If $ALL = 25$ and $BAT = 23$, then $CAT = ?$ a) 14 b) 24 c) 34 d) 44	B
63.	Find the missing number: 2, 6, 12, 20, 30, ? a) 40 b) 42 c) 44 d) 46	B
64.	If 5 pencils cost ₹25, what will be the cost of 8 pencils? a) ₹35 b) ₹38 c) ₹40 d) ₹45	C

65.	Which of the following is the odd one out? a) Circle b) Square c) Triangle d) Rectangle	A
66.	In a certain code, CAT is written as DBU. How is DOG written? a) EPH b) EOH c) EPG d) EPI	A
67.	Which number should come next? 1, 4, 9, 16, 25, ? a) 30 b) 35 c) 36 d) 40	C
68.	If $8 + 3 = 73$ and $5 + 4 = 41$, then $6 + 2 = ?$ a) 40 b) 45 c) 50 d) 52	A
69.	Which number is missing? 3, 6, 12, 24, ?, 96 a) 36 b) 40 c) 48 d) 50	C
70.	Choose the odd pair: a) Mango – Fruit b) Carrot – Vegetable c) Rose – Flower d) Rice – Furniture	D
71.	If $4 \times 6 = 26$, and $5 \times 7 = 37$, then $6 \times 8 = ?$ a) 44 b) 46 c) 48 d) 50	D
72.	Which word is different from the rest? a) Copper b) Iron c) Silver d) Plastic	D
73.	Find the missing number: 7, 14, 28, 56, ? a) 84 b) 100 c) 112 d) 120	C
74.	Arrange the words in a meaningful order: Seed, 2) Plant, 3) Flower, 4) Fruit a) 1, 2, 3, 4 b) 1, 3, 2, 4 c) 3, 1, 2, 4 d) 2, 1, 3, 4	A
75.	If $3x + 5 = 14$, then $x = ?$ a) 3 b) 4 c) 5 d) 6	A

76.	Which is the odd one out? a) Earth b) Mars c) Jupiter d) Moon	D
77.	If A=1, B=2, ..., Z=26, then sum of letters in "CAB" = ? a) 5 b) 6 c) 7 d) 8	B
78.	If in a code language, 246 means "good and tasty", 248 means "see good pictures", and 168 means "pictures are faint", then what does 2 mean? a) Pictures b) Good c) Are d) Tasty	B
79.	Choose the missing number: 5, 10, 20, 40, ? a) 60 b) 70 c) 80 d) 100	C
80.	Which is different? a) 2 – Square root 4 b) 3 – Square root 9 c) 4 – Square root 15 d) 5 – Square root 25	C
81.	If $7 \times 2 = 53$, and $8 \times 3 = 73$, then $6 \times 4 = ?$ a) 44 b) 52 c) 72 d) 76	B
82.	A clock shows 3:15. What is the angle between the hour and minute hand? a) 0° b) 7.5° c) 15° d) 30°	B
83.	If $1=2$, $2=4$, $3=6$, then $10 = ?$ a) 18 b) 20 c) 22 d) 24	B
84.	Find the odd number: 64, 125, 216, 343, 512 a) 64 b) 125 c) 216 d) 343	C
85.	If $2x - 3 = 7$, then $x = ?$ a) 4 b) 5 c) 6 d) 7	B
86.	Which number is missing? 4, 9, 19, 39, ? a) 79	A

	b) 80 c) 81 d) 82	
87.	Which shape does not belong? a) Cube b) Sphere c) Cylinder d) Circle	D
88.	If 6 cats can catch 6 mice in 6 minutes, how many cats are needed to catch 60 mice in 60 minutes? a) 6 b) 10 c) 12 d) 15	A
89.	Which is the next number? 11, 22, 44, 88, ? a) 100 b) 110 c) 176 d) 200	C
90.	In a certain code, HELLO is written as KHOOR. How is GOOD written? a) JRRG b) HOOD c) GQRF d) JQQG	A
91.	Who is known as the "Father of the Nation" in India? a) Jawaharlal Nehru b) Mahatma Gandhi c) Sardar Patel d) Subhas Chandra Bose	B
92.	What is the national animal of India? a) Lion b) Tiger c) Elephant d) Leopard	B
93.	Which is the longest river in the world? a) Amazon b) Nile c) Yangtze d) Mississippi	B
94.	Who is the first woman Prime Minister of India? a) Pratibha Patil b) Indira Gandhi c) Sarojini Naidu d) Sonia Gandhi	B
95.	What is the currency of Japan? a) Yen b) Won c) Yuan d) Ringgit	A
96.	Which planet is known as the Red Planet? a) Mercury b) Venus c) Mars d) Jupiter	C
97.	Who wrote the Indian National Anthem?	A

	a) Rabindranath Tagore b) Bankim Chandra Chattopadhyay c) Sarojini Naidu d) Subramania Bharati	
98.	Which is the largest state in India by area? a) Maharashtra b) Madhya Pradesh c) Rajasthan d) Uttar Pradesh	C
99.	Which organ purifies blood in the human body? a) Heart b) Kidney c) Liver d) Lungs	B
100.	The Great Wall of China was built to protect against invasions from which direction? a) North b) South c) East d) West	A
101.	Who is known as the Missile Man of India? a) Homi J. Bhabha b) Vikram Sarabhai c) A.P.J. Abdul Kalam d) Rakesh Sharma	C
102.	Which is the smallest continent? a) Europe b) Australia c) South America d) Antarctica	B
103.	Who invented the light bulb? a) Alexander Graham Bell b) Nikola Tesla c) Thomas Edison d) James Watt	C
104.	What is the chemical symbol of Gold? a) Ag b) Au c) Gd d) Go	B
105.	Which is the largest ocean in the world? a) Atlantic b) Indian c) Pacific d) Arctic	C
106.	In which year did India gain independence? a) 1945 b) 1946 c) 1947 d) 1948	C
107.	Who is the current President of India (2025)? a) Droupadi Murmu b) Ram Nath Kovind c) Pranab Mukherjee d) P. V. Narasimha Rao	A
108.	Which gas do humans exhale?	B

	a) Oxygen b) Carbon dioxide c) Nitrogen d) Hydrogen	
109.	Which is the fastest land animal? a) Horse b) Cheetah c) Tiger d) Leopard	B
110.	Who was the first Indian to go into space? a) Rakesh Sharma b) Kalpana Chawla c) Sunita Williams d) Vikram Ambalal	A
111.	Which festival is called the Festival of Lights? a) Holi b) Diwali c) Pongal d) Onam	B
112.	The first man to step on the moon was: a) Yuri Gagarin b) Neil Armstrong c) Buzz Aldrin d) Michael Collins	B
113.	Which country is called the Land of the Rising Sun? a) China b) Japan c) Korea d) Thailand	B
114.	The national flower of India is: a) Rose b) Lotus c) Jasmine d) Sunflower	B
115.	Which organ is responsible for pumping blood? a) Brain b) Heart c) Lungs d) Kidney	B
116.	Who invented the telephone? a) Alexander Graham Bell b) Guglielmo Marconi c) James Watt d) Charles Babbage	A
117.	Which state is known as the "Land of Five Rivers"? a) Punjab b) Haryana c) Gujarat d) Bihar	A
118.	What is the capital of Australia? a) Sydney b) Melbourne c) Canberra d) Perth	C
119.	Which metal is liquid at room temperature? a) Mercury	A

	b) Gold c) Silver d) Copper	
120.	Which Indian city is called the "Pink City"? a) Jaipur b) Jodhpur c) Udaipur d) Bikaner	A
121.	Which is the largest planet in our solar system? a) Earth b) Jupiter c) Saturn d) Neptune	B
122.	Which form is used for issuing Excess Fare Ticket (EFT)? a) EFT-5 b) EFT-10 c) EFT-8 d) EFT-3	B
123.	The primary duty of a Ticket Examiner (TTE) is to: a) Assist the loco pilot b) Maintain platform lights c) Check and verify passengers' tickets d) Serve food to passengers	C
124.	Which act governs the penalty for ticketless travel? a) Railway Board Act b) Indian Penal Code c) Indian Railways Act, 1989 d) Passenger Safety Act	C
125.	Under Section 138 of the Railways Act, the fine for ticketless travel can be up to: a) ₹250 b) ₹500 c) ₹1,000 d) ₹2,000	C
126.	An unreserved passenger found in a reserved coach should be: a) Allowed to sit anywhere b) Asked to vacate the seat c) Charged with difference in fare and penalty d) Ignored	C
127.	The abbreviation "EFT" stands for: a) Electronic Fare Ticket b) Excess Fare Ticket c) Extra Fine Ticket d) Emergency Fare Ticket	B
128.	The TTE must wear: a) Casual clothes b) Railway uniform with name badge c) White shirt only d) Any formal dress	B
129.	Who is authorised to issue an Excess Fare Ticket? a) Station Master only b) Loco Pilot c) Ticket Checking Staff/TTE d) Pantry Car Manager	C
130.	Which document is required to check the validity of a concessional ticket?	B

	a) PAN Card b) Concession certificate/ID proof c) Aadhaar only d) Passport	
131.	In case a passenger is travelling without a ticket, the TTE should: a) Let them go b) Issue an EFT and collect penalty c) Make them buy a ticket at the next station without penalty d) Give a free pass	B
132.	Which section of the Railways Act deals with fraudulent travel? a) Section 142 b) Section 145 c) Section 138 d) Section 150	A
133.	A passenger found in AC 2-Tier with a Sleeper Class ticket must: a) Be allowed without charge b) Pay the difference in fare + penalty c) Be asked to leave the train d) Pay penalty only	B
134.	For night duty, a TTE must carry: a) Torch and whistle b) Torch, EFT book, and badge c) Mobile phone only d) Railway pass	B
135.	Ticket checking on trains is done: a) Only in the morning b) Only at stations c) During journey and at stations d) Only when the train is late	C
136.	What is the color of an Excess Fare Ticket? a) Blue b) Pink c) White d) Green	C
137.	When a group travels without tickets, the penalty is: a) Collected per group b) Collected per individual c) Waived for children d) Collected only from leader	B
138.	Which is the penalty for travelling without a ticket if fare is ₹300? a) ₹300 only b) ₹300 + ₹250 penalty c) ₹300 + ₹500 penalty or 6 times the fare, whichever is more d) ₹500 fixed penalty	B
139.	TTE's main cash collection must be deposited: a) At end of month b) Daily or at next major station c) Whenever convenient d) Only on demand	B
140.	HHT stands for___? A) Helping Hand Terminal B) Hand Held Terminal C) Helping Hand Terminal D) None of the above	B
141.	What is meant by RAC in Indian Railways?	A

	a) Reservation Against Cancellation b) Reserved After Confirmation c) Railway Allocation Chart d) Reservation At Counter	
142.	TTE should always start checking from: a) Pantry Car b) Engine side coach c) Middle of train d) Any random coach	B
143.	In ticket checking, "honeymoon couple quota" refers to: a) Reserved lower berths in AC classes b) Special discount tickets c) Complimentary tickets d) None of the above	A
144.	Which authority prepares the final reservation chart? a) TTE b) Station Master c) Reservation Clerk d) Commercial Inspector	C
145.	A passenger without a platform ticket on platform is charged under: a) Section 145 b) Section 147 c) Section 142 d) Section 150	B
146.	Who approves special checking drives? a) Senior DCM/DRM b) Guard c) Loco Pilot d) Catering Inspector	A
147.	In ticket checking, children under 5 years: a) Require a half ticket b) Require full ticket c) Travel free without a seat d) Not allowed to travel	C
148.	What does "WL" stand for in ticket status? a) Waiting Luggage b) Waiting List c) Wait Limit d) Wagered List	B
149.	A ticket with an overstay beyond destination is treated as: a) Valid till next station b) Ticketless travel beyond point c) Complimentary d) Partially refunded	B
150.	TTEs must submit their EFT book for inspection: a) Monthly b) Weekly c) At any time when ordered by superior d) Only at year-end	C
151.	A passenger found with a fake ticket is charged under: a) Section 142 of the Railways Act b) Section 147 of the Railways Act c) Section 145 of the Railways Act d) Section 138 of the Railways Act	A
152.	Ticket checking staff are appointed under which department?	C

	a) Engineering Department b) Traffic Department c) Commercial Department d) Security Department	
153.	Senior citizen concession for men in Indian Railways is available at the age of: a) 58 years b) 60 years c) 62 years d) 65 years	B
154.	Senior citizen concession for women in Indian Railways is available at the age of: a) 55 years b) 57 years c) 58 years d) 60 years	A
155.	For physically handicapped passengers, concession is available in: a) Sleeper only b) 2A, 3A, SL, 1A, 2S c) Chair Car only d) None of these	B
156.	Percentage of concession for orthopaedically handicapped persons in sleeper class is: a) 30% b) 40% c) 50% d) 75%	D
157.	Concession for cancer patients in 3A is: a) 50% b) 75% c) 100% d) 90%	C
158.	Concession for war widows is available in: a) SL, 2S only b) All classes except 1A c) All classes including 1A d) Chair Car only	C
159.	Student concession for going home during vacation is allowed in: a) SL and 2S b) All classes c) Chair Car only d) 2A only	A
160.	The concession for blind passengers in SL is: a) 25% b) 50% c) 75% d) 100%	C
161.	The concession for kidney patients travelling for treatment in SL is: a) 50% b) 75% c) 100% d) 60%	C
162.	Concession for journalists is available in: a) 50% in all classes	C

	b) 75% in SL only c) 50% in SL and CC d) 25% in 2A only	
163.	For sportspersons participating in national events, concession is: a) 50% in SL b) 75% in SL c) 100% in SL d) 50% in all classes	B
164.	Concession for awardee teachers (National Award) is: a) 50% in SL b) 100% in SL c) 50% in SL and CC d) 75% in SL	C
165.	In order to get a concession, the passenger must: a) Apply online only b) Produce proper concession certificate c) Request the TTE on the train d) Fill a general form at station	B
166.	Freedom fighters get concession in: a) SL only b) SL, 1A, 2A, 3A, CC c) SL and CC only d) All except 1A	B
167.	Which concession requires the presence of an escort? a) Senior citizen b) Orthopaedically handicapped c) Blind passenger d) Child below 12 years	B
168.	For students travelling to attend interviews for central government jobs, concession is: a) 50% in SL b) 100% in SL c) 75% in SL d) 40% in SL	A
169.	Concession for unemployed youth attending job interviews is: a) 50% in SL b) 100% in SL c) 75% in SL d) 25% in SL	A
170.	Physically handicapped concession is applicable for: a) Both single journey and return journey b) Single journey only c) Return journey only d) None	A
171.	For heart patients travelling for treatment, the concession is: a) 50% in SL b) 75% in SL c) 100% in SL d) 60% in SL	C
172.	Students participating in educational tours get: a) 25% concession in SL b) 50% concession in SL and 2S c) 75% concession in SL d) No concession	B
173.	Widow of a police personnel killed on duty gets:	C

	a) 50% concession b) 75% concession c) 100% concession d) No concession	
174.	For an escort accompanying a cancer patient, the concession is: a) 50% in SL b) 75% in SL c) 100% in SL d) Same as the patient	D
175.	Senior citizen concession is not given if the age proof is: a) Aadhaar b) Ration Card without DOB c) Passport d) Voter ID with DOB	B
176.	Which category gets 100% concession in all classes including AC First Class? a) Cancer patients b) War widows c) Freedom fighters d) Senior citizens	C
177.	Student concession is available for students up to: a) Class 10 b) Class 12 c) Graduation d) Post-graduation	B
178.	The concession for an escort with a blind passenger is: a) 25% b) 50% c) 75% d) 100%	C
179.	In order to prevent misuse, concession tickets are: a) Non-transferable b) Transferable within family c) Transferable to friends d) Fully refundable	A
180.	The abbreviation UTS stands for: a) Unified Ticketing System b) Unreserved Ticketing System c) Urban Train Service d) Upgraded Travel Scheme	B
181.	PRS in Indian Railways refers to: a) Passenger Reservation System b) Parcel Receipt Slip c) Platform Reservation Sheet d) Public Rail Schedule	A
182.	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
183.	In QR code-based ticketing, the QR code is primarily used for: a) Entertainment purposes b) Passenger verification and entry at stations c) Train scheduling d) Catering menu display	B

184.	Which counter is meant for issuing unreserved tickets through private agents? a) PRS b) JTBS c) ATVM d) STBA	B
185.	The abbreviation ATVM stands for: a) Automatic Ticket and Voucher Machine b) Automatic Ticket Vending Machine c) Automated Travel Validation Machine d) Advance Ticket Verification Module	B
186.	The STBA scheme is meant for: a) Staff Ticket Booking Agents b) Station Ticket Booking Agents c) State Transport Bus Agents d) Senior Travel Benefit Agents	B
187.	YTSK agents are authorised to issue: a) Only unreserved tickets b) Only reserved tickets c) Both reserved and unreserved tickets d) Only catering coupons	C
188.	JTBS counters are usually located: a) Inside trains b) Outside railway premises in nearby localities c) Inside loco sheds d) In parcel offices	B
189.	NFR in the context of railway catering refers to: a) No Free Railway b) Non-Fare Revenue c) National Food Regulation d) New Fare Revision	B
190.	Which facility allows passengers to pre-order meals during train journeys? a) e-Catering b) PRS c) ATVM d) YTSK	A
191.	Which document is generated for booking of parcels? a) Parcel Acknowledgement Form b) Parcel Way Bill c) Parcel Booking Slip d) Goods Manifest	B
192.	For booking goods by rail, the customer is issued: a) Luggage Receipt b) Goods Consignment Note c) Station Delivery Receipt d) Way-side Ticket	B
193.	QR code tickets are mostly scanned using: a) ATVM b) Handheld terminal or mobile app c) Station loudspeaker d) Coach lighting system	B
194.	ATVM tickets can be purchased using: a) Smart card / digital wallet / UPI b) Only cash c) Only cheques	A

	d) Only railway coupons	
195.	Which is an advantage of UTS on Mobile app? a) Ticket booking without visiting station counters b) Free travel c) Unlimited reserved bookings d) Platform ticket exemption	A
196.	PRS enables booking up to how many days in advance for long-distance trains? a) 30 days b) 60 days c) 120 days d) 365 days	C
197.	Catering services in trains are provided by: a) IRCTC or authorised licensees b) TTE c) Parcel clerk d) Station Master	A
198.	Under Non-Fare Revenue, railways can earn by: a) Selling tickets only b) Leasing parcel space, advertising, and commercial use of premises c) Issuing platform tickets d) Running free services	B
199.	In UTS mobile ticketing, tickets cannot be booked if: a) The passenger is within 2 km of the station b) The passenger is more than 5 km away c) The passenger is on a platform without boarding d) None of the above	C
200.	Which ticketing facility allows passengers to book tickets using a smart card at a kiosk? a) PRS counter b) ATVM c) JTBS d) STBA	B
201.	The maximum weight allowed per parcel package without special permission is: a) 25 kg b) 50 kg c) 100 kg d) 150 kg	B
202.	YTSK full form is: a) Youth Ticketing Service Kiosk b) Yatri Ticket Suvidha Kendra c) Yard Ticket Selling Kiosk d) Yearly Travel Scheme Kendra	B
203.	QR code-based unreserved tickets can be booked through: a) PRS counters only b) UTS on Mobile app c) Parcel office d) Catering kiosk	B
204.	The PRS system works on a: a) Decentralised network b) Centralised database system c) Manual ledger system d) Paper-only process	B
205.	The abbreviation JTBS stands for:	B

	a) Janata Ticket Booking Seva b) Jan Sadharan Ticket Booking Seva c) Joint Ticket Booking Service d) Janata Travel Booking Scheme	
206.	In catering contracts, POS machines are used for: a) Ticket checking b) Cashless payment processing c) Coach lighting control d) Passenger announcements	B
207.	The facility to track booked parcels online is available through: a) PRS website b) Parcel Management System (PMS) c) UTS app d) JTBS portal	B
208.	In the UTS app, paperless tickets are valid: a) Anywhere in India b) Only within GPS-enabled travel zone c) Only in metro trains d) Only for AC coaches	B
209.	Which category of ticketing agents operates inside station premises under contract? a) JTBS b) STBA c) YTSK d) PRS	B
210.	QR code on tickets helps in: a) Reducing manual entry and preventing fraud b) Increasing printing costs c) Slowing ticket verification d) None of the above	A
211.	The advance reservation period (ARP) for most trains in Indian Railways is: a) 30 days b) 60 days c) 90 days d) 120 days	D
212.	Which form is used for manual reservation requests? a) Form R b) Form PRS-1 c) Form RES-2 d) Form E-Res	B
213.	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
214.	A confirmed ticket can be cancelled up to how many hours before scheduled departure for a full refund (after deduction of cancellation charges)? a) 24 hours b) 48 hours c) 4 hours d) 2 hours	C
215.	For confirmed tickets cancelled within 4 hours before departure, the refund is: a) Full refund	C

	b) 50% refund c) No refund d) Refund with ₹10 deduction	
216.	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
217.	What is the maximum number of passengers allowed on one PNR in PRS? a) 4 b) 6 c) 8 d) 10	B
218.	The charge for cancelling a confirmed Sleeper Class ticket more than 48 hours before departure is: a) ₹120 b) ₹200 c) ₹240 d) ₹180	A
219.	For AC 3-Tier ticket cancelled more than 48 hours before departure, the cancellation charge is: a) ₹180 b) ₹200 c) ₹240 d) ₹250	C
220.	WL in railway reservation means: a) Waiting Level b) Wait List c) Work Leave d) Waiting Location	B
221.	The refund for a RAC or WL ticket cancelled before chart preparation is: a) Full refund minus clerkage charges b) No refund c) 50% refund d) Full refund without deduction	A
222.	Clerkage charges per passenger for RAC/WL ticket cancellation are: a) ₹30 b) ₹40 c) ₹50 d) ₹60	D
223.	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
224.	The time limit for claiming refund on a PRS counter ticket after scheduled departure (for train cancelled) is: a) 12 hours b) 24 hours c) 72 hours d) 96 hours	C
225.	Tatkal tickets can be cancelled for refund:	B

	a) Any time before departure b) Only if train is cancelled c) Within 24 hours d) With ₹100 deduction	
226.	In IRCTC online booking, the maximum number of tickets allowed per user ID per month with (Aadhar verified) is: a) 4 b) 6 c) 12 d) 24	D
227.	The "Chart Preparation" for a morning train generally happens: a) Previous night b) 1 hour before departure c) 4 hours before departure d) 30 minutes before departure	A
228.	Tatkal booking for 2nd Sitting (2S) starts at: a) 8:00 AM b) 10:00 AM c) 11:00 AM d) 9:00 AM	C
229.	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
230.	Which type of ticket has the shortest advance booking period? a) General quota b) Ladies quota c) Tatkal quota d) Premium Tatkal quota	D
231.	The refund on unused waitlisted e-tickets after chart preparation is: a) Automatic full refund minus clerkage b) Automatic full refund without deduction c) No refund d) Refund only on request	B
232.	A passenger with a RAC ticket can board the train and: a) Occupy a full berth immediately b) Share a berth until upgrade c) Travel in unreserved compartment only d) Stand till arrival	B
233.	If a passenger fails to board the train at the station mentioned on the ticket, refund can be claimed: a) Any time within 7 days b) With TDR filed before actual departure of train from station of boarding c) No refund possible d) Within 12 hours of train departure from origin	B
234.	The cancellation charge for AC First Class ticket more than 48 hours before departure is: a) ₹180 b) ₹240 c) ₹300 d) ₹350	C
235.	Which class has the lowest clerkage fee for cancellation?	D

	a) Sleeper b) Second Sitting c) AC 3 Tier d) General Unreserved	
236.	In case of train running late by more than 3 hours and passenger not travelling, refund is: a) Full refund if applied before departure b) 50% refund c) No refund d) Refund with deduction	A
237.	The validity of an unreserved ticket is: a) 12 hours from issue b) 24 hours from issue c) Till midnight of the next day d) Till the scheduled departure of next train	C
238.	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
239.	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
240.	Which organisation in Indian Railways primarily handles passenger grievance redressal? a) Railway Board Vigilance b) Commercial Department c) Public Grievance Directorate d) Traffic Accounts Department	C
241.	What is the first step after a complaint is registered in RAIL MADAD? a) Complaint is forwarded to Vigilance b) Complaint is acknowledged and assigned to concerned division c) Complaint is closed immediately d) Complaint is sent to Ministry of Transport	B
242.	Which of the following is not a valid category for lodging a complaint in RAIL MADAD? a) Overcharging b) Unauthorised vending c) Reservation confirmation d) Cleanliness issues	C
243.	Complaints in RAIL MADAD are usually disposed within: a) 7 days b) 30 days c) 90 days d) 24 hours	A
244.	Which Ministry supervises RAIL MADAD? a) Ministry of Electronics & IT b) Ministry of Railways c) Ministry of Transport d) Ministry of Home Affairs	B
245.	Public complaints regarding ticket refund delays are generally	B

	addressed by: a) Vigilance Directorate b) Commercial Department c) Operating Department d) RPF	
246.	Which act empowers citizens to seek information on the disposal of complaints? a) RTI Act, 2005 b) Consumer Protection Act, 1986 c) Railway Act, 1989 d) Public Service Guarantee Act	A
247.	What is the role of DRM in public grievance disposal? a) To close all cases within 90 days b) To monitor and ensure timely disposal of complaints in the division c) To forward all complaints to Railway Board d) To ignore complaints below a certain priority	B
248.	Which mobile app is integrated with RAIL MADAD for real-time complaint tracking? a) UMANG b) IRCTC Rail Connect c) RAIL MADAD App d) Aarogya Setu	C
249.	Which of the following complaints is usually handled by RPF through RAIL MADAD? a) Overcharging in catering b) Theft of passenger luggage c) Dirty linen d) Unbooked parcels	B
250.	In public grievance redressal, what does "First Mile Contact" refer to? a) First officer to acknowledge the complaint b) First passenger who raises a complaint c) First journey station d) First digital record in the system	A
251.	Which department primarily handles complaints related to parcel loss? a) Operating Department b) Commercial Department c) Security Department d) Mechanical Department	B
252.	Which complaint category deals with "Bedroll quality" issues? a) Cleanliness b) Linen c) Catering d) Reservation	B
253.	Public grievances can also be registered via: a) Twitter handles of Railways b) Written complaint to Station Manager c) Helpline number 139 d) All of the above	D
254.	Which portal integrates RAIL MADAD data for performance monitoring? a) Rail Drishti b) IRCTC c) eOffice d) Railnet	A

