



ZONAL RAILWAY TRAINING INSTITUTE, SINI SOUTH EASTERN RAILWAY



COACHING THEORY (Question & Answer Format)



**Published
By
ZRTI/S.E.RAILWAY/SINI**

Disclaimer: This study material is only for the guidance of trainees. This material is not a rule book. For rules and policies, relevant circulars, manuals, codes, tariffs etc. may be referred to.

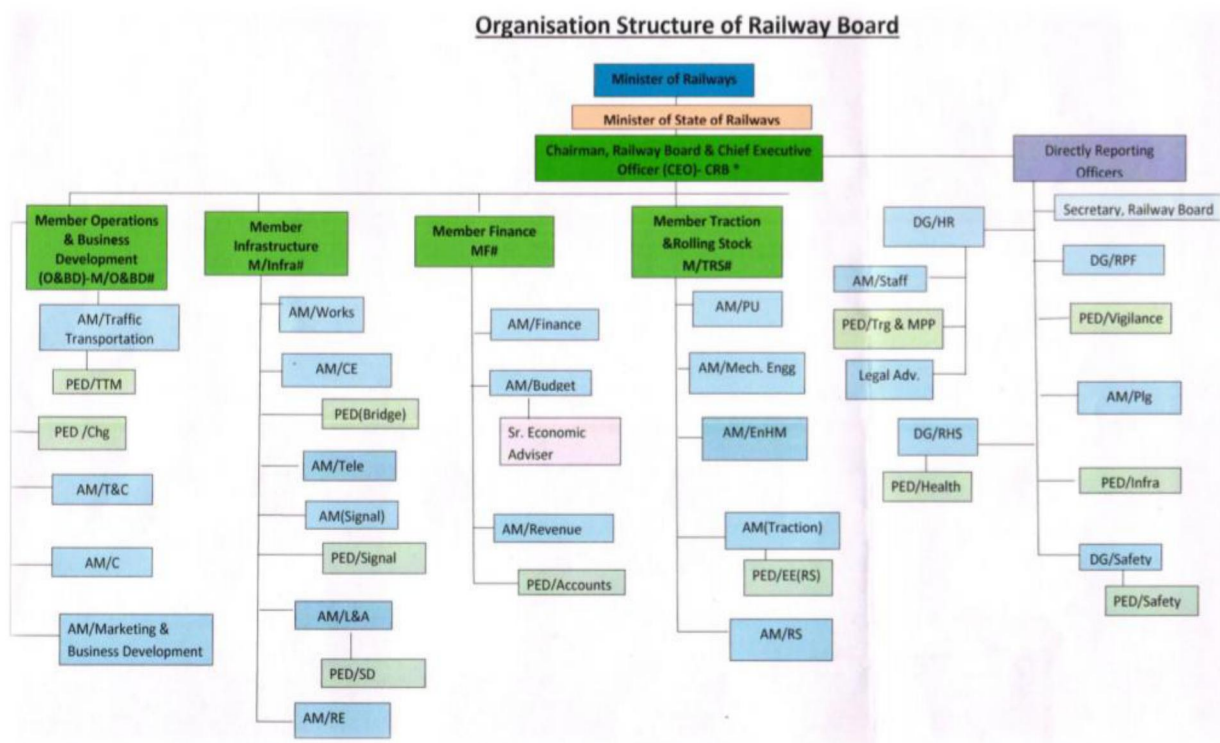
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INTRODUCTION TO RAILWAYS AND COMMERCIAL DEPARTMENT

Q.1. Describe the organisational structure of Commercial Department in Indian Railways.

Ans:-



The Ministry of Railways functions under the guidance of the Minister of Railways. The Railway Board comprising the "Chairman & CEO" and functional Members manages the day-to-day affairs and formulation of policy. Wide powers are vested in the Board to effectively supervise the running of the seventeen Zonal Railways (including Metro Railway/Kolkata), the Productions Units, Construction organisations and other Railway establishments. These are generally headed by General Managers. The Zones are further grouped into many operating Divisions for better management.

The "Chairman & CEO" functions as the head of the Board and ex-officio Principal Secretary to the Government of India. He is responsible for taking decisions in consultation with other Board members and advising the Government of India on Railway policy matters. The Members are separately in charge of matters relating to their departments. They function as ex-officio Secretaries to the Government in their respective spheres.

THE ZONAL / DIVISIONAL ORGANASTATION

Zonal Level:

- General Manager - Assisted by PHODs like PCCM, PCOM, PCPO, PCME, PCEE, etc.
- Commercial Department* - PCCM, CCM (PM), CCM (FM), CCM (PS), CCO.

Divisional Level:

- DRM - Assisted by ADRM, Sr.DCM, SR.DOM, Sr.DPO, Sr.DME, Sr.DEN, Sr.DEE, Sr.DFM etc
- Commercial Department*
- Sr. DCM - Assisted by DCM/ACM, Comm. Inspectors

Station Level:

Station Manager, Dy. Station Manager, Dy. Station Manager (Comml.), CTI, CS assisted by Commercial Clerks, ECRCs and TE/TTEs.

ORGANISATION OF COMMERCIAL DEPARTMENT

At the Railway Board level, the Commercial organization is headed by an Additional Member (Commercial) under Member Operations & Business Development. The Additional Member is assisted by Executive Directors, Directors/Joint Directors and Deputy Directors.

Various Directorates available at Board level are:

- Traffic Commercial (Rates), Passengers Marketing, Freight Marketing & Public Grievances those are headed by Executive Directors.
- Traffic Commercial (General) and Catering & Claims, headed by Directors.

At the Zonal level, Principal Chief Commercial Manager heads the Commercial department in the rank of Additional Secretary to the Government of India. He acts as the Principal Head of Department and is assisted by Officers in Senior Administrative grade/Junior Administrative grade/Senior Scale/ Assistant Scale.

The PCCM (PHOD) is assisted by:

- Chief Commercial Manager (Passenger Service) to deal with coaching traffic, passenger amenities, catering and vending services etc.
- Chief Commercial Manager (Passenger Marketing) to deal with Computerized reservation, clearance of passenger traffic, etc.
- Chief Commercial Manager (Freight Marketing) to deal with marketing of freight services and refund of fare/freight.

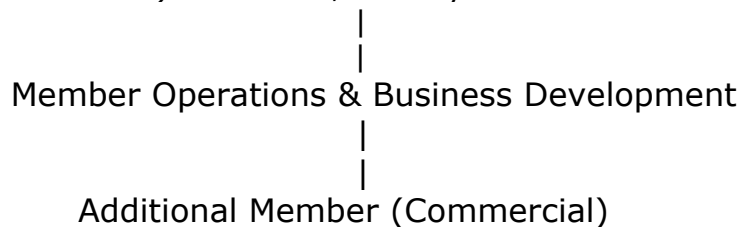
- Chief Claims Officer/Chief Commercial Manager (Claims) to deal with claims matters, claims prevention etc.

At the Divisional level, Sr. Divisional Commercial Manager heads the commercial branch with the assistance of Divisional Commercial Manager and Assistant Commercial Manager. They are working under the administrative control of Divisional Railway Manager and responsible to the Principal Chief Commercial Manager for efficient functioning of their respective disciplines (passenger, parcel and goods traffic) at the divisional level.

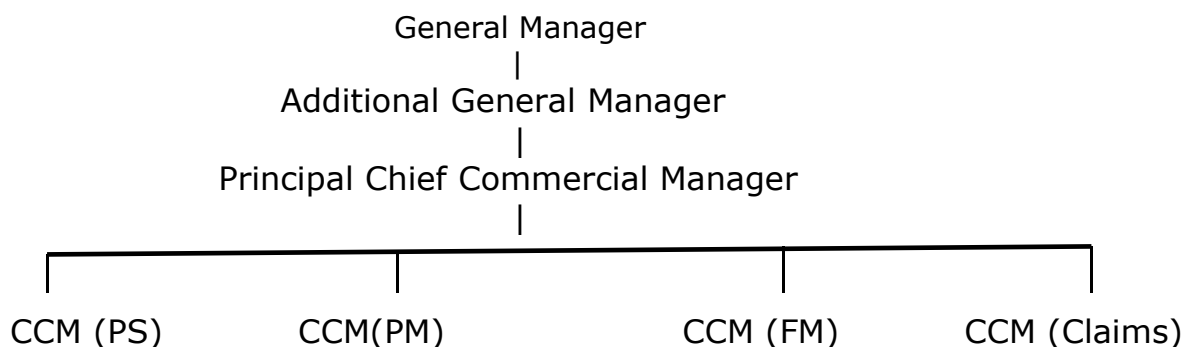
COMMERCIAL ORGANISATION

A. Railway Board Level

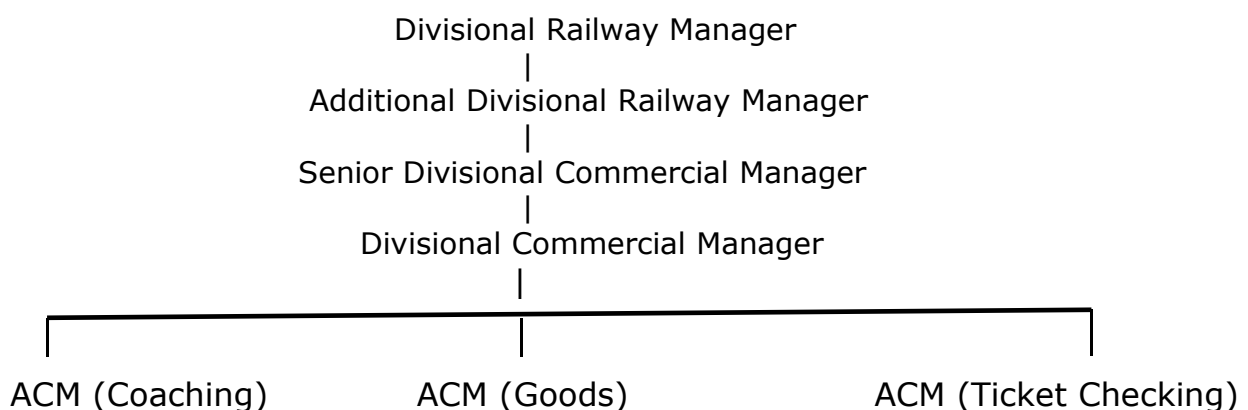
- a) Minister of Railways
- b) Minister of State of Railways
- c) Chairman, Railway Board



B. Zonal Level



C. Divisional Level



Q.2.What are the functions of Commercial Department? What are the duties of Commercial Staff?

Ans:-

Following are some of the functions of commercial department:

1. Sale of transportation provided by the railways.
2. Creating and developing traffic.
3. Securing and maintaining friendly relations with the traveling and trading public.
4. Cultivating good public relations.
5. Fixing of rates, fares and other charges.
6. Correct collection, accounting and remittance of traffic receipts.
7. Providing Passenger Amenities.
8. Settlement of claims and taking measures to prevent claims.
9. Addressing public complaints and taking measures to reduce them.
10. Checking of tickets at stations and in trains.
11. Traffic Survey.
12. Preparation and submission of periodic returns in due time.

Duties of Commercial Staff:

- All commercial staff should be well conversant with the relevant rules and regulations as given in various tariffs, codes, commercial manual and other manuals, books and circulars issued from time to time by railway administration for the performance of their respective duties.
- All commercial staff on duty must wear clean uniform, badge etc. and be smart in appearance.

Q.3. Discuss about Conduct of Commercial Staff.

Ans:-

- i. All commercial staff must be disciplined, obliging, helpful, alert and prompt.
- ii. All staff must furnish correct & necessary information to the passengers, if he/she could not able to do so, must direct to the official, who can be able to do so.
- iii. All commercial staff must look after the comfort of passengers specially women & child unaccompanied by male passenger.
- iv. All commercial staff must maintain a close watch on the movement of traffic & suggest ways to promote the flow of traffic to the railways.
- v. All staff must pay special attention towards the general cleanliness of station premises, platforms, refreshment rooms, waiting hall, retiring room, dormitory, bathrooms, lavatories etc.
- vi. All staff must give their name & designation without any hesitation while on duty if asked by any passenger.

- vii. No staff should accept gratuities or bribes from passengers or rail users.
- viii. Commercial staffs should not be in the state of intoxication and should not smoke on the station platform while on duty or in uniform.
- ix. Staffs must be well aware of the latest rules and circulars.
- x. The staffs must be disciplined and punctual at the time of duty and should not be rude towards the passengers.

