

SELECTION FOR THE POST OF COMPLAINTS INSPECTOR IN LEVEL 6 PAY MATRIX UNDER VII PC IN GENERAL BRANCH OF CHENNAI DIVISION AGAINST EX. CADRE VACANCY

Date : 13-02-2020
Time : 10.00 hrs.

Max. Marks : 100 marks
Duration : 02.00 hrs

INSTRUCTIONS FOR THE CANDIDATES

- a) "Candidates should write their name, designation, office, roll number/staff number, etc., ONLY in the space provided in the fly leaf and not in any of the page in the answer books or additional sheets".
- b) Any names/roll numbers or any other distinct symbols if found in the answer books or additional sheets, such papers will be disqualified.
- c) In the answers, no correction of any type is permitted. In case any correction is made, that answer shall not be evaluated at all for e.g., corrections made like (a) cutting (b) overwriting (c) erasing (d) scoring off a ticked answer and ticking another answer and (e) modifying the answer in any way will not be evaluated at all".
- d) The questions on Official Language are not compulsory and the evaluation will be made only in respect of questions for 100 marks.
- e) There will be negative marking for incorrect answers.
- f) The candidates are not allowed to keep mobile phone/electronic gadgets or any other documents/papers with them in the Examination Hall.
- g) Question No.1 to 100 are from Professional Subject. Questions from 101 to 110 are Optional, from Official Language. Candidate can choose only 100 questions out of 110.

- 1) Who is the head of Indian Railways in Railway Board?
a. Chairman, RRB b. CRB c. GM d. MRS
- 2) Who is the head of Southern Railway?
a. Chairman, RCT b. General Manager c. CRB d. CVO
- 3) Railway Board has been re-structured in 2019 on the basis of
a. Departments b. Functional Verticles c. Earnings d. Expenditures
- 4) Who is the Chief Vigilance Officer in Zonal Railways?
a. AGM b. SDGM c. GM d. PCCM
- 5) Indian Railways is organized in _____ Levels.
a. 2 b. 3 c. 5 d.6
- 6) Running staff in Railways are controlled by _____ department
a. Operating b. Mechanical c. Engineering d. Telecom
- 7) Brake Power Certificate (BPC) is issued by _____ department
a. Operating b. Mechanical c. Engineering d. Electrical

- 8) Tower car is under the control of
 a. Mechanical b. TRD c. TRO d. TRS
- 9) Signals were maintained by
 a. S&T department b. P&T department c. Stores department
 d. Engineering department
- 10) Which of the following is a permissive signal?
 a. Distant b. Home c. Gate d. Starter
- Choose the right choice:
- 11) RPF Complaints
 a. 139 b. 138 c. 182 d. 1098
- 12) Catering Complaints
 a. 139 b. 182 c. 1098 d. 1512
- 13) Child helpline
 a. 138 b. 182 c. 1098 d. 1512
- 14) Integrated Railway Helpline
 a. 138 b. 139 c. 182 d. 1098
- 15) State Police Helpline
 a. 1512 b. 182 c. 1098 d. 139
- 16) The complaints in Rail madad can be done within _____ days from the day of boarding
 a. 2 b. 3 c. 4 d. 5
- 17) Complaints in Rail madad can be done using
 a. PNR b. UTS Number c. FNR d. Both a & b
- 18) Complaints can be sent to the portal by
 a. SMS b. Integrated helpline c. Website d. All of the above
- 19) What is the limitation of words on the complaint?
 a. 500 words b. 1000 words c. 1500 words d. 2000 words
- 20) The complaint can be tracked in _____
 a. Website b. Application c. Both a & b
 d. Not possible to track
- 21) What does www in website address denote
 a. Word web ware b. Word wide web c. Whole world web
 d. Whole web word
- 22) What is PDF
 a. Portable document format b. Printable document format c. Portable data format
 d. Printable data format
- 23) What is a . dwg file