255.	Which division in Indian Railways was first to pilot RAIL MADAD? a) Delhi Division b) Secunderabad Division c) Mumbai Division d) Howrah Division	A
256.	The complaint status "Disposed" means: a) Complaint is forwarded to another department b) Complaint has been addressed and closed c) Complaint is under review d) Complaint has been rejected	B
257.	The Centralised Public Grievance Redress and Monitoring System (CPGRAMS) is managed by: a) Ministry of Railways b) Ministry of Personnel, Public Grievances & Pensions c) Ministry of Transport d) Ministry of Home Affairs	B
258.	Which category of complaint would include "Delay in refund for cancelled tickets"? a) Reservation and Refund b) Cleanliness c) Catering d) Enquiry	A
259.	RAIL MADAD complaints are geotagged using: a) Passenger PNR details b) GPS coordinates from the app/web entry c) Station master inputs d) Train timetable	B
260.	The nodal officer for public grievance redressal at the Railway Board is: a) Member (Traffic) b) Executive Director (Public Grievance) c) CCO d) GM	B
261.	Which complaint category includes "Unauthorised vendors on train"? a) Catering b) Commercial Offence c) Security d) NFR	B
262.	Which of the following is a preventive step to reduce complaints? a) Surprise inspections b) Conducting passenger awareness campaigns c) Training frontline staff d) All of the above	D
263.	The abbreviation PG in Indian Railways refers to: a) Passenger Gate b) Public Grievance c) Public Group d) Passenger Grouping	B
264.	Which is the official Railway helpline for security assistance? a) 100 b) 182 c) 108 d) 112	B
265.	RAIL MADAD provides:	B

	a) Complaint registration only b) Complaint tracking and disposal information c) Only ticket booking d) Only freight booking	
266.	Which report is generated periodically to monitor public grievance trends? a) PG Summary Report b) Passenger Footfall Report c) Ticket Sales Report d) Freight Loading Report	A
267.	The main purpose of a Consultative Committee in Indian Railways is: a) To decide ticket fares b) To provide a forum for discussion between railway administration and users c) To conduct recruitment exams d) To manage train operations	B
268.	Who generally chairs the Zonal Railway Users' Consultative Committee (ZRUCC)? a) Railway Board Chairman b) General Manager of the Zone c) Divisional Railway Manager d) Minister of Railways	B
269.	How often does the Divisional Railway Users' Consultative Committee (DRUCC) meet? a) Once a month b) Twice a year c) Once every three years d) Weekly	B
270.	Which body is responsible for constituting the National Railway Users' Consultative Committee (NRUCC)? a) Railway Board b) Ministry of Railways c) Zonal Railways d) State Governments	B
271.	Members of the DRUCC are nominated from: a) Passenger associations, Chambers of commerce and MPs/ MLAs b) Only railway employees c) Police department d) Ministry of Defence	A
272.	The consultative committees help railway administration to: a) Increase freight traffic b) Improve customer service through feedback c) Fix ticket rates d) Prepare train timetables only	B
273.	The NRUCC advises the Ministry of Railways on: a) Passenger amenities, train services, freight facilities b) Railway employee promotions c) Safety inspections only d) Catering tender approvals only	A
274.	The tenure of a member of the ZRUCC is generally: a) 1 year b) 2 years c) 3 years d) 5 years	C

275.	<p>DRUCC meetings are convened by the:</p> <p>a) Chief Commercial Manager b) Divisional Railway Manager c) Station Master d) Chief Engineer</p>	B
276.	<p>Which category is NOT usually represented in consultative committees?</p> <p>a) Consumer protection organizations b) Educational institutions c) Political parties (MPs/MLAs) d) Foreign embassies</p>	D
277.	<p>Which committee is at the highest level among consultative committees?</p> <p>a) DRUCC b) ZRUCC c) NRUCC d) Station Consultative Committee</p>	C
278.	<p>The recommendations of consultative committees are:</p> <p>a) Legally binding on railway administration b) Advisory in nature c) Decided by voting and implemented d) Sent to Parliament for approval</p>	B
279.	<p>Who represents Members of Parliament in ZRUCC?</p> <p>a) Only MPs from ruling party b) MPs from both ruling and opposition parties c) Only Rajya Sabha MPs d) Only Lok Sabha MPs</p>	B
280.	<p>ZRUCC covers issues related to:</p> <p>a) Only suburban trains b) Only express trains c) Passenger and freight services of the entire zone d) Catering only</p>	C
281.	<p>Which body approves the constitution of DRUCC?</p> <p>a) Railway Board b) Zonal Railway Headquarters c) Ministry of Commerce d) State Government</p>	B
282.	<p>The Station Consultative Committee is generally chaired by:</p> <p>a) Station Superintendent/Manager b) Divisional Railway Manager c) General Manager d) Member of Parliament</p>	A
283.	<p>The NRUCC generally meets:</p> <p>a) Quarterly b) Half-yearly c) Annually d) Every two years</p>	C
284.	<p>The composition of NRUCC is finalized by:</p> <p>a) Railway Board b) Ministry of Railways c) Zonal Railways d) Parliament</p>	B
285.	<p>Members of DRUCC are nominated for a period of:</p> <p>a) 1 year b) 2 years c) 3 years</p>	C

	d) 4 years	
286.	The primary function of DRUCC is to: a) Conduct passenger counts b) Address grievances of local passengers c) Monitor train schedules across India d) Manage railway finances	B
287.	Which committee deals with zone-wide passenger facility improvements? a) DRUCC b) ZRUCC c) Station Committee d) All of the above	B
288.	Feedback from consultative committees is: a) Ignored unless approved by Parliament b) Considered important for service improvement c) Used only in emergencies d) Sent to State Government for review	B
289.	Who maintains the minutes of DRUCC meetings? a) DRM's Office b) Zonal Headquarters c) Ministry of Railways d) Railway Board	A
290.	The Station Consultative Committee may include: a) Local passenger association members b) Station staff c) Local MPs/MLAs d) All of the above	D
291.	The highest advisory body for passenger-related issues in Indian Railways is: a) DRUCC b) ZRUCC c) NRUCC d) Station Committee	C
292.	Which year was Indian Railways established? a) 1853 b) 1845 c) 1901 d) 1890	A
293.	Which was the first passenger train in India? a) Howrah-Delhi Express b) Mumbai-Thane Train c) Chennai-Bengaluru Express d) Mumbai-Ahmedabad Shatabdi	B
294.	The headquarters of South Central Railway is located at: a) Bengaluru b) Hyderabad c) Secunderabad d) Vijayawada	C
295.	The largest railway station in India with the highest number of platforms is _____ a) Howrah Junction b) New Delhi c) Vadodara d) Gorakhpur Junction	A
296.	Which is the fastest train in India (as of 2025)? a) Rajdhani Express	C

	b) Shatabdi Express c) Vande Bharat Express d) Duronto Express	
297.	Which zone operates Konkan Railway? a) Central Railway b) Western Railway c) Independent Corporation d) Southern Railway	C
298.	IRCTC stands for: a) Indian Railways Catering and Tourism Corporation b) Indian Railway Communication and Transport Council c) Indian Railway Cargo and Ticketing Centre d) Indian Railway Catering & Ticketing Corporation	A
299.	Which station has the longest railway platform in the world? a) Kollam Junction b) Gorakhpur Junction c) Hubballi Junction d) Kharagpur Junction	C
300.	The first fully air-conditioned train in India was: a) Rajdhani Express b) Palace on Wheels c) Shatabdi Express d) Duronto Express	A
301.	Which ministry controls Indian Railways? a) Ministry of Transport b) Ministry of Railways c) Ministry of Infrastructure d) Ministry of Civil Aviation	B
302.	The mascot of Indian Railways is: a) Rail Raja b) Bholu, the Guard Elephant c) Chuk-Chuk Train d) Express Buddy	B
303.	The luxury train "Palace on Wheels" operates mainly in: a) Maharashtra b) Rajasthan c) Gujarat d) Kerala	B
304.	Which is the highest railway bridge in the world? a) Chenab Bridge b) Pamban Bridge c) Godavari Bridge d) Bhupen Hazarika Bridge	A
305.	Which Indian train is known for operating without a locomotive? a) Rajdhani Express b) Vande Bharat Express c) Shatabdi Express d) Tejas Express	B
306.	Headquarters of Indian Railways is in: a) New Delhi b) Mumbai c) Chennai d) Kolkata	A
307.	Which train was first introduced as a semi-high-speed train in India? a) Gatimaan Express	A

	b) Shatabdi Express c) Vande Bharat Express d) Rajdhani Express	
308.	Which is the slowest train in India? a) Nilgiri Mountain Railway b) Darjeeling Himalayan Railway c) Mettupalayam–Ooty Train d) Vivek Express	A
309.	Which city has the largest railway network in India? a) Mumbai b) Delhi c) Kolkata d) Chennai	A
310.	When was the first Rajdhani Express introduced? a) 1969 b) 1971 c) 1975 d) 1980	A
311.	Which train has the longest route in India? a) Himsagar Express b) Vivek Express c) Dibrugarh–Kanyakumari Express d) Kanyakumari Express	B
312.	Which is the first station in India to be certified with ISO 14001 for environmental management? a) Secunderabad b) New Delhi c) Chhatrapati Shivaji Terminus d) Varanasi	A
313.	What is the track gauge used in most parts of India? a) Narrow Gauge b) Standard Gauge c) Broad Gauge d) Meter Gauge	C
314.	Which zone has the smallest route kilometers in Indian Railways? a) North Eastern Railway b) South East Central Railway c) Metro Railway Kolkata d) North Western Railway	C
315.	Indian Railways is divided into how many zones (as of 2025)? a) 16 b) 18 c) 19 d) 21	B
316.	Which train in India runs on the longest electrified route? a) Howrah–Mumbai Mail b) Delhi–Chennai Rajdhani c) Dibrugarh–Kanyakumari Vivek Express d) Mumbai–Delhi Tejas	C
317.	Which is the cleanest railway station in India (as per latest survey)? a) Jaipur Junction b) Visakhapatnam c) Ahmedabad d) Secunderabad	A

318.	Which city has India's first metro railway? a) Delhi b) Mumbai c) Kolkata d) Bengaluru	C
319.	The abbreviation NFR in railways stands for: a) North Freight Railway b) North Frontier Railway c) Northeast Frontier Railway d) National Freight Railway	C
320.	Which is the first railway station in India with a fully solar-powered system? a) Guwahati b) Ahmedabad c) Jaipur d) Bhopal	A
321.	Which is the longest railway tunnel in India? a) Banihal-Qazigund Tunnel b) Pir Panjal Tunnel c) Chenab Tunnel d) Karbude Tunnel	B
322.	Under D&AR, what does "Major Penalty" include? a) Censure b) Suspension c) Reduction to a lower grade or post d) Warning	C
323.	HOER stands for: a) Hours of Employment Regulations b) Hours of Extra Remuneration c) Hours of Emergency Rules d) Hours of Engineering Regulations	A
324.	Under HOER, "Continuous" classification means duty hours are: a) Less than 6 hours b) Between 6 and 8 hours c) More than 8 hours at a stretch d) Broken into shifts	C
325.	Which leave is granted to a railway servant for study purposes? a) Earned Leave b) Study Leave c) Commuted Leave d) Half Pay Leave	B
326.	Pass rules entitle a railway servant to travel: a) Only on duty b) Only during leave c) On duty and during leave as per entitlement d) In any class without restriction	C
327.	Under D&AR, who is the final appellate authority for Group C employees? a) Divisional Railway Manager b) General Manager c) Chief Personnel Officer d) Railway Board	B
328.	In HOER, "Intensive" classification refers to: a) Clerical work b) Work involving continuous strain c) Supervisory duties	B

	d) Light duties	
329.	Maximum period of Earned Leave accumulation is: a) 240 days b) 300 days c) 180 days d) 200 days	B
330.	Which leave cannot be combined with Casual Leave? a) Earned Leave b) Commuted Leave c) Special Casual Leave d) Half Pay Leave	C
331.	Under Pass Rules, a privilege pass is issued for: a) Only one journey b) Unlimited journeys c) Three sets of journeys in a year d) Once in three years	C
332.	D&AR minor penalty includes: a) Dismissal from service b) Removal from service c) Withholding of promotion d) Reduction to a lower post	C
333.	Under HOER, "Essentially Intermittent" classification means duty hours: a) Are short and broken by long intervals of inaction b) Require continuous strain c) Are performed only at night d) Are in office environment	A
334.	Maximum period of Study Leave during the entire service: a) 12 months b) 18 months c) 24 months d) 36 months	C
335.	Passes issued for post-retirement are called: a) Retired Railway Passes b) Post Service Passes c) Pensioner Passes d) Post-Retirement Complimentary Passes (PRCP)	D
336.	D&AR applies to: a) Only permanent employees b) All railway servants c) Only temporary employees d) Only Group D employees	B
337.	HOER daily hours of work for "Continuous" category should not exceed: a) 6 hours b) 8 hours c) 9 hours d) 12 hours	B
338.	Earned Leave is credited to an employee's account: a) Monthly b) Quarterly c) Half-yearly d) Annually	C
339.	Under D&AR, suspension is: a) Always a punishment	B

	b) Not a punishment but a temporary measure c) A penalty for misconduct d) Only for criminal charges	
340.	Pass rules are governed by: a) Railway Board's orders b) State Government rules c) DRM's orders d) GM's discretion only	A
341.	Half Pay Leave is credited: a) Annually at 20 days b) Half-yearly at 10 days c) Monthly at 2 days d) Quarterly at 5 days	B
342.	Under HOER, duty hours for "Intensive" category should not exceed: a) 42 hours/week b) 48 hours/week c) 54 hours/week d) 60 hours/week	A
343.	Pass rules allow family members to travel: a) Only with the employee b) Independently if endorsed c) Only during vacation d) Not allowed at all	B
344.	D&AR penalties are categorized into: a) Two categories – Major and Minor b) Three categories – Severe, Moderate, Mild c) Only Major penalties d) Only Minor penalties	A
345.	Commutated Leave is granted: a) At full pay b) At half pay c) Without pay d) With allowances only	A
346.	Which allowance is paid for working between 22:00 hrs and 06:00 hrs? a) Overtime Allowance b) Night Duty Allowance c) Dearness Allowance d) Special Duty Allowance	B
347.	TA stands for: a) Travel Allowance b) Transport Adjustment c) Training Aid d) Temporary Accommodation	A
348.	Dearness Allowance (DA) is given to: a) Compensate for cost-of-living increase b) Encourage overtime work c) Compensate for night shifts d) Pay for travel expenses	A
349.	Night Duty Allowance is calculated based on: a) Basic Pay only b) Basic Pay + Dearness Allowance c) Basic Pay + HRA d) Only HRA	B
350.	Overtime Allowance is paid when:	B

	a) Staff works during night hours b) Staff works beyond prescribed duty hours c) Staff works on Sundays only d) Staff works from home	
351.	TA is admissible when: a) Employee is on leave b) Employee is transferred temporarily c) Employee works night duty d) Employee gets promotion	B
352.	DA is revised: a) Annually b) Half-yearly c) Quarterly d) Every month	B
353.	Which allowance is curtailed if journey is performed by free pass? a) Night Duty Allowance b) TA c) Overtime Allowance d) HRA	B
354.	Overtime is calculated on: a) Basic Pay + DA b) Basic Pay only c) Gross Salary d) HRA only	A
355.	The rate of Night Duty Allowance depends on: a) Basic Pay level and number of hours worked at night b) Gross monthly income c) Years of service d) Number of public holidays in the month	A
356.	TA is not admissible if: a) Travel is for official duty b) Travel is on sanctioned leave c) Travel is to attend training d) Travel is due to transfer	B
357.	Curtailement of Overtime Allowance is mainly to: a) Reduce fatigue b) Save expenditure c) Avoid night duty d) Encourage absenteeism	B
358.	DA is granted to: a) Permanent staff only b) Both permanent and temporary staff c) Only to those working night duty d) Only to officers	B
359.	Overtime Allowance is admissible only to: a) Gazetted officers b) Non-gazetted staff c) All railway employees d) Casual labourers	B
360.	Night Duty Allowance is calculated up to: a) Nearest 15 minutes b) Nearest half hour c) Nearest one hour d) Exact minutes worked	A
361.	TA is admissible when:	B

	a) Employee performs duties in headquarters b) Employee is sent out of headquarters on duty c) Employee works from home d) Employee is on casual leave	
362.	Dearness Allowance is linked to: a) Consumer Price Index (CPI) b) Income Tax rates c) Pay Commission d) HRA rules	A
363.	Night Duty Allowance is paid: a) In addition to overtime allowance if applicable b) Only in place of overtime allowance c) Instead of DA d) Instead of HRA	A
364.	TA/DA rates depend on: a) Basic Pay level b) Place of posting c) Both (a) and (b) d) Age of the employee	C
365.	Overtime Allowance is regulated by: a) Hours of work under HOER b) Leave rules c) Pass rules d) Pay commission report only	A
366.	Night Duty Allowance is not admissible if: a) Night duty is less than 1 hour b) Night duty is exactly 1 hour c) Night duty exceeds 8 hours d) Night duty is continuous for a week	A
367.	Select the nearest homonym of the given word 'Accept' (a) Accent (b) Expect (c) Except (d) Expert	C
368.	Select the word that is INCORRECTLY spelled in the given sentence. "Traditional people are used to using a calender for their routine activities in rural households." (a) Traditional (b) Households (c) Calender (d) Activities	C
369.	A _____ is a female horse. (a) vixen (b) doe (c) mare (d) rooster	C
370.	Select the Antonym of underline word. I don't like to work with people who are not flexible. (a) Capable (b) Malleable (c) Open-ended (d) Rigid	D
371.	A laptop is sold for Rs.54,000 after giving a discount of 20%. What is the list price (in Rs.) of the laptop? (a) 69500 (b) 67500 (c) 70000 (d) 64800	B
372.	The length of a hall is 21m and the width is 14 m. The sum of the areas of the floor and the flat roof is equal to the sum of the areas of the four walls. Find the height of the hall. (a) 8.4m (b) 8.2m (c) 8.6m (d) 8.8m	A
373.	Chittaranjan Das along with _____ set up the Swaraj Party in 1923 to contest the elections. (a) Vallabhbhai Patel (b) Rajendra Prasad (c) Motilal Nehru (d) Jawahar Lal Nehru	C
374.	The Rajgir Zoo is located in which of the following states? (a) Tamil Nadu (b) Madhya Pradesh	D

	(c) Gujarat (d) Bihar	
375.	The layer of earth that separates the crust from the core is: (a) Stratosphere (b) Mantle (c) magma layer (d) country	B
376.	Select the number from among the given options that can replace the question mark(?) in the following series. 237, 196, 155, 114, ? (a) 47 (b) 98 (c) 73 (d) 64	C
377.	Select the number from among the given options that can replace the question mark (?) in the following series. 5, 18, 70, 278, ? (a) 328 (b) 298 (c) 1110 (d) 592	C
378.	On which day was the National Emblem of India adopted? (a) 15th August 1952 (b) 26th January 1950 (c) 15th August 1947 (d) 26th January 1959	B
379.	Which of the following days is celebrated as 'World Water Day'? (a) 22 March (b) 29 March (c) 18 February (d) 5 April	A
380.	The study of earthquakes is _____ (a) Geology (b) Geography (c) Topography (d) Seismology	D
381.	Saloni is the daughter of the only son of Kartik. Nirupama is the mother of Deepak. Yamini's only son, Ankit, is married to Nirupama. Kartik is the paternal grandfather of Deepak. How is Kartik related to Ankit? (a) Brother (b) Paternal uncle (c) Son (d) Father	D
382.	Which of the following Articles of the Constitution of India is related to the Uniform Civil Code? (a) Article 44 (b) Article 46 (c) Article 45 (d) Article 43	A
383.	Name the pass in Uttarakhand which is used by pilgrims to Kailash-Mansarovar Yatra. (a) Pensy La (b) Kuldung (c) Banihal Pass (d) Lipu Lekh	D
384.	A sum of Rs.25000/- amounts to Rs.31,000/- in 4 years at the rate of simple interest. What is the value of the interest? (a) 3% (b) 4% (c) 5% (d) 6%	D
385.	A train moves with a speed of 108 km/hr. Its speed in metres per second is _____ (a) 10.8 (b) 18 (c) 30 (d) 33.8	C
386.	14 In which year was the Dowry Prohibition Act passed in India? a. 1954 b. 1982 c. 1973 d. 1961	D
387.	In the given word pairs, the first word is related to the second word following a certain logic. Study the given pairs carefully, and from the given options, select the pair that follows the same logic as Asthma : Lungs. Find the logical answer. a. Cataract : Eyes d. Conjunctivitis : Ears c. Arthritis : Heart d. Liver : Anxiety	A

388.	P, Q and R are partners and invest in a business. P invests $\frac{1}{5}$ th of total investment and Q invests $\frac{1}{4}$ th of the total investments. What is the ratio of investments of P, Q and R respectively ? a) 4: 5: 9 b) 4: 8: 11 c) 4: 7: 11 d) 4: 5: 11	D
389.	A number when increased by 50% gives 2580. The number is _____ a) 860 b) 1720 c) 3440 d) 5160	B
390.	Which Union Territory of India lies in the Bay of Bengal? a. Lakshadweep Islands b. Chandigarh c. Dadra & Nagar Haveli and Daman & Diu d. Andaman and Nicobar Islands	D
391.	Which is the Correct Spelling? a) Separate b) Seperate c) Seperete d) Seperat	A
392.	The Indian Railway Act came into force in the year ____ (A)1969 (B)1979 (C)1989 (D)1999	C
393.	Untoward incident is dealt under section ____ of the Indian Railways Act. (A)123 (B)124 (C)125 (D)126	B
394.	Full form of 'HRMS' (A) Human Resource Management System (B) Hybrid Record Management System (C) Human Resource Multi System (D) None of the above	A
395.	Separate accommodation should be provided for ladies as per Section of the Railway Act, 1989. A. 53 B. 54 C. 58 D. 59	C
396.	A person found traveling without ticket and without intention to cheat the Railway is dealt as per section of Railway Act 1989. A.138 B.137 C.55 D.54	A
397.	A person found traveling without ticket and with an intention to defraud the Railway is dealt as per section of Railway Act 1989. A 138 B 137 C 55 D 54	B
398.	Section of the Railway Act, 1989 empowers Railways to remove passengers traveling without ticket. A 137 B 138 C 139 D 141	C
399.	Male passenger found travelling in ladies compartment is dealt as per section of the Railway Act, 1989. A 58 B 141 C 162 D 164	C
400.	Maximum Fine for hawking or begging upon a railway is Rs. A. Rs.500/- B. Rs.1000/- C. Rs.2000/- D. Rs.3000/-	C
401.	Drunkenness or nuisance upon a railway will be dealt as per section of Railway Act 1989. A.141 B.143 C. 144 D.145	D
402.	A person detected traveling with altered/defaced ticket/pass shall be dealt as per section of Railway Act 1989. A 155 B 157 C 145 D 147	B
403.	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 146 D 147	B

