

Selection for the post of Complaints Inspector (ex-cadre)

Date of examination : 10.05.2011

Time : 3 hours (10.00 – 13.00 hrs.)

Total marks : 100

Part – I (50 marks)

(1) Expand the following :

5 x 2 = 10

- (a) CVC
- (b) SPE
- (c) DFCCCL
- (d) CRIS
- (e) RCF

(2) Choose the correct answer :

5 x 2 = 10

- (a) Tamilnadu comes under which one of the region under Official Language :
- (i) A (ii) B (iii) C (iv) D
- (b) Under RTI, every PIO will be liable for fine of Rupees per day for knowingly giving incomplete, incorrect, misleading information.
- (i) Rs.2500 (ii) Rs.250 (iii) Rs.1000 (iv) Rs.300
- (c) Office staff are classified as under HOER.
- (i) excluded (ii) intensive (iii) continuous (iv) no classification
- (d) The "LONG ON" in the case of continuous worker is :
- (i) over 10 hours (ii) over 8 hours (iii) over 12 hours (iv) 10 hours
- (e) A self propelled vehicle used for repairs in OHE is :
- (i) Tower wagon (ii) Ladder Trolley (iii) Moped Trolley
(iv) Cycle Trolley

(3) Write YES or NO :

5 x 2 = 10

- (a) Length of a BG ICF coach is 21.337 metres
- (b) Maximum speed of BG 8 wheeler Tower wagon in 100 kmph
- (c) Public Grievance Cell function under the control of SDGM
- (d) Entries in Registers / Service Books in Central Govt. offices located in "A" and "B" regions are required to be made in Hindi.
- (e) Free allowance on First 'A' pass is 70 kgs.

(4) Fill in the blanks :

10 x 2 = 20

- (a) Hajipur is the Headquarters of Railway
- (b) RTI Act came into force from (dd/mm/yy)
- (c) The official language of Arunachal Pradesh is
- (d) The highest Officer-in-charge of Commercial in Railway Board is
- (e) The post-retirement passes for minimum 25 years of service for Group 'A' and 'B' is
- (f) The maximum time for giving Information under RTI is hours for Information concerning the life and property of a person.
- (g) The 'Hindi Day' is celebrated every year on (dd/mm)
- (h) Maximum joining time allowed on Transfer account is days.
- (i) When 'C' class ISMD is to be moved, sanction of is required.
- (j) "Short off" in the case of "Continuous" category is less than hours.

Part – II 5 marks

Write short notes on the usage of Hindi in Commercial department at Divisional level.

Part – III 3 x 15 = 45 marks

Answer any THREE of the following :

1. How stations are classified for provision of Passenger Amenities ? What are the amenities that are to be provided at a Class "A" station ?
2. Railway is not only a Commercial organization, but also a Public Utility concern – Discuss.
3. What are the different sources of Complaints received in Railways ? When received, how they are dealt with ? Explain in detail until the File is closed.
4. To reduce Passenger Complaints, what are your suggestions for improvements in passenger interface area ?