Q. 4. What are the Various Reference books for coaching traffic?

Ans :-

1. Indian Railway Conference Association Coaching Tariff No. 26
Part I Vol I – *Rules for Conveyance of passengers and luggage.*
2. Indian Railway Conference Association Coaching Tariff No. 25
Part I Vol II- *Rules for Concessions given to Passengers and luggage.*
3. Indian Railway Conference Association Coaching Tariff No. 25
Part I Vol III- *Rules for parcels, animals and demurrage and Wharfage charges.*
4. Indian Railway Conference Association Coaching Tariff No. 26
Part II – *Passenger Fare Table.*
5. Indian Railway Conference Association Coaching Tariff No. 25
Part III – *Parcel and Luggage Rate table.*
6. Indian Railway Conference Association Coaching Tariff No. 24
Part IV – *Rate table for Motor Car and Motor Tractors.*
7. Indian Railway Commercial Manual Vol-I – *For Coaching tariff.*
8. Local Distance table.
9. Distance tables of other railways.
10. Map of Indian Railways.
11. Advance rate Notifications issued by Zonal Railways.

Q.5. What are the different classes in Coaching Trains?

Ans:-

There are 10 classes we have in coaching trains in Indian railways.

Srl/No.	Classes	Code
1	2 nd Class	II
2	2 nd Sitting	2S
3	Sleeper Class	SL
4	AC Chair Car	CC
5	AC 3 Tier	3A
6	AC 3 Tier Economy	3E
7	1 st Class	FC
8	AC 2 Tier	2A
9	AC 1 st Class	1A
10	Executive Class	EC

Q.6. Mention different types of trains in a table with classes available.

Ans:-

Srl/No	Types of Trains	Classes available
1.	Ordinary Train	II, SL, FC
2.	Mail Express Train	II, 2S, SL, CC, 3A, FC, 2A, 1A
3.	Super First Mail/Express Train	II, 2S, SL, CC, 3A, FC, 2A, 1A
4.	Rajdhani Express Train	1A, 2A & 3A
5.	Shatabdi Train	EC & CC
6.	Duronto Train	1A, 2A, 3A, 3E, SL & 2S
7.	Jan Satabdi Train	CC & 2S
8.	Garib Rath Train	3A & CC
9.	Yuva Train	CC
10.	Tejas Train	EC & CC
11.	Vande Bharat Train	EC & CC
12.	Gatimaan Train	EC & CC
13.	Mahamana Train	2S, SL, CC, 3A, FC, 2A, 1A

Q.7. Explain the features of the following Trains in short.

Ans:-

A. Rajdhani Express:-

1. These train runs from national capital to state capitals.
2. The fare structure is given separately in passenger fare table published by IRCA which does not include other charges i.e. reservation fee, supplementary charges, catering charges and GST.
3. Total fare is rounded off to next higher multiple of 5 rupees.
4. Three classes are available in these trains – AC first, AC – 2 tier and AC – 3 tier.
5. No concession is granted in these trains, except –
 - a) Sr. Citizen, b) Allopathic Doctors, c) Press correspondent, d) persons with disabilities (physically handicapped), e) Mentally retarded person, f) Persons with visual impairment with total absence of sight (Blind), g) Amateur artist, h) Police personnel of 60 years and above who has received President medal for distinguished service, i) Student artists of National school of Drama, New Delhi, j) PTO for railway employees.

B. Shatabdi Express :-

1. First Shatabdi Express train was introduced in 1988, by then Railways Minister Madhavrao Scindia to commemorate the birth centenary of Jawaharlal Nehru the first Prime Minister of India, between New Delhi and Jhansi Junction.
2. The fare structure is given separately in passenger fare table published by IRCA which does not include other charges i.e. reservation fee, supplementary charges, catering charges and GST.
3. Total fare is rounded off to next higher multiple of 5 rupees.
4. There are two classes available in these trains- AC Executive and AC Chair car.
5. No concession is granted in these trains, except – a) Sr. Citizen, b) Allopathic Doctors, c) Press correspondent, d) persons with disabilities (physically handicapped), e) Mentally retarded person, f) Persons with visual impairment with total absence of sight (Blind), g) Amateur artist, h) Police personnel of 60 years and above who has received President medal for distinguished service, i) Student artists of National school of Drama, New Delhi, j) PTO for railway employees.

C. Duronto Express :-

1. This non-stop service was started between selected cities in 2009-10. First Duronto Express ran between Sealdah & New Delhi.
2. The fare structure is given separately in passenger fare table published by IRCA which does not include other charges i.e. reservation fee, supplementary charges, catering charges and GST.
3. Some Duronto express are fully Air conditioned and some are partially Air conditioned.
4. There are seven classes available in this train. AC first, AC – 2 tier, AC-3 tier, AC chair car, Sleeper Class & Non AC Chair Car.
5. Total fare is rounded off to next higher multiple of 5 rupees.
6. Only a few selected concessions are granted in this train like Sr. Citizen, Press correspondent, persons with disabilities (physically handicapped) etc.

TICKETING

Q.1.What is a ticket? Name different type of tickets.

Ans:-

Ticket is an authority to travel or to enter into specific railway premises or to avail specific services.

There are two types of tickets:-

- a) Journey ticket
- b) Non journey ticket.

a) Journey Ticket:-

1. Printed Card Ticket:-

- (i) Single Journey ticket
- (ii) Return Journey ticket
- (iii) Child ticket
- (iv) PTO ticket
- (v) Check Soldier Ticket (CSK)
- (vi) Season ticket

2. Paper Ticket :-

- i) Blank Paper ticket
- ii) Excess Fare ticket
- iii) Special ticket
- iv) High Official Requisition
- v) ICRP
- vi) RTC
- vii) Indrail Pass
- viii) Soldier ticket
- ix) Circular journey ticket.

3. Computer Generated Ticket:-

- (i) UTS
- (ii) PRS
- (iii) ATVM
- (iv) I-Ticket
- (v) E-Ticket

4. Paper Less Ticket

- (i) MRM
- (ii) VRM
- (iii) Mobile Ticket (For Un-Reserved Journey)

b) Non journey ticket:-

- (i) Luggage ticket
- (ii) Platform ticket
- (iii) Retiring room ticket
- (iv) Dormitory ticket
- (v) HCD ticket
- (vi) Bed roll ticket
- (vii) Platform permit

Q.2. What is season ticket? Explain in details.

Ans:-

1. Season ticket is a journey ticket.
2. It is issued for journey on suburban and non-suburban sections.
3. It is issued for travel in *first class, second class & AC class (on specified sections)* only.
4. It is issued up to a maximum distance of *150* kilometers.
5. These tickets are issued for *monthly, quarterly, half yearly & yearly* periods.
6. A photo identity card is issued to season ticket holders at a cost of Re. 1/-.
7. It is valid up to 7 years or till it gets defaced, whichever is earlier.
8. Identity card contains name, age, sex, address and signature of the ticket holder.
9. A photograph should be firmly pasted in the place provided on Identity card.
10. The identity card is stamped/signed in such a way that half of the stamp/signature is on the photograph and other half is on the identity card.
11. In addition to the identity card issued by the railways, a photo identity card issued by any government agency such as Aadhar card, passport, driving license etc, is also accepted as identity card for season ticket.
12. The serial number of the identity card should be recorded on the season ticket.
13. The season ticket and identity card, both constitute the authority for travel.
14. Season tickets can be renewed upto 10 days in advance from the date of expiry. In such case, it will be made valid only after the date of expiry and not from the date of renewal.
15. After renewal, the old season ticket and new season ticket should be handed over to the party.
16. Season ticket is valid for travel by Ordinary & Mail/Express trains only. It is also valid by certain super fast/intercity express trains when it is specifically permitted.
17. Season ticket holders are not permitted to travel by reserved coaches and reserved trains.
18. Quarterly season tickets are charged at 2.7 times of monthly season ticket fare.
19. $HST \text{ basic fare} = MST \text{ basic fare} \times 5.4$
20. $YST \text{ basic fare} = MST \text{ basic fare} \times 10.8$

21. Children are charged at half of the adult fare subject to minimum fare.
22. Students, issued with monthly season tickets are charged at half of the normal adult season ticket fare. Students issued with quarterly season tickets are charged at 2.7 times of the student monthly season ticket fares.
23. For SC/ST students, monthly season tickets are issued on payment of 50% of normal student monthly season ticket fare and quarterly season tickets are issued on payment of 2.7 times of the SC/ST concessional fare of monthly season ticket.
24. Age limit for general student -25 years, SC/ST students -27 years and research scholars -35 years.
25. Persons with visual impairment with total absence of sight (Blind), Persons with hearing and speech impairment totally (both afflictions together in the same person) (deaf and dumb), mentally retarded and persons with disabilities (physically handicapped) are allowed 50% concession. Escort with these persons are also allowed 50% concession.
26. Season ticket fare is rounded off to next higher multiple of Rs. 5/-.
27. Minimum fare is not applicable when season tickets are issued on concession.
28. Superfast charges for season ticket are as follows:-

Class	MST	QST	HST	YST
Second	Rs. 225	Rs. 675	Rs. 1350	Rs. 2700
First	Rs. 675	Rs. 2025	Rs. 4050	Rs. 8100

29. Season ticket holders need not pay supplementary charge by such superfast trains whose total haulage distance from originating station to destination station is less than 325 kms.
30. Extension of journey on season tickets is permitted.
31. Free allowance and marginal allowance on season tickets is as follows.

Class	Free allowance	Marginal allowance
FC	15 Kg	5 Kg
II	10 Kg	5 Kg

32. Break journey rules are not applicable.
33. Season ticket is not valid unless it bears the signature or LTI of the ticket holder.
34. Season tickets are not transferable and duplicate ticket will not be issued.
35. Refund on season ticket is not allowed when traveled in lower class.
36. Refund on unused or partially used season tickets is not granted.

Q.3. Explain in details about Unreserved Ticketing system (UTS)

Ans:-

Under this system unreserved tickets are issued to passengers through computer.

Features –

1. This is an online system based on networking.

2. Through UTS, work of issuing unreserved ticket has been computerized.
3. In this system, ticket can be issued 3 days in advance for distances of more than 200 kms, and for distances upto 200 kms tickets can be issued on the day of journey itself.
4. Money receipts can be issued for TE / TTE cash and other miscellaneous cash received at booking office.
5. In case of presence of thin client, tickets can be issued uninterrupted even in case of link failure for upto 72 hours.
6. Hotkeys can be defined for stations with large ticket sale, due to which tickets to these stations can be issued quickly.
7. A unique UTS number is printed on the ticket.
8. Maximum 4 passengers can be booked on one UTS ticket.
9. There are 500 tickets in a UTS ticket roll.

Advantages to Railway -

1. Required information is readily available to officers and management.
2. Resources involved in indenting tickets and their accounting can be saved.
3. Expenses incurred on printing card tickets can be saved.
4. Chances of frauds are less.
5. Tickets can be issued faster.
6. Chances of mistakes are less.
7. Easy accounting of sale of tickets.

Advantages to the Passengers:

1. Reduction in queues at ticket booking counters.
2. More transparency in work.
3. Advance issue of tickets is a big benefit.
4. Ticket can be purchased from any window / counter.
5. Reduction in corruption.

Q.4. What are the particulars we can get from an UTS ticket? What are the duties of UTS operators?

Ans:-

The following particular are found on an UTS ticket:-

1. From and to stations
2. Route Via
3. Class of accommodation
4. UTS number (10 character alpha-numeric no.)
5. Date of journey
6. Distance in km.
7. Date and time of issue and machine number/counter number
8. Cash/Voucher amount (fare)
9. Train type
10. 8-digit pre-printed ticket number
11. 5- digit random number
12. No. of passenger (Adult and child separately)
13. Slash no. (last 4 digit of pre-printed ticket no.)
14. Travel authority and concessional code, if any
15. Alpha code of progressive totals of transaction made.

16. Date and time of issue of ticket.

Duties of UTS operator

1. During the charge over of the shift, the operator will pass an undertaking regarding the correct taking over of the UTS terminals, key boards and printers in the "taking/handing over" register.
2. He/She will check that the opening ticket number as prompted by the UTS on the terminal, physically tallies with the first ticket available in the printer.
3. He/She will enter the correct imprest cash and personal cash in the UTS.
4. He/She will check that all characters are legible and correct slash number is printed on the ticket before the same is issued to the passenger.
5. Booking operator should manually cross and deface all special cancelled, non-issued and the cancelled tickets.
6. Operator is solely responsible for the distance entered in the blank paper ticket.
7. He/She should ensure that a blank paper ticket is issued to a destination which has not already been fed in to the system database.
8. He/She should permit all cancellations across the counter after verification of the data available in the system.
9. The amount as displayed on the UTS screen is the same as acknowledged by the system through the summary generated by the terminal. In case of discrepancies, the supervisor should be called and the hard copies should be generated from the system.
10. In case of any failure and hard copy not being generated from the system, the cash of the shift should be deposited by the operator as per the coded alpha cumulative cash available on the next ticket stationary available on the printer. The problem should be brought to the notice of Railway Administration.

