

325  
Question bank for the selection to the post of Chief Enquiry and Reservation Supervisors in  
Scale Rs. (RS-RP)

(9300-34800) GP-4600/-

Descriptive type:

- 1 What are the functions of the Commercial Department? Duties of the Commercial staff especially Enquiry Clerks and Ticket Checking staff?
- 2 Give in detail the general rules for reservation of berths and seats?
- 3 Write about Section 49 of the Railways Act, 1989? Write the procedure for reservation of berths by Railway pass holders and also about cancellation of reservation?
- 4 What are the measures taken by the Railways in apprehending persons making false Reservation? Write about Section 53, 142 and 143 of the Railways Act, 1989?
- 5 Write about refund of fares on unused unreserved tickets and unused reserved ticket?
- 6 How do you arrange refund in the following cases: answer any three
  - a) Change of journey from lower class to higher class.
  - b) Discontinuation of journey due to dislocation of train services.
  - c) When a passenger is made to travel in lower class for want of accommodation.
  - d) Partially used tickets.
- 7 How do you arrange refund in the following cases: answer any three
  - a) Preponement and Postponement of journey
  - b) Failure on Air conditioning equipment
  - c) Starting journey confirmed onward journey not confirmed and vice versa.
  - d) Non-commencement of missing of journey due to late running of trains.
- 8 Write about revised Tatkal scheme for reservation of berths?
- 9 What is the procedure followed for allotment of reservation quotas to various stations? What do you understand by rationalization of reservations by long distance trains?
- 10 What are the general rules for exchange of various concessions on Indian Railways?
- 11 Ladies are given some privileges by Indian Railways explain?  
What are the facilities provided to foreign tourists and Members of Parliament?
- 12 Write short notes on exchange of the following concessions:
  - a) Orthopedically handicapped concession.
  - b) Blind concession.
  - c) Students Concession.
- 13 Write short notes on the following:
  - a) Check Soldier Ticket
  - b) Soldier Ticket.
  - c) Police Warrants.
- 14 Write about Joint Procedural Order issued in the year 2004 for exchange and accountal of High Official Requisition?
- 15 What is meant by Exceptional data report? What are the duties of ticket checking staff and E&RS for arranging refund and what are the cases covered under this scheme?
- 16 What is meant by e-ticketing? How e-reservation is made and what is Electronic reservation slip and how e-ticket can be cancelled?

- 17 Explain the procedure for booking of a special carriage/train and how do you calculate haulage and detention charges?
- 18 Write short notes on the following
  - a) Block reservation or group reservation
  - b) Ticket Deposit Receipt.
- 19 What are the duties of the Corridor Coach Attendants? What are the duties of the Ticket Checking Staff working by Sleeper class and Upper classes?
- 20 What are the different kind of checks conducted by Ticket checking organization to eradicate ticket less travel ?
- 21 What are the cause of ticket less travel and give your suggestions to eradicate ticketless travel?
- 20 What are the incentives and Awards Scheme available on S.C. Railway for implementation of Hindi?
- 21 What are the constitutional provision regarding use of Official Language Policy?

**Objective Type Questions:**

[i] Fill in the blanks:

- 1 No. of languages mandatory on II class unreserved printed card tickets are \_\_\_\_\_
- 2 Ticket checking staff will issue \_\_\_\_\_ ticket only.
- 3 On a computer ticket PNR stands for \_\_\_\_\_
- 4 Children under \_\_\_\_\_ years of age are to be carried free.
- 5 Children aged \_\_\_\_\_ years and above and under \_\_\_\_\_ years of age are charged half of the adult fare subject to minimum fare.
- 6 F.O.I.S. stands for \_\_\_\_\_.
- 7 C.R.I.S. stands for \_\_\_\_\_.
- 8 I.R.C.T.C. stands for \_\_\_\_\_.
- 9 R.D.S.O. stands for \_\_\_\_\_.
- 10 I.R.F.C. stands for \_\_\_\_\_.
- 11 R.I.T.E.S stands for \_\_\_\_\_.
- 12 I.R.T.S. stands for \_\_\_\_\_.
- 13 CONCOR stands for \_\_\_\_\_.
- 14 IRCON stands for \_\_\_\_\_.
- 15 Check Soldier Ticket is issued in exchange of military warrant No. \_\_\_\_\_

