

(9300-34800)
GP-46001-

QUESTION BANK FOR CHIEF COMMERCIAL INSPECTOR

1. **What are the incentives and Awards scheme available on South Central Railway for implementation of Hindi.**
2. Who is a customer? What do you know about the customer satisfaction and customer care training
3. What is the importance of "Public Relations" in Railways and explain the Public Relation Organization in Zonal Railway.
4. Write short note on any three of the following
 - (i) Service Improvement Group.
 - (ii) Public Grievances redressal machinery
 - (xii) PNM
 - (xiii) Rail Road Coordination
 - (xiv) Natural Justice.
5. What is meant by e-ticketing? How e-reservation is made and how e-ticket can be cancelled?
6. Write about the rules regarding refund of fares on unused / partially used reserved / unreserved tickets.
7. Compare and contrast between any three of the following.
 1. Audit objection and Draft Paras
 2. Wharfage and Demurrage
 3. Waitlist passenger and RAC passenger
 4. Open delivery and Assessment delivery.
 5. SPTM and UTS
8. Write short note on any three of the following
 - (i) Railway claims Tribunal
 - (ii) Railway Rates Tribunal
 - (vii) Central Administrative Tribunal.
 - (viii) Service Improvement Group
 - (v) Advancement or postponement of Journey
9. Write short notes on any three of the following
 - (i) HOER
 - (ii) Leave Rules
 - (ix) Pass Rules
 - (x) Suspension
 - (xi) Compulsory retirement.

10. What are various Punishments to be imposed as Minor Penalties and Major Penalties? Write about the procedure of imposing major penalty under D&A Rules.
11. a. Which is the Official Language of Government of India and what is its Script and numerals prescribed?
b. What are documents to be issued in Hindi - English bi-lingual form under Section 3 (3) of OL Act, 1963 ?
c. How many members are in Parliamentary committee of Official Language and how they are elected?
12. a. What are the provisions of OL Act 1963 they are not applicable to Jammu and Kashmir ?
b. What are states come under Regions 'A' ,Region
c. What do you mean by proficiency in Hindi?
13. a. What do you mean by working knowledge in Hindi?
b. Who is responsible for use of Hindi and English for issuance of documents comes under Section 3 (3)?
c. Who is responsible to implement the Hindi in Government Offices?