Q.5. Write short Notes:

A. Indrail pass: (DISCONTINUED SINCE 19.09.2017)

1. This is a special type of ticket which was used to be issued to following passengers :-
 - a) Foreign Tourists
 - b) Non Residential Indians
 - c) Indian spouse along with foreign tourist
 - d) Indian tourist guides with foreign tourists.
2. This ticket used to be issued only when the fare is paid in American dollars, Euro, or British Pounds, but on presenting Exchange certificate from RBI, it can be issued in Indian currency as well.
3. This ticket was used to be issued from important stations only. e.g. Mumbai, Kolkata, New Delhi, Chennai, Jaipur etc. or through General Sales Agents.
4. Passenger used to present valid Passport and Visa at the time of Purchase ticket.
5. Particulars of passport, age, sex, duration, fare, class etc. information were used to be mentioned on the ticket.

6. This ticket was used to be issued for various durations – 1/2, 1, 2, 3, 4, 7, 15, 21, 30, 60, & 90 days.
7. Validity of the ticket was 360 days. Journey could have been commenced any time within 360 days.
8. Date of commencement of journey used to be written in the specified column.
9. Validity of the ticket used to begin from the date of commencement of the first journey and would remain valid for the duration for which it has been issued.
10. Indrail pass holder could travel from any station to any station on Indian Railways.
11. Break Journey rules were not applicable to Indrail Pass Holders.
12. Supplementary & Reservation charges were not collected from the passenger.
13. Refund on unused passes used to be given in Indian Currency. No refund was granted on partially used passes.
14. The colour of pass was as under according to the class.
 - a) AC I - BLUE
 - B) First class - GREEN
 - c) II - ORANGE
15. First class Indrail Pass holders were permitted to travel in AC – II Tier, AC – III Tier and AC Chair Car. Second class Indrail pass holders were permitted to travel in Sleeper Class.

B. Cloak Room Ticket :-

- a) Cloak rooms are provided at some important stations for safe custody of passenger's luggage. When luggage is deposited in cloak rooms, this ticket is issued.
- b) This is in the form of numbered book.
- c) Each ticket has three foils and is prepared with the help of carbon:-

1. Record 2. Passenger 3. Label

- d) Passenger's name, address, ticket no, no. of items, date & time of depositing, etc. particulars are written on the ticket. Label foil is pasted on the luggage. Passenger foil is handed over to the passenger. At time of delivery, passenger foil will be collected & signature of the passenger will be taken on it.
- e) Only locked luggage is accepted in cloak room.
- f) To avail the facility of cloak room, passenger should mandatorily possess a journey ticket and valid Identity card.

g) Charges for cloak room are as under:

Duration	Rate
First 24 hours or part thereof	Rs. 15 per package
Next 24 hours or part thereof upto 7 th day	Rs. 20 per package

h) Formula for calculation of cloak room charges: -

Rate x no. of packages x Days (Each 24 hrs or its part to be treated as one day).

C. Locker Ticket :

- a) Lockers are provided at certain important stations for the storage of valuable articles of passengers. Charges for Lockers are as under:

Duration	Rate
First 24 hours or part thereof	Rs. 20 per package
Next 24 hours or part thereof	Rs. 30 per package

- b) Lockers are allotted for a maximum period of 7 days.
c) Articles of dangerous, explosives, offensive or perishable nature is not permitted to be kept inside the lockers.
d) At the time of allotment, the allottee should sign a deed of license and pay the security deposit for which a money receipt will be issued.
e) On release of the locker, the money receipt will be collected and security deposit refunded to the passenger.

D. Rail Travel Coupons for M.L.A / M.L.C. (R.T.C.)

1. On demand from Secretary of State Legislative Assembly / Council, coupon books are supplied by Railway Administration.
2. These coupon books are issued to members of State Legislative Assembly / Council by secretary.
3. While issuing the book, name of member, age, sex, constituency etc. particulars are written on the front page and the member has to sign there.
4. Coupons of different denominations are available in this book, in exchange of which tickets are issued on demand.
5. Members can travel in all trains including Rajdhani and shatabdi.
6. RTC has to be presented at the time of booking of ticket and the coupons are detached by the booking clerk from the book.

E. Break Journey Rules :

1. For availing the facility of break journey, Passenger must have a ticket for more than 500 kms.
2. First break journey can be availed after completing journey of 500 kms.
3. Only one break is permitted on tickets up to 1000 kms.
4. Two break journeys are permitted on tickets of more than 1000 kms.
5. Period of one break journey will be maximum 2 days excluding the date of arrival and departure.

6. Endorsement should be obtained at the time of breaking journey on an unreserved ticket. If detected travelling without endorsement, passenger will be treated as without ticket.
7. Passenger seeking break journey on reserved tickets should mention the name of stations where he wants to avail break journey on reservation form, so that reservation can be given up to that station.
8. Break Journey Rules will not be applicable to Railway free pass holders, Indrail pass holders, Circular journey ticket holders and season ticket holders.
9. Railway free pass holders can avail break journey at the stations mentioned on the pass.
10. Maximum 8 break journeys are permitted on circular journey tickets.
11. Waiting at an enroute junction station for a connecting train for less than 24 hours will not be treated as a break journey.
12. Break Journey is not permitted on tickets of Rajdhani / Shatabdi express trains, AC class & 1st Class tickets and on concessional tickets issued for specific purpose.
13. Break Journey is not permitted on single journey ticket on Suburban Section.

F. Jan Sadharan Ticket Booking Sevak (JTBS)-

JTBS are nominated by Railway administration for issuing tickets through UTS from outside Railway premises.

Main Features –

1. The age of applicant should be minimum 18 years.
2. Applicant should be a local person.
3. Only one application will be accepted from one person.
4. JTBS will issue tickets from his own premises and the work place should be approachable.
5. JTBS will charge Rs. 5/- per passenger as commission to renew season ticket.
6. JTBS will charge Rs. 2 per passenger as commission.
7. He will not issue tickets from station premises.
8. He will have to furnish daily, periodical and monthly reports to the serving station.
9. Initial period of contact will be 3 yrs.
10. He will bear cost of all equipments and office infrastructure.

G. STATION TICKET BOOKING AGENT (STBA)

STBA are nominated by Railway administration for issuing tickets through UTS from Railway Premises.

1. STBA is appointed on NSG 5 and NSG 6 category stations on commission basis.
2. Booking clerk will not be posted at a station where STBA is appointed.
3. The age of applicant should be minimum 18 years.
4. The minimum educational qualification of STBA must be 10th pass.

5. STBA's are allowed to issue ticket at railway station from railway premises.
6. STBA can issue only UTS tickets.
7. STBA has to deposit cash to the station master shift wise.
8. STBA gets commission from the Railways on the basis of monthly ticket sale amount.

H. YATRI TICKET SUVIDHA KENDRA (YTSK)

YTSK are nominated by Railway administration for issuing tickets through UTS & PRS from outside Railway premises.

1. The age of applicant should be minimum 18 years.
2. YTSK can issue UTS and PRS both type of tickets.
3. Time of work:
 - (i) General Reservation: From 08:15 hrs for all classes
 - (ii) Tatkal Reservation:
 - (I) From 10:15 hrs for upper class
 - (II) From 11:15 hrs for lower class
4. Service charge (Commission):
 - (A) ₹ 30 per passenger for SL and 2S
 - (B) ₹ 40 per passenger for AC and FC
 - (C) ₹ 2 per passenger for UTS ticket.
5. 50% percent of service charges (Commission) will be taken as service charge for cancellation
6. Initial period of contract will be 3 years for YTSK.

I. ICCRP (IDENTITY CARD CUM RAILWAY PASS)

1. ICCRP is issued to members of lok Sabha and Rajya Sabha.
2. These cards are green for members of lok Sabha and red coloured for members of Rajya Sabha MP.
3. Members are entitled to travel in 1st AC with his spouse and a companion in 2AC.
4. They are entitled to travel by any train without any distance restriction including Rajdhani /Shatabdi/ Duronto /Humsafar trains.
5. If MP is blind or handicapped, he is allowed to take one companion with him in AC first class.
6. All the charges are debited to parliamentary secretariat.

7. Break journey rules are not applicable for ICCRP.

J. HIGH OFFICIAL REQUISITION (HOR)

1. President, Vice-president, Prime Minister, Cabinet Ministers, Governors, Chief Justice, Chief of Army/Navy/ Air force, Speaker of Lok Sabha, Speaker of Rajya Sabha etc are enlisted as higher officials.
2. HOR is presented at booking office in two portions:
 - i) Requisition portion (inner)
 - ii) Acknowledgement Portion (outer)
3. The inner portion should be sent to cash office as voucher.
4. The outer portion should be handed over to the High Officials.
5. High Official Requisition is accounted separately in DTC book.
6. When High Official is detected with un- exchange HOR, a free EFT will be issued.

K. CIRCULAR JOURNEY TICKET

- A) It is a Special type of ticket.
- B) It is a Journey Ticket.
- C) It is of two types.
 - (i) Standard Circular Journey Ticket
 - (ii) Non Standard Circular Journey Ticket
- D) Circular Journey Ticket is issued from nominated stations only.
- E) Tour programme of Standard Circular Journey Tickets is prepared by Railway Administration, detail information of which is published in time tables.
- F) Tour programme of Non Standard Circular Journey Tickets is proposed by passengers, subject to fulfillment of all rules.
- G) Reservation charges will be collected separately for each leg of journey.
- H) Superfast charge will be collected once for entire journey.
- I) Maximum 8 break journeys are permitted in Circular Journey Ticket.

Q.6. Explain the Policy for calculation of Fare.

Minimum basic fare, Rounding off of Fare, minimum chargeable distance, Other Charges as per Class (Rs. Per Passenger) available on Indian Railway :				
Class	Minimum chargeable Distance K.M	Minimum Basic Fare (in Rs.) (exclusive of Reservation fee, supplementary charge, catering charge, GST etc.)	Reservation Fee (in Rs.)	Super Fast Charge (in Rs)
MAIL EXP. TRAIN				
Executive class	50	386	60	75
AC 1st (Peak Period)	300	1059	60	75
AC 1st (Lean Period)	300	998	60	75
AC 2nd (Peak Period)	300	625	50	45
AC 2nd (Lean Period)	300	605	50	45
1st Class Mail / Exp.	100	232	50	45
AC 3	300	440	40	45
AC ECONOMY	300	470	40	45
AC Chair Car	150	211	40	45
Sleeper Class M/ Exp.	200	124	20	30
2nd Class M/Exp.	50	30	15	15
ORDINARY TRAINS				
1st Class Ordinary.	10	45	50	--
Sleeper Class Ordinary.	200	78	20	--
2nd Class Ord (Suburban)	10	4	15	--
2nd Class Ord (Non Suburban)	10	3	15	--
2nd Class (MST)	10	100	--	225
1st Class (MST)	10	325	--	675
2nd Class (MST)	10	270	--	675
1st Class (MST)	10	880	--	2025

1. Above Minimum basic fares are applicable for both Adult & Child passengers, however not applicable for PTO & Concessional Fare.
2. Children under 5 yrs. of age will travel free of Charge.
3. Children of the age of 5 yrs. & under 12 yrs. of age will be charged half the adult basic fare (in unreserved classes/tickets).
4. Reservation fee as per class is applicable for both adult and child in full.
5. Superfast charge as per class is applicable for both adult and child equally, in Superfast M/Exp. Trains only.
6. In reserved classes, full fare will be levied even for child, when berth or seat is demanded by the passengers at the time of purchase of ticket.
7. In case of sitting reserved accommodation, full adult fare is applicable even for child.

