

प्रश्न कोश Question Bank

विषय Subject: वाणिज्य Commercial

Course: Group A Foundation Program

Type of Question: क्विज़ या वस्तुनिष्ठ Quiz or Objective (1 or 2 marks each)

Q1. निम्नलिखित का पूरा नाम लिखें . Write the full forms of the following:

- (a) डीटीसी (जी) DTC (G): _____
- (b) टीडीआर TDR: _____
- (c) एनटीईएस NTES: _____
- (d) टीएमएस TMS: _____
- (e) आइवीआरएस IVRS: _____
- (f) पीसीटी PCT: _____
- (g) पीआरएस PRS: _____
- (h) सीसीओ CCO: _____
- (i) एमएसटी MST: _____
- (j) टीटीई TTE: _____
- (k) आरसीटी RCT: _____
- (l) आरएमसी RMC: _____
- (m) जेटीबीएस JTBS
- (n) जीटीबीएस GTBS
- (o) आरटीएसए RTSA
- (p) पीएनआर PNR
- (q) एनआरयूसीसी NRUCC

- (r) जेडआरयूसीसी ZRUCC
- (s) डीआरयूसीसी DRUCC
- (t) SRUCC
- (u) टीएजी TAG
- (v) एलपीओ LPO
- (w) ईएफटी EFT
- (x) बीपीटी BPT
- (y) ईडीआर EDR
- (z) ईडी (सी व आईएस) ED (C&IS)
- (aa) आईआरसीए IRCA
- (bb) सीटीटीआई CTTI
- (cc) सीआरएस CRS
- (dd) यूटीएस UTS
- (ee) आईआरसीटीसी IRCTC
- (ff) एवीएम AVM
- (gg) सीसीटीवी CCTV
- (hh) एफओआईएस FOIS
- (ii) डब्ल्यूआरएफ WRF

Q2. State True or False against the following statements:

- (a) The highest official of Commercial department is Additional Member (Commercial).
- (b) Rates branch deals with distribution of Time Tables to all stations.
- (c) CPRO is necessarily a Commercial officer.
- (d) Permissible loading capacity of a compartment of a conventional air brake M/E coach SLR is 8 tones.

- (e) Military Tariff is related with concessions given to Military personnel to carry their household items through Railways.
- (f) Remittance of station earning is primarily the job of Accounts department.
- (g) Under PRS system, a station Master or an ASM cannot book tickets to passengers.
- (h) Red Tariff is published specially by the Railway Board.
- (i) Supplementary charge is collected from passengers for travel by certain super fast Mail/Exp trains.
- (j) The term Fare includes basic fare, supplementary charge and reservation fee.
- (k) No refund of fare in respect of lost or misplaced ticket is granted.
- (l) Under certain circumstances, TDR can be issued to a passenger without surrendering the ticket.
- (m) Foreign Railway RRs are issued for consignments being sent to stations beyond divisional territories.
- (n) Red Tariff is given the highest priority as Priority A traffic.
- (o) For booking motor cycle in parcel, packing of the same is done by the consignee concerned.
- (p) With installation of in-motion weigh bridges, weight is no more the factor for freight calculation.
- (q) At stations, unloading of goods consignment is supervised by the Station Master.
- (r) Under UTS, passenger booking offices are open round the clock.
- (s) Waitlisted passengers can board the train under approval of the Station Manager on duty.
- (t) The authority for framing Commercial Rules is vested in the IRCA.
- (u) The Railway Act was passed in the year 1889.
- (v) Refund is usually not made after the departure of the train running on time.
- (w) Conventional PRS ticket is issued to the passenger under I-Ticketing.
- (x) RTSA personnel can also book E-Tickets under approval of CCM.
- (y) Tatkal tickets are also issued against concession.
- (z) Dogs can be carried in AC first compartments.

Type of Question: **Difference between** (3 to 5 marks each)

Q1. Write difference between:

- (i) Rebooking and Diversion
- (ii) Open and Assessment Delivery
- (iii) Demurrage and Wharfage
- (iv) Railway Risk and Owners Risk
- (v) Undercharges and Overcharges
- (vi) Labeling and Marking
- (vii) EFT and BPT
- (viii) Consignor and Consignee
- (ix) Paid and To Pay
- (x) E-Ticketing and I-Ticketing
- (xi) Rake Load and Wagon Load
- (xii) Rating and Routing
- (xiii) Wait-listed and RAC Passengers
- (xiv) Lean season and Busy season
- (xv) Fare and Freight

Type of Question: *Short Notes* or **Definition** (2 to 4 marks each)

Q1. Write short notes on the following:

- (i) E-Payment
- (ii) RMC
- (iii) N.R. Cell
- (iv) Non-issued Ticket

- (v) Break Journey
- (vi) Platform Ticket
- (vii) Supplementary Charge
- (viii) Clerk age charge
- (ix) Cloak Room
- (x) Lost Property Office
- (xi) Minimum distance for charge
- (xii) Forwarding Note
- (xiii) Railway Receipt
- (xiv) D.D. Message
- (xv) Said to contain RR
- (xvi) I Bond Delivery
- (xvii) Wagon Registration Fee
- (xviii) Free time
- (xix) Working hours
- (xx) Business hours
- (xxi) Outstanding at station
- (xxii) Claims prevention
- (xxiii) In-motion Weighbridge
- (xxiv) Unconnected consignment
- (xxv) Refund
- (xxvi) E-Ticketing
- (xxvii) FOIS
- (xxviii) TMS
- (xxix) E-Payment
- (xxx) Railway Claims Tribunal (RCT)
- (xxxi) IRCTC

- (xxxii) Railway Rates Tribunal (RRT)
- (xxxiii) Indian Railway Conference Association (IRCA)
- (xxxiv) Monthly Season Ticket (MST)
- (xxxv) Railway Sidings
- (xxxvi) Unreserved Ticketing System (UTS)
- (xxxvii) Ticket Deposit Receipt (TDR)
- (xxxviii) Money Value Book
- (xxxix) Red Tariff
- (xl) Military Tariff
- (xli) Dangerous and Explosive consignments
- (xlii) Soldiers Ticket
- (xliii) Military Warrants
- (xliv) Indrail Pass
- (xlv) Izzat scheme
- (xlvi) Distance Table
- (xlvii) RTSA
- (xlviii) Tatkal scheme
- (xlix) Passenger Amenities
- (l) Leasing of SLR
- (li) Declaration of Personal cash by Commercial staff
- (lii) Scales of Parcel Booking
- (liii) Ex-gratia Payment
- (liv) Interim Relief
- (lv) Emergency Quota
- (lvi) Two point Rake

Type of Question: **Subjective or Descriptive** (5 to 6 marks each)

1. What are advantages of E-Ticketing? What is the future of it on the Indian Railways?
2. कोचिंग रिफंड होने के कारणों को लिखें .करने हेतु रेलवे क्या कर सकती इसे रोकने तथा कम है? Write the reasons of Coaching refunds. How can Railways prevent and minimize these?
3. Write the procedure of booking a parcel consignment? What precautions should a railwayman take in doing his part of job?
4. भारतीय रेलवे में माल बुकिंग की प्रक्रिया को लिखें .इसमें ली जाने वाली सावधानियों के विषय में भी लिखें .Write the procedure of booking of Goods Traffic in Railways. Also write precautions to be taken in this regard.
5. Write the main functions of Commercial department. What is its future role in Indian Railways?
6. Write the various book of reference, including IRCA Publications, of Commercial department and mention their relevance?
7. Write various types of concessions on Indian Railways passenger sector. Why are these given?
8. What is the procedure of claims settlement? How to prevent or minimize claims preferred by rail users?
9. Claims prevention is an important area in Railways. What steps can be taken towards it?
10. यूटीएस क्या है ? भारतीय रेल में यूटीएस के विशेष फायदों को लिखें , तथा इनमें सुधार हेतु सुझाव दें .What is UTS? Write specific advantages of UTS in the Indian Railways, and suggest improvements on it.
11. फॉरवार्डिंग नोट क्या है ? इसे कैसे सम्पादित किया जाता है, तथा एक रेलकर्मी को इसमें क्या सावधानियां तथा एहतियात बरतने चाहिये ? What is Forwarding Note? How is it executed, and what care and precautions a Railwayman should take while doing so?
12. किसी भी परेषण)कनसाइन्मेंट (का भाड़ा निर्धारण किन कारकों पर निर्भर करता है ? साथ ही, ऑनर्स रिस्क रेट)ओआर रेट (तथा रेलवे रिस्क रेट)आरआर रेट (के विषय पर भी लिखें .What are the factors on which freight chargeable for a consignment depends? Also, write about Owner's Risk rate (OR rate) and Railway Risk rate (RR rate).
13. प्रतीक्षरत यात्रियों के लिये भारतीय रेलवे को क्या कदम उठाने चाहिए ? What is RAC? What steps the Indian Railways should take to handle the waitlisted passengers?
14. रेलगाड़ी में वातानुकूलित यात्रा हेतु कितनी श्रेणियां होती हैं ? आज के दिनों में इनमें सुधार हेतु क्या करने चाहिए ? What are the different classes of AC accommodation in trains? How to improve these services in today's time for quality service delivery?

15. रेल यात्रियों के लिए परिचर की क्या सुविधाएं हैं ? What are the facilities of attendants provided for Railway Passengers?
16. बिना टिकिट यात्रा के क्या कारण हैं ? रेलवे को इसे रोकने हेतु क्या कदम उठाने चाहिये ?
What are the reasons for ticket less traveling? What should Railways do to check it?
17. Write about the 'Tatkal' scheme of ticket booking on the Indian Railways. What steps should Railways take to improve it?
18. Indicate the strengths of PRS on the Indian Railways. What are the areas of improvements, and what efforts to be made to avoid malpractices?
19. What are the various scales for luggage and parcel booking in Railways? Write their importance from marketing point of view.
20. How complaints and grievances of customers generate? What measures should be taken by Railways to handle and also to prevent them?