- 16 Soldier ticket is issued in exchange of military warrant No. \_\_\_\_\_
- 17 The upper portion of IAF 1752 will be submitted to \_\_\_\_\_ as cash voucher.
- 18 ICCRP entitles MPs to travel in \_\_\_\_\_ class along with spouse over all Indian Railways.
- 19 Colour of ICCRP issued to MPs of Lok Sabha is \_\_\_\_\_
- 20 Colour of ICCRP issued to MPs of Rajya Sabha is \_\_\_\_\_
- 21 In case of Indrail Pass Ticket, normal Break journey rules are \_\_\_\_\_
- 22 HOR is presented at stations in \_\_\_\_\_ portions.
- 23 Platform tickets are valid for \_\_\_\_\_ hours.
- 24 Cost of platform ticket is Rs. \_\_\_\_\_
- 25 Maximum break journey period is \_\_\_\_\_ days excluding the date of arrival and departure.
- 26 Maximum number of break journey permitted on single journey ticket is \_\_\_\_\_
- 27 The number of break journeys permitted on a circular journey ticket is \_\_\_\_\_
- 28 The fare for a circular journey is calculated as sum of \_\_\_\_\_
- 29 Accommodation for ladies must be reserved in trains as per section \_\_\_\_\_ of Railway Act 1989.
- 30 \_\_\_\_\_ escort for every 4 girls of any age and boy students under the age of 12 years allowed at concessional fare.
- 31 \_\_\_\_\_ escort for every 10 Adult students is allowed at concessional fare.
- 32 Percentage of concession allowed on AC 2 tier fare for blind person is \_\_\_\_\_
- 33 Certificate issued for the blind is valid for a period of \_\_\_\_\_ years.
- 34 Cancer certificate is valid for \_\_\_\_\_ years.
- 35 On collection of \_\_\_\_\_ fare, outward & return journey ticket is issued for unemployed youth.
- 36 War widows are allowed \_\_\_\_\_% concession in II/Sleeper class
- 37 Change of reservation is done only \_\_\_\_\_
- 38 Sleeping accommodation is provided from \_\_\_\_\_ to \_\_\_\_\_ hours.
- 39 R.A.C. stands for \_\_\_\_\_
- 40 P.O.E.T. stands for \_\_\_\_\_
- 41 I.V.R.S. stands for \_\_\_\_\_
- 42 N.T.E.S. stands for \_\_\_\_\_

- 43 S.O.F.T. stands for \_\_\_\_\_
- 44 CONCERT stands for \_\_\_\_\_
- 45 E.D.R stands for \_\_\_\_\_
- 46 Passengers with reserved seats/berths must occupy their respective seats/berths \_\_\_\_\_ minutes before the departure of the train.
- 47 Reservation can be made \_\_\_\_\_ days in advance for foreign nationals.
- 48 Tatkal charge during non peak period in sleeper class is Rs. \_\_\_\_\_ per passenger.
- 49 Tatkal charge during non peak period in A.C.Chair Car is Rs. \_\_\_\_\_ per passenger.
- 50 Tatkal charge during non peak period in A.C.3 Tier is Rs. \_\_\_\_\_ per passenger.
- 51 Tatkal charge during non-peak period in AC.2 Tier is Rs. \_\_\_\_\_ per passenger.
- 52 ACM/AO/AM/SS[GAZ] can permit group booking in First Class and AC Classes from \_\_\_\_\_ to \_\_\_\_\_ number of berths.
- 53 DCM can permit group booking in First Class and AC Classes from \_\_\_\_\_ to \_\_\_\_\_ number of berths.
- 54 Sr.DCM can permit group booking in First Class and AC Classes from \_\_\_\_\_.
- 55 EDR's have to be prepared by \_\_\_\_\_.
- 56 EDR should be prepared in \_\_\_\_\_
- 57 Clerkage charge is Rs. \_\_\_\_\_ per passenger.
- 58 The minimum cancellation charges on I class reserved ticket is Rs. \_\_\_\_\_
- 59 In case the fare is not refunded at the station, the party should be issued with \_\_\_\_\_
- 60 On un-used unreserved tickets refunds can be arranged upto \_\_\_\_\_ hours after the departure of the train.
- 61 Unused waitlisted/RAC tickets if not confirmed, \_\_\_\_\_ will be deducted when cancelled.
- 62 Ticket Deposit Receipt is issued upto \_\_\_\_\_ days after the scheduled departure of the train.
- 63 The Passenger may apply for refund on TDR within \_\_\_\_\_ days from the endorsed date of commencement of journey to CCM/DCM.
- 64 Male persons found traveling in ladies compartment shall be prosecuted as per section \_\_\_\_\_ of Railway Act 1989.
- 65 Drunkenness or nuisance upon a railway will be dealt as per section \_\_\_\_\_ of Railway Act 1989.