Minimum fare for Rajdhani, Shatabdi, Jan shatabdi & Garibrath Trains

Class	Min Chargeable Distance	Min Basic Fare (in Rs.) (exclusive of Reservation fee, supplementary charge, catering charge, GST etc.)	Reservation Fee (in Rs.)	Superfast Charge (in Rs.)
RAJDHANI EXPRESS/ DURONTO EXPRESS				
AC 1st / Peak Season	300	1215	60	75
AC 1st / Lean Season	300	1145	60	75
AC 2nd / Busy Season	300	718	50	45
AC 2nd / Lean Season	300	695	50	45
AC 3 Tier	300	510	40	45
AC Economy	300	470	40	45
Sleeper Class	300	206	20	30
SHATABDI EXPRESS				
AC Executive	50	386	60	75
AC Chair Car	50	172	40	45
JAN SHATABDI EXPRESS				
AC Chair Car	50	172	40	45
2nd Class sitting	50	40	15	15
GARIBRATH EXPRESS.				
AC 3 Tier	100	154	40	45
AC Chair Car	100	122	40	45

Rounding off of fare

1. Fares for all classes except second class ordinary (Suburban): Chargeable fares, as obtained after adding miscellaneous charges like Reservation fee, Supplementary charges for superfast trains, catering charges, Goods & Service Tax (GST) etc. to the base fare, will be rounded off to the next higher multiple of Rs.5.
2. Second Class (Suburban) Fares: Chargeable fares for second class Suburban passengers, as obtained after adding miscellaneous charges like MUTP Surcharge (as and where applicable) etc. to the base fare, is rounded off to the next higher multiple of Rs.5, except that in cases where either '1' or '6' comes up as the last digit (i.e. in unit's place) it will be rounded off to the immediately lower multiple of Rs.5 i.e. 11, 21, 31, 41 etc. would respectively becomes Rs.10, 20, 30, 40 etc and Rs.6, 16,26,36 etc would respectively becomes Rs.5, 15, 25, 35 etc. And fare values ending in Rs.2, 3 or 4 would be rounded off to Rs.5 and those ending in Rs.7, 8 or 9 to Rs. 10 and so on and so forth.
3. GST @ 5% on total fare (except II, 2S & SL class) will be rounded off to next rupee.
4. Chargeable Fares of Season tickets, as obtained after adding miscellaneous charges like Supplementary charges for superfast trains, Goods & Service Tax (GST) etc. to the base fare will be rounded off to next higher multiple of Rs.5.
5. At the time of refund, Cancellation charges will be rounded off according to the train and class to the next higher multiple of Rs.5.

TICKETING (Multiple Choice Questions)

1. Facility of Break Journey is available on tickets of more than _____

- (A) 500 kms**
- (B) 700 kms
- (C) 250 kms
- (D) 1000 kms

2. Maximum how many Break Journeys can be availed on a ticket of 800 km?

- (A) 2
- (B) 3
- (C) 0
- (D) 1**

3. Maximum how many Break Journeys can be availed on a ticket of 1800 km?

- (A) 2**
- (B) 3
- (C) 0
- (D) 1

4. Break journey can't be done at a station before _____

- (A) destination station
- (B) station up to which reservation has been taken**
- (C) first junction station
- (D) last destination station.

5. Facility of Break journey is not available on _____

- (A) sleeper ticket
- (B) superfast train ticket
- (C) circular Journey ticket
- (D) AC class ticket**

6. Maximum how many Break Journeys can be availed on a single journey ticket?

- (A) 1
- (B) 2**
- (C) 3
- (D) 4

7. Maximum how many Break Journeys can be availed on a Circular journey ticket?

- (A) 2
- (B) 3
- (C) 5
- (D) 8**

8. Break Journey is not allowed on _____

- (A) privilege Pass
- (B) PTO
- (C) concessional tickets issued for specific purpose**
- (D) ICRP

9. Break journey at a station can be availed for a maximum period of _____

- (A) 2 days
- (B) 4 days
- (C) 48 hrs
- (D) 2 days excluding the day of arrival & departure.**

10. Halt at a junction station, for catching connecting train, will not be treated as break journey, if the period of halt is less than _____

- (A) 24 hrs**
- (B) 12 hrs
- (C) 48 hrs
- (D) 2 days

11. On a reserved ticket, declaration regarding Break Journey has to be given _____

- (A) at the time of boarding the train
- (B) after getting down at Break journey station
- (C) at the time of purchase of ticket**
- (D) at any time before reaching destination station

12. On an unreserved ticket, break journey endorsement has to be taken on ticket _____

- (A) at the time of boarding the train
- (B) after getting down at break journey station**
- (C) at the time of purchase of ticket
- (D) any time before reaching destination station.

13. For the purpose of calculation of validity of Circular Journey tickets, how many kms are treated as equivalent to 1 Break Journey days?

- (A) 400 kms or part thereof
- (B) 200 kms or part thereof**
- (C) 500 kms or part thereof
- (D) 250 kms or part thereof

14. Break journey facility is not available on _____

- (A) Rajdhani train ticket
- (B) Shatabdi train ticket
- (C) Duronto train ticket
- (D) All of the above**

15. Break journey facility is available on _____

- (A) E- ticket
- (B) Jan shatabdi Train ticket
- (C) Senior Citizen Ticket**
- (D) All of the above

16. JTBS will charge _____ as commission per passenger.

- (A) Rs. 5
- (B) Rs. 2**
- (C) Rs. 1
- (D) Rs. 10

17. _____ nos of additional counter is permitted for JTBS holder.

- (A) 1**
- (B) 2
- (C) 3
- (D) None of the above

18. JTBS charge _____ as commission for renewing a season ticket.

- (A) Rs. 1
- (B) Rs. 2
- (C) Rs. 5**
- (D) Rs. 10

19. Initial period of contract for JTBS will be _____ years.

- (A) 2
- (B) 5
- (C) 3**
- (D) 2

20. _____ types of tickets shall be issued by ATVM

- (A) Reserved
- (B) Unreserved**
- (C) Both
- (D) None of the above

21. ATVM smart card can be recharged up to maximum limit of _____ per passenger.

- (A) Rs. 500
- (B) Rs. 1000**
- (C) Rs. 1500
- (D) Rs. 2000

22. Initial period of contract for YTSK is _____.

- (A) 3 years**
- (B) 2 years
- (C) 1 year

(D) None of the above

23. STBA can issue _____ type of tickets.

(A) reserved

(B) unreserved

(C) reserved & unreserved

(D) None of the above

24. The applicant for STBA must be of atleast _____ years of age.

(A) 21

(B) 18

(C) 25

(D) None

25. Contact period for STBA is _____ years

(A) 1

(B) 2

(C) 3

(D) 4

26. Commission is paid to STBA on the basis of _____ sales of tickets.

(A) daily

(B) weekly

(C) monthly

(D) none of the above

27. Selection of STBA can be done by a tender committee comprising of _____ no of officers.

(A) 2

(B) 3

(C) 4

(D) 1

28. STBA can be appointed at _____ category stations.

(A) NSG 5

(B) NSG 6

(C) NSG 5 & NSG 6

(D) None

29. The applicant age for JTBS should be minimum of _____ years.

(A) 20

(B) 18

(C) 21

(D) none of the above

30. JTBS are nominated by railway administration for issuing_____ tickets.

- (A) UTS**
- (B) PRS
- (C) UTS & PRS Both
- (D) None of the above

31. One time deposit of _____ is deposited by JTBS applicant as bank guarantee.

- (A) Rs. 5000
- (B) Rs. 20000
- (C) Rs. 15000
- (D) Rs. 25000**

32. Security deposit of _____ shall be deposited by the selected STBA.

- (A) Rs. 5000.**
- (B) Rs. 10000
- (C) Rs. 15000
- (D) Rs. 20000

33. Bank guarantee of _____ shall be deposited by the selected STBA.

- (A) Rs. 15000
- (B) Rs. 20000**
- (C) Rs. 25000
- (D) Rs. 30000

34. Minimum commission paid to STBA is _____

- (A) Rs. 1000
- (B) Rs. 500**
- (C) Rs. 1500
- (D) Rs. 2000

35. Minimum educational qualification of STBA applicant can be relaxed by_____

- (A) Sr. DOM
- (B) Sr. DCM**
- (C) Sr. DFM
- (D) Sr. DPO

36. For non-availability of STBA, minimum penalty of _____ per day may be imposed.

- (A) Rs. 1000
- (B) Rs. 500**
- (C) Rs. 200
- (D) Rs. 100

37. Minimum educational qualification of STBA applicant is_____

- (A) 6th pass
- (B) 8th pass**

(C) 10th pass

(D) 12th pass

38. Contract period of YTSK is_____ years.

(A) 4 years

(B) 3 years

(C) 2 years

(D) 1 years

39. YTSK can issue_____ type of tickets.

(A) reserved

(B) unreserved

(C) both reserved & unreserved

(D) None of the above

40. YTSK will charge _____ per passenger as commission for issuing SL class ticket.

(A) Rs. 20

(B) Rs. 30

(C) Rs. 40

(D) Rs. 50

41. YTSK will charge _____ per passenger as commission for issuing 2AC class ticket.

(A) Rs. 30

(B) Rs. 40

(C) Rs. 50

(D) Rs. 60

42. YTSK will charge_____ per passenger as commission for issuing unreserved ticket.

(A) Rs. 4

(B) Rs. 5

(C) Rs. 2

(D) Rs. 1

43. System access charge of _____ per terminal will be paid by YTSK to railway administration.

(A) Rs. 1 lakh

(B) Rs. 1.6 lakhs

(C) Rs. 2 lakhs

(D) Rs. 2.4 lakhs

44. YTSK will charge _____ per passenger as commission for issuing AC chair car ticket.

(A) Rs. 20

(B) Rs. 40

(C) Rs. 30

(D) Rs. 50

45. In which year STBA has been introduced in Indian Railway?

(A) 2013

(B) 2014

(C) 2015

(D) 2016

46. Cloak Room ticket is prepared in____ copies.

(A) 2

(B) 3

(C) 4

(D) 5

47. Cloak Room charges for first 24 hrs or its part is _____ per package.

(A) Rs. 10

(B) Rs. 15

(C) Rs. 20

(D) Rs. 25

48. Cloak Room charges for each subsequent 24 hrs or its part thereof is_____per package.

(A) Rs. 15

(B) Rs. 20

(C) Rs. 25

(D) Rs. 30

49. Packages can be kept for a maximum period of _____days at Cloak Room.

(A) 07

(B) 15

(C) 30

(D) 60

50. Locker charges for first 24 hrs or its part is_____ per Locker.

(A) Rs. 10

(B) Rs. 20

(C) Rs. 30

(D) Rs. 40

51. Locker charges for each subsequent 24 hrs or its part is _____ per Locker.

(A) Rs. 20

(B) Rs. 30

(C) Rs. 40

(D) Rs. 50

CONCESSIONS

Q. 1. Explain the general rules for Concessions.

Ans :-

1. At a time, only one concession can be granted to a person.
2. Concession is not given on ordinary fares except in case of PTO.
3. Concession is given only in basic fare and not in other charges like – Reservation Charge, Supplementary Charges etc.
4. Break Journey is not permitted on concession tickets issued for specific purpose.
5. Concessions can be availed at booking counter or online only. Ticket checking staff can't grant any concession.
6. Concession is not provided on tatkal/premium tatkal ticket.
7. After giving concession, minimum basic fare is not applicable.
8. Concessional tickets are not considered under up-gradation scheme.
9. Child ticket is not a concession.

Q.2. Discuss some of the concessions provided to passengers by Railways.

Ans:-

Railways provide travel concessions to various categories of travellers like cancer patients, teachers, sports persons etc. Following are some of the concessions provided by Indian Railways to the passengers.

Sl. No.	Category of persons	Element of concession	Purpose of travel	Authority required for availing concession
1.	Person with visual impairment with total absence of sight (with or without escort)	50% in 1AC & 2AC and 75% in IInd, SL, 3AC, FC & AC Chair Car. 25% in 3AC and CC of Rajdhani/Shatabdi trains	Any purpose	Certificate issued by a Govt. Doctor in prescribed proforma or unique photo identity card issued by Railways for the purpose of concession
2.	Thalassemia patients travelling alone or with an escort	75% in II, SL, FC, 3A, CC & 50% in 1AC & 2AC	Visiting recognised hospital for treatment/periodical check up and return	Certificate in prescribed form issued by Officer-in-charge of the concerned recognised hospital

3.	IMMUNO-compromised patients	50% in 2 nd class only	Travel for treatment at nominated Anti-Retroviral Therapy Centres and return.	Certificate in prescribed form issued by Officer-in-charge of the concerned Anti-Retroviral Therapy Centres
4.	Teachers honoured with National Award by President of India	50% in 2 nd class and SL	Any purpose	Copy of identity card issued by District Education Officers
5.	Recipients of Dronacharya Award of eminent coaches	50% in 2 nd class and SL	Any purpose	Copy of identity card issued by Sports Authority of India
6.	Heart Patients alone or with an attendant (for both)	75% in II, SL,FC, 3A, CC & 50% in 1AC & 2AC	Travelling for heart surgery in recognised hospital & return.	Certificate issued by Officer-in-charge of a recognised hospital in prescribed proforma
7.	Cancer patients alone or with an attendant (or both)	FOR CANCER PATIENT- 100% in AC 3 Tier & SL, 75% in IInd/FC/AC Chair Car and 50% in AC 1 st class & AC 2 Tier. FOR ESCORT- 75% in IInd, SL, FC, AC 3 Tier & AC Chair Car and 50% in AC 1 st class & AC 2 Tier.	Travelling for treatment/periodical check up or admission in a recognised hospital and return.	Certificate issued by Officer-in-charge of a recognised cancer hospital/sanatorium clinic in prescribed proforma
8.	Kidney patients travelling alone or with an escort	50% in 1AC & 2AC and 75% in IInd, SL, 3AC, FC & AC Chair Car.	Travelling for the purpose of dialysis/kidney transplant operation.	Certificate issued by Officer-in-charge of a recognised hospital/Institution
9.	Senior Citizen: a) Male of 60 years of age & above. b) Female of 58 years of age & above.	a) 40% in all classes including Rajdhani, Shatabdi, Janshabdi b) 50% in all classes including Rajdhani, Shatabdi, Janshabdi	Any purpose	Passenger must carry documentary proof of age during travel.

