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

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b c) d	 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". The questions on Official Language are not compulsory and the evaluation will be made only in respect of questions for 100 marks. There will be negative marking for incorrect answers. The candidates are not allowed to keep mobile phone/electronic gadgets or any other documents/papers with them in the Examination Hall. 					
*****	******	*****	****	****		
1)	Who is the head of Indian Rail	lways in Railway Board?				
	a. Chairman, RRB	b. CRB	c. GM	d. MRS		
2)	Who is the head of Southern E	Carling				
2)	Who is the head of Southern F a. Chairman, RCT	b. General Manager	c. CRB	d. CVO		
	a. Chaimail, 101	D. Ocheral Manager	c. Citib	u. 010		
3)	Railway Board has been re-stru	actured in 2019 on the basi	s of			
	a. Departments	b. Functional Verticles	c. Earnings	d. Expenditures		
-	Who is the Chi-CAT-II	Famin Zona) D. J.				
4)	Who is the Chief Vigilance Of a. AGM	b. SDGM	c. GM	d. PCCM		
*	a. HOM	D. ODOM	c. Om	u. I COM		
5)	Indian Railways is organized in	n Levels.				
	a. 2	b. 3	c. 5	d.6		
~	Duration at 66 2 D 3	not not had here a h				
6)	Running staff in Railways are of a. Operating	b. Mechanical	partment c. Engineering	d. Telecom		
	a operating	5. meenanicai	c. Engliteering			
7)	Brake Power Certificate (BPC)) is issued by d	lepartment			
	a. Operating	b. Mechanical	c. Engineering	d. Electrical		

	8)	Tower car is under the control of a. Mechanical	f b. TRD	(c. TRO	d. TRS
	9)	Signals were maintained by a. S&T department d. Engineering department	b. P&T department	c	c. Stores departs	ment
	10)	Which of the following is a perm a. Distant	issive signal? b. Home	c	c. Gate	d. Starter
1	11)	Choose the right choice: RPF Complaints a.139	b. 138	c	c. 182	d. 1098
	12)	Catering Complaints a.139	b. 182	c	c. 1098	d. 1512
	13)	Child helpline a.138	b. 182	- 0	c. 1098	d. 1512
	14)	Integrated Railway Helpline a.138	b. 139	c	c. 182	d. 1098
	15)	State Police Helpline a.1512	b. 182	c	c. 1098	d. 139
	16)	The complaints in Rail madad can a. 2	n be done within b. 3		ys from the day c. 4	of boarding d. 5
	17)	Complaints in Rail madad can be a. PNR	done using b. UTS Number	c	. FNR	d. Both a & b
	18)	Complaints can be sent to the po a. SMS	rtal by b. Integrated helpline	c	c. Website	d. All of the above
	19)	What is the limitation of words o a. 500 words	n the complaint? b. 1000 words	c	c. 1500 words	d. 2000 words
	20)	The complaint can be tracked in . a. Website d. Not possible to track	b. Application	c	c. Both a & b	
	21)	What does www in website addre a. Word web ware d. Whole web word	ess denote b. Word wide web	c	c. Whole world	web
	22)	What is PDF a. Portable document format d. Printable data format	b. Printable document	for	rmat c. Porta	ble data format
	23)	What is a . dwg file				