404.	Maximum Fine as per section 137 of Railway Act 1989 is Rs._ A.Rs.500/- B. Rs.1000/- C.Rs.2000/- D.Rs.3000/-	B
405.	A person prosecuted as per section 142 of Railway Act 1989 is liable to pay a fine upto Rs. A Rs.500/- B.Rs.1000/- C.Rs.2000/- D.Rs.3000/-	A
406.	A person prosecuted as per section 143 of Railway Act 1989 is liable to pay a fine upto Rs. A Rs.5000/- B.Rs.10000/- C. Rs.20000/- D.Rs.30000/-	B
407.	Smoking in Railway Premises is prohibited under Section of Railway Act A 144 B 145 C 162 D 167	D
408.	When was the Official Language Rules passed? A 1956 B 1986 C 1966 D 1976	D
409.	When was the present Parliamentary Committee on Official Language constituted ? A. January1976 B. January1966 C. January1986 D. January1956	A
410.	Committees are there in the Parliamentary Committee on Official Language? A. 4 Sub-Committees B. 2 Sub-Committees C. 3 Sub-Committees D. No Sub Committees	D
411.	When was Official Language Act 1963 passed? A. 10.05.1963 B. 10.05.1965 C. 10.06.1963 D.10.05.1965	A
412.	Into how many Regions Indian states have been classified, according to Official Languages Rules? A.4 Regions B.5 Regions C. 3 Regions D.2 Regions	C
413.	The Central Hindi Samiti (Committee) comes under which Ministry? A) Ministry of External Affairs B) The Ministry of Home Affairs C) Ministry of Education D) Railway Ministry	C
414.	What is the expansion for OLIC used by Dept. of Official Language? A) Official Language Implementation Committee B) Official Language Implementation Council C) Official Language Imparting Council D) Official Language of India Country	A
415.	According to Official Languages Rules, Tamilnadu falls under which region? A Region 'A' B. Region 'C' C Region 'B' D. None of the above	B
416.	What is the expansion for OLIC used by Dept. of Official language? A Official Language Implementation Committee B Official Language Implementation Council C Official Language Imparting Council D Official Language of India Country	A
417.	Who is the Chairman of the Divisional Official Language Implementation Committee? A. Raj Bhasha Adhikari. B. ADRM. C. Sr. DFM D. DRM	D
418.	The Question Papers of departmental examination must be provided in which languages? A. English Only.	D

	B.Hindi and English, bilingual form C. Hindi Only. D.Regional Language and English.	
419.	'Leave Management Module' of HRMS is being operationalised with effect from ____ (A)1st August, 2023 (B)31st August 2023 (C)1st July 2023 (D)1st January 2023	A
420.	Who is the chariman of Central Hindi Committee? (A) Chief Minister (B)Raj Bhasha Adhikari (C)Prime Minister (D)Hindi Commissioner	C
421.	The web address https://scr.eoffice.railnet.gov.in is used to open which website. (A) e-Office demo site (B) e-Office production site (C) e-Office training site (D) None of the above	B
422.	Which email id is used to login to the e-Office module? (A) Gmail (B) Yahoo (C) NIC (D) None of the above	C
423.	What is the abbreviation of NIC:____ (A) National Information Centre (B) National Informatics Council (C) National Institute Council (D) National Informatics Centre	D
424.	What is the e-Office service which is used to work with the e-File? (A) Knowledge Management System (B) Master Data Management (C) e-File MIS Reports (D) File Management System	D
425.	What is the default view when the user logs on to the File Management System in e-Office (A) Inbox of Files Section (B) Inbox of Receipt Section (C) Created to Receipt Section (D) Created of Files Section	A
426.	In what format the document has to be uploaded in order to be diarized in e-Office? (A) Microsoft Word (B) Word pad (C) Notepad (D) PDF	D
427.	What should be the maximum size of the uploaded document in e-Office (A)15 MB (B)20 MB (C) 25 MB (D)30 MB	B
428.	Once a letter is diarised in e-Office and a unique number is allocated, then it becomes a ____ (A) Receipt (B) File (C) Acknowledgement (D) None of the above	A
429.	In e-office when a new file is created, what is the colour of the file cover page (A) Pink (B) Green	A

	(C) Blue (D) Black	
430.	____ Option is used to track the receipt or file which automatically gets updated as it moves from one user to another. (A) Send (B) Movement (C) Edit (D) Put in a File	B
431.	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
432.	What does TOC mean in the e-File of e-office module. (A) Table of Control (B) Table of Correspondence (C) Table of Contents (D) Title of Correspondence	B
433.	Maximum limit of CCL is ____ days. (A)700 (B)730 (C)750 (D)800	C
434.	____ days of CL are entitled in a calendar year for staff in administrative office. (A)08 (B)10 (C)12 (D)15	A
435.	Maximum stay in Railway Retiring-Rooms is ____ hours (A)24 hrs (B)48 hrs (C)36 hrs (D)12 hrs	B
436.	The element of concession for a Cancer patient in Sleeper Class is ____ % (A)25 (B)50 (C)75 (D)100	D
437.	Concession Certificate issued for the blind person is valid for a period of ____ years. [A] One year [B] Two years [C] Five years [D] Life time	C
438.	The time-limit for submitting of claims for Travelling Allowance is within ____ days succeeding the date of completion of journey. (A) 90 (B) 45 (C) 60 (D) 180	C
439.	Maternity Leave is admissible for ____ only. First child First two children All children None of the above	B
440.	Paternity leave is ____ days. (A)10 (B)15 (C)20 (D)30	B
441.	Paternity Leave is admissible to a male Railway servant, during the confinement of his wife for child birth up to ____ from the date of delivery of the child. (A)five months (B)six months (C)upto 15 days (D)upto 30 days	B
442.	The categorization of station for providing passenger amenities shall be reviewed every ____ years. A)2 B) 3 C) 5 (D) 10	C

443.	Age limit for SC/ST students for issue of concessional season ticket is _____ years (A) 25 (B) 27 (C) 32 (D) 35	B
444.	What is age criteria for male senior citizen to get Sr.Citizen concession? (A)65 (B)60 (C)58 (D)55	B
445.	What is age criteria for female senior citizen to get Sr.Citizen concession? (A)65 (B)60 (C)58 (D)55	C
446.	Passenger found travelling without a proper authority in guards brake van is charged _____ (A)First class Fare upto the point of detection (B)Removed from the Brake- Van (C)First class Fare + EC up to the point of detection and removed from the Brakevan (D)Handed over to RPF	C
450	Advance Reservation period to book a reserved ticket is _____ days. (A) 60 (B)90 (C)120 (D)150	A

*****End*****



Syllabus for selections to the post of Commercial-cum-Ticket Supervisor in Level-6 of 7th CPC in Commercial Department of SC Division:

1. Commercial - Organization, role and functions, complaints and public relation.
2. Organization of Commercial Department, its functions, Reference Books and their use.
3. Various Railway Act sections related to commercial department.
4. Unreserved Ticketing System (UTS), Mobile ticketing, QR Transactions, YTSK, JTBS, Halt Agents.
5. Passenger Reservation System (PRS), Tatkal Scheme, Concessions, and Refund rules.
6. Parcel - Rules for acceptance, booking and carriage of parcels as per Coaching Tariff.
7. Ticket Checking - Duties of Ticket checking staff, Object of checking and collection of tickets.
8. Catering Policy, Contract/Tenders-Work orders.
9. Public Grievance Redressal organization, public complaints and their disposal, Computerization of complaints, including RAIL MADAD.
10. Consumer protection act, Introduction to consultative committees- DRUCC, ZRUCC, NRUCC.
11. Leaves - their kinds and rules, Leave encashment Rule.
12. Passes - their kinds, Rules and eligibility.
13. Pay & Allowances - Entitlements, Rules regarding TA, DA, Night Duty Allowance, Overtime and their curtailment.
14. Duty Roster - Description and classification, statutory provisions, periodical rest, long-on, short-off, split shift.
15. D& AR - Brief Introduction and provisions
16. PNM, JCM, PREM, RTI, SBF, NPS, Confidential Report (APAR).
17. Budget-Plan head/Allocation.
18. Office procedure and noting.
19. E-Office, HRMS, E-Auction.
20. General Awareness/Current Affairs.
21. Official Language/Rajbhasha.

Model Question bank for selections to the post of Commercial-cum-Ticket Supervisor in Level-6 of 7th CPC in Commercial Department of SC Division:

S.No.	Question	Key
1.	The Fixed Tariff of catering items to be provided in Rajdhani/ Shatabdi/ Durgam Cheruvu trains is fixed by (A) PCCM (B) IRCTC (C) Railway Board (D) GM	C
2.	Coaching tariff Part I. Vol. I contains the general rules for carriage of ____ (A) Passengers (B) Luggage (C) Both A&B (D) None of these	C
3.	Abbreviation of Ist AC cum AC-2tier coach is ____ (A) H (B) A (C) HA (D) None of these	C
4.	Who is authorised to permit installation of Private Weigh Bridge on Railway Land? (A) GM (B) DRM (C) PCOM (D) Railway Board	B
5.	What is the Detention Charge to be collected for overloaded wagons? (A) Rs. 0/- per wagon (B) Rs. 100/- per wagon (C) Rs. 5000/- per wagon (D) Rs. 10000/- per wagon	A
6.	What is the minimum composition in mini rakes? (A) 10 wagons (B) 15 wagons (C) 20 wagons (D) 25 wagons	C
7.	When Container rake loaded with containers carrying standard bags of uniforms size, then what percentage of rakes are exempted from mandatory weighment at weighbridge? (A) 100% (B) 90% (C) 95% (D) No exemption	A
8.	What is the main purpose of 'RAIL MADAD'? (A) To streamline the passenger grievance redressal (B) To manage railway schedules and routes (C) To provide entertainment during train travel (D) To provide discounted rates for frequent travellers	A
9.	An appeal against the decision of RCT can be made in High Court within ____ days. (A) 10 (B) 30 (C) 60 (D) 90	D
10.	What is the minimum chargeable distance in Goods traffic? (A) 100kms (B) 200kms (C) 300kms (D) None of these	A
11.	RCT is established in the year ____ (A) 1980 (B) 1987 (C) 1988 (D) 2000	B
12.	Application for compensation in case of accidents can be made to RCT within ____ period? (A) 3 months (B) 6 months (C) 1 year (D) None of these	C
13.	Season Tickets can be renewed upto ____ days in advance? (A) 3 (B) 5 (C) 10 (D) None of these	C
14.	Change of name on a waitlisted ticket is _____. (A) Permitted >48 hrs before (B) Permitted >24 hrs before (C) Permitted upto actual departure of train (D) Not permitted	D
15.	Private Cash limit for station staff is _____. (A) Rs.250/- (B) Rs.500/- (C) Rs.750/- (D) Rs.1000/-	C
16.	Private Cash limit for mobile staff is _____. (A) Rs.500/- (B) Rs.750/- (C) Rs.1000/- (D) Rs.2000/-	D
17.	Each ticket roll of an UTS contains _____ tickets? (A) 200 (B) 300 (C) 500 (D) 1000	C
18.	Each ticket roll of a PRS contains _____ tickets? (A) 200 (B) 300 (C) 500 (D) 1000	A
19.	In case of special trains, party should pay all charges in full at the journey originating station _____ hours in advance before the departure of the train?	B

	(A)24 (B)48 (C)60 (D) 72	
20.	An application for waiver of demurrage charges should be made within ___ days of its accrual? (A)10 (B)20 (C)30 (D) No limit	C
21.	A Tatkat reservation can be made ___ days in advance, excluding the date of departure of the train from the originating station. (A)1 (B)2 (C)3 (D) None of these	A
22.	The Chairman of ZRUCC is _____. (A)PCCM (B)PCOM (C)SDGM (D) GM	D
23.	Special cancellation of an UTS/PRS ticket is a _____ function. (A)Clerical (B)Supervisory (C)Normal (D) None of these	B
24.	For Rajdhani/Shatabdi/Duronto train, parcel rates would be at ___ scale? (A)Scale 'L' (B)Scale 'R' (C)Scale 'P' (D) 25% over Scale 'R'	D
25.	Scale R, Scale P and Scale S are the schedule rates for ___ traffic (A) Luggage (B)Parcel (C)Both A&B (D)Goods	B
26.	Free time for manual loading/unloading of covered wagons like BCN, BCX, BCNA, BCNHS etc for a rake with 23 wagons is _____ hours. (A)5 (B)6 (C)7 (D) 8	C
27.	The tenure of all MPS stalls shall be for a period of _____ years (A) 5 (B) 8 (C) 9 (D) 10	A
28.	When is the final chart downloaded onto the Hand-Held Terminal? (A) After the second chart preparation (B)After the departure of the train from the originating station (C)At the beginning of the journey (D)Every hour throughout the journey	A
29.	Menu and tariffs for Food Plaza, Food Courts and Fast Food units will be decided and fixed by : A) Railway Board B) IRCTC C) Zonal Railways D) Divisions	B
30.	Who is the nodal officer for operation of GCT? (A)DRM (B)GM (C)PCCM (D)Executive Director/FM/Railway Board	A
31.	Instructions regarding handling of explosives and other dangerous goods are laid down in _____ (A)IRCA Red Tariff (B)IRCA Coaching Tariff (C)RCT Act (D)None of these	A
32.	In e-Auction, identification of assets and preparation of lots shall require the approval of an officer of _____ or above. A) Sr. Scale B) JAG level C) SAG Level D) Jr .Scale	D
33.	Under Amrit Bharat Station Scheme, High level platforms shall be provided in which category of station? (A)SG 1-3 (B)HG 1-3 (C)NSG 1-3 (D)All categories of stations	D
34.	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
35.	Who can setup Tourist Facilitation Counters at Railway Stations? (A) Indian Railway Catering and Tourism Corporation (B) Indian Railway Stations Development Corporation (C) Station Facility Management (D) None of the Above	A
36.	Minimum, how many coaches can be requested by the Service provider under Bharat Gaurav Trains Scheme.	B

	(a) 15 coaches (b) 14 coaches (c) 16 coaches (d) 20 coaches	
37.	Head of Public Relations department at Zonal Railway is [A] CPRO [B] CCM [C] COM [D] Sr.DCM	A
38.	Head of Public complaints at Divisional level is (A) Sr. DCM (B) ADRM (C) Sr. DOM (D) DRM	B
39.	Who have been given transactional rights in Rail Madad (A) ADRM (B) Railway Board (C) Branch Officers (D) Zonal Railway	C
40.	Hindi Day is celebrated on _____. (A) 16 March (B) 14 September (C) 26 November (D) 22 June	B
41.	In how many regions the nation has been divided as per Official Language Policy 1976? (A) 5 (B) 7 (C) 3 (D) 4	C
42.	What is the Official Language of India? (A) Urdu (B) Telugu (C) Hindi (D) Tamil	C
43.	Andhra Pradesh and Telangana State comes under which region as per Official Language policy? (A) B (B) C (C) D (D) A	P
44.	What is the Officially recognised Script of Rajbhasha Hindi? (A) Devanagari (B) Roman (C) Persian (D) English	A
45.	Full form of UMID (A) Unified Multipurpose Identification (B) Unique Medical Identification (C) Unique Multipurpose Identification (D) Unified Medical Identification	B
46.	The Railway servants (Discipline & Appeal) Rules came into force on _____. (A) 1 st October 1968 (B) 21 st October 1967 (C) 20 th October 1969 (D) 2 nd October 1968	A
47.	The Standard Form Number used for suspension. A) 1 (B) 5 (C) 11 (D) 7	A
48.	_____ Form is used for imposition of minor penalty. (A) SF 5 (B) SF 4 (C) SF 11 (D) SF 1	C
49.	_____ Form is used for imposition of major penalty. (A) SF 5 (B) SF 4 (C) SF 11 (D) SF 1	A
50.	_____ authority fixes the date for inquiry and advises the charged employee. (A) Disciplinary Authority (B) Inquiry Officer (C) Presenting Officer (D) Personnel department	B
51.	General Managers of Railways are entitled for _____ type of Duty Pass. (A) Bronze (B) Gold (C) Silver (D) Platinum	B
52.	Group A and B officers are entitled to _____ sets of First Class A Privilege passes per year. (A) 8 sets (B) 6 sets (C) 10 sets (D) 4 sets	B
53.	Group C and D officers are entitled to _____ sets of Privilege passes per year. (A) 3 sets (B) 6 sets (C) 10 sets (D) 4 sets	A
54.	The web address https://scr.eoffice.railnet.gov.in is used to open which website. (E) e-Office demo site (F) e-Office production site (G) e-Office training site (H) None of the above	B
55.	Which email id is used to login to the e-Office module? (E) Gmail (F) Yahoo (G) NIC (H) None of the above	C
56.	What is the abbreviation of NIC: _____ (E) National Information Centre	D

	(F) National Informatics Council (G) National Institute Council (H) National Informatics Centre	
57.	What is the e-Office service which is used to work with the e-File (E) Knowledge Management System (F) Master Data Management (G) e-File MIS Reports (H) File Management System	D
58.	What is the default view when the user logs on to the File Management System in e-Office (E) Inbox of Files Section (F) Inbox of Receipt Section (G) Created to Receipt Section (H) Created of Files Section	A
59.	In what format the document has to be uploaded in order to be diarized in e-Office (E) Microsoft Word (F) Word pad (G) Notepad (H) PDF	D
60.	What should be the maximum size of the uploaded document in e-Office? (A) 15 MB (B) 20 MB (C) 25 MB (D) 30 MB	B
61.	Once a letter is diarised in e-Office and a unique number is allocated, then it becomes a ____ (E) Receipt (F) File (G) Acknowledgement (H) None of the above	A
62.	Duplicate 'Tatkal Ticket' can be issued in exceptional cases on payment of ____ [A] Full fare including 'Tatkal Charges' [B] Full fare excluding 'Tatkal Charges' [C] 25% of the fare including 'tatkal Charges' [D] Not permitted	A
63.	Separate accommodation should be provided for ladies as per Section ____ of the Railway Act, 1989. (A) 58 (B) 54 (C) 53 (D) 59	A
64.	Concession Certificate issued for the blind person is valid for a period of ____ years. [A] One year [B] Two years [C] Five years [D] Life time	C
65.	A maximum of ____ passengers can be booked on 'Tatkal Ticket' . [A] 6 [B] 5 [C] 4 [D] 2	C
66.	For miscarriage, including abortion of female employees, shall be entitled to Maternity leave ____. (A) 6 weeks (B) 45 days (C) 7 weeks (D) 43 days.	B
67.	India's first passenger train is hauled by three steam locomotives namely. (A) Beverly, Fairly & Saintly (B) Chetak, Chirag & Charan (C) Sahib, Sindh and Sultan (D) Ganga, Jamuna & Sindh	C
68.	Bangladesh is connected by the three times a week Maitree Express that runs from ____ to ____. (A) Kolkata to Dhaka (B) Berhampur to Khulna (C) Asansol to Dhaka (D) Shantiniketan to Jessore	A
69.	Male persons travelling in ladies compartment is dealt with under sec ____ of Indian Railway Act. (A) 160 (B) 161 (C) 162 (D) 163	C
70.	Unlawfully bringing of dangerous goods is dealt with under section ____ of Indian Railway Act. (A) 162 (B) 163 (C) 164 (D) 165	C
71.	The extent of liability of railway administration in case of death or injury to a passenger in an accident is stipulated under section ____ (A) 123 (B) 124 (C) 125 (D) 126	B

72.	Exhibition of train timings at station is a statutory obligation of the Railways as per section _____ of Indian Railway Act. (A)48 (B)49 (C)50 (D)47	B
73.	If a ticket is returned for cancellation, the Railway Administration shall grant refund as per section _____ of Indian Railway Act. (A)50 (B)51 (C)52 (D)53	C
74.	Transfer of a reserved ticket is prohibited as per section _____ of Indian Railway Act. (A)48 (B)49 (C)50 (D)53	D
75.	Advance reservation period for a Foreign Tourist is _____ days. (A)60 (B)90 (C)120 (D)365	D
76.	When train is cancelled at the starting station due to unforeseen circumstances such as accidents, breaches, or floods etc., full refund is given upto _____ (A)3 hrs before the scheduled departure of the train (B)3 hrs after the scheduled departure of the train (C)3 hrs after the actual departure of the train (D)3 days excluding the day of departure of the train	D
77.	In case of EOL scheme, free time for loading of BOXN rake is _____ Hrs. (A) 3 (B)6 (C)9 (D)12	A
78.	Vista dome coaches are used for (A) Accident site attendance (B) Research purpose (C) Tourism (D) None of the above	C
79.	The License Fee for "One Station - One Product" for 15 days is (A) Rs.500/- (B)Rs.1500/- (C)Rs.2,000/- (D)2,500	A
80.	Categorization of Stations will be done on the basis of _____ (A)Originating Earning/Inward passengers handled (B)Booked Earnings/Inward passengers handled (C)Originating Passengers Earning/Outward passengers handled (D) Apportioned Earnings	C
81.	What is the full form of NINFRIS ? (A) New Improvements in Non Fare Revenue India Scheme (B) New Innovative Non fare Revenue Ideas Scheme (C) National Institute of Nutrition for Rural India Scheme (D) National initiative for Non fare Revenue in states	B
82.	STBA is authorized to issue _____ tickets (A) Reserved tickets (B) Unreserved tickets (C) All type of tickets (D) None of the above	B,
83.	JTBS will collect Rs. _____ towards commission (A) 2/- per ticket (B) 2/- per passenger (C) 5/- per ticket (D) 5/- per passenger	B
84.	The minimum amount of commission paid to a Halt Agent is _____ (A)Rs.500 (B)Rs.1000 (C)10% (D)15%	A
85.	Prohibition on hawking and begging is given under section _____ of Railways Act (A) 141 (B)142 (C)143 (D)144	D
86.	Who is the Comptent Authority for approving the proposals under NINFRIS (A) Sr.DCM (B)DRM (C)DCM (D)PCCM	B
87.	POS in relation to digital transaction stands for _____ (A) Point of Sale (B) Point on Sale (C) Point of Safe	A

	(D) Pin of Sale	
88.	The amount of ex-gratia paid to the next of kin for death in a train accident is Rs.____ (A) 10,000/- (B)20,000/- (C)25,000/- (D)50,000/-	D
89.	The power to declare 'Round-the-clock' working at Goods Sheds have now been delegated to (A) GM (B)PCCM (C)DRM (D)None of the above	C
90.	What is the name of the scheme which provides alternate accommodation to waitlisted passengers in other trains? (A) Chunao (B)Vikalp (C)Ichha (D)Adhikar	B
91.	What is the maximum distance for which a monthly season ticket/Quarterly Season Ticket can be prepared? (A) 50kms (B)100kms (C)150kms (D)200kms	C
92.	In which section of Railway Act No.24 of 1989, the provision of penalty for smoking in passenger compartment use? (A) Section 67 (B) Section 160 (C) Section 161 (D) Section 167	D
93.	Cement traffic comes under which priority (A) Priority 'A' (B)Priority 'B' (C)Priority 'C' (D)Priority 'D'	D
94.	In which Article of Constitution Hindi has been given the status of Rajbhasha? (A) 343 (B)353 (C)363 (D)373	A
95.	The basic Rajbhasha course is called ____ (A) Parangat (B)Prabodh (C)Pragya (D)Praveen	C
96.	Which one of the Standard Form is required to be used for issuing the order of the deemed suspension? (A) SF-1 (B)SF-2 (C)SF-3 (D)SF-4	B
97.	On transfer from one Division to another Division, if staff doesn't report for duty at the new place of posting, who will be the Competent Authority for taking disciplinary action? (A) GM (B) D&A Authority at new place (C) D&A Authority at old place (D) DRM	B
98.	Application Fee for seeking information under RTI. (A) 05/- (B)10/- (C)15/- (D)30/-	B
99.	A Railway servant shall be deemed to have been placed under suspension if he has been put in police custody for a period? (A) Exceeding 24 hours (B) Exceeding 48 hours (C) Immediate effect (D) None of the above	B
100.	Maximum LAP that can be availed in a single spell is limited to (A) 300 days (B)100 days (C)180 days (D)No limit	C
101.	What is the period of Child Care Leave that can be taken during entire service? (A)180 days (B)Two years (C)Three years (D)Five years	B
102.	Which is the correct expansion of MACP ? (A)Maximum Advancement in Career Path (B)Modified Assured Career Progression (C)Modified Application of Career Progression (D) Minimum Anomalies in Career Promotion	B
103.	New Pension Scheme is effective from ____ year (A) 2001 (B)2004 (C)2010 (D)2011	B
104.	Under which provision of DAR can an employee be removed from service without enquiry ?	A

