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Question Bank for Chief Ticket Inspector in grade Rs. (9300-34800)
GP-4600/-

1. What are the functions of the Commercial Department? Describe duties of the Commercial Officers and staffs.
2. As a senior supervisor how will you motivate your sub-ordinate staff to perform more efficiently?
3. What are the types of Passenger Tickets?
4. Write about the general rules for exchange of various concessions on Indian Railways.
5. Write about the general rules for (i) reservation of berths & seats (ii) reservation of special Coach & (iii) reservation of special train
6. Write about the rules regarding refund of fares on unused / partially used reserved / unreserved
7. What are the causes of ticketless travel and give your suggestions to eradicate ticketless travel? What are the different types of checks conducted by the Ticket Checking organization?
8. What is meant by e-ticketing? How e-reservation is made and how e-ticket can be cancelled?
9. What is meant by Exceptional Data Report? What are the duties of ticket checking staff and reservation supervisors for arranging refund?
10. What is Railway Users' Consultative Committees? Describe its function.
11. What are the station outstandings? What is the process of clearing station outstanding? Explain.
12. What are the responsibilities of Commercial Department at the site of Accident? What are the duties of the ticket checking staff at accident site?
13. Write short notes on the following
 - a. Railway Claims Tribunal
 - b. Section 124A of IR Act, 1989
 - c. Central Administrative Tribunal
14. Write short notes on the following:
 - a. Tatkal Reservation Scheme
 - b. Up-gradation of Passenger Scheme
 - c. Emergency Quota
15. Write short notes on the following
 - a. NTES
 - b. IVRS
 - c. CRIS
16. Write short notes on the following
 - a. Service Improvement Group
 - b. Public Grievance Redressal Machinery.
 - c. PNM
17. Write short notes on the following
 - a. Hours of Work & Period of Rest
 - b. Leave Rules
18. Write about the features of ATM installations at Railway stations. Do Railways benefit by this? How?
19. What is Passenger Amenities? What are the norms for provision of Passenger Amenities at each category of stations? Explain.
20. What are the various frauds regarding passenger tickets and ticket checking in the Railways? What steps will you take to curb frauds being practiced by some railway men?
21. Write about the procedure of imposing major penalty under D&A Rules.
22. What are the incentives and Awards scheme available on South Central Railway for implementation of Hindi?
23. What are the various passes available in the Railways? Write with the entitlement criteria.

- 24. What is UTS? What are the advantages and disadvantages of implementing UTS on South Central Railway? Give your views.
- 25. What in your opinion are the common causes of public complaints? Suggest measures to avoid such complaints.
- 26. What is the importance of "Public Relations" in Railways and explain the Public Relation Organisation in Zonal Railway.
- 27. What are the constitutional provisions regarding implementation of Official Language Policy?

Objective type questions:

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Fill in the blanks:

1. Scheduled date for submission of Coaching Balance sheet by station is ____ of the month.
2. Error Sheets are prepared in ____ copies.
3. A public complaint is made in ____ copies.
4. No. of languages mandatory on IInd class unreserved printed card tickets are ____.
5. On a computerized reservation ticket PNR stands for _____.
6. Cash Remittance Note has one ____ foil and two ____ foils.
7. As a result of ____ check of traffic documents and returns rendered by stations, Error Sheets are issued by the Traffic Accounts Office.
8. ____ are deputed at Cash Office from Commercial Dept. to protect the interest of the station staff
9. Correction slips are issued by _____.
10. RDSO stands for _____.
11. CRIS stands for _____.
12. IRFC stands for _____.
13. IRCON stands for _____.
14. RITES stands for _____.
15. COIS stands for _____.
16. Soldier ticket is issued in exchange of military warrant No. _____.
17. ICCRP stands for _____.
18. HOR is presented at stations in ____ portions.
19. Check Soldier Ticket is issued in exchange of military warrant No. _____.
20. Accommodation for ladies must be reserved in trains as per section ____ of railways Act, 1989.
21. CONCERT stands for _____.
22. Reservation can be made ____ days in advance for foreign nationals.
23. Male persons found traveling in ladies compartment shall be prosecuted as per section ____ of Railway Act, 1989.
24. Drunkenness or nuisance upon a railway will be dealt as per section ____ of Railway Act, 1989.
25. The minimum cancellation charge on I class reserved ticket is Rs. _____.
26. Transfer of accommodation to other person is prohibited as per section _____.
27. A passenger should hold a ticket for a distance more than ____ km. to break the journey.
28. Free Allowance on IInd class season ticket is _____.
29. Season tickets may be renewed upto ____ days in advance of the date of expiry.
30. Market Vendor Season Tickets are issued upto a maximum distance of ____ km.
31. Validity period of identity card issued along with season ticket is ____ years.
32. Maximum number of break journeys allowed on a circular journey ticket is _____.
33. The check conducted with an object to fix or refix the target is _____.
34. Massive check is also known as _____.
35. Free allowance on MVST on outward journey is ____ kg.
36. Marginal allowance on AC Ist class ticket is ____ kg.
37. Guard certificate is prepared in _____.
38. Numerical code for Guard certificate is _____.
39. A person prosecuted as per section 142 of Railway Act is liable to pay a fine of Rs. _____.
40. Fine for occupying accommodation reserved for others is Rs. _____.
41. Exhibition and surrender of passes and tickets is governed by section ____ of Railway Act.
42. CR Note will be prepared separately, one for ____ and the other for _____.
43. Advance statement of gross earnings is a statement submitted by the stations to the ____ on the 11th and 21st of the same month and the 1st of the following month.