CONCESSIONS (MULTIPLE CHOICE QUESTIONS)

- 1) Concession is always given on _____
- (A) total fare
 - (B) G.S.T
 - (C) base fare**
 - (D) None of the above
- 2) _____ concession is granted to blind passengers in AC first Class.
- (A) 40%
 - (B) 50%**
 - (C) 60%
 - (D) 75%
- 3) _____ concession is granted to blind passengers in SL Class.
- (A) 40%
 - (B) 50%
 - (C) 60%
 - (D) 75%**
- 4) Blind passenger can travel _____
- (A) with Escort
 - (B) without Escort
 - (C) with or without escort.**
 - (D) none of the above
- 5) Season Ticket will be issued to blind person on concession of _____
- (A) 40%
 - (B) 50%**
 - (C) 60%
 - (D) 75%
- 6) Temporary physical disability certificate is valid for _____ from date of issue.
- (A) 5 Years**
 - (B) 10 Years
 - (C) 15 Years
 - (D) 20 Years
- 7) Validity of Certificate for heart patient issued by medical Officer is _____
- (A) 3 Months**
 - (B) 4 Months
 - (C) 5 Months
 - (D) 6 Months

8) Validity of Certificate for Cancer patient issued by medical officer is _____

(A) 1 year

(B) 2 years

(C) 3 years

(D) 5 years

9) Concession for Allopathic Doctor in Railways is _____

(A) 10%

(B) 20%

(C) 30%

(D) 40%

10) Student concession is given to students of general category up to the age of _____

(A) 20 years

(B) 25 years

(C) 30 years

(D) 35 years

11) Student Concession order has _____ number of foils.

(A) one

(B) two

(C) three

(D) four

12) _____ concession will be granted in sleeper class to the students of general category.

(A) 40%

(B) 50%

(C) 60%

(D) 75%

13) Concession for male senior citizen is _____

(A) 40%

(B) 50%

(C) 60%

(D) 75%

14) Concession for female senior citizen is _____

(A) 40%

(B) 50%

(C) 60%

(D) 75%

15) Male passengers of _____ years & above will be treated as Senior citizen.

(A) 40 years

(B) 50 years

(C) 60 years

(D) 45 years

- 16) A female whose age is _____ years and above will be treated as senior citizen in Indian railways.
- (A) 40 years
 - (B) 50 years
 - (C) 55 years
 - (D) 58 years**
- 17) Concession is given to the unemployed youth attending for interview for Central / State Govt. up to the age of _____
- (A) 20 years
 - (B) 25 years
 - (C) 30 years
 - (D) 35 years**
- 18) _____ concession is given to Scouts and Guides in sleeper class.
- (A) 40%
 - (B) 50%**
 - (C) 60%
 - (D) 75%
- 19) Full form of IRCA is _____
- (A) Indian Railway Conference Association**
 - (B) Indian Railway Coaching Academy
 - (C) Indian Railway Commercial Association
 - (D) Indian Railway Conference Agency
- 20) Concession is not granted on _____
- (A) supplementary charges for superfast train
 - (B) GST
 - (C) reservation fee
 - (D) All of the above**
- 21) Tickets will be issued on collection of _____ of base fare for PTO.
- (A) 1/2
 - (B) 1/3**
 - (C) 1/4
 - (D) 1/5
- 22) Validity of P.T .O is _____ from the date of issue.
- (A) three months
 - (B) four months
 - (C) five months**
 - (D) six months
- 23) Special Concession orders can be issued by the office of the _____
- (A) Sr. DOM
 - (B) Sr. DCM**
 - (C) Sr. DFM
 - (D) All of the above

RESERVATION

Q.1. Mention different quotas in a train.

Ans :-

1. In a train, which is to be run on reserved basis, earmarking of different quotas are done at zonal level after getting the full composition of rake.
2. Generally there are 3 quotas in a train, which are as follows:
 - a) General Quota
 - b) Remote Location Quota
 - c) Pooled Quota
 - d) Tatkal Quota
 - e) Premium Tatkal Quota
3. On passengers demand, some quotas are kept separately, which are as under :
 - a) HOR quota
 - b) Defense Quota
 - c) Ladies Quota
 - d) Foreign Tourist Quota
 - e) Tatkal Quota
 - f) Handicapped Quota
 - g) Lower Berth Quota
 - h) Cancer Patient Quota
 - i) DP Quota
 - j) HO Quota
4. Above Quotas are not available in all trains. It is decided according to traffic of the train.
5. Vacant berths in the above quotas are allotted to the passengers as per general rules.

Q.2. Explain the rules for change in the name of passengers with confirmed reservation.

Ans:- Change in names of reserved tickets is permitted by gazetted commercial officer on a written requisition tendered by the party in following cases only:

1. Government servant proceeding on duty – on presenting a letter from concerned authority at least 24 hours prior to the scheduled departure of the train.
2. Between family members – when proper proof of being family member is presented at least 24 hours prior to the scheduled departure of the train.

3. When students of a recognized educational institute are travelling on study tour, names of 10 % students can be changed, provided application is presented by head of the institution at least 48 hours prior to the scheduled departure of the train.
4. In case of marriage party – 10 % names can be changed provided application is presented by head of the party at least 48 hours prior to the scheduled departure of the train.
5. In case of group of NCC cadets – 10 % names can be changed to other cadets provided application is presented by head of the group at least 24 hours prior to the scheduled departure of the train.

Q.3. How Group Reservation/Block booking is done?

Ans:-

1. A written application should be given to the Station Master.
2. Group booking will not be given on opening day of reservation upto 09.00 a.m.
3. Block booking can be allowed at any point of time within the advance reservation period in Rajdhani, Shatabdi, Duronto and Humsafar trains on maximum permissible fare for normal accommodation for that class.
4. Powers of officers granting permission –

Class	No. of Passenger	Authority
Sleeper Class	Up to 24	CRS / SM
	25 to 48	ACM / SM (GAZ)
	49 to 72	DCM
	More than 72	SR.DCM/ DCM
Upper Class	12 to 24	ACM / SM (GAZ)
	25 to 30	DCM
	More than 30	SR.DCM/ DCM

5. A register should be maintained as record, in which particulars of the parties to whom such permission is granted should be recorded.

Q. 4. Explain Upgradation Scheme in details.

Ans:- Upgradation of Class of Passengers :-

Objective :-

1. Maximum utilisation of reservation accommodation.
2. To provide reservation to maximum passengers.
3. To increase earning of Railways.
4. Utilisation of vacant accommodation.
5. To improve the image of Railway amongst passengers.

Features:-

This facility is available for full fare paying ticket holders.

1. This is available for all classes and in all trains.
2. Upgradation is not applicable for passengers with Group Reservation.
3. The upgradation will be done only for confirmed passengers of General & Tatkal quotas (after clearance of RAC / Wait list).
4. This upgradation will be done by PRS automatically at the time of charting. No extra charges will be collected.
5. Up gradation will be done as follows:

Booked Class	Upgradation Class
2S	CC
Sleeper	AC – 3 / 1 st class
CC	Executive class
AC -3	AC- 2
AC -2	AC -1

6. Upgradation will be done at the originating and at all intermediate chart preparing stations.
7. Upgradation will be done on random basis as under –
 - a. One PNR from General quota & one from Tatkal quota will be upgraded simultaneously.
 - b. All passengers in one PNR will be upgraded. No partial upgradation will be done.
8. After upgradation, original PNR number will remain unchanged.
9. Passengers who don't want to avail this facility they should write "No" on the reservation form.
10. Up gradation is also not applicable for party ticket consisting fully paid and concessional passengers.

Q.5. Explain Tatkal Reservation Scheme.

Tatkal Seva :-

1. **Objective :-** Facility of reservation in emergency situation through value added service.
2. **Advance Period of Reservation:-** 01 day (Excluding the day of departure of the train from originating station.) **For AC classes from 10.00 hours & for lower classes from 11.00 hours.**
3. Tatkal ticket may be booked either online or at reservation counter.
4. This facility is available in all trains having 2S, SL, CC, 3A, 2A, EC classes.
5. Under this facility reservation is given to full fare paid passengers. No concession is granted.
6. In this service, reservation can be given up to the preparation of chart.
7. Tatkal tickets will be issued for actual distance of travel, subject to distance restrictions applicable for the train.
8. Maximum Four passengers can be booked on one ticket.
9. Photo ID card is necessary while travelling.
10. No refund is provided on cancellation of confirm tatkal ticket.
11. Refund may be provided on cancellation of partially confirm/Wait listed tatkal ticket.

12. **Tatkal Charges** – It will be 10 % of basic fare for IInd class & 30 % of basic fare for all other classes, subject to minimum and maximum as below.

Class	Tatkal Charges	
	Minimum	Maximum
Executive Class (Shatabdi Exp.)	Rs. 400	Rs. 500
AC 2 Tier	Rs. 400	Rs. 500
AC 3 Tier/ AC – 3 tier Economy Class	Rs. 300	Rs. 400
AC Chair Car	Rs. 125	Rs. 225
Sleeper Class	Rs. 100	Rs. 200
II nd Class	Rs. 10	Rs. 15

Q.6. What are the Merits of computerisation of Reservation?

Ans:-Merits of computerization of reservation

1. Reservation can be done from any station to any station, for any train, for any class, for any date, from any counter.
2. No need to stand in queue for long time.
3. Any information regarding journey can be obtained quickly.
4. It is easy to maintain ticket stock, printing of tickets and up keeping of tickets.
5. Fare can be calculated easily.
6. All details of journey are printed clearly on ticket.
7. All particulars such as seat / berth number, name of passenger, age, sex, ticket no., PNR no., code of originating and destination station, coach no. etc are clearly and legibly printed on computerized reservation chart in Hindi & English.
8. Improved customer satisfaction & reduction in complaints.
9. Due to computerization, irregularities and probabilities of corruption are minimized.
10. Equal distribution of work amongst all employees.
11. Optimum utilization of reservation quota.
12. Improved work efficiency of employees.
13. Reservation is provided to more passengers.

Q. 7. Explain E- Ticketing Scheme in details.

Ans: E-Ticketing means electronic ticketing.

1. Reservation of seats/berths can be made at PRS counters or online.
2. Reservation done online is called e-ticketing.
3. This facility is available through IRCTC on website www.irctc.co.in & www.indianrailways.gov.in
4. Identity card is must while travelling. Following Identity cards can be used during journey.
 - a. Pan Card
 - b. Driving License
 - c. Voter Identity Card
 - d. Passport

- e. Identity card issued by Government.
 - f. Credit card with Photograph
 - g. Student identity card with photograph issued by recognized school or college for their students.
 - h. Nationalized Bank passbook with photograph
 - i. Aadhar card
5. Passenger can take a print out of ticket on A4 size paper which is known as Electronic Reservation Slip (ERS). ERS is travelling authority and must be kept while travelling.
 6. The message on mobile/laptop is also valid. Message on mobile is known as mobile reservation message (MRM) and message on laptop is known as Virtual Reservation Message (VRM).
 7. Maximum 6 passengers can be booked on one ERS.
 8. Maximum twelve tickets can be booked through one USER ID (Aadhar linked) in a month.
 9. Maximum six tickets can be booked through one USER ID (Aadhar not linked) in a month.
 10. Wait listed ERS can also be issued but name and PNR number does not appear in the chart, if it is not confirmed. Such passengers are not permitted to travel. Such tickets are automatically cancelled. If passenger is found travelling on W/L ERS, he will be treated as travelling without ticket and charged accordingly.
 11. In case of partially confirm/RAC ERS, name of all passengers is shown in the chart and TTE will issue guard certificate (GC) for the passengers not travelling.
 12. Reservation is given up to the finalisation of chart.