	(A) 14 (B) 11 (C) 16 (D) 22	
105.	Limits of power in Establishment Matters for various posts in Railways are included in which official book ? (A) Pink Book (B) Establishment Manual (C) Book of Schedule of Powers (D) None of the above	C
106.	When a railway employee is placed under suspension but only a Minor Penalty is imposed, the suspension period is treated as (A) Dies Non (B) Non Duty (C) Duty (D) None of the above	C
107.	Which of the following train is not organized by IRCTC? (A) Vande Bharat Trains (B) Ashta Circuit Trains (C) Buddhish Circuit Trains (D) Bharat Darshan Trains	A
108.	As per Catering Policy 2017, Standard Tender Committee will be nominated by _____ (A) DRM (B) PCCM (C) CCM/Catering (D) GM	A
109.	Who is the competent authority to approve change in name of a Railway Station? (A) Ministry of Home Affairs, Govt. Of India (B) Railway Ministry (C) GM of the concerned railways (D) State Government	A
110.	India's first Underwater Metro is running in _____ (A) Ahmedabad (B) Kolkata (C) New Delhi (D) Mumbai	B
111.	The theme of India's G20 Presidency "Vasudhaiva Kutumbakam" or "One Earth-One Family-One Future" is drawn from the _____ (A) Maha Upanishad (B) Maha Purana (C) Rig Veda (D) Smriti	A
112.	Enchashment of Leave on Average Pay (availing railway pass) while in service cannot be more than ____ days. (A) 30 (B) 40 (C) 50 (D) 60	D
113.	Cheetahs, brought from Namibia, are in which of the following National Parks in India? (A) Kuno National Park (B) Kaziranga National Park (C) Keoladeo National Park (D) Keibul Lamjao National Park	A
114.	The tenure of Major/Minor Catering units in Railway/IRCTC is ____ years (A) 3 (B) 5 (C) 10 (D) 15	B
115.	Plan Head 5300 denotes ____ [A] S & T [B] Computerization [C] Customer Amenities [D] Electrical	C
116.	Retiring Railway employee has to complete ____ years of qualifying service for the payment of Pension. [A] 5 [B] 10 [C] 15 [D] 20	B
117.	A Railway servant seeking voluntary retirement from service should have completed at least ____ years of qualifying service. [A] 5 [B] 10 [C] 15 [D] 20	D
118.	As per Hours of Employment Rule, railway employees are classified into ____ number of categories. [A] 4 [B] 3 [C] 2 [D] 6	B
119.	For UTS terminal, ____ will acts as a CPU.	D

	[A] Dumb Terminal [C] Data Logger	[B] Smart Card Terminal [D] Thin Client	
120.	E-Passes and E-PTOs are housed by _____ application. [A] HIMS [B] HRMS [C] AIMS [D] RESS		B
121.	UMID Card unique number contains ____ digits. [A] 10 [B] 12 [C] 15 [D] 16		B
122.	Government e-Marketplace (GeM) was launched by the Ministry of ____. [A] Commerce & Industry [B] Railways [C] Economic Affairs [D] Finance		A
123.	A person detected without ticket in brake van in charged ____ [A] FC Fare+Penalty [B] SL Fare+Penalty [C] IInd class Fare+Penalty [D] None of the above		A
124.	How many days of LAP is credited to an employee in a year? [A] 10 [B] 15 [C] 20 [D] 30		D
125.	Where is the Railway Museum Located? [A] Secunderabad [B] New Delhi [C] Mumbai [D] Kolkata		B
126.	Izzat season tickets are issued for a maximum distance of ____ kms [A] 100 [B] 150 [C] 200 [D] 300		B
127.	Separate accommodation should be provided for ladies as per Section of the Railway Act, 1989. [A] 53 [B] 55 [C] 58 [D] 137		C
128.	Male passenger found travelling in ladies compartment is dealt as per section of the Railway Act, 1989 [A] 58 [B] 141 [C] 162 [D] 164		C
129.	Smoking in Railway Premises is prohibited under ____ Section of Railway Act [A] 58 [B] 141 [C] 162 [D] 167		D
130.	Which station over South Central Railway has been handed over for development by IRSDC? (A) Tirupati (B) Vijayawada (C) Secunderabad (D) Hyderabad		C
131.	There are a total of _____ Chapters in Railway Act. 1989 (A) 10 (B) 12 (C) 14 (D) 16		D
132.	STBA can be engaged for issue of UTS tickets at ____ stations. [A] NSG1, NSG2 & NSG3 [B] NSG3, NSG4 & NSG5 [C] NSG4, NSG5 & NSG6 [D] NSG3, NSG5 & NSG6		C
133.	Need for STBA shall be assessed by a JAG officers committee from ____ Departments. [A] Commerical, Operating & Engineering [B] Commerical, Operating & Accounts [C] Commerical, Operating & Personnel [D] Commerical, Operating & Mechanical		B
134.	EMD for engagement of STBA at NSG5 & SG3 Stations is Rs. ____ [A] 1000 [B] 2000 [C] 4000 [D] 5000		D
135.	EMD for engagement of STBA at NSG6 Station is Rs. ____ [A] 1000 [B] 2000 [C] 4000 [D] 5000		B
136.	STBA tender accepting authority is ____ [A] ACM [B] DCM [C] Sr.DCM [D] DRM		C
137.	STBA is initially engaged for ____ years. [A] 2 [B] 3 [C] 4 [D] 5		B
138.	The STBA shall deposit the cash collected through sale of tickets to ____ [A] Bank [B] Station Master [C] Cash office [D] None of these		B
139.	Minimum STBA Commission is Rs. ____ [A] 1000 [B] 1500 [C] 2000 [D] 2500		D
140.	Security Deposit for STBA at NSG 6 Station is Rs. ____ [A] 5000 [B] 10000 [C] 25000 [D] 50000		B
141.	JTBS Commission on unreserved ticket is Rs. ____ per passenger. [A] 2 [B] 3 [C] 4 [D] 5		A
142.	JTBS contract is awarded for a period of ____ years. [A] 2 [B] 3 [C] 4 [D] 5		B

143.	JTBS contract can be extended for a period of ____ years. [A] 2 [B] 3 [C] 4 [D] 5	B
144.	The Security Deposit for JTBS is Rs. ____ [A] 10,000 [B] 20,000 [C] 25,000 [D] 40,000	C
145.	JTBS and Railways can terminate the contract without assigning reasons by giving a notice of ____ days. [A] 20 [B] 30 [C] 40 [D] 60	B
146.	Applications for appointment of YTSK shall be called ____ times in a year [A] 1 [B] 2 [C] 3 [D] 4	B
147.	YTSK tender accepting authority is ____ [A] DRM [B] CCM/PM [C] ADRM [D] CCM/FS	A
148.	The minimum composition of special train ____ coaches [A] 15 [B] 16 [C] 18 [D] 20	C
149.	The minimum distance for charging Special Train/Coaches will be ____ kms separately for outward and return journey. [A] 100 [B] 200 [C] 500 [D] 1000	C
150.	Service Charge for FTR train/coach ____% on the base fare. [A] 20 [B] 30 [C] 40 [D] 50	B
151.	In case of one station one product (OSOP), the number, location and type of outlets will be decided by ____ [A] GM [B] PCCM [C] DRM [D] Sr.DCM	C
152.	The normal duration of allotment of OSOP out let is for ____ days. [A] 11 [B] 12 [C] 13 [D] 15	D
153.	During melas and festivals, DRM may grant OSOP outlet permission for ____ days. [A] 7 [B] 15 [C] 21 [D] 30	A
154.	DRM may permit allotment of OSOP out let maximum up to ____ days. [A] 7 [B] 15 [C] 21 [D] 3 MONTHS	D
155.	There are a total of ____ sections in Railway Act. 1989 (A) 100 (B) 120 (C) 150 (D) 200	D
156.	Both Railways and Service provider shall have the right to terminate the agreement for operation of Bharat Gaurav train by giving ____ days advance notice. [A] 60 [B] 120 [C] 80 [D] 90	
157.	Indian Railway has introduced ____ Trains to promote tourism in our country. (A) Bharat Gaurav trains (B) Bullet trains (C) MEMU (D) high speed trains	A
158.	Joint parcel product is introduced in collaboration with ____ department and railways. (A) Postal (B) Tourism (C) HRD (D) Cultural	A
159.	The number of escorts permitted to travel free by PCET train for security purposes and handling of parcels at intermediate stations is ____ [A] 4 [B] 3 [C] 2 [D] 1	
160.	JPP product is charged in ____ (A) scale L (B) scale R (C) scale S (D) JP scale	D
161.	PRIMES stands for ____ [A] Passenger Request Information Management Enhanced Sysyem [B] Passenger Rail Information Management Enhanced System [C] Passenger Record Information Management Enhanced Solution [D] Passenger Reservation Information Management Enhanced System	D
162.	ATM stands for ____ [A] Automated Ticket Machine [B] Automated Teller Machine [C] Automatic Ticket Machine [D] Automatic Teller Machine	B
163.	The maximum area for one ATM at a station shall be ____ [A] 5 feet X 5 feet [B] 5 feet X 5 feet [C] 6 feet X 6 feet [D] 6 feet X 5 feet	
164.	The responsibility of security, maintenance, cleanliness of the ATM Premises shall rest with the	

	_____. [A] Station Master [B] Health Inspector [C] Concerned Bank [D] RPF	
165.	In Rail MADAD, MADAD stands for _____. [A] Mobile Application for Demand Assistance During transit [B] Mobile Application for Demand Assistance During travel [C] Mobile Application for Desired Assistance During travel [D] Mobile Application for Desired Assistance During transit	C
166.	The Right to Information Act, 2005 replaced which Act? [A] Information Technology Act, 2000 [B] Freedom of Information Act, 2002 [C] Delimitation Act, 2002 [D] None of these	B
167.	"Record" as defined by the RTI Act, 2005 does include _____. [A] A manuscript [B] Fax copy of a document [C] Material produced by a computer [D] All of these	D
168.	Who can file an RTI _____. [A] Only Indian citizens [B] Only Foreign Nationals [C] Both A and B [D] None of these	C
169.	The RTI application shall be addressed to _____. [A] CM of the respective state [B] Prime Minister [C] President [D] Public Information Officer	D
170.	Which book of IRCA contains Freight Rate Tables? (A) Goods Tariff Part I Vol II (B) Goods Tariff No.49 Part I (C) Goods Tariff No.49 Part II (D) Goods Tariff Part I Vol I	C
171.	What is the highest class of Goods Freight? (A) Class 200 (B) Class 180 (C) Class 120 (D) None of the given options	A
172.	What do you mean by Lean Season Period? (A) 15 th Aug to 15 th Sept (B) 1 Aug to 31 st Aug (C) 1 July to 30 th Sept (D) 1 Jan to 30 th June	C
173.	What is the full form of BDU in Railway? (A) Business Development Unit (B) Business Department Unit (C) Block Department Unit (D) None of the above	A
174.	Full refund of fare is granted if train in which journey is to be undertaken is running late by how much time? (A) More than Half hour (B) More than 1 hrs. (C) More than 5 hrs. (D) More than 3 hrs.	D
175.	How many times of basic fare of AC chair car class of Shatabdi train is being charged in Vande Bharat Express? (A) 1.2 times (B) 1.3 times (C) 1.4 times (D) 1.5 times	C
176.	A person needlessly interfering with the means of communication in a train shall be prosecuted as per section ____ of the Railway Act, 1989? (A) 137 (B) 138 (C) 141 (D) 142	C
177.	In case of temporary disability, the concessional certificate is valid for ____ years.	C

	(A) One year (B) Two years (C) Five years (D) Not valid	
178.	What is the Criteria is vogue for deciding NSG-2 category station? (A) Stations Annual Passenger Earning $\geq$ Rs.500Cr, but $<$ 1000 Cr. (B) Stations Annual Passenger Earning $\geq$ Rs.250Cr, but $<$ 500 Cr. (C) Stations Annual Passenger Earning $\geq$ Rs.100Cr, but $<$ 500 Cr. (D) None of the above	C
179.	Who shall have powers to categorize a station as NSG4 category if it is a place of Tourist importance and/or is an important junction station? (A) GM (B) PCOM (C) PCCM (D) DRM	A
180.	RLDA stands for? (A) Railway Land Development Authority (B) Railway Line Development Authority (C) Rail Line Development Authority (D) Rail Land Development Authority	D
181.	Full form of RDSO? (A) Research Designs and Safety Organisation (B) Research Development and Safety Organisation (C) Research Designs and Standards Organisation (D) Research Development and Standards Organisation	C
182.	Power of increasing PF ticket rate is with? (A) ADRM (B) Sr.DCM (C) DRM (D) Station Manager	C
183.	Fare of QST is calculated? (A) 2.7 times of MST (B) 2.8 times of MST (C) 2.6 times of MST (D) 2.9 times of MST	A
184.	Registered Newspapers & Magazines are booked at concessional rates uniformly at ____percent of Scale 'S' by all trains including Rajdhani trains? (A) 40% (B) 45% (C) 30% (D) 25%	B
185.	When was official Language Act enacted? (A) 15th January, 1963 (B) 10th April, 1965 (C) 10th May, 1963 (D) 13th June, 1964	C
186.	How many members of Lok Sabha are there in the Parliamentary Committee on Official Language? (A) 18 (B) 20 (C) 22 (D) 15	B
187.	How many times in a year are the meetings of the Regional Official Language Implementation Committee held? (A) 05 times (B) 03 times (C) 02 times (D) 04 times	D
188.	Which ministry issues the annual program of official language? (A) Ministry of Railways (B) Finance ministry (C) Home Ministry	C

	(D) Ministry of Defence	
189.	What is the name of the award scheme implemented by ministry of Railways, Railway Board for fiction/story, novel, drama and other prose literature? (A) Maithilisharan Gupt Award Scheme (B) Rajbhasha Individual Cash Award Scheme (C) Premchand Award Scheme (D) Lal Bahadur Shastri Technical Original Writing Award Scheme	C
190.	Who is the Vice President of the Central Hindi Committee? (A) Defense Minister (B) Home Minister (C) Prime Minister (D) Foreign Minister	B
191.	Rail Yatra Vratant Puraskar Yojna is for whom? (A) For Railway Officers (B) For Litterateurs (C) For all Railway Employees (D) For all Indian citizens	D
192.	How many dependants are allowed in Complimentary Pass ? (A) Maximum - 2 (B) Maximum - 3 (C) Maximum - 1 (D) Maximum - 4	A
193.	Divisional Railway Manager is eligible for ____ metal token? (A) Silver (B) Gold (C) Bronze (D) Platinum	A
194.	Second class A pass holder is entitled to travel in which category? (A) In 3 tier AC (B) In 2 tier AC (C) In 1st AC (D) In 2nd Sleeper	A
195.	Rule 3A of Railway Services (Conduct) Rules, 1966 is related to ? (A) Taking part in politics (B) Promptness and courtesy (C) Observance of Govt. Policies (D) None of the given options	B
196.	Under which Rule of DAR in Enquiry officer nominated? (A) Rule-9 (B) Rule-5 (C) Rule-4 (D) Rule-10	A
197.	Under which D&A Rules 1968, an Appeal can be made? (A) Rule-18 (B) Rule-15 (C) Rule-11 (D) Rule-7	A
198.	What is the standard Form used for Revocation of Suspension? (A) SF-4 (B) SF-3 (C) SF-2 (D) SF-5	A
199.	In which article of the Constitution, the principle of natural justice is mentioned?	A

	(A) Article - 311 (B) Article - 315 (C) Article - 325 (D) Article - 310	
200.	Total how many days are granted as child care Leave in entire service? (A) 730 days (B) 500 days (C) 350 days (D) 900 days	A
201.	What is the full form of IREC? (A) Indian Railway Enquiry Code (B) Indian Railway Establishment Code (C) Indian Railway Establishment Council (D) Indian Railway Enquiry council	B
202.	Which traffic comes under the purview of "Priority A" of Preferential Traffic Schedule? (A) Food grains and sugar for public distribution (B) Fertilizers (C) Goods for emergency relief work for victims of natural calamities like floods, drought, earthquake etc. (D) Military Traffic, when sponsored by MIL RAIL and approved by Railway Board.	D
203.	Criteria for allotment of Lower berths against ladies quota i) Ladies of and above 45 years ii) Children above 12 years but below 14 years? (A) Only (i) is correct (B) Only (ii) is correct (C) Both (i) and (ii) are incorrect (D) Both (i) and (ii) are correct	A
204.	The charges for the defense personnel's travel using warrants are paid by? (A) Accounts General (Central Revenue) (B) Controller General of Defense Accounts (C) Controller and Auditor General (D) Ministry of Finance	B
205.	The transactions being done through POS machines, are to be settled at? (A) End of the day (B) Once in a week (C) End of each shift (D) End of evening shift	C
206.	Landslides alert categorization for warning in Disaster Management for Category - (I) Landslides as per SOP? (A) Yellow (B) Orange (C) Red (D) Blue	C
207.	In which cases Trade Union bearers can be transferred without consent of unions? (A) Vigilance cases (B) Promotion (C) Legal necessity (D) All of the given options	C
208.	When was New Pension Scheme introduced? (A) 01.01.2004 (B) 01.01.2006 (C) 01.01.2016 (D) 01.04.2009	A
209.	What is the additional Free Time allowed per rake for covering Open wagons with Tarpaulins for loading loose/bulk commodity? (A) 1 hour 30 minutes	C

	(B) 30 minutes (C) 1 Hour (D) 2 Hours	
210.	General responsibility of a railway administration as carrier of goods is prescribed under section ____ of Railway Act 1989? (A)93 (B)100 (C)94 (D)95	A
211.	_____ is empowered to introduce Round the clock working hrs at Goods Sheds. (A)PCOM (B)GM (C)DRM (D)PCCM	C
212.	Who is the coordinator of BDU at Zonal level? (A)CFTM (B)CCM (C)PCCM (D)CRSE	A
213.	Minimum distance for charge for all parcels, except registered Newspapers and Magazines, is _____ (A)25 Kms (B)30 Kms (C)50kms (D)100Kms	C
214.	Unclaimed consignment has been defined in Section ____ of Rlys Act, 1989? (A)83 (B)84 (C)85 (D)86	B
215.	The accidental falling of any passenger from a train carrying a passenger is called? (A) Accident (B) Not Accident (C) Untoward incident (D) None of these	C
216.	In what time should an unclaimed perishable item be disposed off? (A) 24 hrs or earlier (B) 48 hrs (C) 36 hrs (D) None of these	A
217.	HHT stands for _____ (A) Hand High Terminal (B) Hand Held Ticket (C) Hand Held Terminal (D) Hand High Ticket	C
218.	For management of Retiring rooms departmentally by IRCTC, revenue shall be shared in the ratio of ____ between IRCTC and Railway? (A)85:15 (B)60:40 (C)65:35 (D)75:25	D
219.	The categorization of stations for provision of passenger amenities shall be reviewed in every _____ (A)3 years (B)4 years (C)5 years (D)10 years	C
220.	Full form of CPGRAMS is? (A) Central Public Grievance Report and Monitoring Service (B) Common Public Grievance Report and Monitoring System (C) Centralized Public Grievance Redress and Monitoring System (D) Centralized Passenger Grievance Redress and Monitoring System	C
221.	Under which rule of Railway Service conduct rules is it forbidden to participate in politics? (A) Rule - 05 (B) Rule - 06 (C) Rule - 10 (D) Rule - 23	A
222.	Check conducted by stopping train in the Mid-Section is _____ [A] CRB check [B] Massive Check [C] Ambush Check [D] Replacement Check	C
223.	CRB check is conducted for a duration of ____ hrs [A] 6 [B] 8 [C] 12 [D]96	D
224.	Passenger found travelling beyond the booked station is charged _____ (A)Fare +EC beyond the destination upto the point of detection (B)Normal Fare beyond the destination upto the point of detection (C)Deboarded from the train (D)None of the above	A

225.	Rule 3(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 elections	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 working women (D) Criticism of Government	D
227.	Rule 13 of Railway Services (Conduct) Rules, 1966 deals with ____ (A) Promptness and Courtesy (B) Accepting of Gifts (C) Prohibition of sexual harassment of working women (D) Criticism of Government	B
228.	Rule 18 of Railway Services (Conduct) Rules, 1966 deals with ____ (A) Movable, Immovable and Valuable Property (B) Accepting of Gifts (C) Prohibition of sexual harassment of working women (D) Criticism of Government	A
229.	Rule 22 of Railway Services (Conduct) Rules, 1966 deals with ____ (A) Movable, Immovable and Valuable Property (B) Accepting of Gifts (C) Consumption of Intoxicating Drinks and Drugs (D) Criticism of Government	C
230.	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
231.	General Managers of Railways are entitled for ____ type of Duty Pass. (A) Bronze (B) Gold (C) Silver (D) Platinum	B
232.	Group A and B officers are entitled to ____ sets of First Class A Privilege passes per year. (A) 8 sets (B) 6 sets (C) 10 sets (D) 4 sets	B
233.	Group C and D officers are entitled to ____ sets of Privilege passes per year. (A) 3 sets (B) 6 sets (C) 10 sets (D) 4 sets	A
234.	The web address https://scr.eoffice.railnet.gov.in is used to open which website. (I) e-Office demo site (J) e-Office production site (K) e-Office training site (L) None of the above	B
235.	Which email id is used to login to the e-Office module? (I) Gmail (J) Yahoo (K) NIC (L) None of the above	C
236.	What is the abbreviation of NIC: ____ (I) National Information Centre (J) National Informatics Council (K) National Institute Council (L) National Informatics Centre	D
237.	What is the e-Office service which is used to work with the e-File (I) Knowledge Management System (J) Master Data Management (K) e-File MIS Reports (L) File Management System	D

238.	What is the default view when the user logs on to the File Management System in e-Office (I) Inbox of Files Section (J) Inbox of Receipt Section (K) Created to Receipt Section (L) Created of Files Section	A
239.	In what format the document has to be uploaded in order to be diarized in e-Office (I) Microsoft Word (J) Word pad (K) Notepad (L) PDF	D
240.	What should be the maximum size of the uploaded document in e-Office (A) 15 MB (B) 20 MB (C) 25 MB (D) 30 MB	B
241.	Once a letter is diarised in e-Office and a unique number is allocated, then it becomes a ____ (I) Receipt (J) File (K) Acknowledgement (L) None of the above	A
242.	In e-office when a new file is created, what is the colour of the file cover page (E) Pink (F) Green (G) Blue (H) Black	A
243.	_____ Option is used to track the receipt or file which automatically gets updated as it moves from one user to another. (E) Send (F) Movement (G) Edit (H) Put in a File	B
244.	In e-Office, what functions can be performed in Yellow Note? (E) Make corrections (F) Convert Yellow to Green note (G) Cannot sign with DSC (H) All of the above	D
245.	What does TOC mean in the e-File of e-office module. (E) Table of Control (F) Table of Correspondence (G) Table of Contents (H) Title of Correspondence	B
246.	How many days of LAP in a calendar year, a permanent/ Temporary Railway servant shall be entitled to get? (A) 20 days (B) 15 days (C) 30 days (D) 45 days	C
247.	How many days of LHAP in a year, can be credited to an employee (A) 30 days (B) 10 days (C) 20 days (D) 12 days	C
248.	A female Railway employee shall be entitled to maternity leave for ____ days (A) 180 days (B) 120 days (C) 90 days (D) 130 days	A
249.	For miscarriage, including abortion of female employees, shall be entitled to Maternity leave ____.	B