- 40) Grievance cell in Zone is headed by
 a. GM b. AGM c. PCCM d. SDGM
- 41) Grievance cell dedicated inspectors post are drawn from
 a. Mechanical b. Publicity c. Commercial d. Operating
- 42) Tweets to Railway Minister are taken into rail madad by
 a. PG cell of RB b. Twitter cell of RB c. Twitter cell of concerned zone
 d. CRIS
- 43) Manual Dak comprises of _____ % of total complaints
 a. < 2 b. > 10 c. > 15 d. None
- 44) The frequency of MCDO from Zones to Board after introduction of rail madad is _____
 a. Monthly b. Quarterly c. Half-yearly d. Annual
- 45) The passenger grievance review by ADRM's should be done one in _____
 a. 1 month b. 2 months c. 6 months d. 1 year
- 46) Major source for complaints after introduction of rail madad is _____
 a. 139 helpline b. Website c. App d. SMS
- 47) What are social media platforms, Railway complaints are lodged
 a. Instagram b. Facebook c. Twitter d. Both b&c
- 48) Rail madad was integrated as the sole complaints portal of Railways in
 a. 10-10-2019 b. 11-11-2019 c. 01-01-2020 d. 30-01-2020

Expand for followings:

- 49) ZRTI
 a. Zonal Railway Traffic Institute b. Zonal Railway Technical Institute
 c. Zonal Railway training institute d. Zurich Railway technical Institute
- 50) PRAN
 a. Personal Retirement Account Number b. Permanent Retirement account number
 c. Permanent Regulatory account number d. Pranie heeler
- 51) TPWS
 a. Train protection and warning system b. Ticket provision and window sales
 c. Ticket provider welfare scheme d. Train protection from weather system
- 52) IRWO
 a. Indian Railway welfare organization b. Indian Railway women's organization
 c. Indian Regulatory wing organization d. Indian Rotary women's organization
- 53) ACD
 a. Accident Causing Device b. Accident Curative Device
 c. Acetyl Choline Diester d. Anti Collision Device

Fill in the blanks:

- 54) Currency of Group D recruitment panel shall be for a period of _____ form the date of publication.
 a. 1 year b. 2 years c. 3 years d. 4 years

- 72) _____'s main purpose is to prohibit unauthorized access to your computer via the Internet
 - a. Spyware
 - b. Malware
 - c. Firewall
 - d. Popups

- 73) In Microsoft Word, shortcut for underlining the selected text is
 - a. Ctrl + I
 - b. Ctrl + U
 - c. Ctrl + M
 - d. Ctrl + L

- 74) Which of the following is not an Operating Language
 - a. Linux
 - b. Windows
 - c. Wordstar
 - d. UNIX

- 75) Expansion of CD is
 - a. Circular Disc
 - b. Compound Disc
 - c. Convenient Disc
 - d. Compact Disc

- 76) Software programme used to view a web page is called a _____
 - a. Browser
 - b. Anti Virus
 - c. Malware Defender
 - d. Link

- 77) What programme is used in MS Word to check the spellings?
 - a. SpellCheck
 - b. Outlook
 - c. Winamp
 - d. All of these

- 78) Which of the following is the most suited software for creating tables with figures, complex calculations etc?
 - a. Word
 - b. Excel
 - c. Paintshop
 - d. Powerpoint

- 79) Track fittings are purchased by :
 - a. Stores Department
 - b. Mechanical Department
 - c. Engineering Department
 - d. Traffic Department

- 80) The detailed distribution of budget allotment made to railway administrations is contained in ;
 - a. Yellow book
 - b. Green book
 - c. Pink Book
 - d. White Paper

- 81) If any retired railway employee, subsequently re-instated the non duty Period may be adjusted
 - a. Against leave due
 - b. Dies non
 - c. Duty
 - d. Any of the above

- 82) railway employee should not ordinarily be retired, if he would be retiring on superannuation
 - a. Within 6 months
 - b. Within 10 months
 - c. Within 1 year
 - d. None of the above