Q. 8. Discuss provisions of issuing duplicate tickets.

Ans:

- i)** Duplicate ticket may be issued if ticket is lost misplaced torn or mutilated.
- ii)** No duplicate ticket shall be issued in respect of waitlisted tickets.
- iii)** If reservation status of a ticket is RAC/Confirm, then charges for issuing duplicate ticket for lost, misplaced, torn, or mutilated ticket, before preparation of reservation chart of the concerned train, is Rupees fifty per passenger in case of second class and sleeper class and Rupees one hundred per passenger for other classes.
- iv)** If a duplicate ticket in lieu of a lost or misplaced confirm reserved ticket is sought after preparation of reservation chart of the concerned train, it shall be issued on payment of 50% of the total fare but not less than the minimum charge.
- v)** Duplicate ticket shall not be issued for lost and misplaced RAC tickets after preparation of reservation chart.
- vi)** In case of mutilated and torn tickets, duplicate ticket shall be issued in respect of the RAC ticket after chart preparation on payment of 25% of fare but not less than minimum charge.
- vii)** A duplicate ticket in respect of party coach ticket or a special train ticket shall be issued up to the time of departure of the train, on payment of charge equivalent to 10% percent of the total fare.

Q.9. Discuss main points of refund rule.

Ans :

Railways permit cancellation of tickets after deduction of cancellation charges. However ticket should be surrendered within a prescribed time frame in relation to scheduled/actual departure time of train. Depending on this time frame a specified amount or percentage of the fare will be deducted as cancellation charge.

Sl. No.	Nature of ticket	Time limit for cancellation of ticket	Cancellation charges per passenger
1.	Ticket unused and unreserved	Within 3 hours of the issue of ticket	Rs.30/-
2.	Unreserved ticket issued in advance	Upto 24 hours of the day preceding day of journey	Rs.30/-
3.	Unused WL/RAC ticket	Upto 30 minutes before the schedule departure of train	Rs.60/- for 2S & SL class Rs.65/- (including GST) for all other classes
		After the above prescribed time limit	No Refund
4.	Unused confirmed ticket	More than 48 hours before the schedule departure of train	Rs. 240/- for 1A & EC Rs. 200/- for 2A & FC Rs. 180/- for 3A & CC Rs. 120/- for SL Rs. 60/- for 2S (Plus 5% GST in all classes other than 2S & SL)
		Between 48 hours & upto 12 hours before the schedule departure of train	25% of the total fare, subject to minimum cancellation charge mentioned above
		Within 12 hours & upto 4 hours before the schedule departure of train	50% of the total fare, subject to minimum cancellation charge mentioned above
		After the above prescribed time limit	No Refund
5.	Unused partially confirmed family/group ticket	Upto 30 minutes before the schedule departure of train	Full refund of fare, less clerkage of Rs.60/- in 2S & SL and Rs.65/- (including GST) in all other classes, shall be admissible for confirmed passengers also provided that the entire ticket is surrendered for cancellation.

RESERVATION (MULTIPLE CHOICE QUESTIONS)

1. Sleeping accommodation in trains can be utilized from _____ hours to _____ hours.
(A) 21.00 to 06.00
(B) 22.00 to 06.00
(C) 20.00 to 08.00
(D) None
2. Advance reservation period is _____ days.
(A) 90
(B) 60
(C) 120
(D) 150
3. The form number of requisition form for reservation is _____.
(A) Com. 744
(B) CM 257
(C) Com 740
(D) None of the above
4. Maximum _____ numbers of passengers can be booked in one requisition form.
(A) 4
(B) 8
(C) 6
(D) None of the above
5. Minimum chargeable distance for reservation in SL class is _____.
(A) 200 kms.
(B) 300 kms
(C) 250 kms
(D) None of the above
6. Minimum chargeable distance for reservation in 3AC is _____.
(A) 200 kms
(B) 300 kms
(C) 250 kms
(D) None of the above
7. First Reservation chart is prepared _____.
(A) 3 hours before scheduled departure of the train.
(B) 4 hours after scheduled departure of the train.
(C) 4 hours before scheduled departure of the train.
(D) None of the above.

8. In which language reservation chart is prepared?

- (A) Hindi
- (B) English
- (C) Either English or Hindi
- (D) Hindi as well as in English**

9. Tatkal reservation is issued _____ in advance from the date of departure of train from originating station.

- (A) 1 day**
- (B) 2 days
- (c) 3 days
- (D) None of the above

10. Tatkal reservation is given to _____ passengers.

- (A) concessional
- (B) fully paid**
- (C) both A and B
- (D) None of the above

11. Tatkal reservation for upper class and lower class starts at _____ & _____ respectively.

- (A) 11.00 hrs and 12.00 hrs
- (B) 09.00 hrs and 10.00 hrs
- (C) 10.00 hrs and 11.00 hrs**
- (D) None

12. Minimum tatkal charge in SL class is _____

- (A) ₹ 200
- (B) ₹ 100**
- (C) ₹ 125
- (D) ₹ 300

13. Minimum tatkal charge in 3A class is _____

- (A) ₹ 200
- (B) ₹ 100
- (C) ₹ 400
- (D) ₹ 300**

14. Minimum tatkal charge in 2A class is _____

- (A) ₹ 200
- (B) ₹ 400**
- (C) ₹ 500
- (D) ₹ 300

15. Maximum tatkal charge (in any class) is _____

(A) ₹ 500

(B) ₹ 100

(C) ₹ 400

(D) ₹ 300

16. _____ of sleeper class is available for Tatkal quota.

(A) 16 seats

(B) 10 berths

(C) 30 % of total accommodation

(D) None of the above

17. _____ per 2 AC coach is available for Tatkal quota.

(A) 16 seats

(B) 10 berths

(C) 30 % of accommodation

(D) 5 seats

18. _____ per 3 AC coach is available for Tatkal quota.

(A) 16 seats

(B) 10 berths

(C) 30 % of total accommodation

(D) 16 berths

19. _____ refund of fare is granted on confirmed tatkal ticket.

(A) 25 %

(B) 50 %

(C) No

(D) None of the above

20. _____ fare shall be charged for premium tatkal.

(A) Normal

(B) Flexi

(C) Dynamic

(D) None

21. How many tickets can be booked from one USER ID (without Aadhar link) in a month for E - ticketing?

(A) 9

(B) 11

(C) 6

(D) 15

22. Facility of Up-gradation scheme is given to _____ passengers.

- (A) full fare paying**
- (B) concessional ticket
- (C) free pass holders
- (D) None of the above

23. Facility of up-gradation scheme is given to _____ tickets only at the time of chart preparation.

- (A) WL
- (B) RAC
- (C) confirmed**
- (D) None of the above

24. _____ nos of berths can be permitted by CRS/SM for group reservation in SL class.

- (A) Up to 48
- (B) Up to 24**
- (C) Up to 72
- (D) None of the above

25. _____ nos of berths can be permitted by DCM for group reservation in 2AC class.

- (A) Up to 11
- (B) Up to 30**
- (C) Up to 24
- (D) Up to 48

26. _____ nos of berths can be permitted by SMR (GAZ) for group reservation in SL class.

- (A) Up to 24
- (B) Up to 48**
- (C) Up to 72
- (D) Up to 96

27. _____ nos of berths can be permitted by Sr. DCM in SL class for group reservation.

- (A) More than 72**
- (B) Up to 72
- (C) Up to 48
- (D) None of the above

28. _____ nos of berths can be permitted by DCM in SL class for group reservation.

- (A) Up to 24
- (B) Up to 48
- (C) Up to 72**

(D) Up to 96

29. _____ nos of berths can be permitted by SM for group reservation in 3A class.

(A) Up to 24

(B) Up to 48

(C) Up to 72

(D) None of the above

30. _____ nos of berths can be permitted by ACM in 3AC for group reservation.

(A) Up to 24

(B) Up to 48

(C) Up to 72

(D) Up to 96

31. For booking of special coach/train, application may be submitted maximum _____ in advance.

(A) 30 days

(B) 3 months

(C) 6 months

(D) 12 months

32. The registration charge and security deposit for booking of special coach/train is _____

(A) ₹ 10,000 per coach

(B) ₹ 30,000 per coach

(C) ₹ 50,000 per coach

(D) ₹ 20,000 per coach

33. _____ of security deposit will be adjusted with fare for booking of special coach/train.

(A) 40 %

(B) 50 %

(C) 60 %

(D) None

34. When registration and security deposit will not be collected for booking of special coach/train?

(A) Booking through IRCTC

(B) Booking through station master

(C) Booking through CPTM

(D) Booking through recognized tourist agents

35. For booking of special coach/train, payment of fare must be done _____ before scheduled departure of the train.

(A) 24 hours

- (B) 30 hours
- (C) 48 hours**
- (D) 50 hours

36. The minimum chargeable distance for booking of special coach/train is _____.

- (A) 400 km
- (B) 200 km
- (C) 300 km
- (D) 500 km**

37. _____ service charge will be collected on base fare for booking of special coach/train.

- (A) 40%
- (B) 30 %**
- (C) 10 %
- (D) 20 %

38. The minimum chargeable distance for empty haulage for booking of special coach/train is _____.

- (A) 100 km
- (B) 300 km
- (C) 200 km**
- (D) 150 km

39. Detention charges for detaining the special train/coach, if detained by the party at originating, intermediate or destination station is _____ per coach/hour or part thereof.

- (A) ₹ 900**
- (B) ₹ 800
- (C) ₹ 500
- (D) ₹ 600

40. What is the cancellation charge for cancellation of special train/coach, if cancellation is done one day before and up to 4 hours before scheduled departure of the train?

- (A) 20% of fare
- (B) 40 % of fare
- (C) 25 % of fare**
- (D) 30 % of fare

41. What is the cancellation charge for a special coach/train, if cancellation is done within 4 hours of scheduled departure of the train?

- (A) 30% of fare
- (B) 10% of fare
- (C) 40% of fare
- (D) 50% of fare**

42. Minimum Advance period for applying for booking for special coach/train is _____
- (A) 20 days
(B) 30 days
(C) 48 days
(D) 40 days
43. Minimum composition of special train for the purpose for charging is _____
- (A) 15 coaches
(B) 17 coaches
(C) 18 coaches
(D) 16 coaches
44. What is the rate of empty haulage charge per km for Pantry car/ Generator car?
- (A) ₹ 70/km
(B) ₹ 60/km
(C) ₹ 85/km
(D) ₹ 90/km
45. Name change can be permitted up to _____ in advance, prior to the scheduled departure of the train, in case of marriage party or students of any educational institute travelling on study tour etc.
- (A) 30 hours
(B) 48 hours
(C) 40 hours
(D) 50 hours
46. Government servants and family members can change their name at least _____ in advance prior to the scheduled departure of the train.
- (A) 20 hours
(B) 30 hours
(C) 24 hours
(D) 35 hours.
47. Maximum _____ name can be changed in group reservation.
- (A) 5 %
(B) 15 %
(C) 20 %
(D) 10 %
48. Maximum _____ numbers of passengers can be booked in one requisition form for tatkal ticket.
- (A) 4**
(B) 8
(C) 6
(D) None of the above

PASSENGER AMENITIES AND PUBLIC REALTION

Q.1. What is passenger amenities? What are the various Passenger Amenities provided at stations and at trains?

Ans :-

Facilities provided for passengers at stations or in trains, are called Passenger amenities. Passenger amenity is of 3 types:

- a) Minimum Essential Amenities
- b) Recommended Amenities
- c) Desirable Amenities

Amenities provided at stations:

1. Ticket booking facility
2. Platform
3. Drinking water
4. Benches
5. Cover over platforms
6. Light arrangements
7. Fans
8. Lavatory
9. Foot over bridge
10. Time Table
11. Clock
12. Retiring rooms
13. Waiting rooms
14. Cloakroom
15. Enquiry office
16. NTES
17. IVRS
18. Public address system
19. Water cooler
20. Bookstall
21. Catering arrangements
22. Train indication board
23. Coach Indication Board
24. Mobile Charging Point
25. Signage
26. Parking facility
27. Public Telephone booth
28. Modular Catering stall
29. Automatic vending machines
30. Pay and use toilets
31. Touch screen based Enquiry system

32. Food plaza
33. ATM facility
34. Wi-fi

Amenities provided in train –

1. Bed Roll
2. Pantry car
3. Fans and lights
4. Charging facility for mobile/Laptops.
5. Facility to lodge FIR
6. Lavatory
7. Public address system
8. Signage

Q.2. Write short notes on:-

A. National Train Enquiry System (NTES):

1. Under this system, NTES terminals have been installed at Control Offices of all Divisions.
2. Terminal operator feeds the information regarding latest position of trains running in the division, every half an hour, in NTES.
3. This work is done in Control Offices of all Divisions, due to which current position of trains running in other divisions can be obtained immediately.
4. Apart from Divisional Offices, NTES terminals have been provided at important stations for enquiry.
5. This system also provides information regarding availability of trains between two stations and scheduled timings of various trains at different stations.