- 66 Fine as per section 137 of the Railway Act 1989 for traveling without ticket intentionally is Rs. \_\_\_\_\_
- 67 A person prosecuted as per section 142 of Railway Act 1989 is liable to pay a fine of Rs. \_\_\_\_\_
- 68 A person prosecuted as per section 138 of Railway Act 1989 is liable to pay a fine of Rs. \_\_\_\_\_
- 69 Fine for hawking upon a railway may extend upto Rs. \_\_\_\_\_
- 70 A person found traveling without intention to defraud the Railway is dealt as per section \_\_\_\_\_ of Railway Act 1989
- 71 The ticket estimate should be revised once in \_\_\_\_\_ years.
- 72 The obsolete, damaged printed card tickets are sent to FA&CAO Office through \_\_\_\_\_ indent.
- 73 For preparation of the ticket estimate, actual number of tickets sold for first \_\_\_\_\_ months of the year should be worked out.
- 74 \_\_\_\_\_ months buffer stock should be added to the normal requirement of tickets while preparing the ticket indent.
- 75 The ticket indent is prepared in \_\_\_\_\_ copies by the Station Master.
- 76 Commencing numbers of the PCTs for the day are posted in the DTC book from the \_\_\_\_\_ day closing numbers.
- 77 Handing over and taking over of coaching cash is recorded in \_\_\_\_\_ book.
- 78 Luggage is booked on the strength of valid \_\_\_\_\_ or \_\_\_\_\_
- 79 Free allowance of luggage on a I class child ticket is \_\_\_\_\_ kgs.
- 80 Maximum weight of luggage that can be carried in AC 3 tier compartment is \_\_\_\_\_ kgs.
- 81 Chargeable weight of a dog for booking in AC first class is \_\_\_\_\_ kgs.
- 82 Chargeable weight of a dog for booking in brake-van is \_\_\_\_\_ kgs.

{ii} Multiple choice questions

- 83 Dog is permitted to be booked with owner in  
[a] first class [b] AC 2 tier [c] Sleeper class [d] II class [e] none of these
- 84 Minimum freight charge for booking a dog is  
[a] Rs.50/- [b] Rs.30/- [c] Rs.100/- [d] None of these
- 85 Chargeable weight of a dog booked with a blind person in first class compartment is  
[a] 60 kg [b] 30 kg [c] 50 kg [d] none of these
- 86 To book a dog in brake van, one of the following is to be executed by the owner  
[a] forwarding note [b] RR [c] PWB [d] none of these

- 87 Chargeable weight of a dog for booking in AC FC is  
 [a] 60 kg [b] 30 kg [c] 50 kg [d] not booked
- 88 Head of Public Relations department at Zonal Railway is  
 [a] CCM [b] CPRO [c] Sr.DOM [d] Sr.DCM
- 89 Head of Commercial Department at Zonal level is  
 [a] CPRO [b] COM [c] CCM [d] Sr.DCM
- 90 Head of Public complaints at Zonal level is  
 [a] Sr. DOM [b] AGM [c] DRM [d] COM
- 91 Head of Public complaints at Divisional level is  
 [a] Sr. DCM [b] ADRM [c] Sr. DOM [d] CCM
- 92 A complaint is made in \_\_\_ foils  
 [a] 3 [b] 4 [c] 5 [d] 2
- 93 General Managers of Zonal Railways are provided with \_\_\_ metal pass  
 [a] gold [b] silver [c] Bronze [d] Platinum
- 94 The particulars that are mandatory to be printed on a journey ticket as per section 50 of Railway Act 1989  
 [a] station from and station to [b] fare [c] class  
 [d] date of issue [e] all these [f] none of these
- 95 Minimum distance for charge in sleeper class  
 [a] 15 kms [b] 100 kms [c] 150 kms [d] 200 kms
- 96 Printed card ticket should be dated on  
 [a] obverse side (face of the ticket) [b] reverse side [c] both sides [d] not dated
- 97 Check soldier ticket is issued to  
 [a] individuals [b] groups [c] families [d] none of these
- 98 Soldier tickets can be issued to  
 [a] individuals [b] invalid persons [c] family members of soldier [d] all these
- 99 Indrail pass tickets are issued on collection of  
 [a] US dollars [b] British pounds [c] any other convertible currency [d] all
- 100 Indrail pass ticket holders are exempted from payment of  
 [a] reservation charges [b] supplementary charges [c] meals charges [d] all
- 101 The requisition portion of HOR retained at station is treated as  
 [a] cash voucher [b] traveling authority [c] special credit letter [d] none of these
- 102 HOR is issued to high officials such as  
 [a] General Manager [b] Governor [c] C.C.M. [d] FA&CAO
- 103 Rail Travel coupons are provided for  
 [a] MLAs [b] MLCs [c] Press correspondents [d] All [e] None of these

104 Cloak room charges per article for first 24 hours or part of

[a] Rs.10/-

[b] Rs.12/-

[c] Rs.15/-

[d] Rs.20/-

122

105 Break Journey endorsement consists of

[a] station

[b] date

[c] initials of SM/TC

[d] All

106 When a ticket is reserved upto destination for more than 500 KM, break journey short of destination is

[a] allowed

[b] not allowed

[c] permitted once only

[d] permitted twice only.