- 83) Break journey is not permissible in case of
 a. Transfer Pass. b. School Pass. c. Settlement Pass.
 d. Post Retd. Complimentary Pass.
- 84) How much Service (minimum) is required for Post Retired Complimentary Pass
 a. 20 years b. 25 years c. 15 years d. 33 years
- 85) How many break journeys are admissible in Privilege Pass?
 a. 6 nos. b. 7 nos. c. Any number (En-route)
 d. 5 nos.
- 86) On what routes Pass can be issued?
 a. Any route b. Shortest route & longest route but quicker
 c. Longest route. d. Shortest route with 30% of the longest route.
- 87) Split Passes are issued to which Railway Servant?
 a. Only Group 'A' service b. All Officers
 c. All Railway Servants (A, B, C & D) d. Only GM/AGM.
- 88) Break journey is not permissible in case of
 a. Transfer Pass b. School Pass. c. Settlement Pass d. Post Retd. Complimentary Pass.
- 89) New pension scheme is effective from
 a. 01.01.2004 b. 01.07.2004 c. 01.04.2004 d. None of these.
- 90) The contribution towards New Pension Scheme is
 a. @ 8% of pay b. @ 9% of pay c. @ 10% of pay d. @ 12% of pay
- 91) Who is the head of mechanical department in zone?
 a. PCME b. PCEE c. CRSE d. CMPE
- 92) Who is the head of Signal and Telecom department in zone?
 a. PCME b. PCEE c. CSE d. PCSTE
- 93) Who is the head of commercial department in division?
 a. Dy.CCM b. PCCM c. Sr.DCM d. CCO
- 94) Who is the head of ^{stores} commercial department in division?
 a. CMM b. Sr.DMM c. Sr.DMO d. Sr.DOM
- 95) Who is the in-charge of EMU trains in the ZONE?
 a. CELE b. CMPE c. PCME d. PCEE
- 96) Traffic accounts is working under?
 a. PFA b. PCOM c. PCCM d. CFTM
- 97) What is HRMS?
 a. Human Resource Management System b. Hostel Resource Management System
 c. Hotel Resource Management System d. None
- 98) Who is the current GM of SR?
 a. John Thomas b. Thomas Verghese c. A.K. Kulshreshta d. Vinod Yadav
- 99) Who is the DRM of Chennai
 a. Naveen Gulati b. Mahesh c. John Thomas d. Anupam Sharma

**KEY FOR THE OBJECTIVE TYPE QUESTIONS FOR SELECTION FOR THE POST
OF COMPLAINTS INSPECTOR IN LEVEL-6 HELD ON 13-02-2020**

- 01) b ✓
- 02) b ✓
- 03) b ✓
- 04) b ✓
- 05) b ✓
- 06) a ✓
- 07) b ✓
- 08) b ✓
- 09) a ✓
- 10) a ✓
- 11) c ✓
- 12) a ✓
- 13) c ✓
- 14) b ✓
- 15) a ✓
- 16) d ✓
- 17) d ✓
- 18) d ✓
- 19) b ✓
- 20) c ✓
- 21) b ✓
- 22) a ✓
- 23) d ✓

- 24) c ✓
- 25) c ✓
- 26) d ✓
- 27) b ✓
- 28) c ✓
- 29) d ✓
- 30) a ✓
- 31) a ✓
- 32) d ✓
- 33) a ✓
- 34) c ✓
- 35) d ✓
- 36) c ✓
- 37) b ✓
- 38) c ✓
- 39) b ✓
- 40) b ✓
- 41) c ✓
- 42) b ✓
- 43) a ✓
- 44) b ✓
- 45) a ✓
- 46) a ✓
- 47) d ✓
- 48) a ✓

- 49) c ✓
- 50) b ✓
- 51) a ✓
- 52) a ✓
- 53) d ✓
- 54) b ✓
- 55) b ✓
- 56) a ✓
- 57) c ✓
- 58) d ✓
- 59) b ✓
- 60) a ✓
- 61) b ✓
- 62) b ✓
- 63) b ✓
- 64) c ✓
- 65) d ✓
- 66) a ✓
- 67) b ✓
- 68) a ✓
- 69) a ✓
- 70) c ✓
- 71) c ✓
- 72) c ✓
- 73) b ✓
- 74) c ✓

- 75) d ✓
- 76) a ✓
- 77) a ✓
- 78) b ✓
- 79) c ✓
- 80) c ✓
- 81) c ✓
- 82) c ✓
- 83) a ✓
- 84) a ✓
- 85) c ✓
- 86) b ✓
- 87) c ✓
- 88) a ✓
- 89) a ✓
- 90) c ✓
- 91) a ✓
- 92) d ✓
- 93) c ✓
- 94) b ✓
- 95) c ✓
- 96) a ✓
- 97) a ✓
- 98) a ✓
- 99) b ✓
- 100) b ✓

- 101) a
- 102) d /
- 103) a /
- 104) a /
- 105) d /
- 106) b /
- 107) b /
- 108) a /
- 109) c /
- 110) c /

R. Siva
(R. SIVA)
Sr.DOM/MAS

52
57
99