B. Touch Screen Based Enquiry (TSBE) –

Under this system, computers connected to PRS are installed at reservation office /platforms through which information regarding status and availability of reservation is provided to passengers.

On feeding the PNR number information regarding status and on feeding the train number, date and names of stations, information about availability is obtained by the passenger.

C. Rail Madad Portal

- A) Moving towards providing a full Digital India experience to travellers, Indian Railways has introduced Rail Madad Portal.
- B) It is a one point solution for all passenger complaints.
- C) Passengers can lodge their complaints through Mobile App.
- D) This application also helps passengers to check real-time feedback status of complaints.
- E) With the help of this app complaints of passenger can be easily tracked.
- F) This app is linked with NTES, PRS, UTS & ICMS.
- G) This app can be easily downloaded on in any type of smart phones.
- H) It is available on 12 Indian languages.

Q. 3. What is Public Complaint? What are its major causes and how it can be minimised?

Ans:-

Public complaint means complaints lodged by passengers or traders against Railway administration as a result of inconvenience them or because of deficiency in service by Railways.

General Causes for Complaints –

1. Theft of passenger luggage in train.
2. Entry of unauthorized passengers in passenger coaches.
3. Delay in running of trains.
4. Damage to booked luggage /parcels.
5. Improper cleanliness in trains and stations.
6. Dirty bed rolls in trains.
7. Corruption.
8. Regarding settlement of claim.
9. Deficiency in catering service.
10. Discourteous/non cooperative /rude behaviour of commercial staff.
11. Improper facility of drinking water.
12. Improper functioning of electrical equipments.
13. Incorrect information and improper guidance provided to railway customers on enquiry.
14. Railway employees' ignorance about rules.
15. Inadequacy in amenities provided to railway customers.
16. Accidents to passenger train and improper disaster management in case of accidents.
17. Over charging from railway customers.
18. Not attending telephones in enquiry office.
19. Over carriage of parcels and luggage.
20. Gents travelling in ladies coach.

Measures to reduce Complaints:-

1. Provision for sufficient number of ticket counter.
2. Counselling staff to behave nicely with passengers and imparting customer care training to railway staff.
3. Checking corruption through surprise inspections.
4. Making train announcement regularly
5. Running train on time.
6. Maintaining proper cleanliness at stations & in trains.
7. Ensuring good quality of food at station & in pantry cars.
8. Making arrangement for sufficient drinking water.
9. Providing adequate sitting arrangements at stations.
10. Deputing sufficient number of RPF staff to prevent theft, eve teasing etc.

Q.15. What are the various product and services offered by IRCTC?

Ans:-

Indian Railway Catering and Tourism Corporation Limited-IRCTC, established in 1999, is a public sector enterprise under Government of India, Ministry of Railway, and single window interface for providing comfortable travel and tourism solutions customer segments and on board catering over Indian Railways.

Product and Services-

1. Catering:

- A) On board catering on trains.
 - i) Train side vending.
 - ii) Pantry cars.
- B) Static Catering services.
 - i) Multi Cuisine Food plaza.
 - ii) Food courts
 - iii) Refreshment rooms
 - iv) AVMs
 - v) Fast food units
 - vi) Modular stalls
 - vii) Milk Parlours
- C) Rail Neer (Packed drinking water)

2. Tourism.

- A) Luxury tourist train
- B) Village on wheel/Bharat Darshan Trains.
- C) Hill/ Steam tourist trains
- D) Catering of special trains and coaches.
- E) Tour packages.
- F) Budget Hotels
- G) Car rentals.
- H) Booking of Special Trains & Coaches on FTR.
- I) Running of Trains by Private Operators.

3. Ticketing and Reservation.

- A) I – Ticket
- B) E- Ticket
- C) Reservation through Mobiles/ Cell phones

4. Call centres/ITES

- A. Reservation related enquiry.
- B. Enquiry of train running position.
- C. Booking of Tourism products/Rail tickets/Hotels/Taxis.

5. IOBS (Integrated On Board Services)

- A. Catering (Mentioned above)
- B. Bed rolls
- C. Cleanliness of trains and toilet. (Train clean stations)

Q.15.What are the duties of commercial staff at the site of accident of a passenger train?

Ans:

- a) If commercial staff is present at the site of accident, first of all he should inform commercial control regarding details of the accident and present himself to the senior most officer present on the spot. In absence of any officer, he should present himself to the guard of the train.
- b) If he is not present at the accident site, he should reach the site by the first available means of transportation.
- c) He should ensure preservation of reservation chart.
- d) He should ensure cordoning off the accident site to ensure safety of passenger's luggage.
- e) He should ensure availability of drinking water and food for the injured.
- f) He should ensure collection & enlisting of the belongings of the dead & injured.
- g) In case of transshipment, he should make arrangement for sufficient number of porters to carry passenger's luggage.
- h) He should provide all help to the doctors & other staff to transfer injured passengers to hospital.
- i) He should ensure preparation of list of all damaged parcels & luggage.
- j) He should ensure preservation of documents related with parcel & luggage loaded in the train.
- k) He should ensure opening of enquiry counter, so that information can be provided to the public regarding dead & injured passengers.
- l) He should attempt to find out phone number and address of the dead & injured passengers so as to inform his family members.
- m) He should make arrangement for payment of ex-gratia to the dependants of the dead passenger and to injured passengers.
- n) He should make alternative arrangement for transporting passengers to their destination or nearest junction station.

PASSENGER AMENITIES AND PUBLIC REALTION (MULTIPLE CHOICE QUESTIONS)

- 1) As per new classification of stations, stations are categorised on the basis of _____ numbers of passengers per year.
- (A) outward**
 - (B) inward
 - (C) both Outward & Inward
 - (D) None of the above
- 2) Which of the following is not a category of station for provision of passenger amenities?
- (A) NSG 6
 - (B) SG 4**
 - (C) HG 3
 - (D) NSG 1
- 3) Which is a minimum essential amenity for all stations?
- (A) Time Table Display**
 - (B) Lift
 - (C) Water Cooler
 - (D) Waiting Hall
- 4) Station categorised as NSG1 class station has minimum annual earnings of _____ crores.
- (A) Rs. 100 to Rs. 500
 - (B) more than Rs. 500**
 - (C) Rs. 20 to Rs. 100
 - (D) Rs. 10 to Rs. 20
- 5) _____ helpline number is used for complaint and suggestions related to catering, bed roll, cleanliness etc
- (A) 137
 - (B) 138**
 - (C) 131
 - (D) 182
- 6) _____ helpline number is used for security related issues in Indian Railway.
- (A) 138
 - (B) 139
 - (C) 182**
 - (D) None of the above
- 7) Station categorised as HG1 has a minimum _____ number of passengers per year.
- (A) 1 lakh
 - (B) 2 lakhs
 - (C) 3 lakhs
 - (D) more than 3 lakhs**
- 8) HG group of stations were earlier categorised as _____ stations.
- (A) D class

- (B) C class
- (C) E class
- (D) F class**

9) VIP Lounge is a Minimum Essential Amenity for_____ category of station.

- (A) SG1
- (B) SG2
- (C) HG1
- (D) None of the above**

10) Station is categorised as SG 1 class station on the basis of annual earnings of Rs_____

- (A) 5 crore
- (B) 10 crore
- (C) 10 to 20 crore
- (D) more than 25 crore**

11) Station is categorised as HG 1 class station on the basis of annual earnings of Rs_____

- (A) More than 50 lakhs**
- (B) Up to 5 lakhs
- (C) 10 to 20 lakhs
- (D) 25 to 50 lakhs

12) Station is categorised as SG 2 class station on the basis of _____ numbers of outward passengers handled per year.

- (A) More than 30 million
- (B) 10 to 30 million**
- (C) 5 to 10 million
- (D) Up to 5 million

13) Station is categorised as NSG 6 class station on the basis of annual earnings of Rs_____

- (A) up to 1 crore**
- (B) 10 to 20 crore
- (C) 1 to 10 crore
- (D) 20 to 100 crore

14) Who is the president of DRUCC?

- (A) DRM**
- (B) Sr. DCM
- (C) Sr. DFM
- (D) None of the above

15) Who is the secretary of ZRUCC?

- (A) GM
- (B) AGM
- (C) CPRO
- (D) None of the above**

16) Tenure of ZRUCC is _____ years.

- (A) 1 year
- (B) 2 years**
- (C) 3 years

(D) 4 years

17) Who is the president of NRUCC?

(A) Railway minister

(B) CEO Railway Board

(C) Member, Operations and Business Developments

(D) Member, Finance

18) Who is the president of Time Table Committee?

(A) GM

(B) CCM

(C) COM

(D) CPRO

19) Time Table is published _____ in a year.

(A) once

(B) twice

(C) thrice

(D) none of the above

20) Zonal Railway Time Table is published by _____

(A) PCOM

(B) PCCM

(C) GM

(D) None of the above

21) Trains at A Glance is published by _____

(A) Chief Executive Officer of Indian Railway

(B) Member Finance

(C) Ministry of Railways

(D) None of the above

22) Working Time Table is published by _____

(A) PCOM

(B) PCCM

(C) AGM

(D) GM

23) Who is the secretary of DRUCC?

(A) Sr. DCM

(B) Sr. DFM

(C) Sr. DOM

(D) Sr. DPO

24) Who is the secretary of SRUCC?

(A) COM

(B) GM

(C) DGM

(D) CPO

LUGGAGE

Q.1. What do you mean by Luggage? What are the articles which are not accepted as Luggage? What are the articles which carried free with passengers?

Ans :-

Luggage

The articles which are required during the journey or immediately after the completion of journey are known as luggage.

Articles not accepted as Luggage:-

1. Offensive Articles such as Wet skin, leather etc. Exception – Wet skin booked on owner risk will be accepted, when packed in air tight box.
2. Dangerous, explosive & Inflammable Articles and empty gas cylinder. Exception – Safety cartridges, small oxygen cylinder with sick passenger.
3. Oily articles such as Oil, Ghee and Paints etc. Exception Ghee up to 20 kg, securely packed in tin is permitted with the passenger.
4. Dry grass, dry leaves, scrap papers.
5. Acid and other corrosive substances which are mentioned in IRCA Red Tariff.
6. Dead poultry or game.
7. Radioactive substances – i.e. Uranium, Thorium etc.

Articles which are carried free --

Class	Articles carried free
AC I , EC, AC II , AC III, AC Economy, FC	Tiffin carrier, Small hand bag, brief case, Umbrella, walking stick, drinking water, Ice box
2 nd Class, 2S, SL	Tiffin carrier, Umbrella, Walking stick, drinking water.

Q.2.What is the Free Allowance, Marginal Allowance and Maximum Permissible Weight in Passenger Compartment in various classes?

Class	Free Allowance	Marginal Allowance	Maximum Permissible Weight in Compartment (Inclusive of Free Allowance)
AC I	70 kgs	15 kgs	150 kgs
AC II	50 kgs	10 kgs	100 kgs
First Class	50 kgs	10 kgs	100 kgs
AC III	40 kgs	10 kgs	40 kgs
AC Chair Car	40 kgs	10 kgs	40 kgs
Sleeper Class	40 kgs	10 kgs	80 kgs
II nd Class	35 kgs	10 kgs	70 kgs
1st Class Season ticket	15 kgs	05 kgs	
IInd Class Season ticket	10 kgs	05 kgs	

1. Free allowance on child ticket is half of the free allowance of that of an adult.
2. Maximum permissible weight in compartment on child ticket will be half of that of an adult, subject to a maximum of 50 kgs.
3. Free allowance is included in maximum permissible weight which is to be carried in compartment.

Q.3.What are the rules for booking of luggage?

