

SOUTHERN RAILWAY
COMMERCIAL DEPARTMENT
QUESTION PAPER FOR THE SELECTION OF INSTRUCTOR /COMMERCIAL IN
SCALE RS. 9300- 34800 & GRADE PAY RS. 4200/- AT ZRTI/TPJ

MAXIMUM MARKS:100
TIME : 3 HRS

PART-A:

I. WRITE YES/NO

ANSWER ANY 10: (EACH QUESTION CARRIES 2MARKS) (10X2=20)

Q.NO 1: Shri K.V.Narayanadas is the Chief Commercial Manager of Southern Railway.

- 2: All Sub-Urban stations are classified as "B" class station for the provision of Passenger amenities.
3. Carrying of inflammable articles in trains attracts punishment of 3years Imprisonment or Rs. 1000/- and or both.
4. MCO military Officers visiting station in uniform on duty to receive /send off Military passengers should purchase Platform tickets.
5. Released convict traveling on Jail Warrant cannot break journey.
6. Break Journey is not permitted for Rajadhani/Shadabdi Passengers.
7. Escort of Orthopaedically handicapped child below 5 years in SL class is eligible for 75% CONCESSION.
8. Rail Travel Coupon (RTC) is a voucher.
9. No duplicate ticket is issued for loss of RAC tickets after completion of chart.
10. An OPH concession form can be exchanged even when the Government doctor has written his name and registration number in ink. 2nd
11. A I class privilege pass holder is entitled for two berths in AC sleeper class by Rajadhani Express Trains.
12. A foreign national is eligible for senior citizen concession when the age criteria is fulfilled.
13. In 'e' ticketing procedure of IRCTC the valid travel authority is electronic reservation slip and original photo ID card of any one of the passengers.
14. Dry fish should be compulsorily packed with water proof material and outer with sound gunny bags.
15. At the exit gate ticket collectors are allowed to hand over the ticket back to the passengers after proper nipping , if demanded by the passenger.

II . FILL UP THE BLANKS:

ANSWER ANY 10: (EACH QUESTION CARRIES 2MARKS) (10X2=20)

1. Development charge for a sleeper class ticket beyond 500 Kms is Rs. -----
2. For Rajadhani /Shadabdi Express trains, fare should be rounded off to the next higher multiple of Rs.-----
3. Penalty for unsigned II class pass is Rs. -----

4. A II AC class check solder ticket holder is eligible for ----- Kg of Luggage free allowance.
5. Senior administrative Grade Officers of Railways are issued with ----- metal pass for their travel on duty.
6. PTO is valid for ----- months for return journey.
7. Coolie porter pass is valid for ----- months.
8. For permanent disability, OPH concession certificate issued to a person aged 35 years is valid for ----- years .
9. In Computerized reservation ticket, the Check digit consists of ----- digits.
10. Admitted debits upto Rs. ----- should be cleared by cash payment immediately.
11. ABR is taken as ----- entry in the Balance sheet.
12. Minimum weight condition for mangoes loaded in BCN/ BCNA/ BCNAHS/BCX wagon is ----- tonnes per wagons.
13. W.e.f 1.4.09 loading in VPH coach is allowed upto----- tonnes.
14. Verification fee verifying LTC travel details of UTS ticket is Rs. ----- per verification..
15. Application /TDR received by the refund office after stipulated 90 days period can also be considered on case to case and merit basis by the concerned officer on the powers delegated under the provision of -----

III. **EXPAND THE FOLLOWING :**

(EACH ONE MARK)

(10X1 = 10)

1. CONCERT
2. IVRS
3. CCRS
4. NTES
5. RTSA
6. ERS
7. TOLIC
8. ICV
9. PCDR
10. FTR

PART – B

ANSWER ANY FIVE (EACH QUESTION CARRIES 10 MARKS) (5X10=50)

1. Define "Accident " & 'Untoward incident' as per section 123,124& 124A of Railway ACT 1989.
2. The Commercial Department is responsible for the marketing and sale of transportation provided by Railways - Explain the role of various offices functioning in the commercial department.
3. a. Define Outstanding.
b. List the different types of Outstanding and measures taken to clear them at stations.
4. Do you agree with the concept of Model stations? If so, why?
What are the norms for categorization of stations? Explain the responsibilities of Dy.SMR/Commercial at Model Stations.

5. Explain details the areas to be checked when an inspecting official inspects
 - a. Manual Booking Office;
 - b. UTS locations;
 - c. PRS centres.
6. Explain in detail the rating Policy adopted by the Indian railways in Goods and Parcel traffic.
7. Write short notes on the following:
 - a) Booking of dangerous and radio active materials;
 - b) LAW
 - c) IRCTC
 - d) SPTM
 - e) Various incentive schemes
8.
 - a) List all the documents as per section 3 (3) of "Official Languages Act" that have to be issued in bilingual form.
 - b) Mention all the Hindi examinations available for the benefit of Railway staff duly explaining the awards given based on marks.

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