		a. Word	b. Picture	c. Database d. Drav	wing
	24)	How many days of LAP in a cale entitled to get?	endar year, a Permanent/	Temporary Railway servar	nt shall be
		a. 20 days	b. 15 days	c. 30 days	d. 45 days
	25)	H H			
	25)	How many days of LAP in a year a. 30 days	r, can be credited to an er b. 10 days	nployee? c. 20 days	d. 12 days
	26)	A female Railway employee shall a. 135 days	be entitled to maternity l b. 120 days	eave for c. 90 days	d. 180 days
	27)	For miscarriage, including abort a. 6 weeks	ion, what period of Mater b. 45 days	mity leave may be granted c. 7 weeks	1? d. 43 days
لا	28)	Paternity leave is admissible with a. 10 days	less than two surviving c b. 20 days	hildren for a period of c. 15 days	d. 25 days
	29)	Maximum days of leave on avera a. 120 days	ge pay that can be accum b. 180 days	ulated is c. 190 days	d. 300 days
	30)	LAP shall be credited to a Railwa a. 2 ¹ / ₂ days per month d. 1 ¹ / ₂ days per month	y servant at the rate of b. 3 days per month	c. 2 days per month	
	31)	How many days of LAP per year	can be credited to a scho	ool staff?	
		a. 10 days	b. 5 days	c. 7 days	d. 8 days
		How many days of LHAP can be a. 300 days	e accumulated to an emple b. 450 days	oyee in his service life? c. 600 days	d. unlimited
		A male Railway servant may be g a. Less than two	ranted Paternity leave hav b. One	ving surviving children? c. Four	d. Three
	24)	How many note of Salaral Days			
		How many sets of School Pass is a. 6 sets per year d. 5 sets per year	b. 4 sets per year	c. 3 sets per year	
	· ·	Maximum validity for a Privilege a. 3 months (Half-set) d. 5 months (Full-set)	Pass? b. 4 months (Full-set)	c. 2 months (Half-set)	
	36)	Attendants of Pass Holder is a. Part time servant d. Any person	b. Servant	c. Full time paid servant	
	37)	Maximum berth given for Reserv a. 6 berths	vation to Railway Officer b. 4 berths	on duty? c. 3 berths	d. 2 berths
	38)	Full form of P.T.O a. Personnel Ticket Order d. Pass & Ticket Order	b. Permanent Ticket Or	der c. Privilege Tick	et Order
	39)	Grievance cell in Division is head a. DRM	led by b. ADRM	c. Sr.DCM	d. Sr.DME

	40)	Grievance cell in Zone is headed a. GM	by b. AGM		c. PCCM	d. S	DGM
	41)	Grievance cell dedicated inspecto a. Mechanical	ors post are draw b. Publicity	n from	c. Commercial	d. C	perating
	42)	Tweets to Railway Minister are ta a. PG cell of RB d. CRIS	aken into rail mae b. Twitter cell c		c. Twitter cell of concerned zone		
	43)	Manual Dak comprises of a. < 2	% of total comp b. > 10	plaints	c. > 15	d. N	one
	44)	The frequency of MCDO from 2 a. Monthly	Zones to Board a b. Quarterly	after intro	duction of rail r c. Half-yearly	nadad is d. A	nnual
	45)	The passenger grievance review a. 1 month	by ADRM's sho b. 2 months	uld be do	ne one in c. 6 months	- d. 1	year
	46)	Major source for complaints after a. 139 helpline	r introduction of b. Website	frail mad	ad is c. App	- d. Sl	MS
	47)	What are social media platforms, a. Instagram	Railway complai b. Facebook	ints are lo	odged c. Twitter	d. B	oth b&c
	48)	Rail madad was integrated as the a. 10-10-2019 b. 11-11	sole complaints -2019	portal of c. 01-01		d. 30-	01-2020
	49)	Expand for followings: ZRTI a. Zonal Railway Traffic Institute 6. Zonal Railway training institute			l Railway Techn		
	50)	PRAN a. Personal Retirement Account I c. Permanent Regulatory account	Number		h Railway techn anent Retiremer e heeler		lber
	51)) TPWS a. Train protection and warning system c. Ticket provider welfare scheme 		b. Ticket provision and window sales d. Train protection from weather system			m
	52)	IRWO a. Indian Railway welfare organiza c. Indian Regulatory wing organiz			n Railway wome n Rotary women		
5	53)	ACD a. Accident Causing Device c. Acetyl Choline Diester			ent Curative De Collision Device		
	54)	Fill in the blanks: Currency of Group D recruitmen publication.					
		a. 1 year b. 2 year	cs	c. 3 year	S	d. 4 years	