	(A) 6 weeks (B) 45 days (C) 7 weeks (D) 43 days.	
250.	The Paternity leave admissible for male employees with less than two surviving children is ___ days (A) 10 days (B) 20 days (C) 15 days (D) 25 days	C
251.	The maximum days of Leave on Average pay (LAP) that can be accumulated is ___ days A) 120 (B) 180 (C) 190 (D) 300	D
252.	LAP shall be credited to a Railway servant at the rate of _____ (A) 2 ½ days per month (B) 3 days per month (C) 2 days per month (D) 1 ½ days per month	A
253.	How many days of LAP per year can be credited to school staff (A) 10 days (B) 5 days (C) 7 days (D) 8 days	A
254.	How many days of LHAP can be accumulated by an employee in once service life? (A) 300 days (B) 450 days (C) 600 days (D) Un limited	D
255.	When no leave is admissible under any other rule, the leave that can granted is known as _____ (A) LAP (B) LHAP (C) SPL Leave (D) Extra ordinary leave.	D
256.	The maximum encashment of Leave on Average pay is _____ (A) 200 days (B) 60 days (C) 360 days (D) 300 days	D
257.	What is the maximum period of Leave on Average pay at time that a Railway servant may avail _____ (A) 120 days (B) 160 days (C) 180 days (D) 300 days	C
258.	What is the maximum limit of Leave not due that may be granted to a permanent Railway Servant during his entire service period? (A) 360 days (B) 380 days (C) Unlimited (D) 300 days	A
259.	The Paternity Leave should be availed within a maximum of _____ from date of delivery of child (A) Six months (B) Three months (C) Four months (D) 15 days	A
260.	The Staff of which Railway are entitled to avail extra Casual leave? (A) SER (B) ECOR (C) NFR (D) ECR	C

261.	A Railway employee shall be granted leave of any kind for a continuous period of not exceeding _____. (A) 3 Years (B) 4 years (C) 5 years (D) 6 years	C
262.	Maximum study leave that can be granted for pursuing higher technical studies to an employee during ones entire service period is (A) 36 Months (B) 28 Months (C) 24 Months (D) 30 Months	C
263.	Season ticket holder found travelling with two consecutive season tickets (A) fare+ excess charge & one of the season tickets is forfeited (B) Fare & one of the season tickets is forfeited (C) only season ticket forfeited (D) allowed to travel on both season tickets	A
264.	_____ Check is conducted by stopping the train in mid-section using detonators (A) Fortress (B) ambush (C) spot (D) magistrate	B
265.	Ticket checking staff can view the charts _____ in HHT (A) only Assigned coaches (B) all coaches (C) Only Current Allotment (D) All of the above	B
266.	Un-booked luggage excess above free allowance + marginal allowance found with passenger will be charged _____ times of Scale L (A) 3 (B) 6 (C) 1 (D) none of the above	B
267.	After travelling how many kilometres a passenger can break his journey en route? A) 300 Kms B) 100 Kms C) 500 kms D) None of the above	C
268.	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
269.	Refund on a confirmed tatkal reservation ticket, when cancelled, under normal conditions is _____. (A) 100% of Fare (B) Not granted (C) 25% fare (D) 50% fare	B
270.	Platform tickets are valid for _____ hours. (A) One hour (B) Two hours (C) Three hours (D) Whole day	B
271.	First class privilege pass holders are entitled for _____ number of berths in 2AC by Rajdhani/Duronto trains [A] All eligible family members [B] 4 [C] 2 [D] 1	D
272.	National Academy of Indian Railways is at _____ A) Mughalsarai B) Lucknow C) New Delhi D) Vadodara	D
273.	SOP means _____ A. Special Officer Powers B. Standard Operating Policy C. Schedule of Powers D. Sanctioning of Proposal	C
274.	Reservation Offices are operated at _____ A. Railway stations B. Non-Railhead locations C. Post Offices D. All of the above.	D
275.	The Railway Budget is presented by the _____ A. Railway Minister B. Chairman Railway Board C. Finance Minister D. Home Minister	C
276.	"UTS on Mobile" App can be downloaded and installed for _____ Phones A) Android B) Windows C) IO D) All of these	D
277.	The minimum recharge amount in R-wallet is Rs _____ A) 20 B) 50 C) 75 D) 100	D
278.	A bonus of _____ % is granted on every recharge made through the R-wallet. A) 2 B) 3 C) 5 D) 6	B
279.	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
280.	BHIM with regard to digital payments stands for _____ A) Bharat Interface for Money B) Bharat Internal Money	A

	C) Bharat Hindu Interface Money D) Bharat Higher Interface Money	
281.	POS in relation to Digital transactions stands for ____ A) Point of Sale B) Point on Sale C) Point of Safe D) Pin of Sale	A
282.	The QR Code in the UTS Mobile App stands for ____ A) Queue Rule B) Quality Rule C) Quick Reflection D) Quick Response	D
283.	Railway Board is headed by.... A) Chief Secretary B) Chairman & CEO C) Member Secretary D) Principal Secretary	B
284.	Railways was introduced in India when the Governor General of India was A) Canning B) Curzon C) Dalhousie D) Rippon	C
285.	Abbreviate 'RLWL'. (A) Remote location waiting list (B) Remote location waiting letter (C) Reserve location waiting list (D) Railway location waiting list	A
286.	Abbreviate 'CONCERT'. A) Countrywide Online Network for Computerised Enhanced Railway and Ticketing B) Countrywide Online Network for Computerised Enhanced Reservation and Ticketing C) Countrywide Online Network for Computerised Enhanced Reservation and Ticket D) Computerised Online Network for Countrywide Enhanced Reservation and Ticketing	B
287.	Abbreviate 'CONCOR'. A) Container Corporation of India Ltd B) Container Cooperation of India Ltd C) Corporation of Container of India Ltd D) Container of Corporation of India Ltd	A
288.	Abbreviate 'RMS'. A) Rail Mail Service B) Railway Mail Service C) Railway Military Service D) Rail Military Service	B
289.	Abbreviate 'TCP'. A) Train Committee Proceedings B) Tender Committee Proceedings C) Tender Counsel Proceedings D) Train Counsel Proceedings	B
290.	Abbreviate 'LOA'. A) Letter of Award B) Letter of Advance C) Letter of Accountal D) Letter of Agreement	A
291.	Abbreviate 'LHAP'. A) Letter of Half Average Pay B) Leave of Half Average Pay C) Leave on Half Average Pay D) Letter on Half Average Pay	C
292.	Abbreviate 'LSWP'. A) Lumpsum Works Property B) Lumpsum Works Programme C) Lumpsum Works Plan D) Lumpsum Works Preparation	B
293.	Abbreviate 'SBF'. A) State Benefit Fund B) Staff Benefit Fund C) Staff Beneficiary Fund	B

	D) State Beneficiary Fund	
294.	Abbreviate 'RCT'. A) Railway Claims Tribunal B) Railway Claims Territory C) Railway Claims Terminal D) Railway Claims Transaction	A
295.	What is the period of validity of II Class Privilege Pass. A) 2 months B) 4 months C) 5 months D) 6 months	C
296.	MACP is not a promotion, it is __ A) Financial implication B) Increment C) Financial Benefit D) None	C
297.	What the codal life of computer? A) 2Years B) 3years C) 6years D) 5years	B
298.	The full form of IPASS 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
299.	Arrange the following in order__ a. Retirement b. Training c. Recruitment d. Promotion A) cbda B) abcd C) dcba D) bcda	A
300.	Supervisors will come under which category of HOER. A) Continuous B) Excluded C) Intensive D) Essentially Intermittent	B
301.	What is full form of DSC? A) Divisional Signature Certificate B) Digital Signature Certificate C) Depot Signature Certificate D) Digital Security Certificate	B
302.	e-office is meant for A) Sending Line Program of Officers for approval B) Sending Financial implication files C) Sending all files through electronic office eliminating paper work D) Sending unimportant files through electronic office	C
303.	After retirement a charge sheet can be issued only by the A) President of India B) Railway Board C) GM D) None	A
304.	Retention period for proceedings of departmental proceedings committee. [a] 1 Year [b] 2 Years [c] 5 years [d] 10 years	C
305.	The minimum period of service for eligibility for promotion within Gr.C is [a] 1 year [b] 2 years [c] 21 days [d] 3 years	B
306.	PLB is granted to _____ in Railways (A) Group A Officers (B) Group B Officers (C) Non-Gazetted Railway employees (D) All the above	C
307.	The two main parts of a file are ____ and ____ (A) Notes (B) Correspondence (C) Both A & B (D) None of the above	C
308.	Who was the first Secretary of the Railway Board in 1905: (A) Rowland Macdonald Stephenson (B) Lord Dalhousie (C) G.W. McGeorge (D) N.G. Priestley	D
309.	The commodities largely moved by Railways during the lockdown period were: (A) POL, cement and iron ore (B) Coal, fly ash and steel (C) Foodgrains, salt, sugar, milk van (D) None of the above	C
310.	How many Shramik Special trains have been arranged by Indian Railways till the first week of June 2020, to ferry the migrants due to Covid-19?	B

	(A) Less than 2000 trains (B) Between 3000 and 4000 trains (C) Between 100 and 200 trains (D) Between 5000 and 6000 trains	
311.	Vande Bharat Express was manufactured by: (A) DLW, Varanasi (B) RCF, Kapurthala (C) ICF, Chennai (D) RWF, Bengaluru	C
312.	Which commodity was exported to Bangladesh for the first time during COVID lockdown period May to August 2020 by IR? (A) Fertilizers (B) Onions (C) Fly Ash (D) Iron Ore	B
313.	A Suspense Account balance is (A) Debit (B) Credit (C) Debit or credit (D) None of them	C
314.	The time-limit for submitting of claims for Travelling Allowance is within __ days succeeding the date of completion of journey. (A) 90 (B) 45 (C) 60 (D) 180	C
315.	Maternity Leave is admissible for __ only. (A) First child (B) First two children (C) All children (D) None of the above	B
316.	Paternity leave is __ days. (A) 10 (B) 15 (C) 20 (D) 30	B
317.	Paternity Leave is admissible to a male Railway servant, during the confinement of his wife for child birth up to __ from the date of delivery of the child. (A) five months (B) six months (C) upto 15 days (D) upto 30 days	B
318.	Maximum limit of CCL is __ days. (A) 700 (B) 730 (C) 750 (D) 800	C
319.	__ days of CL are entitled in a calendar year for staff in administrative office. (A) 08 (B) 10 (C) 12 (D) 15	A
320.	Maximum stay in Railway Retiring-Rooms is __ hours (A) 24 hrs (B) 48 hrs (C) 36 hrs (D) 12 hrs	B
321.	The element of concession for a Cancer patient in Sleeper Class is __ % (A) 25 (B) 50 (C) 75 (D) 100	D
322.	Concession Certificate issued for the blind person is valid for a period of __ years. [A] One year [B] Two years [C] Five years [D] Life time	C
323.	On return journey M.V.S.T. holders can carry [A] 60 kgs. [B] Empties [C] 35 kgs [D] 20 kgs	B
324.	A privilege-pass is valid for a period of __ months from the date of issue. (A) 4 (B) 5 (C) 6 (D) Till usage	B
325.	Deaf and Dumb concession is not allowed in which of the following classes: (A) Second class (B) Sleeper class	D

	(C)AC III Tier (D)AC II Tier	
326.	Employee refusing promotion will be debarred for future promotion for a period of _____. (A)3 months (B)6 months (C)1 year (D)Till next empanelment	C
327.	What is the rate of PF deduction from pay? (A) 1/12th or 8.33% of Basic pay (B) 5% of Basic Pay (C) 10% of Basic Pay (D) None of the above	A
328.	A Railway Employee can be permitted to avail Encashment of leave on Average pay upto ____ days. (A) 20 (B) 5 (C) 15 (D) 10	D
329.	The age of trees is determined by its ____ (A)girth (B)height (C)growth rings (D)general appearance	C
330.	India is a peninsula, because ____ (A)It is surrounded by water on three sides (B)It has Srilanka on its South (C)It has rich heritage of culture and tradition (D) There are many coasts in the country	A
331.	Dehydration in human body is caused due to loss of ____ (A)Vitamins (B)Salts (C)Minerals (D)Water	D
332.	Which railway station is situated in the exteme South India? (A)Chennai (B)Cochin (C)Kanyakumari (D)Trivandrum	C
333.	Check Soldier Ticket is issued in exchange of Military Warrant No. ____ (A)IAFT 1707 (B)IAFT 1707A (C)IAFT 1720 (D)IAFT 1752	D
334.	Dog is permitted to be carried with owner in the following class (A)2 AC (B) I AC (C)3 AC (D)SL	B
335.	Number of concessions allowed at one time is ____ (A)One (B)Two (C)Three (D)Four	A
336.	Maximum number of Break-journeys permitted on Circular Journey Ticket is ____ (A)Two (B)Four (C)Six (D)Eight	D
337.	The luxury train in India is ____ (A)Maharajas' Express (B)Palace on Wheels (C)The Deccan Odyssey (D) All the above	D
338.	_____ concessions are allowed when a special coach is booked (A)Child (B)Sr.Citizen (C)Both A&B (D)None	D
339.	Under COE Scheme, ____ days Special Casual Leave is granted to Outstanding Sport-person (A)30 (B)90 (C)120 (D)330	D
340.	Dynamic fare structure is applicable to ____ (A)Rajdhani Express (B)Shatabdi Express (C)Duronto Express (D)All of these	D
341.	Medical Certificate issued to a Deaf & Dumb person aged 36 years is valid for ____ (A)5 (B)10 (C)15 (D)Life long	A
342.	Retention of a railway-quarter in case of transfer is allowed for ____ months (A)1 (B)2 (C)3 (D)6	B
343.	Who can setup Tourist Facilitation Counters at Railway Stations? A. Indian Railway Catering and Tourism Corporation B. Indian Railway Stations Development Corporation C. Station Facility Management D. None of the Above	A
344.	Door Step Banking MoU signed between South Central Railways and: (a) CMS agency	B

	(b) State Bank of India (c) India Post Office. (d) None of the above	
345.	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
346.	Which Railway Board Commercial Circular issued Operation of Theme-based "Bharat Gaurav Trains" over Indian Railways: (A) Commercial Circular No.15 of 2021 (B) Commercial Circular No.14 of 2021 (C) Commercial Circular No.01 of 2021 (D) Commercial Circular No.02 of 2021	B
347.	Minimum, how many coaches can be requested by the Service provider under Bharat Gaurav Trains Scheme. A. 15 coaches B. 14 coaches C. 16 coaches D. 20 coaches	B
348.	Who among the following are allowed to give advertisement on exterior of Train coaches without participating in tenders. A) Departments of Central Govt (B) Corporate sector C) Advertising agencies (D) Individual public	A
349.	IRSDC stands for _____ (A) Indian Railways Standard Development Code (B) Indian Railways Station Development Company (C) Indian Railways Stations Development Corporation (D) Indian Railways Standard for Disaster Code	C
350.	Which is the first station over South Central Railway to be handed over for development by IRSDC. (A) Tirupati (B) Vijayawada (C) Secunderabad (D) Hyderabad	C
351.	Rail Madad was rolled out on _____ (A) 15-07-2019 (B) 15-08-2019 (C) 15-08-2018 (D) None of the above	A
352.	Who have been given transactional rights in Rail Madad? (A) ADRM (B) Railway Board (C) Branch Officers (D) Zonal Railway	C
353.	Which of the following is designated as level 1 for redressal of complaints in Rail Madad? (A) ADRM (B) Branch Officer (C) Divisional control (D) Headquarters Control	B
354.	What does SLA stands for in connection with Rail Madad (A) Sanction level authority (B) Service Level Authority (C) Service Level Agreement (D) Senior Level Authority	C
355.	_____ Check is conducted by taking help of Scouts, NCC and voluntary originations (A) Fortress (B) Ambush (C) Spot (D) Magistrate	A
356.	Luggage booked with passenger will be charged _____ times of scale 'L' (A) 2 (B) 1.5 (C) 1 (D) 3	B
357.	LHB coaches means: _____ [A] Linked Hoffmann Bosch [B] Long Hoffmann Berths [C] Linke Hoffmann Busch [D] Linked Hoffmann Busch	C
358.	Tatkal quota is indicated as _____ in the Reservation Charts. [A] CK [B] TQ [C] EQ [D] TK	A
359.	The Central Hindi Samiti (Committee) comes under which Ministry? A) Ministry of External Affairs B) The Ministry of Home Affairs C) Ministry of Education D) Railway Ministry	C
360.	What is the expansion for OLIC used by Dept. of Official Language? A) Official Language Implementation Committee B) Official Language Implementation Council	A

	C) Official Language Imparting Council D) Official Language of India Country	
361.	The Number of Folios on Correspondence side of a file should not exceed _____ pages. (A) 250 (B) 300 (C) 350 (D) 200	B
362.	Demanding Dowry is prohibited under _____ of Railway Services (Conduct) Rules, 1966. (A) Rule 13 A (B) Rule 3 A (C) Rule 3 (D) Rule 8	A
363.	Identify the suitable adjectives to fill the blanks in the following sentence. Kolkata is a _____ city. A) Large B) Southern C) Central D) Northern	A
364.	There shall be a provision of _____ sub quota for women in allotment of each of the reserved category of minor catering units/MPS. The sub -quota will also apply in general category: A) 33 % B) 25 % C) 12 % D) 20 %	A
365.	DFC stands for _____ A) Dedicated Finance Corridor B) Dedicated Force Corridor C) Dedicated Freight Corridor D) Dedicated Flexible Corridor	C
366.	PWB stands for _____ A) Parking Way Bill B) Parcel Way Book C) Partial Way Bill D) Parcel Way Bill	D
367.	PCEV stands for _____ A) Parcel Charge on Excess Value B) Percentage Charge on Excess Value C) Percentage Charge on Estimated Value D) Percentage Charge on Excess Volume	B
368.	Claims in respect to traffic booked by CONCOR whether delivered at CONCOR's depots or at railway stations/goods sheds are settled by _____ A) Railway Station B) CONCOR C) CCO (D) GM	C
369.	When goods are diverted, the RR issued afresh is called _____ A) Diversion RR B) Supersessional RR C) Said to contain RR D) Paid-On-To pay RR	B
370.	When PCEV is not paid, the Railway liability on parcels is upto Rs. _____ per kg. A) Rs.50/- B) Rs.100/- C) Actual Cost D) None of these	A
371.	Demurrage Charges per 8 Wheeler Wagon for an hour or part thereof is Rs. _____ A) Rs.50/- B) Rs.100/- C) Rs.150/- D) Rs.250/-	C
372.	For extension of Retiring Rooms for the next 24 hours, _____ % of extra charges are collected. A) NIL B) 25 % C) 30 % (D) 50 %	B
373.	Delivery on SELF consignments in absence of RR is granted on execution of Indemnity Bond at _____ A) Forwarding Station (B) Destination Station (C) Both A&B (D) DCM Office	C
374.	The first digit of FOIS RR indicates _____ A) Type of traffic (B) Mode of payment C) Originating Railway (D) Destination Railway	A
375.	Unauthorized bringing of dangerous goods on a Railway is punishable as section _____ A) 164 B) 163 C) 84 (D) 83	A
376.	Mini rakes will have a minimum composition of _____ wagons. A) 10 B) 15 C) 18 (D) 20	D
377.	First application for waiver of Demurrage/Wharfage should be submitted by the party to SM within _____ days from the date of accrual. A) 5 B) 10 C) 15 (D) 20	B
378.	Section _____ of Railway Act deals with responsibility due to defective packing. A) 97 B) 98 C) 99 (D) 100	B
379.	Free-Time for removal of Live stock(Booked under goods) from Railway premises is _____ hours, after expiry of Free time for loading/Unloading A) 3 B) 5 C) 12 (D) 24	A
380.	At Divisional level, permission for stacking of goods can be given upto a maximum of _____ days. A) 10 B) 15 C) 18 (D) 20	A

381.	In Goods classification, 'p' indicates ____ A) Poisonous goods B) Perishable goods C) Prepayment of freight compulsory D) Payment of PCEV	C
382.	Modification of e-tickets is _____. A) Permitted B) Not permitted C) Permitted once D) Permitted twice	B
383.	Bed-roll charges in Garibrath trains is Rs. _____. A) 10 B) 15 C) 20 (D) 25	D
384.	The cost construction and maintenance is partly borne by the siding owner and Railways in case of ____ siding. A) Private B) Assisted C) Public (D) Defence	B
385.	Higher demurrage/wharfage charges should be implemented only after giving a due notice of ____ hours A) 24 B) 36 C) 48 (D) 60	C
386.	Permissible free time for removal of goods from railway premises at Group I station is ____ working hours. A) 10 B) 12 C) 15 (D) 24	B
387.	The categorization of station for providing passenger amenities shall be reviewed every ____ years. A) 2 B) 3 C) 5 (D) 10	C
388.	Age limit for SC/ST students for issue of concessional season ticket is ____ years A) 25 B) 27 C) 32 (D) 35	B
389.	PCEV is calculated on ____ A) Actual Value B) Declared Value C) Excess Value (D) Market Value	C
390.	Stacking Charges at Group-II stations per wagon per hour or part thereof is Rs. ____ A) 50 B) 75 C) 100 (D) 120	D
391.	What is age criteria for male senior citizen to get Sr.Citizen concession? (A) 65 (B) 60 (C) 58 (D) 55	B
392.	What is age criteria for female senior citizen to get Sr.Citizen concession? (A) 65 (B) 60 (C) 58 (D) 55	C
393.	What is the minimum per coach Registration amount for booking of a special coach? (A) Rs.10,000/- (B) Rs.15,000/- (C) 50,000/- (D) Rs.60,000/-	C
394.	What is the schedule of power for waiver of demurrage charges of DRM? (A) Rs.25000/- per wagon (B) Rs.20000/- per wagon (C) Rs.10000/- per wagon (D) Rs.50000/- per wagon	A
395.	What is the schedule of power for waiver of demurrage charges of General Manager? (A) Rs. Full Powers (B) Rs.20000/- per wagon (C) Rs.100000/- per wagon (D) 50000/- per wagon	A
396.	In which section of Railway Act no.24 of 1989, the provision for power to refuse to carry the passenger suffering from infectious or contagious disease? (A) section 56 (B) Section 10 (C) Section 48 (D) Section 13	A
397.	In which section of Railway Act no.24 of 1989, the provision of penalty for travelling on roof, step or engine of train? (A) section 156 (B) Section 106 (C) Section 148 (D) Section 139	A
398.	Reservation on telephone can be made for ____ (A) Ministers (B) Governors of State (C) MP (D) All the above	D
399.	What is the train load class of Food grain?	D

	(A)140 (B)100 (C)200 (D)130	
400.	Registration fees per BG wagon is Rs.____ (A)5000 (B)6000 (C)10000 (D)1500	D
401.	Registration fees per BG wagon is Rs.____ (A)5000 (B)6000 (C)10000 (D)50000	D
402.	What are the maximum dimensions of package acceptable for booking in parcel traffic ? (A) 2 m. x 1.5 m. x 1.25 m (B) 3 m. x 1.5 m. x 1.25 m (C) 2 m. x 2 m. x 1.25 m (D) 2 m. x 1.5 m. x 1 m	A
403.	What are the restricted commodities for booking of parcel traffic? (A) Electronic goods (B) Acids & Offensive goods (C) Perishable goods (D) Railway material	B
404.	How much train time stoppage is required to book parcel traffic at intermediate station in M/Exp. Trains? (A)05 minutes (B)03 minutes (C)10 minutes (D)07 minutes	A
405.	Detention charge for special Train/coach per Hrs. Per coach is (A)Rs.500 (B)Rs.700 (C)Rs.900 (D)None	C
406.	For booking of dog with passenger the minimum chargeable weight is? (A)30 kg (B)40 kg (C)60 kg (D)50 kg	C
407.	Dog booking will be done in scale_____ (A)R (B)P (C)S (D)L	D
408.	FOIS generated RR's contains ____ digits (A)6 (B)8 (C)9 (D)10	C
409.	Dangerous and hazardous goods which are not listed in goods tariff but are available in Red Tariff are charged at class_____ (A)140 (B)100 (C)200 (D)130	C
410.	Consignments over carried to stations on Foreign Railway are_____ (A) Re-booked by Railway to Original destination on To-pay (B) Re-booked by Railways on free invoice to original destination (C) Party has to take delivery at the station to which it is over carried (D) Party to Re-book afresh to the original destination	A
411.	The reserve price for establishing PMBJK shall be_____ (A)Rs.10,000/- (B)Rs.15,000/- (C)Rs.50,000/- (D)NIL	D
412.	EMD to be paid by the prospective bidder during participation in the e-auction for PMBJK is (A)Rs.10,000/- (B)Rs.15,000/- (C)Rs.50,000/- (D)NIL	C
413.	The license to operate PMBJK shall be awarded for a period of ____ years (A)2 (B)3 (C)4 (D)5	B
414.	The expenditure for development of stations and provision of passenger amenities are generally funded under Customer Amenities Plan Head_____ (A)51 (B)52 (C)53 (D)54	C
415.	Who laid the foundation stone for redevelopment of stations across India, marking the initiation of the Amrit Bharat Station Scheme on 06.08.2023? (A)Hon'ble PM (B)Railway Minister (C)CRB/Railway Board (D)Minister of State for Railways	A
416.	Izzat Monthly Season Ticket is issued to persons working in unorganized sector whose monthly income is up to Rs._____ (A)1500/- (B)5000/- (C)10000/- (D)15000/-	A
417.	Full form of SAARTHI mobile app_____ (A) Synergized Advanced Application for Railway Travel Help and Information (B) Synergized Advanced Application for Rail Travel Help and Information	B