107 Maximum number of break journey permitted on a circular journey ticket is

[a] 8 times

[b] 6 times

[c] 10 times

[d] no limit

108 Break journey can be permitted for those holding single journey tickets for distance more than

[a] 200 km

[b] 500 km

[c] 400 km

[d] any distance

109 Break journey rules are not applicable to

[a] season ticket holders

[b] railway pass holder

[c] Indrail pass ticket holder

[d] all

110 Break journey is not permitted at

[a] junction stations

[b] intermediate station

[c] suburban stations

[d] non-suburban stations

111 Break journey is not allowed on

[a] blind concession ticket

[b] concession tickets when issued for a specific purpose

[c] senior citizen concession ticket

[d] physically handicapped concession ticket

112 Concession fare shall be calculated on

[a] total fare

[b] reservation charges

[c] basic fare

[d] None of these

113 Concession is not admissible in respect of

[a] reservation charges

[b] super fast surcharge

[c] Safety surcharge

[d] All

114 The charging of minimum fare is not applicable to

[a] concession tickets

[b] child tickets

[c] adult tickets

[d] none

115 No. of concessions allowed at one time is

[a] one only

[b] two

[c] three

[d] four

116 Cancer patients traveling to and from hospital

[a] can break journey only once

[b] cannot break journey

[c] can break journey only once

[d] can break journey twice

117 All concessions are granted across the counter at

[a] out agencies

[b] reservation office

[c] booking office

[d] all of the above

118 SC/ST students are charged at \_\_\_\_\_ of the normal concessional fare admissible for general students

[a] 25%

[b] 75%

[c] 50%

[d] 33.3%

119 \_\_\_\_\_ contains details of various concession allowed by Railways in fares.

[a] Coaching Tariff No.24, Part I, Vol.II

[b] Coaching Tariff, Part II

[c] Coaching Tariff, Part III

[d] Coaching Tariff, Part IV

- 120 Student concession on season ticket is allowed in  
 [a] II class only [b] I class only [c] ACCC [d] I class & II class
- 121 Concession is allowed for senior citizens in  
 [a] II class only [b] I class only [c] AC 2 tier only [d] all classes.
- 122 The element of concession allowed for senior citizen in all classes is \_\_\_ of fare.  
 [a] 25% [b] 50% [c] 30% [d] none of these
- 123 For every break journey, fresh \_\_\_ is payable  
 [a] super-fast supplementary charge [b] reservation charge [c] 12% surcharge [d] clerkage
- 124 Reservation-cum-security deposit per coach is  
 [a] Rs. 1000/- [b] Rs. 10,000/- [c] Rs. 5,000/- [d] Rs. 15,000/-
- 125 For reserving a special coach \_\_\_ % service charge is levied on fare.  
 [a] 12% [b] 15% [c] 20% [d] 25%
- 126 Reservation on telephone can be made for  
 [a] Ministers [b] Governors of State [c] Chief Justice and Judges of Supreme Court  
 [d] MPs [e] All
- 127 A maximum of \_\_\_ members can be booked on a single application for a family or party  
 [a] 3 [b] 4 [c] 5 [d] 6
- 128 Exchange of berths in the coach between passengers is  
 [a] not permitted [b] permitted with the knowledge of TTE  
 [c] permitted on payment of surcharge [d] none of these
- 129 Passengers are required to occupy their seat/berth atleast \_\_\_ minutes before departure of the train  
 [a] 10 minutes [b] 20 minutes [c] 30 minutes [d] 40 minutes
- 130 The vacant berth in ladies quota is  
 [a] allotted to male passengers [b] not allotted to male passengers  
 [c] allotted to male children below 12 years accompanying lady passengers [d] both (b) & (c)
- 131 The passenger whose name figures under RAC are initially provided with reserved  
 [a] sleeping accommodation [b] sitting accommodation [c] neither (a) or (b)
- 132 RAC facility is not available in  
 [a] sleeper class [b] AC 2 tier [c] AC 3 tier [d] AC FC
- 133 If the requisition for special carriage is placed less than 30 days in advance, permission must be obtained from  
 [a] CPTM [b] AGM [c] CCM [d] DCM
- 134 Minimum distance for charge is \_\_\_ km in one direction in case of special carriage  
 [a] 500 [b] 700 [c] 1000 [d] 2000
- 135 On special reserved carriage, charges are calculated for  
 [a] actual number of persons traveling [b] marked CC of the coach  
 [c] either (a) or (b) whichever is higher [d] none of these