55) Outstation allowance to running staff is admissible when detained at outstation for more than hours from the time of sign off. a. 8 b. 16 c. 24 d. 12 56) Temporary Railway Servant with one year continuous service may be granted extraordinary leave upto___ _____ without a medical certificate. a.3 months b. 6 months c. 9 months d. 12 months 57) The amount of natural calamity advance shall not exceed _ a. 2 months basic pay b. 1 month basic pay c. Allowances withdrawn in 7th PC d. None. 58) is competent to condone issues of pass by a longer route. a. AGM b. SDGM c. PCPO d.GM 59) Who is the appellate authority in Zonal level for RTI a. GM b. AGM c. SDGM d. DGM 60) Who is the appellate authority in Railway Board level for RTI a. ED/PG b. ED/PP c. ED/Catering d. PED/Coaching 61) Who is the CPIO at Zonal level for RTI a. PCPO b. DGM(G)c. DGM (law) d. SDGM 62) Who is the appellate authority in Divisional level for RTI a. Branch Officers b. ADRM c. DRM d. PRO 63) For the provision of passenger amenities, stations are classified on the basis of a. Number of passenger b. Earnings c. Standard of interlocking d. Number of trains 64) Passenger amenities provided in stations are broadly classified into _____ category. a. 1 b. 2 c. 3 d. 4 65) Which of the following amenities are minimum essential amenities a. Catering stall b. Parking c. Public address system d. Toilets 66) Which of the following amenities are desirable amenities a. Retiring room b. Waiting room c. Toilets d. Clock 67) Which of the following amenities are recommended amenities a. Retiring room b. Waiting room c. Toilets d. Clock 68) Who is the head of Railway Spokes person in Zone a. CPRO b. PCCM d. DGM c. GM 69) Self-replicating computer programs which modify other software without user consent by injecting themselves into the said programs are called a. Computer Virus b. Drones c).Module d. Bacteria 70) Which of the following comprise the input devices? a. Keyboard b. Mouse c. Both a & b d. Only a 71) To connect to the internet you may need which of the following devices?

a .Camera b. Mouse c. Modem d. External Hard Drive

72)'s	main purpose is to prohibit un	authorized access to you	ir computer via the Internet
a. Spyware	b. Malware	c. Firewall	d. Popups

- 73) In Microsoft Word, shortcut for underlining the selected text isa. Ctrl + Ib. Ctrl + Uc. Ctrl + Md. Ctrl + L
- 74) Which of the following is not an Operating Language
 - a. Linux
 - b. Windows

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- 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 bookb. Green bookc. Pink Bookd. 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 superannuationa. Within 6 monthsb. Within 10 monthsc. Within 1 year d. None of the above

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(83)	Break journey is not per a. Transfer Pass. d. Post Retd. Complime	b. School Pass.	of	c. Settlement Pass.	
84)	How much Service (mir a. 20 years	imum) is require b. 25 years	d for Po	st Retired Complimentar c. 15 years d.33 years	
85)	How many break journe a. 6 nos. d.5 nos.	eys are admissible b. 7 nos.	in Privil	ege Pass? c. Any number (En-roo	ute)
86)	On what routes Pass can a Any route c. Longest route.	n be issued?		test route & longest rout test route with 30% of th	
87)	Split Passes are issued to a. Only Group 'A' servic c. All Railway Servants (ce	b. All (Officers GM/AGM.	
(88)	Break journey is not per a.Transfer Pass			ement Pass d. Post Retd	l. Complimentary Pass.
89)	New pension scheme is a. 01.01.2004	effective from b. 01.07.2004		c. 01.04.2004	d. None of these.
90)	The contribution toward a. @ 8% of pay			s c. @ 10% of pay	d. @ 12% of pay
91)	Who is the head of mech a. PCME	hanical department b. PCEE	nt in zon	e? c. CRSE	d. CMPE
92)	Who is the head of Signa a. PCME	al and Telecom d b. PCEE	epartme	nt in zone? c. CSE	d. PCSTE
	Who is the head of com a. Dy.CCM	b. PCCM		c. Sr.DCM	d.CCO
94)	Who is the head of com a. CMM	mercial departme b. Sr.DMM	ent in div	ision? c. Sr.DMO	d. Sr.DOM
95)	Who is the in-charge of a. CELE	EMU trains in th b. CMPE	e ZONI	c. PCME	d. PCEE
.26)	Traffic accounts is work a. PFA	ing under? b. PCOM		c. PCCM	d. CFTM
97)	What is HRMS? a. Human Resource Mar c. Hotel Resource Mana			b. Hostel Resource Mar d. None	nagement System
98)	Who is the current GM a. John Thomas	of SR? b. Thomas Verg	these	c. A.K. Kulshreshta	d. Vinod Yadav
99)	Who is the DRM of Che a. Naveen Gulati	ennai b. Mahesh		c. John Thomas	d. Anupam Sharma