- 44. The Excess Fare Tickets are prepared in three foils with the aid of double sided carbon. The first foil is for _____, the second for _____ and the third for _____.
- 45. The Daily Train Cash Book-cum-summary is the complete record of all _____ earnings maintained at the stations
- 46. Traffic Cash Witness should sign the _____ of the CR note received from the station.
- 47. The Foreign Blank Paper Tickets are _____ coloured with a _____ wave band from _____ right-hand corner to _____ left-hand corner.
- 48. Excess Fare Tickets are issued to passengers found traveling _____ by the ticket checking staff in the trains or at stations.
- 49. Blank Paper Tickets are issued in exchange of _____.
- 50. Safety Surcharges are collected for every class of travel on _____ basis.
- 51. Separate class-wise accountal of the number of passengers booked and Safety Surcharge collected are maintained on _____ basis, _____ basis, _____ basis and _____ basis.
- 52. _____ received duly acknowledged by the Bank, will also be sent to Cash Office entered on CR Note
- 53. As a result of internal check of traffic documents and returns rendered by stations, _____ are issued by the _____
- 54. Error Sheets are prepared by carbon process in _____ copies. _____ copy/copies is/are filed in the Accounts Office and _____ copies are sent to Sr.DCM.
- 55. IRCA Coaching tariff No.25, part I, Vol.II contains _____.
- 56. Script of Rajbhasha is _____.
- 57. One copy of Error Sheets should be returned to the Traffic Accounts Office with all necessary documents by _____ within _____ days of receipt.
- 58. TIAs function under the control of _____.
- 59. The Railway Claims Tribunal was set up in _____ under the Railway Claims Tribunal Act, _____.
- 60. Compensation under the Passenger Insurance Scheme is settled by _____.
- 61. The head of the public grievance at Zonal level is _____.
- 62. The head of the Vigilance organization at Zonal level is _____.
- 63. On a circular journey ticket reservation charges are collected _____.
- 64. Non-issued tickets are sent to Accounts Office every day through _____.
- 65. The check conducted in a particular station for a period of not less than 8 hours is known as _____.
- 66. The check conducted for 96 hours through out the Indian Railways is called as _____.
- 67. CRS works under the Ministry of _____.
- 68. _____ is the chairman of DRUCC.
- 69. PTVM stands for _____.
- 70. Head of Public Relations at Zonal Railway is _____.
- 71. General Managers of Zonal Railways are provided with _____ metal pass.
- 72. The requisition portion of HOR retained at station is treated as _____.
- 73. Break journey is permitted on a single journey ticket issued for a distance more than _____.
- 74. Coaching tariff No. _____ contains rules for various concessions allowed on journey tickets.
- 75. Correct declaration of commodity should be done as per section _____ of Railway Act, 1989.
- 76. If the description of commodity declared is found to be false, penalty is imposed as per section _____ of Railway Act, 1989.
- 77. Break journey is allowed for animals after traveling a distance of _____ kms.