- 136 Concession is \_\_\_\_\_ in special reserved carriage  
 [a] permitted [b] not permitted [c] permitted only for senior citizens [d] none of these
- 137 The charges for special carriage should be paid in full \_\_\_\_\_ hours in advance of the departure of train.  
 [a] 24 hours [b] 48 hours [c] 72 hours [d] 4 days
- 138 Security deposit for special carriage will be refunded by \_\_\_\_\_ within 15 days after completion of journey  
 [a] CCM [b] SM of the journey originating station [c] DCM [d] ACM
- 139 If the reservation for special carriage is cancelled one day in advance and upto 4 hours before the scheduled departure of train  
 [a] 10% of SDRF is collected as cancellation fee [b] 25% of fare is collected as cancellation fee  
 [c] 50% of SDRF is collected as cancellation fee [d] none of these
- 140 If the ticket for special carriage is lost, duplicate ticket will be issued on collection of  
 [a] 10% of fare [b] 25% of fare [c] 50% of fare [d] none of these
- 141 Request for permission to board en-route may be made \_\_\_\_\_ before scheduled departure of train from that station  
 [a] 24 hours [b] 32 hours [c] 48 hours [d] 72 hours
- 142 Reservation made under tatkal scheme if cancelled.  
 [a] 50% of fare will be refunded [b] fare including tatkal charges will not be refunded  
 [c] only tatkal charges is not refunded
- 143 Tatkal charge during peak period in Sleeper class per passenger is Rs. \_\_\_\_\_  
 [a] 75 [b] 150 [c] 200 [d] 300
- 144 Tatkal charge during peak period in AC Chair Car per passenger is Rs. \_\_\_\_\_  
 [a] 75 [b] 150 [c] 200 [d] 300
- 145 Tatkal charge during peak period in AC 3 Tier per passenger is Rs. \_\_\_\_\_  
 [a] 75 [b] 150 [c] 200 [d] 300
- 146 Tatkal charge during peak period in AC 2 Tier per passenger is Rs. \_\_\_\_\_  
 [a] 75 [b] 150 [c] 200 [d] 300
- 147 The CRI incharge of the reservation officers are permitted to accept Group Booking in Sleeper class  
 [a] from 18 to 24 [b] from 25 to 48 [c] from 49 to 72 [d] 73 and above
- 148 The ACM/AO/AM/SS(GAZ) can permit Group Booking in Sleeper class  
 [a] from 18 to 24 [b] from 25 to 48 [c] from 49 to 72 [d] 73 and above
- 149 The DCM can permit Group Booking in Sleeper class  
 [a] from 18 to 24 [b] from 25 to 48 [c] from 49 to 72 [d] 73 and above
- 150 Sr.DCM of the division can permit group booking in sleeper class  
 [a] from 18 to 24 [b] from 25 to 48 [c] from 49 to 72 [d] 73 and above

151 On a circular journey ticket reservation charges are collected \_\_\_\_\_  
[a] once [b] for each leg of journey [c] No reservation charge  
[d] none

152 On a circular journey ticket super fast surcharge is collected \_\_\_\_\_  
[a] once for entire journey [b] for each leg of journey [c] twice  
[d] none

### REFUNDS.

153 Minimum cancellation charges on reserved AC First class ticket is  
[a] Rs.50/- [b] Rs. 30/- [c] Rs.20/- [d] Rs.10/-

154 When a I class reserved ticket is cancelled one day in advance, the cancellation charge is equal to  
[a] 50% of fare [b] 25% [c] 75% [d] minimum cancellation charges.

155 If a train is cancelled, full amount can be refunded at station upto  
[a] 6 hours [b] 2 hours [c] 3 hours [d] 3 days

156 When a train is running late by more than 3 hours, \_\_\_\_\_ on cancellation of reserved tickets.  
[a] cancellation charge due is collected [b] clerkage due is collected  
[c] full amount is refunded [d] no refund is due

157 For trains leaving between 21.00 hours and 06.00 hours (actual departure), refunds shall be admissible within first \_\_\_\_\_ after the opening of reservation office  
[a] 4 hours [b] 2 hours [c] 6 hours [d] 8 hours

158 \_\_\_\_\_ cancellation charges will be collected on tickets on which preponement or postponement of journey has been permitted  
[a] one [b] three [c] two [d] four

159 When a passenger holding reserved ticket is not provided with accommodation, \_\_\_\_\_ on cancellation of the ticket  
[a] full fare shall be refunded [b] minimum charges shall be collected  
[c] clerkage will be collected [d] 50% of fare will be refunded

160 In case of death/injury to a passenger due to accident,  
[a] fare is refunded deducting clerkage [b] fare for the travelled portion is retained  
[c] full fare for the entire booked journey is refunded [d] 10% of fare retained with Railway

161 When train services are dislocated due to bandh, agitation or rail roko  
[a] fare for the traveled portion is retained and the untravelled portion is refunded  
[b] 25% of fare is refunded [c] 50% of fare is refunded  
[d] full fare is refunded

162 Duplicate ticket can be issued for the purpose of undertaking journey when ticket is  
[a] lost [b] misplaced [c] torn/mutilated [d] all the above circumstances