	(C) System Advanced Application for Rail Travel Help and Information (D) Synergized Advanced Application for Railway Travelling Help and Information	
418.	If the duration of excess detention beyond permissible free time is beyond 48 hrs and up to 72 hours, then the rate of demurrage would be? (A) Twice of base rate (B) Thrice of base rate (C) Base rate + 50% (D) None of these	A
419.	Zonal Railway are empowered to reduce Permissible free time for mechanized unloading of open rakes of Coal and Iron-ore at Goods Sheds/Sidings from 7 hours to _____. (A) 5 hours (B) 4 hours (C) 3 hours (D) None of these	A
420.	For inward traffic, demurrage should be raised? (A) Within 10 days of delivery (B) Within 10th day of following month (C) Before delivery (D) None of these	C
421.	WRF (Wagon Registration Fee) is not applicable for demand registration by which type of customer/traffic? (A) Premier customers & RMC Traffic (B) Premier customers & Military traffic (C) Military traffic & RMC Traffic (D) Premier customers, RMC & Military Traffic	D
422.	Busy season charge shall be leviable on all commodities except _____. (A) Coal & Coke (B) Container Traffic (C) Automobile Traffic (D) All of the given options	D
423.	eT-RR is not applicable to which of the following commodity? (A) Iron Ore (B) Container (C) Food Grain (D) None of these	D
424.	Which two days are notified in a week for according higher priority to traffic covered under the Premium Indent Scheme? (A) Wednesday & Saturday (B) Monday & Saturday (C) Monday & Friday (D) None of these	C
425.	What is the minimum number of wagons required to be loaded in a BOXNHS rake to be eligible for train load class rates? (A) 57 (B) 58 (C) 59 (D) None of these	B
426.	What is the minimum number of wagons required to be loaded in a BTPN rake to be eligible for train load class rates? (A) 48 (B) 49 (C) 50 (D) None of these	B
427.	MINI rake shall be allowed subject to levy of _____ supplementary charges for 501 km to 1000 km? (A) 5% (B) 7.5% (C) 10% (D) None of these	
428.	Existing Cargo Terminals can migrate to new GCT policy by submitting a request to _____. (A) Sr.DCM (B) DRM (C) PCCM (D) GM	B
429.	E-Office mainly aims at _____. (A) To improve the operational efficiency of the Government by transitioning to a "Less Paper Office". (B) To improve efficiency, consistency and effectiveness of government responses.	D

	(C) To reduce processing delays and to establish transparency and accountability. (D) All the above	
430.	Traffic booked under Automatic Freight Rebate Scheme for Traffic Loaded in Traditional empty flow direction will not be _____ under normal circumstances. (A) Rebooked (B) Diverted (C) Delivery short of destination (D) All of the given options	D
431.	Development Surcharge is levied on _____ (A) Normal Tariff Rate (B) Base Freight Rate (C) Class Rate (D) Normal Freight Rate	A
432.	Closure of halts under main line will be considered when sale of tickets falls less than how many tickets per day? (A) 25 (B) 50 (C) 75 (D) None of these	B
433.	Provision of Foot Over Bridge (FOB) is included in Minimum Essential Amenities for _____ categories of stations on broad gauge as per policy guideline in vogue. (A) NSG 1 (B) NSG 2 (C) NSG 3 (D) All categories of stations	D
434.	Refund of fare is admissible as per rule under which section of Railway Act 1989? (A) Section 151 (B) Section 152 (C) Section 51 (D) Section 52	D
435.	Who shall be the Coordinating Officer during approval and construction stage for setting up a new GCT? (A) Sr.DEN (Coordination) (B) Sr.DOM (C) Sr.DCM (D) None of these	B
436.	For non-classified goods, under which class the goods are chargeable in a Covered Wagon? (A) 150 (B) 160 (C) 180 (D) None of these	A
437.	In which of the wagon(s), Automobile traffic cannot be moved? (A) BCCNR (B) BCACM (C) BCACBM (D) None of these	D
438.	In case of Diversion of a Wagon/Rake who will collect the Diversion Fees? (A) Original Forwarding Station (B) Diversion Point (C) Original Destination Station (D) New Destination Centre	A
439.	If Business with Railway is 70 Crores, then Holder will get which among the following CARD? (A) Platinum card (B) Gold Card (C) Silver Card (D) None of these	B
440.	Sr.DCM in consultation with Sr.DOM is authorized to grant permission for advance staking up to a maximum period of _____ (A) 5 days (B) 10 days (C) 15 days (D) None of these	A
441.	Reimbursement to the GCTO in lieu of bearing the capital cost for common-user traffic facilities, through freight discount shall be for a period of _____ years or till the recovery of capital cost, whichever is earlier. (A) 10 (B) 15 (C) 20 (D) None of these	A
442.	The outstanding generally relate to which of the following: (i) Imprest cash (ii) Admitted debts (iii) Other miscellaneous items including unsold indemnity notes, time tables, tariffs, ect. (iv) Station office furnitures and equipments. (A) Only (i) & (ii) (B) Only (i), (ii) & (iv)	C

	(C) Only (i), (ii) & (iii) (D) All of the given options	
443.	What is the full form of ATAS? (A) Alternate Train Access System (B) Alternate Train Accommodation Software (C) Alternate Train Accommodation Scheme (D) Additional Train Accommodation Scheme	C
444.	For fully AC service Suvidha trains, the base fare is? (A) Mail/Express Base fare (B) Mail/Express Base fare+Tatkal charges (C) Rajdhani Base fare (D) Rajdhani Base fare+Tatkal Charges	D
445.	What is the time period for redressal of Grievances received in CPGRAMS ? (A) 7 days (B) 15 days (C) 21 days (D) 30 days	D
446.	Who is the Grievance redressal authority at Divisional level? (A) DRM (B) Senior Scale Officer (C) ADRM (D) Sr.DPO	C
447.	Grievance registered in complaint book should be forwarded to _____ (A) DRM (B) AGM (C) ADRM (D) CPRO	C
448.	How many foils are present in complaint book? (A) 20 (B) 25 (C) 30 (D) 50	D
449.	In case of Appeal received in CPGRAMS, it should be forwarded to office of _____ for approval. (A) DRM (B) AGM (C) ADRM (D) CPRO	B
450.	Issues which are not taken up for redress in CPGRAMS: (A) RTI Matters (B) Court related / Subjudice matters (C) Religious Matters (D) All of these	D
451.	The first Bharat Gaurav tourist train originating from the Telugu States commenced its journey from _____ in March 2023. A. Secunderabad Railway Station B. Kacheguda Railway Station C. Lingampalli Railway Station D. Cherlapalli Railway Station	A
452.	The world's highest railway bridge came up over which Indian River? A. Narmada B. Godavari C. Ganga D. Chenab	D
453.	India's first Antyodaya Express has been launched by the Minister of Railways. The express will run between which stations? A. Ernakulam and Howrah B. Sriganganagar and Tiruchirapalli C. New Delhi and Kanyakumari D. Nizamuddin and Palakkad	A
454.	Which state to have India's first privately-run railway station? A. Tripura B. Odisha C. Kerala D. Madhya Pradesh	D
455.	Who has been appointed the new Financial Commissioner (FC) of Indian Railways? A. B N Mohapatra B. S K Bhagat C. Anand Mathur D. Akhil Agrawal	A
456.	Which state government has recently signed MoU with Indian Railways to expand green cover?	C

	A. Kerala B. Uttar Pradesh C. Maharashtra D. Rajasthan	
457.	The Purnya Kshetra Yatra: Puri - Kasi - Ayodhya train is being operated by ____ A. Indian Railways B. IRCTC C. Private parties D. None of the above	B
458.	Prime Minister Narendra Modi flagged off the Gandhinagar-Mumbai Vande Bharat Express train at Gandhinagar railway station on ____ A. 30 September 2022 B. 30 September 2023 C. 06 March 2023 D. 06 August 2023	B
459.	What is the minimum chargeable weight of a Dog for booking in parcel traffic? (A)100kgs (B)125kgs (C)60 kgs (D)30 kgs	D
460.	What is the minimum chargeable freight of a Dog for booking in parcel traffic? (A)Rs.100/- (B)Rs.125/- (C)Rs.150/- (D)Rs.30/-	D
461.	Dogs booked in I AC & FC will be charged for ____ Kgs (A)100kgs (B)125kgs (C)60 kgs (D)30 kgs	C
462.	____ charge should be levied on consignments not removed from railway premises after expiry of free time. (A)Wharfage (B)Demurrage (C)PCEV (D)All of these	A
463.	Under any circumstances, live stock shall be removed from the Railway premises within ____ hours from the time of their arrival at destination, failing which they may be disposed off in accordance with the provisions of Sec 84 of RA'1989. (A)12 (B)24 (C)36 (D)48	B
464.	Fortress Check is conducted for a duration of ____ days. (A) 5 (B)10 (C)12 (D)15	A
465.	Passenger found travelling without a proper authority in guards brake van is charged ____ (A)First class Fare upto the point of detection (B) Removed from the Brake- Van (C) First class Fare + EC up to the point of detection and removed from the Brakevan (D)Handed over to RPF	C
466.	If a person is found travelling on consecutive season tickets, then he would be ____ A. Fare upto the point of detection B. Excess fare from the point of detection C. Season ticket is forfeited. D. Fare + EC up to point of detection, and single fare onwards (One season ticket is forfeited)	D
467.	Advance Reservation period to book a reserved ticket is ____ days. (A) 60 (B)90 (C)120 (D)150	A
468.	Stations have been categorized into ____ Grades depending upon the originating earnings and/or originating passenger handled at that station. (A) 2 (B)3 (C)5 (D)6	B
469.	Maximum Railway liability for claim for Mule, horned animals & camel is ____ (A) Rs.200/- (B)Rs.300/- (C)Rs.500/- (D)Rs.800/-	D
470.	COA developed by CRIS is the abbreviation of ____ A. Control Office Application B. Control Original Application C. Central Office Application D. Central Office Administration	A
471.	What is the full form of SIG? A. Service Implementation Group B. Service Improvement Group	B

	C. Station Implementation Group D. Station Improvement Group	
472.	Station Level SIGs should be done ____ in a week in A1 & A Category stations. (A)Once (B)Twice (C)Thrice (D)As per feasibility	C
473.	Station Level SIGs should be done ____ in a week for other than A1 & A Category stations. (A)Once (B)Twice (C)Thrice (D)As per feasibility	A
474.	Divisional Officers Level SIG should review the functioning of station leave SIG teams for A1 & A category stations ____ times in a month. (A)Once (B)Twice (C)Thrice (D)As per feasibility	A
475.	The element of concession in case of Transgender (T) Senior Citizens of the age of 60 years and above, is _____. (A)20 (B)30 (C)40 (D)50	C
476.	To avail the facility of Lower Berth Quota, what should be the age of a Transgender(T) Senior Citizen? (A)30 (B)45 (C)50 (D)60	D
477.	If a Transgender(T) Senior Citizen is detected not carrying the age proof, TTE will collect ____ (A) Difference of fare only without penalty. (B) Fare+EC upto the point of detection and onward fare only (C) Will deboard the concerned (D) None of these	A
478.	Season Ticket is issued for travel in ____ class. (A) First class (B) Second class (C) Sleeper class (D) Both A & B	D
479.	Un-booked luggage in excess of the free allowance will be charged at ____ A. 6 times the scale "L" subject to a minimum of Rs.50/- B. Scale "L" rate C. Scale "R" rate D. Scale "R" rate and moved to Brake-van	A
480.	Free allowance of luggage is ____ Kgs in all classes, for Check-Soldier Ticket and Soldier Ticket. A)30 (B)40 (C)50 (D)60	B
481.	Any Package whose outside measurements exceed ____ will be treated as bulky article . A. 1.0 m X 1.0 m X 0.7 m B. 1.5 m X 1.5 m X 0.7 m C. 1.5 m X 1.5 m X 1.7 m D. 1.5 m X 1.0 m X 0.7 m	A
482.	Misdeclaration of consignments is an offence under section ____ of the Railways Act 1989. (A)161 (B)162 (C)163 (D)164	C
483.	In case of a Waitlisted Tatkal Ticket booked through IRCTC, if 3 berths out of 4 get confirmed during charting, then ____ (A)the 4 th ticket gets cancelled automatically. (B)Passenger can approach the reservation counter for cancellation of 4 th ticket. (C)the 4 th passenger also can travel along with the other 3 confirmed passengers. (D)the passenger will be charged fare +EC by TTE, if found travelling.	C
484.	Duplicate 'Tatkal Ticket' can be issued in exceptional cases on payment of ____ (A)Full fare including 'Tatkal Charges' (B)Full fare excluding 'Tatkal Charges' (C)25% of fare including 'Tatkal Charges' (D) 25% of fare excluding 'Tatkal Charges'	A
485.	System upgraded passenger on occupation of upgraded seat/berth shall ____ A. Pay difference of fare B. Pay Reservation fee for the upgraded class	D

	C. Pay 10% of fare D. Need not pay any charges	
486.	Minimum luggage charges is Rs.____ A)30 (B)40 (C)50 (D)60	A
487.	Exgratia payable in case of death in a train accident is____ A. Rs.5,000/- B. Rs.10,000/- C. Rs.25,000/- D. Rs.50,000/-	D
488.	Exgratia payable in case of serious injury in a train accident is____ A. Rs.5,000/- B. Rs.10,000/- C. Rs.25,000/- D. Rs.50,000/-	C
489.	Exgratia payable in case of simple injury in a train accident is____ (A)Rs.5,000/- (B)Rs.10,000/- (C)Rs.25,000/- (D)Rs.50,000/-	A
490.	In case of temporary disability, doctor certificate given to an Orthopedically Handicapped person aged 36 years is valid for____ years. A)05 (B)10 (C)20 (D)Life-long	A
491.	Marks awarded for APAR grading as 'Very Good' is ____ A)3 (B)4 (C)5 (D)10	B
492.	ACM is empowered to permit group reservation in AC classes upto ____passengers. (A)11 (B)12 (C)18 (D)24	D
493.	When ever the siding is notified for commissioning, _____ of the Zone will take over as nodal officer. (A)Sr.DCM (B)CTPM (C)COM (D)CCM/FM	D
494.	The maximum number of wagons that can dealt at a time while loading/unloading of explosives and dangerous goods is ____ (A)6 (B)10 (C)5 (D)30	C
495.	Not more than ____ wagons can be loaded with more than two commodities under Freight Forwarders incentive scheme? (A)10 (B)20 (C)15 (D)None of the given options	A
496.	Application fees for setting up of GCT entirely on non-Railway land is Rs.____ exclusive of GST? (A)50000/- (B)100000/- (C)20000/- (D)30000/-	C
497.	An existing private siding converted into a PFT is called? (A)Brown Field PFT (B)Green Field PFT (C)Yellow Field PFT (D) White Field PFT	A
498.	What is CPLP? (A) Common Parcel Leasing Policy (B) Comprehensive Parcel Leasing Policy (C) Comprehensive Policy for Leasing Parcel (D) Common Policy for Leasing Parcels	B
499.	What is the minimum qualifying service required for eligibility of complimentary pass? (A)20 (B)10 (C)15 (D)25	A
500.	What is the minimum period for which an employee must work under a supervisor/controlling officer for an APAR to be generated? (A) 45 days (B)60 days (C)90 days (D)180 days	C

Syllabus for filling up of vacancies in the category of Ministerial Cadre - Junior Clerk to Sr.Clerk (Level-2 to Level-5):

1. General English and Grammar
2. Commercial - Organization, role and functions, complaints and public relation.
3. Organization of Commercial Department, its functions, Reference Books and their use.
4. Various Railway Act sections related to commercial department.
5. Unreserved Ticketing System (UTS), Mobile ticketing, YTSK, JTBS, Halt Agents.
6. Passenger Reservation System (PRS), Tatkal Scheme, Concessions, and Refund rules.
7. Parcel - Rules for acceptance, booking and carriage of parcels as per Coaching Tariff.
8. Ticket Checking - Duties of Ticket checking staff, Object of checking and collection of tickets.
9. Catering Policy, Contract/Tenders-Work orders.
10. Public Grievance Redressal organization, public complaints and their disposal, Computerization of complaints.
11. Consumer protection act, Introduction to consultative committees-SCI, DRUCC, ZRUCC, NRUCC.
12. Leave - their kinds and rules, Leave encashment Rule.
13. Passes - their kinds, Rules and eligibility.
14. Pay & Allowances - Entitlements, Rules regarding TA, DA, Night Duty Allowance, Overtime and their curtailment.
15. Duty Roster - Description and classification, statutory provisions, periodical rest, long-on, short-off, split shift.
16. D& AR - Brief Introduction and provisions
17. PNM, JCM, PREM, RTI, SBF, NPS, Confidential Report (APAR).
18. Budget-Plan head/Allocation.
19. Office procedure and noting.
20. E-Office, HRMS, E-Auction.
21. General Awareness/Current Affairs.
22. Official Language/Rajbhasha.

**Model Question bank for filling up of vacancies in the category of Ministerial
Cadre - Junior Clerk to Sr.Clerk (Level-2 to Level-5)**

S.No.	Question	Key
1.	When the Principal entered the class, a student..... on the blackboard (A) Wrote (B) was writing (C) writes (D) is writing	B
2.	My grandfather will come here --- a week (A) with (B) before (C) at (D) within	D
3.	I go to Madurai by --- Vaigai Express (A) a (B) an (C) some (D) the	D
4.	Let us go to a restaurant and have --- cup of coffee (A) a (B) an (C) the (D) no article	A
5.	Correct the sentence grammatically: She went to gym despite___her illness. (A) to (B) on (C) of (D) None of the above	C
6.	Select the most appropriate word to fill in the blank: He___ a heinous crime. (A) happened (B) committed (C) made (D) occurred	B
7.	She.....worried about something. (A) Looks (B) Looking (C) Has (D) An	A
8.	Which of the following sentences is grammatically correct? A) She is never understanding anything B) She never understood anything I say C) She never understands anything I say D) She was never understanding anything I say	C
9.	What is the meaning of Brisk? A) Agile B) Fast C) Sluggish D) Peaceful	B
10.	Find out the past form of Awake A) Awoke B) Awake C) Awaken D) None of the above	A
11.	Fill in the blanks with correct form of Pronoun in the following sentence He is a man_____you can trust A) What B) Whose C) Which D) Whom	D
12.	Fill in the blanks with correct form of verb: My friend_____the principal yesterday A) see B) have seen C) saw D) None of the above	C
13.	Fill in the blanks with correct form of verb: The baby_____since today morning. A) cries B) has been crying C) Has cried D) None of the above	B
14.	Give the Plurals of Man A) Men B) Mans C) Mean D) Maan	A
15.	Identify the suitable adjectives to fill the blanks in the following sentence. Kolkata is a _____city. A) Large B) Southern C) Central D) Norther	A
16.	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
17.	Which of the following are the features of Catering Policy 2017 (A) Third Party of Mobile Unit & Base kitchens (B) Unbundling of catering service	D

	(C) Establishment of base kitchens (D) All of the above	
18.	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
19.	Which of the following is not defined as a major unit as per catering policy 2017 (A) Jan Ahaar (B) Train Side vending (C) Automatic Vending Machines (D) Refreshment Rooms at B category station	D
20.	The Multi Purpose stalls are allowed to sell the following items (A) Items of local and regional importance (B) PAD items (C) Book/Magazines (D) All of the above	D
21.	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
22.	The percentage of reservation in GMUs at all category of stations is____ (A) 25% (B) 49.5% (C) 50% (D) NIL	D
23.	The percentage of reservation in SMUs at A1 to C category of stations is____ (A) 25% (B) 49.5% (C) 50% (D) NIL	A
24.	The tenure of Food Plaza is_____years (A) 5 (B) 7 (C) 9 (D) 10	C
25.	The level of committee members in standing tender committee for allotment of catering units at A1 to C category of stations is _____ (A) JA grade officers (B) Sr. scale officers (C) Junior scale officers (D) SAG level officers	B
26.	The level of committee members in standing tender committee for allotment of catering units at D, E & F category of stations is _____ (A) JA grade officers (B) Sr. scale officers (C) Junior scale officers (D) SAG level officers	C
27.	The tenure of all MPS stalls shall be for a period of_____years (A) 5 (B) 8 (C) 9 (D) 10	A
28.	The ceiling limit for holding MPS shall be_____per Division. (A) 5 (B) 8 (C) 9 (D) 10	A
29.	The level of committee members in standing tender committee for allotment of MPS at A1 to C category of stations is _____ (A) JA grade officers (B) Sr. scale officers (C) Junior scale officers (D) SAG level officers	B
30.	For SMUs at all categories of stations, the bidders should be: A) Individual/sole Proprietor B) Partnership firms C) Companies D) Registered Co-operatives / Self Help groups	A
31.	There shall be a provision of_____sub quota for women in allotment of each of the reserved category of minor catering units/MPS. The sub -quota will also apply in general category: A) 33 % B) 25 % C) 12 % D) 20 %	A

32.	Menu and tariffs for Food Plaza, Food Courts and Fast Food units will be decided and fixed by : A) Railway Board B) IRCTC C) Zonal Railways D) Divisions	B
33.	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
34.	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
35.	One- time non-refundable registration fees of Rs. _____+ GST (as applicable) shall be paid online by the entity before starting participating in Commercial Earning and NFR e-Auctions. A) 5,000 B) 15,000 C) 20,000 D) 10,000	D
36.	In e-Auction, identification of assets and preparation of lots shall require the approval of an officer of _____or above. A) Sr. Scale B) JAG level C) SAG Level D) Jr .Scale	D
37.	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
38.	In e- Auction, a maximum of _____auto extensions will be permitted. A) 10 B) 15 C) 2 D) 30	A
39.	For contracts (other than leasing of parcel space) awarded through e-Auction process, payment of license fees by the contractor is _____. A) Monthly B) Half -yearly C)Yearly D) Quarterly	D
40.	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
41.	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
42.	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
43.	The total Contract period of ATMs contracts is : (A) Three years (B) One year (C) Two years (D) Five years.	D
44.	AC-Waiting Hall/ATMs/Cloak Rooms/Parking/NFR contracts are examples of: (A) Earning contracts (B) Expenditure contracts (C) Works contracts (D) None	A
45.	Z- 652 head is accounted for ____earnings (A) Retiring Rooms (B) Other Sundry Receipts (C) STD/PCO Booth earnings (D) Parking revenue	B
46.	Z- 221 head is accounted for ____earnings (A) Retiring Rooms (B) Other Sundry Receipts (C) STD/PCO Booth earnings	A

	(D)Commercial Plots	
47.	Who can setup Tourist Facilitation Counters at Railway Stations? (A) Indian Railway Catering and Tourism Corporation (B) Indian Railway Stations Development Corporation (C) Station Facility Management (D)None of the Above	A
48.	Door Step Banking MoU signed between South Central Railways and: (a) CMS agency (b) State Bank of India (c) India Post Office. (d) None of the above	B
49.	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
50.	Under Door Step Banking, stations will handover_____of the following to the cash pickup agent. (a) Cash (b) DD's (c) Bankers Cheque (d) All of the Above	D
51.	Which Railway Board Commercial Circular issued Operation of Theme-based "Bharat Gaurav Trains" over Indian Railways: (A) Commercial Circular No.15 of 2021 (B) Commercial Circular No.14 of 2021 (C) Commercial Circular No.01 of 2021 (D) Commercial Circular No.02 of 2021	B
52.	Minimum, how many coaches can be requested by the Service provider under Bharat Gaurav Trains Scheme. (a) 15 coaches (b) 14 coaches (c) 16 coaches (d) 20 coaches	B
53.	Service providers under Bharat Gaurav Trains has to pay Rake security Deposit of Rs:_____ (a) 1,00,000 per Rake (b) 10,00,000 per Rake (c) 1,00,00,000 per Rake (d) None of the Above	C
54.	Bharat Gaurav Trains, Under Right to Use, Rakes shall be provided for a minimum period of_____ years. (a) 1 yr (b) 2 yrs (c) 3 yrs (d) 4 yrs	B
55.	NFR with related to advertisements stands for: (A)Non-Freight revenue (B) New Fare Revenue (C) Non-Fare Revenue (D) New Freight Revenue	C

