

QUESTION PAPER FOR THE SELECTION OF ACM (Group-B) AGAINST 30%
(LDCE QUOTA)

PAPER-II

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Dated: 22.12.18

Time - 3.00hrs.

Max. MARKS - 150

All questions carry equal marks

Attempt any five (5) questions out of seven (7) questions

Q.1	(a) Describe ACM's power for imposing major penalty and suspension. (b) Describe different Major penalties as per D&AR Rules.	30 marks (15 marks each)
Q.2	Write short notes in 6 to 8 lines (any three) ✓(a) Inspection of a Retiring Room ✓(b) ATVM ✓(c) Child Care Leave (d) ICD (e) RORO system	30 marks (10 marks each)
Q.3	Write short notes on any three : ✓(a) Value Added Services ✓(b) Owner's Risk & Railway Risk ✓(c) DFCCIL ✓(d) Control Office Application (e) Right to Information Act.	30 marks (10 marks each)
Q.4	(a) What are the main causes for accrual of claims on Indian Railway? (b) What measures would you suggest to reduce claims and the role of RCT?	30 marks (15 marks each)
Q.5	(a) Which are the various categories of train services provided by Indian Railways which have different fare structure (e.g. Rajdhani, Mail/Express, Passenger etc.) (b) What are the main features of these services?	30 marks (15 marks each)
Q.6	What do you understand by Non Fare Revenue? What steps are being taken by Indian Railways for enhancing Non Fare Revenue?	30 marks
Q.7	(a) Briefly discuss the various conventional means of lodging complaints. (b) How are these complaints dealt with. (c) Which Directorate in Railway Board deals with Public Grievance Redressal.	30 marks (10 marks each)

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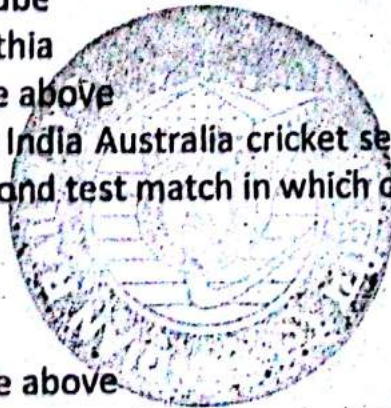
Q.1	<p>Answer following -</p> <p>(i) Who is the highest officer of the Commercial at Railway Board's level ?</p> <p>(ii) In which reference book the list of all IR stations is given?</p> <p>(iii) In which reference book the rules and regulations for passenger and luggage traffic is given?</p> <p>(iv) IRCA Coaching Tariff no. 26 Pt. II is reference for which fares?</p> <p>(v) For how many passengers can EFT be given?</p> <p>(vi) Write the full form of NRUCC.</p> <p>(vii) Write the full form of IVRS.</p> <p>(viii) Write the full form of PNR.</p> <p>(ix) How many days in advance the renewal of MST/QST may be done.</p> <p>(x) Bronze metal pass holder will get maximum of how many berths in AC 2 Tier.</p> <p>(xi) A male senior citizen will get how much concession in Executive class of Shatabdi Express.</p> <p>(xii) What is the cancellation charge on confirmed tickets booked under Tatkal Service?</p> <p>(xiii) What is the maximum limit (in Rs.) upto which CCO can settle claims?</p> <p>(xiv) In case of computerised redressal system in how many days complaints should be redressed.</p> <p>(xv) Name the authority whose permission is necessary to change the name of a Railway Station.</p>	30 marks (2 marks each)
Q.2	<p>Write short notes on any three:</p> <p>(i) Tatkal and Premium tatkal service</p> <p>(ii) Parcel Management System</p> <p>(iii) SMU & GMU as per Catering Policy</p> <p>(iv) Forwarding Note & Indemnity Bond</p> <p>(v) Diversion & Re-booking</p>	30 marks (10 marks each)

Q.3 Write the correct option:

30 marks (2 marks each)

- (i) What is the registration-cum-security deposit per coach for the reservation of a public special train.
- (A) 10,000
 - (B) 20,000
 - (C) 50,000
 - (D) None of the above
- (ii) What is the minimum distance for charge for reservation of Shatabdi train.
- A. 500 Kms.
 - B. 150 Kms.
 - C. 200 Kms.
 - D. None of the above.
- (iii) Who is the present General Manager of Northern Railway
- A. Shri T.P.Singh
 - B. Shri V.Chaube
 - C. Shri A.K.Puthia
 - D. None of the above
- (iv) In the current India Australia cricket series India lost the recent second test match in which city
- A. Perth
 - B. Sydney
 - C. Brisbane
 - D. None of the above
- (v) In which sport is Roger Federer associated with
- A. Golf
 - B. Tennis
 - C. Cricket
 - D. Foot-ball
- (vi) Istanbul is the capital of
- A. Ukraine
 - B. Turkey
 - C. Ethopia
 - D. Greece
- (vii) Malfunctioning of which of the following organ causes jaundice
- A. Stomach
 - B. Pancreas
 - C. Liver
 - D. Kidney

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(VIII) The first train in India ran in

- A. 1775
- B. 1804
- C. 1825
- D. 1853

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(IX) Which Railway Officer will give permission for film shooting on railway premises

- A. CPRO
- B. PCOM
- C. PCCM
- D. None of the above

(X) What amount of percentage of licence fee is normally increased in a Catering contract at the time of renewal

- A. 20%
- B. 10%
- C. 30%
- D. None of the above

(XI) What is the ex-gratia amount to be paid to the passenger who has been seriously injured in a train accident

- A. 50,000
- B. 20,000
- C. 10,000
- D. None of the above

(XII) What is the free-time for wharfage charge for goods traffic

- A. 12 hrs.
- B. 24 hrs.
- C. 36 hrs.
- D. None of the above

(XIII) Which type of tender is generally required for allotment of stall at stations

- A. Open tender
- B. Single Tender
- C. Limited tender
- D. None of these

(XIV) which will be treated as NSG1 category station based on annual passenger earning

- A. More than 5 hundred crores
- B. More than 2 hundred crores
- C. Upto 60 crores
- D. None of the above

(XV) Who permits the diversion of train load consignment

- A. CPTM
- B. PCOM
- C. PCSO
- D. None of the above

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Q.4	(क) हिन्दी दिवस कब और क्यों मनाया जाता है। (ख) निर्धारित हिन्दी परीक्षा पास करने पर किसी कर्मचारी को क्या-क्या प्रोत्साहन मिलते हैं? तथा क्या हिन्दी भाषी कर्मचारियों को भी निर्धारित परीक्षा पास करने पर कोई प्रोत्साहन देय है? (ग) राजभाषा और राष्ट्रभाषा में क्या अन्तर है?	30 marks (10 marks each)
Q.5	(a) Which are the various type of ticket checks conducted by the Railways? (b) Name the categories of staff in Commercial department who are required to declare private cash as per rules.	30 marks (15 marks each)
Q.6	Write three lines for each (any five) (i) DFCCIL (ii) Mission Raftar (iii) E-Payment (iv) Water vending machines (v) Blank paper ticket (vi) E-Catering (vii) Swachh Rail Swachh Bharat Mission	30 marks (6 marks each)
Q.7	What do you mean by Luggage? What type of items cannot be accepted as luggage	30 marks

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