163 Unused waitlisted or RAC tickets if cancelled and if reservation is not confirmed at the time of cancellation \_\_\_\_\_ will be collected.  
[a] 10% of fare [b] only clerkage [c] 25% of fare [d] 50% of fare

164 On party or family ticket in which some have confirmed reservation and other in waiting list/RAC, full refund of fare, less clerkage, is allowed for confirmed passengers also if the ticket is cancelled  
 [a] within 4 hours before scheduled departure of train  
 [b] upto 4 hours after actual departure of train  
 [c] upto 12 hours after the departure

165 When confirmed reservation is provided to RAC/WL tickets at the time of cancellation  
 [a] only clerkage is collected [b] cancellation charges is levied as per rule  
 [c] 10% of fare only collected [d] none of these

166 When reservation for starting journey is confirmed but onward journey is not confirmed and such ticket is presented for cancellation  
 [a] cancellation charges will be levied for the confirmed portion only  
 [b] only clerkage is collected  
 [c] Cancellation charges will be levied for the entire journey  
 [d] none of these

167 When reservation for starting journey is RAC/waitlisted and onward journey is confirmed and such ticket is presented for cancellation  
 [a] cancellation charges will be levied for the confirmed portion only  
 [b] only clerkage is collected  
 [c] cancellation charges for the confirmed portion and clerkage for the RAC/waitlisted portion [d] none of these

168 Ticket on which change of reservation was permitted from lower class to higher class, if cancelled, \_\_\_\_\_ is collected  
 [a] cancellation charges due with respect to original reservation and time/date when change of reservation was allowed  
 [b] cancellation charges due with respect to altered reservation and the time/date of cancellation  
 [c] two cancellation charges due as mentioned in (a) and (b) above.  
 [d] none of these

169 When a passenger misses connecting train at any junction station due to late running of train by which he traveled, if surrenders the ticket for refund  
 [a] fare for the traveled portion is retained [b] fare for the un-traveled portion is refunded  
 [c] refund is not allowed [d] none of these

170 When the train is canceled due to floods, breaches etc. \_\_\_\_\_ upto 3 days  
 [a] full refund shall be granted [b] clerkage is collected  
 [c] 90% of fare is refunded [d] none of these

171 When air conditioning facility could not be provided for a portion of journey on AC FC ticket, \_\_\_\_\_ is refunded.  
 [a] difference of AC FC and FC fare [b] difference of AC FC and II fare  
 [c] entire AC FC fare [d] none of these

172 Due to dislocation of train services, full fare for the entire booked journey shall be refunded  
 [a] when the railway is unable to carry the passengers to destination station by arranging alternate transportation  
 [b] when passenger involved in accident died/injured  
 [c] when kith and kin of dead/injured passenger have to terminate journey  
 [d] all of these

- 173 When passenger is not willing to avail alternate transportation to destination due to dislocation of train services, if cancels his journey  
 [a] fare for the traveled portion shall be retained [b] fare for the un-traveled portion is refunded  
 [c] clerkage and fare for the traveled portion is retained [d] none of these
- 174 After verification of supplied printed card tickets, the acknowledgement foil should be sent to \_\_\_\_\_ Office by the Station Master  
 [a] DCM [b] Accounts [c] Printing Press [d] None above
- 175 Before placing emergent indent, approval of \_\_\_\_\_ should be obtained.  
 [a] Accounts Office [b] CCM [c] Printing Press [d] DCM
- 176 For the purpose of placing ticket indent, stations are classified as \_\_\_\_\_ depending upon the sale of ticket  
 [a] monthly, quarterly & half yearly [b] daily, monthly & quarterly  
 [c] quarterly, half yearly & annually [d] half yearly, yearly & monthly
- 177 In case of stations upto 250 km, PCT can be indented when there is a minimum sale of \_\_\_\_\_ tickets in a year  
 [a] 10 or more [b] 100 or more [c] 200 or more [d] 400 or more
- 178 In case of stations beyond 250 km, PCT can be indented when there is a minimum sale of \_\_\_\_\_ tickets in a year  
 [a] 10 or more [b] 100 or more [c] 200 or more [d] 400 or more
- 179 DTC book is a complete record of \_\_\_\_\_ earnings at a station.  
 [a] coaching [b] goods [c] luggage [d] parcels
- 180 Non-issued tickets are sent to Accounts Office every day through  
 [a] courier [b] free invoice way bill [c] CR note [d] monthly returns
- 181 Free allowance of luggage on AC I class ticket is  
 [a] 70 kg [b] 150 kg [c] 50 kg [d] 100 kg
- 182 Free allowance on I class pass is (Green)  
 [a] 50 kg [b] 70 kg [c] 100 kg [d] 140 kg
- 183 In case of booking of scooter with 150 CC, the chargeable weight is  
 [a] 100 kg [b] 200 kg [c] 250 kg [d] none
- 184 Maximum permissible luggage with owner in AC chair car compartment is  
 [a] 80 kg [b] 70 kg [c] 50 kg [d] 40 kg
- 185 Articles exempted from weighment on II class ticket are  
 [a] umbrella [b] walking stick [c] Tiffin box [d] all these
- 186 Maximum weight of luggage permitted to be carried with owner in sleeper class is  
 [a] 70 kg [b] 80 kg [c] 40 kg [d] 100 kg
- 187 The requisition portion of HOR retained at station is treated as  
 [a] cash voucher [b] traveling authority [c] special credit letter [d] none of these
- 188 HOR is issued to High Officials such as  
 [a] General Manager [b] Prime Minister [c] C.C.M. [d] FA&CAO