56.	RDN With reference to Advertisement at stations stand for____ (A) Railway Digital Network (B) Railway Dual Network (C) Rail Direct Network (D) Rail Display Network	D
57.	In case of Capital intensive NINFRIS proposal, General Manager may fix the Tenure of the NINFRIS proposal upto ____Years (A) 5 (B) 4 (C) 3 (D) 2	A
58.	Who among the following are allowed to give advertisement on exterior of Train coaches without participating in tenders. A) Departments of Central Govt (B) Corporate sector C) Advertising agencies (D) Individual public	A
59.	Stations are categorised into __number of categories based on the earnings and / or outward passengers. (A) 9 (B) 10 (C) 12 (D) 8	C
60.	IRSDC stands for_____ (A) Indian Railways Standard Development Code (B) Indian Railways Station Development Company (C) Indian Railways Stations Development Corporation (D) Indian Railways Standard for Disaster Code	C
61.	Which is the first station over South Central Railway to be handed over for development by IRSDC. (A) Tirupati (B) Vijayawada (C) Secunderabad (D) Hyderabad	C
62.	The scheme of ADARSH stations was introduced in the year (A) 2010 (B) 2009 (C) 2008 (D) 2011	B
63.	The tenure of the Passenger Amenities Committee is (A) 3 yrs (B) 5 yrs (C) 2 yrs (D) 1 yr	C
64.	The Stations categorised as NSG-1 should have minimum annual originating earnings of_____ (A) >500 Crores (B) >200 Crores (C) >100 Crores (D) >50 Crores	A
65.	The categorisation of stations for provision of passenger amenities is revised once in every_ years. (A) 2 (B) 3 (C) 5 (D) 10	C
66.	Which of the following Plan heads pertains to commercial department --- (A) 17 (B) 53 (C) 42 (D) A & B	D
67.	The overall commercial activities, which are also called as railway business, are of two types _____ and _____ (A) Freight and Coaching (B) Operations and Maintenance (C) Maintenance and Organisation (D) Accounting and Auditing	A
68.	_____, Railway Board is in-charge of Commercial as well as Operating Departments at the Board's level. (A) General Manager (B) Member Traffic (C) Member (O&BD) (D) Chairman	C
69.	Head of Public Relations department at Zonal Railway is_____ [A] CPRO [B] CCM [C] COM [D] Sr.DCM	A
70.	Functions of Commercial department are_____ (A) Sale of transport (B) Creation and development of traffic (C) Maintaining public relations (D) All	D
71.	Head of Public complaints at Divisional level is_____ (A) Sr. DCM (B) ADRM (C) Sr. DOM (D) DRM	B
72.	Rail Madad was rolled out on_____ (A) 15-07-2019 (B) 15-08-2019 (C) 15-08-2018 (D) None of the above	A
73.	Who have been given transactional rights in Rail Madad? (A) ADRM (B) Railway Board (C) Branch Officers (D) Zonal Railway	C

74.	Which of the following is designated as level 1 for redressal of complaints in Rail Madad? (A) ADRM (B) Branch Officer (C) Divisional control (D) Headquarters Control	B
75.	What does SLA stands for in connection with Rail Madad? (A) Sanction level authority (B) Service Level Authority (C) Service Level Agreement (D) Senior Level Authority	C
76.	Rail Madad integrates the following channels for registering complaints (A) Web, App, SMS (B) Web, Manual, 138 (C) SMS, Manual, 138 (D) 139, Web, 182	A
77.	What is CPGRAMS? (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.	A
78.	CPGRAMS complaints are addressed to____ (A) Zonal Office (B) PM's Office (C) MR Office (D) All of the above.	D
79.	CPGRAMS complaints are received through _____ web portal (A) www.pgportal.gov.in (B) IR web portal (C) www.greivances.com (D) None of the above.	A
80.	Head of Public complaints at zonal level is (A) CCM (B) AGM (C) DRM (D) COM	B
81.	Hindi Day is celebrated on____. (A) 16 March (B) 14 September (C) 26 November (D) 22 June	B
82.	In how many regions the nation has been divided as per Official Language Policy 1976? (A) 5 (B) 7 (C) 3 (D) 4	C
83.	What is the Official Language of India? (A) Urdu (B) Telugu (C) Hindi (D) Tamil	C
84.	When was the Official Languages Act 1963 passed? (A) 10.05.1949 (B) 10.05.1963 (C) 10.05.1952 (D) 10.05.1969	B
85.	How many Languages have been included in the Eighth Schedule of the Constitution? (A) 19(B) 25 (C) 22 (D) 20	C
86.	Andhra Pradesh and Telangana State comes under which region as per Official Language policy? (A) B (B) C (C) D (D) A	B
87.	When was the Official Language Rules Passed (A) 1978(B) 1975(C) 1976(D)1977	C
88.	What is the Officially recognised Script of Rajbhasha Hindi? (A) Devanagari (B) Roman (C) Persian (D) English	A
89.	In which part of the Constitution are the Article 343 to 351 that gives information about Official Language available? (A) 12 (B) 17 (C) 20 (D) 22	B
90.	When Section 3(3) of the Official Language Act 1963 came into being? (A) 1965 (B) 1964 (C) 1963 (D) 1962	A
91.	The Right To Information Act is in force from _____ A)13 th September 2005 (B) 24 th August 2005 C)12 th October 2005 (D) 1 st October 2005	C
92.	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 _____	D

	(A) Rs. 20/- (B) Rs. 30/- (C) Rs.50/- (D) Rs.10/-	
93.	For information under sub-sec (5) of Sec.7 under RTI Act required by any person can be obtained from the PIO/APIO after payment of prescribed fees of ____ (A) Rs. 20/- (B) Rs. 30/- (C) Rs.50/- (D) Rs.10/-	C
94.	Under RTI Act, the concerned information officer on receipt of a request, 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
95.	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
96.	There are a total of ____ Chapters in Railway Act. 1989 (A) 10 (B) 12 (C) 14 (D) 16	D
97.	There are a total of ____ sections in Railway Act. 1989 (A) 100 (B) 150 (C) 200 (D) 250	C
98.	Compensation on account of untoward incident is dealt under section ____ of Railway Act. (a) 123 (b) 124 (c) 124-A (d) 125	C
99.	Making a false report by a Railway Servant is dealt under section ____ of Railway Act (A) 178 (B) 179 (C) 180 (D) 181	A
100	From which of following years Railway budget was separated from the General Budget. (A) 1945 (B) 1924 (C) 1952 (D) 1950	B
101	From which of the following year Railway budget was merged with the General Budget. (A) 2016 (B) 2017 (C) 2018 (D) 2019	A
102	The Nodal officer for implementation of E-office at the Zonal level is (A) Secy. To GM (B) AGM (C) PCMM (D) DGM/G	B
103	Full form of UMID is ____ (A) Unified Multipurpose Identification (B) Unique Medical Identification (C) Unique Multipurpose Identification (D) Unified Medical Identification	B
104	The Railway servants (Discipline & Appeal) Rules came into force on ____. (A) 1 st October 1968 (B) 21 st October 1967 (C) 20 th October 1969 (D) 2 nd October 1968	A
105	The Standard Form Number used for suspension. A) 1 (B) 5 (C) 11 (D) 7	A
106	____ Form is used for imposition of minor penalty. (A) SF 5 (B) SF 4 (C) SF 11 (D) SF 1	C
107	____ Form is used for imposition of major penalty. (A) SF 5 (B) SF 4 (C) SF 11 (D) SF 1	A
108	No proceeding for revision shall be commenced until after the expiry of the period of limitation for ____. (A) SF5 (B) Appeal (C) 10 days (D) Redressal	B
109	____ authority fixes the date for inquiry and advises the charged employee. (A) Disciplinary Authority (B) Inquiry Officer (C) Presenting Officer (D) Personnel department	B
110	Appeal shall not be entertained unless preferred within ____ days.	C

	(A) 30	(B) 15	(C) 45	(D) 20	
111	Rule 3(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 elections				C
112	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 working women (D) Criticism of Government				D
113	Rule 13 of Railway Services (Conduct) Rules, 1966 deals with __ (A) Promptness and Courtesy (B) Accepting of Gifts (C) Prohibition of sexual harassment of working women (D) Criticism of Government				B
114	Rule 18 of Railway Services (Conduct) Rules, 1966 deals with __ (A) Movable, Immovable and Valuable Property (B) Accepting of Gifts (C) Prohibition of sexual harassment of working women (D) Criticism of Government				A
115	Rule 22 of Railway Services (Conduct) Rules, 1966 deals with __ (A) Movable, Immovable and Valuable Property (B) Accepting of Gifts (C) Consumption of Intoxicating Drinks and Drugs (D) Criticism of Government				C
116	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
117	General Managers of Railways are entitled for _____ type of Duty Pass. (A) Bronze (B) Gold (C) Silver (D) Platinum				B
118	Group A and B officers are entitled to _____ sets of First Class A Privilege passes per year. (A) 8 sets (B) 6 sets (C) 10 sets (D) 4 sets				B
119	Group C and D officers are entitled to _____ sets of Privilege passes per year. (A) 3 sets (B) 6 sets (C) 10 sets (D) 4 sets				A
120	How many sets of Post Retirement Complementary passes are admissible to Group A & B officers with Railway service more than 20 years but less than 25 years? (A) 3 (B) 4 (C) 2 (D) None				A
121	How many sets of Post Retirement Complementary passes are admissible to Group A & B officers with Railway service more than 25 years? (A) 3 (B) 4 (C) 2 (D) None				A
122	How many sets of Post Retirement Complementary passes are admissible to Group C officers with Railway service more than 20 years but less than 25 years? (A) 3 (B) 4 (C) 2 (D) 1				C
123	How many sets of Post Retirement Complementary passes are admissible to Group C officers with Railway service more than 25 years? (A) 3 (B) 4 (C) 2 (D) None				C
124	The web address https://scr.eoffice.railnet.gov.in is used to open which website. (A) e-Office demo site				B

	(B) e-Office production site (C) e-Office training site (D) None of the above	
125	Which email id is used to login to the e-Office module? (A) Gmail (B) Yahoo (C) NIC (D) None of the above	C
126	What is the abbreviation of NIC: _____ (A) National Information Centre (B) National Informatics Council (C) National Institute Council (D) National Informatics Centre	D
127	What is the e-Office service which is used to work with the e-File (A) Knowledge Management System (B) Master Data Management (C) e-File MIS Reports (D) File Management System	D
128	What is the default view when the user logs on to the File Management System in e-Office (A) Inbox of Files Section (B) Inbox of Receipt Section (C) Created to Receipt Section (D) Created of Files Section	A
129	In what format the document has to be uploaded in order to be diarized in e-Office? (A) Microsoft Word (B) Word pad (C) Notepad (D) PDF	D
130	What should be the maximum size of the uploaded document in e-Office? (A) 15 MB (B) 20 MB (C) 25 MB (D) 30 MB	B
131	Once a letter is diarised in e-Office and a unique number is allocated, then it becomes a ____ (A) Receipt (B) File (C) Acknowledgement (D) None of the above	A
132	In e-office when a new file is created, what is the colour of the file cover page? (A) Pink (B) Green (C) Blue (D) Black	A
133	____ Option is used to track the receipt or file which automatically gets updated as it moves from one user to another. (A) Send (B) Movement (C) Edit (D) Put in a File	B
134	In e-Office, what functions can be performed in Yellow Note?	D

	(A) Make corrections (B) Convert Yellow to Green note (C) Cannot sign with DSC (D) All of the above	
135	What does TOC mean in the e-File of e-office module. (A) Table of Control (B) Table of Correspondence (C) Table of Contents (D) Title of Correspondence	B
136	The basic object of 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
137	How many times does a ZRUCC meeting to be held in a year (A) 2 times (B) 1 time (C) 3 times (D) quarterly	C
138	DRUCC stands for (A) Divisional Railway Union Consultative Committee (B) Divisional Railway Users Consultative Committee (C) Both A and B (D) None	B
139	The Chairman of the ZRUCC committee is_____ (A) Principal Chief Commercial Manager (B) Principal Chief Operating Manager (C) General Manager (D) Dy.General Manager	C
140	How many days of LAP in a calendar year, a permanent/ Temporary Railway servant shall be entitled to get? (A) 20 days (B) 15 days (C) 30 days (D) 45 days	C
141	How many days of LHAP in a year, can be credited to an employee (A) 30 days (B) 10 days (C) 20 days (D) 12 days	C
142	A female Railway employee shall be entitled to maternity leave for____days (A) 180 days (B) 120 days (C) 90 days (D) 130 days	A
143	For miscarriage, including abortion of female employees, shall be entitled to Maternity leave_____ (A) 6 weeks (B) 45 days (C) 7 weeks (D) 43 days.	B
144	The Paternity leave admissible for male employees with less than two surviving children is____days (A) 10 days (B) 20 days (C) 15 days (D) 25 days	C
145	The maximum days of Leave on Average pay(LAP) that can be accumulated is	D

	____days A) 120 (B) 180 (C) 190 (D) 300	
146	LAP shall be credited to a Railway servant at the rate of____ (A) 2 ½ days per month (B) 3 days per month (C) 2 days per month (D) 1 ½ days per month	A
147	How many days of LAP per year can be credited to school staff (A) 10 days (B) 5 days (C) 7days (D) 8 days	A
148	How many days of LHAP can be accumulated by an employee in once service life? (A) 300 days (B) 450 days (C) 600 days (D) Un limited	D
149	When no leave is admissible under any other rule, the leave that can granted is known as____ (A) LAP (B) LHAP (C) SPL Leave (D) Extra ordinary leave.	D
150	The maximum encashment of Leave on Average pay is____ (A) 200 days (B) 60 days (C) 360 days (D) 300 days	D
151	What is the maximum period of Leave on Average pay at time that a Railway servant may avail? (A) 120 days (B) 160 days (C) 180 days (D) 300 days	C
152	What is the maximum limit of Leave not due that may be granted to a permanent Railway Servant during his entire service period? (A) 360 days (B) 380 days (C) Unlimited (D) 300 days	A
153	The Paternity Leave should be availed within a maximum of____ from date of delivery of child (A) Six months (B) Three months (C) Four months (D) 15days	A
154	The Staff of which Railway are entitled to avail extra Casual leave? (A) SER (B) ECOR (C) NFR (D) ECR	C

155	A Railway employee shall be granted leave of any kind for a continuous period of not exceeding_____. (A) 3 Years (B) 4 years (C) 5 years (D) 6 years	C
156	Maximum study leave that can be granted for pursuing higher technical studies to an employee during ones entire service period is (A) 36 Months (B) 28 Months (C) 24 Months (D) 30 Months	C
157	When Indian Railways has launched e-Pass on HRMS Module through HRMS Portal_____ A) 24th of August 2020 B) 1 St October 2020 C) 1 st August 2020 D) 18 th September 2020	A
158	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 or using UTS/PRS apps. D) All the Above.	D
159	Who developed HRMS? A) CRIS B) NIC C) Railways D) None of the Above	A
160	How many modules of HRMS have been launched? A) 10 B) 5 C) 08 D) 6	C
161	What does e-Pass means? A) Election Pass B) Electronic Pass C) A and B D) None of the Above	B
162	Which employee can apply for PF withdrawal through HRMS? A) Retired Employee B) Employees of Old pension C) Officers D) All the above	B
163	The country's first train, <i>Red Hill Railway</i> (built by Arthur Cotton to transport granite for road-building), ran from_____to the_____ in Madras in 1837. (A) Chengalpattu to Tambaram (B) Erode to Selam (C) Madurai to Dindigul (D) Red Hills to Chintadripet bridge	D
164	India's first passenger train is hauled by three steam locomotives namely. (A) Beverly, Fairly & Saintly (B) Chetak, Chirag & Charan (C) Sahib, Sindh and Sultan (D) Ganga, Jamuna & Sindh	C
165	India's first passenger train ran for _____kilometres with_____people in _____carriages. (A) 34 kms, 400 people, 14 carriages (B) 12 kms, 200 people, 10 carriages (C) 15 kms, 300 people, 11 carriages (D) 11 kms, 100 people, 9 carriages	A
166	India's first passenger train ran on 1,676 mm (5 ft 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
167	In which year the first fully air-conditioned train was introduced between Howrah and Delhi. (A) 1954 (B) 1956 (C) 1952 (D) 1950	B
168	In 1986, computerized ticketing and reservations were introduced in which of the following stations (A) New Delhi (B) Mumbai (C) Chennai (D) Howrah	A
169	The first Shatabdi Express was introduced between New Delhi and Jhansi; it was later extended to _____	A

	(A) Bhopal (B) Agra (C) Lucknow (D) Ajmer	
170	IR began online train reservations and ticketing in the year. (A) 2005 (B) 2002 (C) 2004 (D) 2007	B
171	The first metro railways in the country was introduced in which of the following cities (A) Delhi (B) Chennai (C) Mumbai (D) Kolkata	D
172	India's first commuters rail system was introduced in _____ (A) New Delhi (B) Chennai (C) Mumbai (D) Kolkata	C
173	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
174	The name of the first steam locomotive indigenously developed by CLW is _ (A) Deenabandhu (B) Deshbandhu (C) Deendayal (D) Deshsavari	B
175	Indian Railways is headed by Members of Railway Board whose chairman reports to the _____. (A) Ministry of Home Affairs (B) President (C) Ministry of Railways (D) None of the above	C
176	Staff are classified into _____ and _____ employees. (A) Group A and D (B) Group A and C (C) Gazetted & Non Gazetted (D) Group B and D	C
177	The second letter of the class name of a locomotive engine denotes _____ (A) Railway (B) Diesel/Electric (C) Year (D) None	B
178	Full form of IROAF is _____ (A) Indian Railway Organisation for Alternate Fuels (B) Indian Railway Origin for Alternate Fuels (C) Indian Railway Order for Alternate Funds (D) Indian Railway Organisation for Alternate Funds	A
179	Railway electrification in India began with the first electric train, between _____ and _____ on the Harbour Line on 3 February 1925. (A) Bombay to Pune (B) Pune to Thane (C) Bombay Victoria Terminus and Kurla (D) Chennai to Egmore	C
180	Bangladesh is connected by the <i>four times a week Maitree Express</i> that runs from _____ to _____. (A) Kolkata to Dhaka (B) Berhampur to Khulna (C) Asansol to Dhaka (D) Shantiniketan to Jessore	A
181	In November 2017 Bangladesh was connected with weekly <i>Bandhan Express</i> runs commercial trips between _____ and _____. (A) Kolkata to Khulna (B) Berhampur to Khulna (C) Asansol to Dhaka (D) Shantiniketan to Jessore	A
182	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
183	As per Section _____ of Railways Act 1989, Travelling without ticket is prohibited. [A] 55 [B] 56 [C] 57 [D] 58	A
184	Transfer of certain ticket is prohibited as per section _____ of Railways Act 1989. [A] 52 [B] 53 [C] 54 [D] 55	B
185	Male passenger found travelling in ladies compartment will be prosecuted as per section _____ of Railways Act 1989.	D

	(A) 137	(B) 138	(C) 161	(D) 162	
186	_____ Check is conducted by taking help of Scouts, NCC and voluntary originations (A) Fortress (B) Ambush (C) Spot (D) Magistrate				A
187	POS machines are used for digital transaction with _____ cards (A) Debit (B) Credit (C) both debit and credit (D) None of the above				C
188	If HHT device issued to Ticket checking staff is lost in first year, staff have to pay _____ % of the cost (A) 80 (B) 60 (C) 40 (D) 20				A
189	Luggage booked with passenger will be charged _____ times of scale 'L' (A) 2 (B) 1.5 (C) 1 (D) 3				B
190	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
191	The Module presently available in TTE lobbies (A) Issuing of EFTs (B) Allotment of coaches (B) Entering of used EFTs & Generation of EFT returns (D) All the above				D
192	The RRN number printed on charge slip of POS transaction is of _____ digits (A) 10 (B) 12 (C) 11 (D) 8				B
193	The RRN printed on charge slip of POS transaction stands for _____ (A) Receiver Registration Number (B) Reference retrieval number (C) Railway Receipt Number (D) Rupee Receipt Number				B
194	Minimum excess charge collected from passengers Traveling without ticket/ irregular travel (A) 500 (B) 1000 (C) 250 (D) 100				C
195	Season ticket holder found travelling with two consecutive season tickets (A) fare+ excess charge & one of the season tickets is forfeited (B) Fare & one of the season tickets is forfeited (C) only season ticket forfeited (D) allowed to travel on both season tickets				A
196	_____ Check is conducted by stopping the train in mid-section using detonators (A) Fortress (B) ambush (C) spot (D) magistrate				B
197	Ticket checking staff can view the charts _____ in HHT (A) only Assigned coaches (B) all coaches (C) Only Current Allotment (D) All of the above				B
198	Un-booked luggage excess above free allowance + marginal allowance found with passenger will be charged _____ times of Scale L (A) 3 (B) 6 (C) 1 (D) none of the above				B
199	At YTSK, which type of tickets are sold ? (A) UTS (B) PRS (C) Both A & B (D) e-tickets				C
200	The Number of NSG 1 stations over South Central Railway ---- (A) 1 (B) 2 (C) 3 (D) 4				A
201	Unreserved tickets can't be obtained through --- (A) ATVM (B) UTS- on- Mobile (C) YTSK (D) IRCTC				D
202	CST stands for? a) Concession Soldier Ticket b) Central Service Tax c) Check Soldier Ticket d) None of the above				C

203	What is TDR? a) Term Deposit Receipt b) Train Departure Report c) Ticket Deposit Receipt d) None of the above	C
204	What is UTS? a) Union Territory Service b) Unlimited travelling service c) Unreserved Ticketing System d) None of the above	C
205	How many passengers are allowed for booking per application for Tatkal Ticket? a) 6 b) Any number c) 3 d) 4	D
206	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
207	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
208	After travelling how many kilometres a passenger can break his journey en route? A) 300 Kms B) 100 Kms C) 500 kms D) None of the above	C
209	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
210	Refund on a confirmed tatkal reservation ticket, when cancelled, under normal conditions is_. (A) 100% of Fare (B) Not granted (C) 25% fare (D) 50% fare	B
211	Platform tickets are valid for_____hours. (A) One hour (B) Two hours (C) Three hours (D) Whole day	B
212	Quarterly season ticket fare is_____times of monthly season ticket fare (A) 2.7 (B) 2.5 (C) 2 (D) 1.5	A
213	Price of the Platform ticket can be increased during holidays, festivals etc with the approval of_____. (A) PCCM (B) DRM (C) GM (D) Sr.DCM.	B
214	Maximum number of break journeys permitted on single journey ticket is [A] One [B] Two [C] Eight [D] No limit	B
215	The service charge collected by the JTBS agents on Journey Tickets is [A] ₹ 5 per ticket [B] ₹ 1 per pass. [C] ₹ 2 per ticket [D] ₹ 2 per pass	D
216	The timings for booking SL tatkal tickets through IRCTC & PRS are [A] 10 & 11 [B] 11 & 10 [C] 11 & 11 [D] 10 & 10	C
217	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
218	Commission to the STBA agent is paid on the_____sales turnover [A] Daily [B] Periodical [C] Annual [D] Monthly	D
219	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

