

EAST COAST RAILWAY

Question paper for the supplementary written examination for the selection of

ACM Group-B against 70% quota vacancy

Duration : 03.00 hrs

Full marks : 150

Date : 25.04.2012

Qualifying marks:90

Answer all questions.

Total pages = 4 (Four)

Marks for the questions are indicated against each

Note: Answers to the objective type question should not have correction of any type like cutting, overwriting, erasing, scoring off a ticked answer in multiple-choice and ticking another answer & modifying the answer in any way. In case the correction is made, that answer shall not be evaluated at all.

Q.1. Describe any three of the following in 500 words each:

- a) Forwarding Note b) UTS-cum-PRS
c) Dangerous Goods d) Cash Remittance Note
e) High Profit Yielding Commodities.

3 × 5 = 15

Q.2. What are the conditions for charging freight on through distance basis for a siding? Describe in brief the new Liberalized Siding Rules Policy.

10 + 5 = 15

Q.3. What steps will be taken by you to encourage work in Hindi on ECoR? Name various incentives/awards to implement the above steps.

10 + 5 = 15

(OR)

(a) Write short notes on the following (300 words each):

- i) UTS ii) IRCA iii) RDSO iv) CC+8 v) EDL

5 × 2 = 10

(b) Write full form of:

- i) AIRF ii) JCM iii) CLW iv) RITES v) RVNL

5 × 1 = 5

Q.4. Distinguish between Shunting charges and Siding charges. Explain in detail.

10

Q.5. (a) Discuss the rules regarding leasing of VP rakes.

(b) What is to be done if a parcel consignment of fish is received at a station unconnected?

Q. 6 Distinguish between the following:

a) Dangerous and Knapped goods.

b) UTS and PAS

c) RCT and RRT

d) 'Other coaching' and 'Sundry earnings'

e) PFT and Co-user facility

5x2 = 10

Q. 7. Write short notes on any five of the following:

a) DCRG b) Study Leave c) Bank Guarantee

d) PREM e) Gross traffic Receipt f) Wagon Registration Fee

g) HOER

h) Discounted Cash flow method i) Rate of Return

5x2 = 10

Q. 8 What are the duties of a Commercial Officer at the site of accident involving a passenger train and a coal carrying BOX 'N' rake?

10

Q. 9 Why and how is a major penalty awarded under D&A Rules 1968?

10

Q. 10 In what fashion can a passenger lodge his/her complaint regarding poor train services or a problem faced by him/her at a Station? In what way the IT (Information Technology) enabled them to do so effectively?

5+5 = 10

(OR)

What do you understand by HOR?

How are tickets booked and reserved under HOR?

5+5 = 10

Q. 11 What do you understand by the term Customer Care? Do you agree that 'customer is the king'; if yes, then how would you ensure it?

6+4 = 10

Q. 12 (a) What is the process of granting license for a cycle stand?

(b) What is e-payment of freight?

6+4 = 10

Q. 13. Describe reasons why coaching services are making losses. Is there any remedy to overcome this problem?

5+5 = 10