189 Rail Travel coupons are provided for  
[a] MLAs [b] MLCs [c] Press correspondents [d] All [e] None of these

190 Bed rolls are supplied free of cost for passengers of  
[a] AC I class [b] AC 2 tier [c] AC 3 tier [d] All

191 Cloak room charges per article for first 24 hours or part thereon  
[a] Rs.10/- [b] Rs.12/- [c] Rs.15/- [d] None of these

192 Platform permits are issued for a period of  
[a] monthly [b] quarterly [c] yearly [d] half yearly [e] all

193 B/J endorsement consists of  
[a] station code initial [b] date [c] initials of SM/TC [d] All

194 When a ticket is reserved upto destination for more than 500 KMs, B/J short of destination is  
[a] allowed [b] not allowed [c] permitted once only [d] permitted twice only.

195 Maximum number of B/Js permitted on a circular journey ticket is  
[a] 8 times [b] 6 times [c] 10 times [d] no limit

196 B/J can be permitted for those holding single journey tickets for distance more than  
[a] 200 km [b] 500 km [c] 400 km [d] any distance [e] None

197 B/J rules are not applicable to  
[a] season ticket holders [b] railway pass holder [c] Indrail pass ticket holder [d] all

198 Break journey is not permitted at  
[a] junction stations [b] intermediate station [c] suburban stations [d] non-suburban stations

199 B/J is not allowed on  
[a] blind concession ticket [b] senior citizen concession ticket [c] concession tickets when issued for a specific purpose [d] physically handicapped concession ticket

200 Registration-cum-security deposit per coach is  
[a] Rs. 1000/- [b] Rs. 10,000/- [c] Rs. 5,000/- [d] Rs. 15,000/-

201 For reserving a special coach \_\_\_% service charge is levied on fare.  
[a] 12% [b] 15% [c] 20% [d] 25%

202 Reservation on telephone can be made for  
[a] Ministers [b] Governors of State [c] Chief Justice and Judges of Supreme Court [d] MPs [e] All

203 \_\_\_ contains details of various concession allowed by Railways in fares.  
[a] Coaching Tariff No.25, Part I, Vol.II [b] Coaching Tariff, Part II [c] Coaching Tariff, Part III [d] Coaching Tariff, Part IV

- 204 Concession fare shall be calculated on  
 [a] Total fare [b] reservation charges [c] basic fare [d] none of these
- 205 Concession is not admissible in respect of  
 [a] reservation charges [b] super fast surcharge [c] both [a] & [b] [d] basic fare
- 206 The charging of minimum fare is not applicable to  
 [a] concession tickets [b] child tickets [c] adult tickets [d] both [b] & [c]
- 207 No. of concessions allowed at one time is  
 [a] one only [b] two [c] three [d] four
- 208 Cancer patients traveling to and from hospital  
 [a] can break journey only once [b] cannot break journey [c] can break journey only twice [d] can break journey twice
- 209 Concessions are granted across the counter at  
 [a] out agencies above [b] reservation office [c] booking office [d] all of the above
- 210 SC/ST students are charged at \_\_\_\_\_ of the normal concessional fare admissible for general students  
 [a] 25% [b] 75% [c] 50% [d] 33.3%
- 211 Student concession on season ticket is allowed in  
 [a] II class only [b] I class only [c] ACCC [d] I class & II class
- 212 Concession is allowed for senior citizens in  
 [a] II class only [b] I class only [c] AC 2 tier only [d] all classes.
- 213 The element of concession allowed for senior citizen in all classes is \_\_\_\_\_ of fare.  
 [a] 25% [b] 50% [c] 30% [d] none of these

#### REFUNDS.

- 214 Minimum cancellation charges on reserved AC First class ticket is  
 [a] Rs.50/- [b] Rs. 30/- [c] Rs.20/- [d] Rs.10/-
- 215 When a I class reserved ticket is cancelled one day in advance, the cancellation charge is  
 [a] 50% of fare [b] 25% [c] 75% [d] None of the above
- 216 \_\_\_\_\_ cancellation charges will be collected on tickets on which preponement or postponement of journey had been permitted  
 [a] once [b] thrice [c] twice [d] four times
- 217 When a passenger holding reserved ticket is not provided with accommodation, the amount of refund allowed is  
 [a] full fare [b] 25% of fare [c] less clerkage [d] 50% of fare
- 218 In case of death/injury to a passenger due to train accident, the kith and kin of passenger will be given \_\_\_\_\_ as refund  
 [a] total fare [b] fare for the travelled portion is retained and the balance is given [c] fare is refunded deducting clerkage [d] 75% of fare

219 When train services are dislocated due to bandh, agitation or rail roko, the refundable amount is

- [a] fare for the traveled portion is retained and the balance is refunded
- [b] 25% of fare                      [c] 50% of fare                      [d] full fare

TICKET CHECKING.