220	Advance Reservation Period is ____ days excluding the day of journey. [A] 90 [B] 150 [C] 120 [D] 60	D
221	The System access charges to be paid by the YTSK is Rs ____. [A] 1 lakh [B] 1.6 lakh [C] 2 lakhs [D] 5 lakhs	B
222	GST is levied on the tickets issued for ____ classes only [A] Sleeper [B] First [C] AC Chair Car [D] B & C	D
223	Disaster Recovery servers of Indian Railways are located at ____ [A] Mumbai [B] Secunderabad [C] Chennai [D] Bangalore	B
224	Change of boarding point on a reserved ticket is permitted ____ hrs before the scheduled departure of the train. [A] 24 hrs [B] 06 hrs [C] 02 hrs [D] Upto preparation of first chart	D
225	Works related to PRS/UTS/COIS/FOIS are undertaken under Plan Head ____ [A] 53 [B] 33 [C] 37 [D] 17	D
226	Commission payable to Railways by the YTSK is ____% of the service charges. [A] 50 [B] 25 [C] 5 [D] 10	B
227	Security Deposit to be deposited by the JTBS agent is Rs ____ [A] 10,000 [B] 20,000 [C] 25,000 [D] 15,000	C
228	____ are appointed to work as facilitators at the ATVMs. [A] Retired Railway Staff [B] Working Group D staff [C] Unemployed youth [D] Retired State Government Official	A
229	LHB coaches means: ____ [A] Linked Hoffmann Bosch [B] Long Hoffmann Berths [C] Linke Hoffmann Busch [D] Linked Hoffmann Busch	C
230	Tatkal quota is indicated as ____ in the Reservation Charts. [A] CK [B] TQ [C] EQ [D] TK	A
231	JTBS stands for ____. [A] Janata Train Booking Service [B] Joint Train Bus Service [C] Jansadharan Ticket Booking Sewak [D] Janata Telangana Bus Service	C
232	Reserved Tickets can be purchased from [A] Railway Stations [B] IRCTC portal [C] Post Offices [D] All of the above.	D
233	Service charge collected by the JTBS for the renewal of season ticket is Rs.... [A] 1/- [B] 2/- [C] 10/- [D] 5/-	D
234	Superfast supplementary charges collected for a Sleeper class ticket are [A] ₹ 15/- [B] ₹ 20/- [C] ₹ 30/- [D] ₹ 45/-	C
235	First class privilege pass holders are entitled for ____ number of berths in 2AC by Rajdhani/Duronto trains [A] All eligible family members [B] 4 [C] 2 [D] 1	D
236	National Academy of Indian Railways is at [A] Mughalsarai [B] Lucknow [C] New Delhi [D] Vadodara	D
237	SOP means A. Special Officer Powers B. Standard Operating Policy C. Schedule of Powers D. Sanctioning of Proposal	C
238	EMD means A. Early Money Deposit B. Earnest Monetary Deposit C. Earnest Money Deposit D. Early Monetary Deposit	C
239	Reservation Offices are operated at [A] Railway stations [B] Non-Railhead locations [C] Post Offices [D] All of the above.	D
240	The cost of a platform ticket is ____	B

	A) ₹ 15	B) ₹ 10	C) ₹ 5	D) ₹ 2	
241	The Railway Budget is presented by the _____ A. Railway Minister B. Chairman Railway Board C. Finance Minister D. Home Minister				C
242	"Train 18" has been named as _____ A. Swantantra Senani Express B. Janmabhoomi Express C. Vande Bharat Express D. Bharatmata Express				C
243	Tickets purchased from ATVM can be cancelled at A. UTS counters B. SMC counter C. Only Manually D. UTS & SMC counter				D
244	The 3% bonus granted on the tickets purchased through ATVMs is based on _ A. Full fare of the ticket B. Fare upto 500 KMs. C. Fare upto 150 KMs D. Fare upto 200 KMs				C
245	The proposed prestigious Bullet Train will be run between A. Mumbai- New Delhi B. Mumbai-Calcutta C. Calcutta - New Delhi D. Ahmedabad- Mumbai				D
246	_____ is the head of the Vigilance Department at the Zonal Railway level. A. GM B. AGM. C. SDGM D. Secy to GM.				C
247	Complaints/ short comings in Railway functioning can be brought to the notice of the Railway Administration through A. SMS B. Complaint Books C. Emails/ letters D. All of these.				D
248	Station Ticket Booking Agent (STBA) contract is awarded for issuing tickets at A. Halt stations B. Platforms and Parking areas C. NSG5 & NSG6 category stations D. SG-1 & SG-2 Category stations				C
249	The longest Rail-cum- Road Bridge is constructed over the river A. The Godavari B. The Ganga. C. The Brahmaputra D. The Yamuna.				C
250	_____ develops software and apps for the various departments of Indian Railways. A. WIPRO B. CRIS C. INFOSYS D. TCS.				B
251	PNR [A] Passenger Name Receipt [B] Passenger Name Record [C] Personal Name Record [D] Passenger Number Record				B
252	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
253	_____ % of discount is granted on the base fare of the PRS ticket booked through UPI including BHIM App. [A] 10 [B] 2 [C] 5 [D] NIL				C
254	"UTS on Mobile" App can be downloaded and installed for _____ Phones A) Android B) Windows C) 10 D) All of these				D
255	The minimum recharge amount in R-wallet is Rs _____ A) 20 B) 50 C) 75 D) 100				D
256	A bonus of _____ % is granted one very recharge made through the R-wallet. A) 2 B) 3 C) 5 D) 6				B
257	The tickets that can be booked through the UTS on Mobile App is _____. A) Platform B) Season C) Journey D) All of the above				D
258	Platform tickets through the UTS on Mobile App can be booked within a distance of _____ Km radius A) 1 B) 2 C) 5 D) 15metres				B

259	_____ 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
260	_____ season tickets can be booked through UTS on Mobile App A) Monthly B) Quarterly C) Half-yearly D) All of these	D
261	In case the passenger is not able to show the ticket booked through the UTS On Mobile App due to any technical fault 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
262	Refund on e-tickets is granted_____ (A) Across the counter (B) By IRCTC (C) Banks (D) Claims office	B
263	The First privatized train (TEJAS) runs between_____ [A] Mumbai - Delhi [B] Howrah - Lucknow [C] New Delhi - Lucknow [D] Delhi - Karta	C
264	Smart card for the ATVMs is initially issued for a minimum amount (SD+Minimum Topup) of_____. [A] Rs. 100/- [B] Rs.70/- [C] Rs. 50/- [D] Rs. 30/-	B
265	The subsequent recharges of the Smart card can be done in multiples of [A] Rs. 100/- [B] Rs.50/- [C] Rs. 20/- [D] Rs. 30/-	B
266	The maximum number of tickets that can be purchased in a day by a passenger with the smart card is_____ [A] 10 [B] 20 [C] 15 [D] 8	A
267	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
268	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
269	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
270	POS in relation to Digital transactions stands for_____ A) Point of Sale B) Point on Sale C) Point of Safe D) Pin of Sale	A
271	An individual user can book a maximum of _____ E- tickets in a calendar month if IRCTC User name is not linked with Aadhaar. A) 10 B) 6 C) 12 D) 20	C
272	An individual user can book a maximum of _____ E- tickets in a calendar month by linking his IRCTC ID with Aadhaar Card. A) 10 B) 12 C) 15 D) 24	D
273	Unreserved Tickets can be purchased through_____ A) ATVM B) Mobile App C) YTSK D) All of the above	D
274	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
275	Which division contributes maximum Passenger Traffic in SC railway_____ A) Vijayawada Division B) Guntakal Division C) Secunderabad Division D) Nanded Division	C
276	The QR Code in the UTS Mobile App stands for_____ A) Queue Rule B) Quality Rule C) Quick Reflection D) Quick Response	D
277	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

278	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
279	India's first passenger train ran for _____ kilometres with 400 people in 14 carriages. (A) 34 kms (B) 12 kms (C) 15 kms (D) 11 kms	A
280	In which year the first fully air-conditioned train was introduced between Howrah and Delhi. (A) 1954 (B) 1956 (C) 1952 (D) 1950	B
281	In which year the first Shatabdi Express was introduced between New Delhi and Jhansi. (A) 1980 (B) 1974 (C) 1988 (D) 1986	C
282	Full Form of HRMS in Railways? A) Human Resource Managerial Source B) Human Resource Management Source C) Human Resource Management System D) Human Resource Maintenance System	C
283	Which of the following countries are associated with Palk Strait? A) Pakistan and China B) India and Sri Lanka C) North Korea and South Korea D) Britain and France	B
284	What is the Planetary Position of earth in Solar system? A) 3 B) 4 C) 5 D) 6	A
285	How is the Indian Standard Time calculated? A) GMT + 5.30 hrs B) GMT + 5.00 hrs C) GMT + 15.30 hrs D) GMT - 5.30 hrs	A
286	Which one of the following is Hill Station in South India? A) Darjeeling B) Ooty C) Dehradun D) Shimla	B
287	In which city of China, the Corona Virus (COVID-19) was first identified? A) Wuhan B) Shanghai C) Hong Kong D) Beijing	A
288	SHAR is situated at? A) Tirupathi B) Simhachalam C) Bhadrachalam D) Sriharikota	D
289	The longest distance train travels from A) Kanyakumari to Dibrugarh B) Jammu to Delhi C) Gandhinagar to Dispur D) Ludhiana to Mumbai	A
290	Railway Board is headed by.... A) Chief Secretary B) Chairman & CEO C) Member Secretary D) Principal Secretary	B
291	Railways was introduced in India when the Governor General of India was A) Canning B) Curzon C) Dalhousie D) Rippon	C
292	Following are the examples of minerals except. A) Basalt B) Petroleum C) Gold D) Coal	B
293	Hawa Mahal is located in which of the following cities? A) Hyderabad B) Lucknow C) Jaipur D) Bidar	C
294	Railway coaches are manufactured at _____ A) Perumbur B) Mysore C) Chittoor D) Mangalore	A
295	Chairman of Niti Aayog is _____ A) Railway Minister B) Finance Minister C) Prime Minister D) Home Minister	C

296	The expanded form of U.P.S.C. A) United Police Service Commission B) Union Public Service Commission C) United Proper Secret Commission D) Union Private Sector Company	B
297	What is the Official Language of the Union of India? A) Hindi in Devnagari Script B) Hindi in Sanskrit Script C) British English D) American English	A
298	What is the Official Language of Arunachal Pradesh? A) Hindi B) Assamese C) English D) Dongri	C
299	How many Hindi courses are prescribed for Central Govt. employees? A) 5 B) 6 C) 3 D) 4	D
300	Who is the Chairman of Central Hindi Committee? A) President B) Lok Sabha Speaker C) Prime Minister D) Leader of Opposition Party	C
301	When was the present Parliamentary Committee on Official Language constituted? A) January 1976 B) January 1966 C) January 1986 D) January 1956	A
302	___ Sub-Committees are there in the Parliamentary Committee on Official Language? A) 4 Sub-Committees B) 2 Sub-Committees C) 3 Sub-Committees D) No Sub-Committees	D
303	How many times are the Regular Hindi examination conducted in a year? A) 3 times B) 2 Times C) 4 Times D) 5 Times	B
304	In which order Name, Designation and Sign Boards are to be exhibited? A) Regional, Hindi, English B) Hindi, English, Regional C) English, Regional, Hindi D) Regional, English, Hindi	A
305	Into how many Regions Indian states have been classified, according to Official Languages Rules? A) 4 Regions B) 5 Regions C) 3 Regions D) 2 Regions	C
306	According to Official Languages Rules, Tamil Nadu falls under which region? A) Region 'A' B) Region 'C' C) Region 'B' D) None of the above	B
307	The Central Hindi Samiti (Committee) comes under which Ministry? A) Ministry of External Affairs B) The Ministry of Home Affairs C) Ministry of Education D) Railway Ministry	C
308	What is the expansion for OLIC used by Dept. of Official Language? A) Official Language Implementation Committee B) Official Language Implementation Council C) Official Language Imparting Council D) Official Language of India Country	A
309	Who is the Chairman of the Divisional Official Language Implementation Committee? A) Raj Bhasha Adhikari B) ADRM C) Sr. DFM D) DRM	D
310	The Question Papers of departmental examination must be provided in which languages? A) English Only B) Hindi and English, bilingual form C) Hindi Only D) Regional Language and English.	B
311	Which of the following is a journey ticket? [A] B.P.T. [B] Retiring room ticket [C] Luggage ticket [D] Cloakroom ticket	A
312	Which of the following is a non-journey ticket? [A] B.P.T. [B] Circular Journey ticket [C] Indrail Pass Ticket [D] Retiring room ticket	D

313	The periodicity for stock verification in store is (A) Once in a year (B) Once in 2 years (C) Once in 3 years (D) Once in 4 years	C
314	What is the latest Catering Policy? (A) Catering Policy 2010 (B) Catering Policy 2017 (C) Catering Policy 2019 (D) None of these	B
315	What is GMU? (A) General Major Unit (B) General Minimum Unit (C) General Minor Unit (D) Generic Minor Unit	C
316	What is SMU? (A) Special Major Unit (B) Special Minimum Unit (C) Special Minor Unit (D) Specific Minor Unit	C
317	What does IO stands for in D&AR? (A) Inquiry Officer (B) Identity Officer (C) Interrogative Officer (D) None of these	A
318	Needlessly interfering with means of communication in a train is dealt with under section _____ of Indian Railway Act. (A) sec141 (B) sec137 (C) sec140 (D) sec147	A
319	Any person found smoking on railway premises is liable to a fine of Rs.200 under section _____ of the Railways Act. (A) sec 165 (B) sec 166 (C) sec 167 (D) sec 168	C
320	Person found transferring his reserved ticket with business motive should be dealt as per section ____ of Railway Act 1989. (A) 141 (B) 143 (C) 142 (D) 144	B
321	Section ____ of Railway Act 1989 deals with exhibition/surrender of tickets (A) 54 (B) 64 (C) 66 (D) None of these	A
322	Hawking & begging in railway premises is prohibited under sec _____ of Indian Railway Act. (A) 141 (B) 142 (C) 143 (D) 144	D
323	Unlawfully bringing of dangerous goods is dealt with under section _____ of Indian Railway Act. (A) 162 (B) 163 (C) 164 (D) 165	C
324	The extent of liability of railway administration in case of death or injury to a passenger in an accident is stipulated under section _____ (A) 123 (B) 124 (C) 125 (D) 126	B
325	Exhibition of train timings at station is a statutory obligation of the Railways as per section _____ of Indian Railway Act. (A) 48 (B) 49 (C) 50 (D) 47	B
326	If a ticket is returned for cancellation, the Railway Administration shall grant refund as per section _____ of Indian Railway Act. (A) 50 (B) 51 (C) 52 (D) 53	C
327	Abbreviate 'RLWL'. (A) Remote location waiting list (B) Remote location waiting letter (C) Reserve location waiting list (D) Railway location waiting list	A
328	Abbreviate 'CONCERT'. A) Countrywide Online Network for Computerised Enhanced Railway and Ticketing B) Countrywide Online Network for Computerised Enhanced Reservation and Ticketing C) Countrywide Online Network for Concerted Enhanced Reservation and Ticketing	B

	D) Computerised Online Network for Countrywide Enhanced Reservation and Ticketing	
329	Abbreviate 'NTES'. A) National Terminal Enquiry System B) National Train Enterprising System C) National Train Enquiry System D) National Terminal Enterprising System	C
330	Abbreviate 'CONCOR'. A) Container Corporation of India Ltd B) Container Cooperation of India Ltd C) Corporation of Container of India Ltd D) Container of Corporation of India Ltd	A
331	Abbreviate 'RMS'. A) Rail Mail Service B) Railway Mail Service C) Railway Military Service D) Rail Military Service	B
332	Abbreviate 'TCP'. A) Train Committee Proceedings B) Tender Committee Proceedings C) Tender Counsel Proceedings D) Train Counsel Proceedings	B
333	Abbreviate 'LOA'. A) Letter of Award B) Letter of Advance C) Letter of Accountal D) Letter of Agreement	A
334	Abbreviate 'LHAP'. A) Letter of Half Average Pay B) Leave of Half Average Pay C) Leave on Half Average Pay D) Letter on Half Average Pay	C
335	Abbreviate 'LSWP'. A) Lumpsum Works Property B) Lumpsum Works Programme C) Lumpsum Works Plan D) Lumpsum Works Preparation	B
336	Abbreviate 'SBF'. A) State Benefit Fund B) Staff Benefit Fund C) Staff Beneficiary Fund D) State Beneficiary Fund	B
337	Abbreviate 'RCT'. A) Railway Claims Tribunal B) Railway Claims Territory C) Railway Claims Terminal D) Railway Claims Transaction	A
338	What is the period of validity of II Class Privilege Pass. A) 2 months B) 4 months C) 5 months D) 6 months	C

339	Which is the Superfast train among the following: A) 12711 B) 17225 C) 17255 D) 07245	A
340	Upgradation of passengers is done. A) Automatically while chart preparation B) Done by TTE freely C) Done in DCM's office D) Done by ECRC selectively	A
341	Luggage is booked on the strength of Valid_____ A) Pass or Ticket B) Only Pass C) Only ticket D) None of the above	A
342	Modification on reserved ticket is permitted only _____ times A) Two B) One C) No limit D) Three	B
343	Cancer Concession certificate is valid for a period of____ A) 1 month B) 3 months C) 6 months D) 1 year	D
344	Who is the Head of Commercial Department at Zonal level. A) PCOM B) PCCM C) PCE D) PFCA	B
345	Who is the Head of Commercial Department at Railway Board level. A) MT B) EDPM C) MS D) CRB	A
346	How many divisions are there in South Central Railway zone? A) 3 B) 5 C) 6 D) None of these	C
347	The Number of Folios on Correspondence side of a file should not exceed (A) 250 (B) 300 (C) 350 (D) 200	B
348	Demanding Dowry is prohibited under_____ of Railway Services (Conduct) Rules, 1966. (A) Rule 13 A (B) Rule 3 A (C) Rule 3 (D) Rule 8	A
349	Which of the following does not come under the definition of 'information' under RTI Act 2005? (A) Log Books (B) Circulars (C) Data material held in any electronic form (D) File Notings	D
350	If dependents are included in the privilege pass, then how many maximum numbers of members are permitted? (A) 3 (B) 5 (C) 6 (D) 4	B
351	Break journey period is _____ days excluding the date of arrival and departure. (A) One day (B) 2 days (C) 8 days (D) No limit	B
352	MACP is not a promotion, it is _ A) Financial implication B) Increment C) Financial Benefit D) None	C
353	What the codal life of computer? A) 2Years B) 3years C) 6years D) 5years	B
354	The full form of IPASS 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
355	Senior scale officer can sanction LAP for a maximum of _____ days A) 30days B) 60days C) 15days D) 45days	D
356	Chairperson of PNM at Zonal Level is ____ A) GM B) PCPO C) PCEE D) AGM	A
357	Arrange the following in order_ a. Retirement b. Training c. Recruitment d. Promotion A) cbda B) abcd C) dcba D) bcda	A

358	Maximum percentage of pension that can be commuted at the time of retirement is _____ A) 10% B) 40% C) 15% D) 100%	B
359	What is GST? A) Goods and service Tax B) Gross and Service Tax C) Growth and static Tax D) None of the above	A
360	Season tickets can be renewed _____ days in advance of the date of expiry. A) 02days B) 5days C) 10days D) 3 days	C
361	What is the minimum penalty to charge for a person travelling without Ticket? A) Rs.100/- B) Rs.250/- C) Rs.350/- D) Rs.500/-	B
362	What is the element of concession for male Sr.Citizens? A) 10% B) 20% C) 30% D) 40%	D
363	What is the element of concession for Female Sr. Citizens? A)20% B) 50% C) 20% D) 40%	B
364	The minimum age for availing concession is _____ years in case of women senior citizens A) 60years B) 58years C) 55 years D) 56years	B
365	DTC book is a complete record of _____ earnings at a station. A) coaching earnings B) goods earnings C) Earnings on luggage D) parcels earnings	A
366	What kind of tickets are issued in Unified Booking counters? A) only Unreserved tickets B) only Reserved tickets 12 C) Issue both Reserved and Unreserved tickets D) None of these.	C
367	Ticket checking staff will issue tickets only A) CST B) MST C) QST D) EFT	D
368	Which of the following from the 5S technique means 'to clean the workplace, everything, every day, without fail'? (A) Seiri (B) Seiton (C) Seiso (D) Seiketsu	C
369	Which of the following is not an advantage of implementing 5S technique? (A) To improve work efficiency (B) To standardize work practices (C) To improve work discipline (D) To create	B
370	The mechanism for contract disputes is _____ A) Negotiations B) Arbitration C) Courts D) Ombudsman	B
371	Supervisors will come under which category of HOER? A) Continuous B) Excluded C) Intensive D) Essentially Intermittent	B
372	What is full form of DSC? A) Divisional Signature Certificate B) Digital Signature Certificate C) Depot Signature Certificate D) Digital Security Certificate	B
373	What is full form of IREPS? A) Indian Railways E-Procurement System B) Indian Railway E-Production System C) Indian Railway E-Processing System D) Indian Railways E-Policy System	A
374	What is the full form of GeM.... A) General Electronic Mail B) General e-Marketplace C) Government e-Marketplace	C

	D) Government e-Mumbai	
375	e-office is meant for A) Sending Line Program of Officers for approval B) Sending Financial implication files C) Sending all files through electronic office eliminating paper work D) Sending unimportant files through electronic office	C
376	DFC stands for A) Dedicated Finance Corridor B) Dedicated Force Corridor C) Dedicated Freight Corridor D) Dedicated Flexible Corridor	C
377	IRCTC stands for A) Indian Roads Creating Technical Corporation B) Indian Railway Coaching and Travel Corporation C) Indian Railway Catering and Travel Corporation D) Indian Railways Catering and Tourism Corporation	D
378	After retirement a charge sheet can be issued only by the A) President of India B) Railway Board C) GM D) None	A
379	The tender notice period shall not be less than _____ days. (A)14 (B)15 (C)20 (D)21	D
380	The highest scale in parcels is ____ scale A) Scale-S B) Scale-P C) Scale-R D) Scale-B	C
381	Minimum Security Deposit prescribed for leasing of 23 tonnes space in Parcel Vans is _____ (A)1Lakh (B)2Lakhs (C)4Lakhs (D)6Lakhs	C
382	Earnest Money Deposit for participating in the tender for leasing of Parcel Vans is _____ (A)4lakhs (B)5lakhs (C)6lakhs (D)6.5lakhs	A
383	PWB stands for _____ A) Parking Way Bill B) Parcel Way Book C) Partial Way Bill D) Parcel Way Bill	D
384	PCEV stands for _____ E) Parcel Charges on Excess Value F) Percentage Charges on Excess Value C) Percentage Charges on Estimated Value D) Percentage Charges on Excess Volume	B
385	How many scales are there in Parcel Booking? A) 03 B) 08 C) 09 D) 07	A
386	Check soldier ticket is issued in exchange of military warrant No. _____ [A] IAF 1707 [B] IAF 1707A [C] IAF 1720 [D] IAF 1752	D
387	Minimum distance for charge in sleeper class is _____ [A] 80 kms [B] 100 kms [C] 150 kms [D] 200 kms	D
388	EFT is prepared in _____ foils by ticket checking staff (A)01 (B) 02 (C) 3 (D) 4	C
389	Concession Certificate issued for the blind person is valid for a period of ____ Years. [A] One year [B] Two years [C] Five years [D] Life time	C
390	How many types of contracts are there? (A)2 (B)4 (C)6 (D)8	A
391	Period of contract for leasing of SLRs is _____ (A)2 Years (B)3 Years (C)4 Years (D)5 Years	D
392	What is the maximum period of contract on quotation basis?	D

	(A)30days (B)45days (C)60days (D)90days	
393	Registration fee for getting registered as lease holder of category 'A': (A)25000/- (B)50000/- (C)100000/- (D)200000	C
394	Lease holder awarded with the contract for leasing of SLR is permitted for loading/unloading at intermediate station where the stoppage time of trains is____ (A)10minutes or more (B)15 minutes or more (C)5 minutes or more (D)20 minutes or more	C
395	PVC stands for_____ A) Price Variation Clause B) Price Variation Cluster C) Price Variety Clause D) Price Variation Certificate	A
396	How many categories of Registration of Lease holders exist? (A)2 (B)3 (C)4 (D)5	B
397	Full form of RCS is ____ A) Rich Computerization System B) Rich Communication Synchronization C) Rich Communcation Services D) Rich Computerization Service	
398	For Halt, Initial period of contract period _____ years (A)05 (B)04 (C)03 (D)02	A
399	The extension of Halt Contract will be for _____ years in _____ spell subject to satisfactory performance of contract A)03&01 B) 05 & 03 C) 05 & 02 D) 03 & 02	C
400	Retention period for proceedings of departmental proceedings committee. [a] 1 Year [b] 2 Years [c] 5 years [d] 10 years	C
401	The minimum period of service for eligibility for promotion within Gr.C is [a] 1 year [b] 2 years [c]21 days [d] 3 years	B

*****End*****