100) In MS-Word what is th a. Ctrl+a	he short cut for copy b. Ctrl+c	c. Ctrl+v	d. Ctrl+Z
101) What is the Official La a. Hindi	nguage of union of India? b. English	c. Tamil	d. Sanskrit
102) When was the Official 1 a. 1956	Languages act of 1963 am b. 1964	ended c. 1965	d. 1967
103) What is the Official Lar a. English	nguage of Arunachal Prad b. Hindi	esh c. Assamese	d. Bodo
104) Who is the Chairman o a. PM	f Central Hindi Committe b. Home Minister	e? c. President	d. Law Minister
105) What is the Lumpsum a a. 1600	award for passing pragya b. 1800	c. 2000	d. 2400
106) Who is the Chairman o a. ADRM	f DOLIC? b. DRM	c. Rajbhasha Adhikari	d. Sr.DPO
107) Who is the Chairman o. a. AGM	f TOLIC/Chennai b. GM	c. DGM	d. CPO
108) Which Ministry prepare a. Home affairs	ts the annual programme of b. Education	on Official Language c. Law	d. Social Justice
109)Which is the elementary a. Prabodh	Hindi course prescribed b. Praveen	for Central Government o c. Pragya	employees? d. Pradmic
110) How many Hindi cours a. One	es are prescribed for Cent b. Two	ral Government employe c. Three	es? d. Four

KEYF	OF COMPLAI	NTS INSPECT	OR IN LEVE	<u>JR SELECTI</u> L-6 HELD O	<u>ON FOR TH</u> N 13-02-2020
01)	b /				
02)	b /				
03)	b -				
04)	b _				
(25)	b /				
06)	a /				
07)	b 1				
08)	b 1				
09)	a 1				
10)	a				
11)	с,				
12)	a /				
13)	c 1				
14)	b /				
15)	a 1				
16)	d /				
17)	d /				
18)	d /				
19)	b /				
() 20)	с				
21)	b /				
22)	a .				
23)	d /				

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

24)	с	1			
25)	с	/			
	d				
26)		-			
27)	b	/			
28)	С	1			
29)	d	-			
30)	a	1			
31)	a	1			
32)	d	/			
33)	a	1			
34)	с	1			
 35)	d	1			
36)	с	1			
37)	b	-			
38)	с	/			
39)	b	/			
40)	b	/			
41)	с	/			
42)	b	,			
43)	a	,			
44)		1			
	b	-			
45)	a	1			
46)	a	1			
47)	d	1			
48)	a	1			

			7
			/
	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)	Ь	
	68)	a	
	69)	a /	
	70)	c /	
•		c ·	
	72)	c	
	73)	b /	
	74)	c -	

J.				
	75)	d /		
	76)	a /		
	77)	a /		
	78)	b ,		
	79)	c _		
	80)	c /		
	81)	c /		
	82)			
	83)	a		
	84)	a /		
	85)	c		
	86)	Ъ		
	87)	c /		
	88)	a /		
	89)	a		
	90)	c		
	91)	a -		
	92)	d		
	93)	c /		
	94)	b /		
	95)	c -		
	96)	a /		
	97)	a /		 7
	98)	a /		
	99)	b /		
	100)	b /		

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

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(R. SIVA) Sr.DOM/MAS

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