Multiple Choice Questions

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1. Head of Public complaints at Zonal level is
(A) CCM (B) COM (C) AGM (D) SDGM
2. General Managers of Zonal Railways are provided with _____ metal pass.
(A) Silver (B) Gold (C) Platinum (D) Diamond
3. HOR is issued to high officials such as
(A) CCM (B) FA&CAO (C) GM (D) Governor
4. Cloak-room charges per article for first 24 hours or part of is Rs. _____
(A) 10/- (B) 12/- (C) 15/- (D) 20/-
5. _____ contains details of various concessions allowed by Railways in fares.
(A) Coaching tariff Part I Vol I (B) Coaching tariff Part I Vol II (C) Coaching tariff Part II
(D) Coaching tariff Part III
6. RAC facility is not available in
(A) Sleeper class (B) AC 3-tier (C) AC 2-tier (D) AC FC
7. For every break journey, fresh _____ is payable
(A) safety surcharge (B) super-fast supplementary charge (C) reservation charge (D) clerkage
8. Transfer of certain tickets is prohibited as per section _____ of railways Act, 1989.
(A) 49 (B) 53 (C) 54 (D) 55
9. As per section _____ of Railways Act, 1989 exclusive accommodation must be provided for ladies by all passenger carrying trains.
(A) 54 (B) 58 (C) 59 (D) 60
10. Act which deals with the duty rosters to be given to a railway employee is _____
(A) Payment of wages Act (B) Workmen compensation Act (C) H.O.E.R (D) Company Act
11. Gents detected traveling in ladies compartment are liable for prosecution under section _____ of Railways Act
(A) 58 (B) 162 (C) 53 (D) 144
12. Minimum weight for charging luggage is _____ kg
(A) 10 (B) 20 (C) 30 (D) 50
13. Which of the following is a non-journey ticket
(A) CJT (B) EFT (C) BPT (D) Luggage ticket
14. Exhibition and surrender of passes and tickets is governed by section _____ of Railways Act
(A) 51 (B) 54 (C) 55 (D) 56
15. In computerized coaching refund scheme TTE prepares _____
(A) TCR (B) EDR (C) CDR (D) TDR
16. Compensation under the Passenger Insurance Scheme is settled by _____
(A) Sr.DCM (B) CCM (C) RRT (D) RCT
17. The monetary ceiling in declaring private cash for station staff is Rs. _____
(A) 200 (B) 250 (C) 500 (D) 750
18. Break journey can be permitted for those holding single journey tickets for distance more than
(A) 400 km (B) 500 km (C) 800 km (D) 1000 km
19. Concession fare shall be calculated on
(A) total fare (B) basic fare (C) reservation charges (D) none of these
20. Exchange of berths in the coach between passengers is
(A) not permitted (B) permitted with the knowledge of TTE (C) permitted on collection of Surcharge (D) none of these
21. No. of concessions allowed at a time is
(A) one (B) two (C) three (D) four
22. On a circular journey ticket reservation charges are collected
(A) once (B) no reservation charges (C) for each leg of journey (D) none of these
23. On a circular journey ticket super fast surcharge is collected

- (5)
- (A) once for any times of journey by super fast trains (B) no super fast surcharge (C) for each leg of journey by super fast train (D) none of these
24. Ticket Collector should enter the collected tickets in
(A) DTC book (B) TCR (C) TDR (D) none of these
25. Person found transferring his reserved ticket with business motive should be prosecuted as per section ___ of Railways Act, 1989.
(A) 141 (B) 142 (C) 143 (D) 144
26. The check conducted with an object to fix or revise the target is called ___
(A) Massive check (B) replacement check (C) CRB check (D) operational check
27. The minimum distance for charge in sleeper class is ___
(A) 100 km (B) 150 km (C) 200 km (D) 250 km
28. Maximum number of break journey allowed on a circular journey ticket is ___
(A) 5 (B) 8 (C) 10 (D) 12
29. Minimum number of coaches for a special train for public is ___
(A) 10 (B) 12 (C) 15 (D) 18
30. ___ is the complete record of all coaching earnings maintained at the stations.
(A) DTC- book (B) CR-Note (C) Station balance sheet (D) Cash book

Answers of the Objective questions:-

1. 12th
2. 4
3. 3
4. Three
5. Passenger Name Record Number
6. Block, Counter
7. Internal
8. Traffic Cash Witnesses
9. Zonal railways
10. Research Design & Standards Organization
11. Centre for Railway Information System
12. Indian Railway Finance Corporation
13. Indian Railway construction Corporation
14. Rail India Technical and Economic Services
15. Coaching Operated Information System
16. IAFI 1707
17. Identity Card cum Rail Pass
18. 2
19. IAFI 1752
20. 58
21. Countrywide Network of Computerized Enhanced Reservation and Ticketing
22. 360
23. 162
24. 145
25. 70
26. 53
27. 37.500

- (5)
28. 38.10 kg
 29. 10
 30. 150
 31. 5
 32. 8
 33. Replacement
 34. Operational Check
 35. 60
 36. 15
 37. Three
 38. COM 164 B
 39. 500
 40. 500
 41. 54
 42. Cash, Cash vouchers
 43. Traffic Accounts Office
 44. Accounts, Passenger, Record
 45. Coaching
 46. counter foils
 47. Pink, Red, Top, Bottom
 48. without ticket or with improper ticket
 49. concession orders, Police warrants and when printed card tickets are not available
 50. Per Passenger
 51. Daily, 10-day period, monthly, yearly
 52. Challan Note
 53. Error sheets, Accounts office
 54. 4, 1, 3
 55. rules for various concessions
 56. Devnagari
 57. Station, 7
 58. FA&CAO/WST
 59. 1989, 1987
 60. RCT
 61. AGM
 62. SDGM
 63. for every leg of journey
 64. CR Note
 65. Spot check
 66. CRB check
 67. Civil Aviation
 68. DRM
 69. Platform Ticket Vending Machine
 70. CPRO
 71. Gold
 72. Cash Voucher
 73. 500 kms
 74. Coaching tariff Part I vol II
 75. 66
 76. 163
 77. 320

Multiple choice questions:

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1. C
2. B
3. D
4. A
5. B
6. D
7. C
8. B
9. B
10. C
11. B
12. A
13. D
14. B
15. B
16. D
17. B
18. D
19. B
20. B
21. A
22. C
23. A
24. B
25. B
26. B
27. C
28. B
29. C
30. A