220 'V' shaped nipper is used for

- [a] checking tickets in trains                      [b] checking 'PCT' at entrance gate
- [c] for canceling PCT                      [d] all the above

221 'M' shaped nipper is used for

- [a] checking tickets in trains                      [b] nipping tickets at entrance gate
- [c] for cancellation of tickets                      [d] none of these

222 'U' shaped nipper is used for

- [a] checking the tickets in train                      [b] checking tickets at the entrance gate
- [c] for cancelling the tickets                      [d] all the above

223 Tickets bearing double numbers should be

- [a] permitted to travel                      [b] collected and a free EFT issued
- [c] charged with Rs.50/- as EC                      [d] None of these

224 Ticket Collector should enter the collected tickets in

- [a] DTC book    [b] TCR                      [c] Rough journal book    [d] none of these

225 A person traveling with un-exchanged warrant IAAFT 1752 and without a G.C. is charged

- [a] fare + EC upto the point of detection and a free EFT after collection of warrant
- [b] fare + EC                      [c] only fare                      [d] none of these

226 A lower class ticket holder traveling in higher class should be charged

- [a] fare + EC    [b] difference of two classes fare + EC    [c] only difference of fare
- [d] none of these

227 A child traveling without ticket, alongwith parents who have tickets is charged

- [a] half of fare from last ticket checking point + EC
- [b] half of the fare from the starting station as per parent ticket upto the point of detection + EC + half of the fare onwards
- [c] half of the fare from the last ticket checking point
- [d] none

228 A passenger without ticket and obtained a G.C. is charged

- [a] fare + EC                      [b] fare only                      [c] free EFT                      [d] none

229 A passenger without ticket and without G.C. is charged

- [a] fare + EC                      [b] EC only                      [c] only fare                      [d] none

230 A person detected without ticket in BV is charged

- [a] I class fare + EC    [b] fare only                      [c] II class fare + EC    [d] none

231 Passenger found with two consecutive season ticket is charged

- [a] fare + EC    [b] issued free EFT    [c] allowed free    [d] none

SECTIONS OF RAILWAY ACT, 1989.

232 Transfer of certain tickets is prohibited as per section  
[a] 49 [b] 54 [c] 53 [d] 55

233 A person needlessly interfering with the means of communication of train shall be prosecuted as per section \_\_\_ of Railway Act 1989.  
[a] 137 [b] 138 [c] 141 [d] 142

234 A person found traveling without ticket without intention to defraud the Railway is dealt as per section \_\_\_ of Railway Act 1989.  
[a] 138 [b] 137 [c] 55 [d] 54 [e] none of these

235 A person traveling without ticket and is unable to pay the charges should be dealt with as per section \_\_\_ of Railway Act 1989.  
[a] 138 [b] 139 [c] 55 [d] 144

236 Person found transferring his reserved ticket with business motive should be prosecuted as per section \_\_\_ of Railway Act 1989.  
[a] 141 [b] 143 [c] 142 [d] 144

237 As per section \_\_\_ of Railway Act 1989, exclusive accommodation; must be provided for ladies by all passenger-carrying trains.  
[a] 54 [b] 58 [c] 59 [d] 60

238 Section \_\_\_ of Railway Act 1989 deals with exhibition/surrender of tickets  
[a] 54 [b] 64 [c] 66 [d] none

239 A person detected traveling with altered/defaced ticket/pass shall be dealt as per section \_\_\_ of Railway Act 1989.  
[a] 55 [b] 156 [c] 157 [d] none

240 When a passenger train is met with an accident, TTE should note and inform the Officer on special duty  
[a] Doctors available in his coach [b] railway staff available in his coach  
[c] number of passengers injured/dead [d] All

241 The check conducted in a particular station for a period of not less than 8 hours is known as \_\_\_\_\_

242 The check conducted in a section for a period of not less than 12 hours is known as \_\_\_\_\_

243 The check conducted with an object to fix or revise the target is known as \_\_\_\_\_.

244 The check conducted in a mid section by stopping train with detonators is known as \_\_\_\_\_.

245 The check conducted for 96 hours through out the Indian Railways is called as \_\_\_\_\_.