Ans :-

1. Passenger must have proper ticket or pass.
2. Free allowance will be granted according to the class.
3. Passenger can book luggage in two ways.
 - a. In passenger compartment – Luggage can be booked up to the maximum permissible limit, after deducting the free allowance charges will be collected at 1.5 times of the L - scale on remaining weight. Minimum charges will be Rs. 30/-
 - b. In break van – there is no maximum limit for booking of luggage in brake van. Charge will be collected at L scale. Free allowance is not granted. Charges is collected at L- scale for the entire weight of luggage. If the luggage is booked on Railway Risk, then charges will be collected at 1.5 times of the prescribed Scale.
4. Forwarding note should be filled in as per rule.
5. Endorsement will be done on journey ticket.
6. Luggage should be presented for booking at least 30 minutes before schedule departure of the train.
7. 2 % development surcharge will be collected on booking of luggage.
8. In the passenger compartment, the luggage is allowed up to the maximum permissible limit. If in excess, luggage will be carried in brake van.
9. Passengers who have advance reservation, they can book their luggage maximum 24 hours in advance, excluding the date of scheduled departure of the train.
10. Minimum chargeable weight for booking of luggage is 10 kg.
11. Minimum chargeable distance for booking of luggage is 50 km.
12. Maximum dimension & Weight of a package in luggage –

a. In passenger compartment

Class	Dimension
All classes (Except Air Conditioned 3 Tier)	100cm x 60 cm x 25 cm
Air conditioned 3 Tier	55 cm x 45 cm x 22.5 cm

b. In break van

Gauge	Maximum weight	Dimension
BG	150 kg	2 m x 1.5 m x 1.25 m
MG	150 kg	2 m x 1.5 m x 1.25 m
NG	125 kg	1.5m x 1.07 m x 1 m

Q.4. Write a short note on Luggage ticket.

Ans:-

- A) Luggage ticket is issued for booking of luggage.
- B) Journey ticket is compulsory for issue of luggage ticket.
- C) Machine number is serially printed on luggage ticket.
- D) Form no. of Luggage ticket is COM -L -48.
- E) It is a supplied book consisting of 150 pages in 50 sets.
- F) It is prepared in 3 foils.
 - (i) Record
 - (ii) Receipt
 - (iii) Guard
- G) Luggage ticket is separately issued for local and foreign traffic.
- H) Colour of luggage ticket is pink.

Q.5. Explain the rules for booking of bulky articles.

Ans:-

1. A package whose actual weight exceeds 100 kg or whose outside measurement exceeds 100cm x 100cm x 70 cm, is known as bulky articles.
2. However, if one of the dimensions of package exceeds by upto 10 % of measurement prescribed above but the volumetric weight is upto 100 kgs such article will not be treated as bulky. If the weight calculated is more than 100 kg, it will be treated as bulky article.
3. No free allowance is granted on bulky articles and it is charged at double the normal rate.
4. These articles will be carried in brake van only.
5. Articles, whose prescribed standard chargeable weight is more than 100 kg, are not treated as bulky article.

LUGGAGE (MULTIPLE CHOICE QUESTIONS)

1. Which of the following article can be accepted as luggage?

- (A) Explosives
- (B) Dry Grass, Dry leaves and waste paper
- (C) Dead Poultry & Game
- (D) Wet Clothes**

2. Volume of luggage permitted to be carried Free of cost under passengers' custody is called _____

- (A) free Margin
- (B) free Luggage
- (C) free belongings
- (D) free Allowance**

3. Volume of free allowance depends upon _____

- (A) Class of travel**
- (B) Type of train
- (C) Distance of travel
- (D) All of the above

4. Free Allowance is granted _____

- (A) when luggage is being booked at Station
- (B) when unbooked luggage is detected in train
- (C) when unbooked luggage is detected at destination station
- (D) all of the above**

5. Free Allowance is not granted when

- (A) luggage is booked in passengers' custody
- (B) luggage is carried in Guard's custody**
- (C) unbooked luggage is detected in passengers compartment
- (D) unbooked luggage is detected at destination station.

6. Marginal Allowance is calculated _____

- (A) when luggage is being booked at Station
- (B) when unbooked luggage is detected**
- (C) when luggage is being booked in Guard's custody
- (D) all of the above

7. Marginal Allowance is calculated by _____

- (A) booking office
- (B) parcel office/luggage office
- (C) ticket checking staff**
- (D) all of the above

8. Marginal Allowance depends upon _____

(A) Class of travel

(B) Type of train

(C) Distance of travel

(D) All of the above

9. Free Allowance on 2nd class MST is _____

(A) 10 kg

(B) 5 kg

(C) 15 kg

(D) 35 kg

10. Free Allowance on 1st class MST is _____

(A) 10 kg

(B) 70 kg

(C) 15 kg

(D) 35 kg

11. Free Allowance on 2nd class QST is _____

(A) 10 kg

(B) 5 kg

(C) 15 kg

(D) 35 kg

12. Free Allowance on 1st class QST is _____

(A) 10 kg

(B) 70 kg

(C) 15 kg

(D) 35 kg

13. Marginal Allowance on 2nd class MST is _____

(A) 10 kg

(B) 5 kg

(C) 15 kg

(D) 35 kg

14. Marginal Allowance on 2nd class QST is _____

(A) 10 kg

(B) 5 kg

(C) 15 kg

(D) 35 kg

15. Marginal Allowance on 1st class MST is _____

(A) 10 kg

(B) 5 kg

(C) 15 kg

(D) 70 kg

16. Marginal Allowance on 1st class QST is _____

- (A) 5 kg**
- (B) 10 kg
- (C) 15 kg
- (D) 70 kg

17. Marginal Allowance in a particular class is always _____

- (A) equal to free Allowance
- (B) greater than free Allowance
- (C) lower than free Allowance**
- (D) equal to maximum weight permitted in that class

18. Marginal Allowance on a 2nd class ticket of Durgam Cheruvu express is _____

- (A) 5 kg
- (B) 10 kg**
- (C) 35 kg
- (D) 70 kg

19. Free Allowance on a 2nd class ticket of Jan Shatabdi express is _____

- (A) 5 kg
- (B) 10 kg
- (C) 35 kg**
- (D) 70 kg

20. Marginal Allowance on a sleeper class ticket for 800 km is _____

- (A) 5 kg
- (B) 10 kg**
- (C) 40 kg
- (D) 80 kg

21. Free Allowance on a sleeper class ticket is _____

- (A) 5 kg
- (B) 10 kg
- (C) 40 kg**
- (D) 80 kg

22. In which class, free Allowance and maximum weight permitted to be carried in passengers' custody is equal?

- (A) Sleeper class
- (B) AC 2 Tier
- (C) AC 3 Tier**
- (D) AC 1st Class

23. Marginal Allowance on a AC 3 Tier ticket of Rajdhani express is _____

- (A) 5 kg
- (B) 10 kg**
- (C) 40 kg
- (D) 15 kg

24. Free Allowance on a AC 3 Tier ticket of Humsafar express for 1450 km is _____

- (A) 5 kg
- (B) 10 kg
- (C) 40 kg**
- (D) 15 kg

25. Free Allowance on a AC 2 Tier ticket of Superfast train is _____

- (A) 15 kg
- (B) 10 kg
- (C) 50 kg**
- (D) 100 kg

26. Marginal Allowance on a AC 2 Tier ticket of Humsafar Express is _____

- (A) 15 kg
- (B) 10 kg**
- (C) 50 kg
- (D) 100 kg

27. Maximum weight permitted with owner on a second class ticket is _____

- (A) 5 kg
- (B) 10 kg
- (C) 35 kg
- (D) 70 kg**

28. Maximum weight permitted with owner on a sleeper class ticket is _____

- (A) 15 kg
- (B) 10 kg
- (C) 80 kg**
- (D) 40 kg

29. Maximum weight permitted with owner on a AC 3 Tier ticket is _____

- (A) 15 kg
- (B) 10 kg
- (C) 40 kg**
- (D) 80 kg

30. Maximum weight permitted with owner on an AC Chair Car ticket is _____

- (A) 40 kg**
- (B) 10 kg
- (C) 15 kg
- (D) 80 kg

31. Maximum weight permitted with owner on an AC 2 Tier ticket is _____

- (A) 100 kg**
- (B) 50 kg
- (C) 150 kg
- (D) 70 kg

32. Maximum weight permitted with owner on an Executive class ticket is _____

- (A) 100 kg
- (B) 50 kg
- (C) 150 kg**
- (D) 70 kg

33. Free Allowance for child is _____

- (A) equal to free allowance of adult
- (B) half of free allowance of adult**
- (C) Nil (No free allowance on child ticket)
- (D) .6 times of free allowance of adult

34. Minimum freight for booking of luggage is _____

- (A) Rs. 30**
- (B) Rs. 50
- (C) Rs. 25
- (D) Rs. 75

35. Minimum chargeable weight for booking of luggage is _____

- (A) 30 kg
- (B) 50 kg
- (C) 10 kg**
- (D) 100 kg

36. Minimum chargeable distance for booking of luggage is _____

- (A) 30 km
- (B) 50 km**
- (C) 10 km
- (D) 100 km

37. Maximum how much luggage can be booked by a passenger in guard's custody?

- (A) 50 kg
- (B) 100 kg
- (C) 150 kg
- (D) No limit**

38. Free Allowance on an AC 1st Class ticket is _____

- (A) 15 kg
- (B) 70 kg**
- (C) 50 kg
- (D) 100 kg

39. Marginal Allowance on an AC 1st class ticket is _____

- (A) 15 kg**
- (B) 10 kg
- (C) 70 kg
- (D) 150 kg

40. Chargeable weight for booking of a motor bike of 150 CC is _____

- (A) 100 kg
- (B) 150 kg
- (C) 200 kg**
- (D) 250 kg

41. Chargeable weight for booking of goat is _____
(A) 30 kg
(B) 40 kg
(C) 50 kg
(D) 70 kg
42. Dog can be booked with owner in _____
(A) Sleeper class
(B) AC 3 Tier
(C) AC 2 Tier
(D) AC 1st class
43. Chargeable weight for booking of dog with owner is _____
(A) 30 kg
(B) 40 kg
(C) 50 kg
(D) 60 kg
44. Chargeable weight for booking of dog in dog box is _____
(A) 30 kg
(B) 40 kg
(C) 50 kg
(D) 60 kg
45. Which of the following item is exempted from weightment in 2nd class & sleeper class?
(A) Ice box
(B) Small Hand bag
(C) Briefcase
(D) Umbrella
46. Luggage ticket has how many foils?
(A) 2
(B) 3
(C) 4
(D) 5
47. Which is the scale for charging of luggage?
(A) L
(B) P
(C) S
(D) R
48. Luggage with owner is charged at _____ times of "L" scale.
(A) 6
(B) 1
(C) 2
(D) 1.5

TICKET CHECKING

Q.1.What are the Objectives of Ticket Checking?

Ans:-

1. To ensure that every person travelling by Railway or entering railway premises has proper pass, ticket or an authority, entitling him to travel by the particular class or train or to enter railway premises.
2. To examine whether the tickets have been issued in conformity with the prescribed rules and instructions.
3. To see that the tickets have been correctly accounted for in railway books.
4. To prevent leakage of railway revenue.
5. To increase earnings of railway.
6. To prevent corruption, frauds and embezzlements.

Q.2.What are the various type of ticket checking conducted over Indian Railways?

Ans:-

Types of Checks –

1. **Sectional Check:** This check is arranged on a particular section for three days, or for a minimum of 24 hours covering all trains. Ticket checking Staff is deputed in each coach of each train to ensure that no person is travelling without ticket or with irregular ticket therein.

After the completion of check a report is prepared with following particulars:-

- a. Total staff utilized.
- b. Number of trains checked.
- c. Number of passengers found without ticket.
- d. Total amount recovered during the check.
- e. Amount received through court.
- f. Number of passengers imprisoned by the court.
- g. Booking window earnings for the day of check, for the previous three days and corresponding days of last week.

2. **Concentrated Spot Check:** - This check is arranged at a station or spot, concentrating large no of Staff, which includes Ticket Checking Staff, GRP and RPF. All passengers in the trains halting at that station will be checked. After the completion of check a report is prepared with following particulars:-

- a. Total number of staff utilized.
- b. Total number of trains checked.
- c. Number of passengers without ticket.
- d. Total amount recovered during check.
- e. Amount recovered through court.
- f. Number of passenger imprisoned by the court.

- g. Booking window earnings for the day of check, for the previous three days and corresponding days of last week.

If the percentage of ticketless and other irregular travel is more than 3 %, then that spot is declared as a Bad Spot, prior to which it is mandatory to conduct 3 similar checks.

3. Employee Replacement Check: - This check is arranged with a view to judge the efficiency of ticket checking staff of a particular station. This check is conducted between two stations of a division. This check is conducted at those stations where ticket checking staff fails to achieve the requisite standard of earnings laid down. Under this type of check, ticket checking staffs of a particular station are replaced by the ticket checking staff of other station/stations. After completion of check, a report is prepared in which the working of station staff is compared.

4. Magistrate Check:- This check is arranged with the help of magistrate with a view to effectively check ticket less travel. The persons apprehended are being tried and disposed off by the magistrate on the spot. After completion of check a detailed report is submitted to Sr. Divisional Commercial Manager and one copy is given to Magistrate.

5. Fortress Check:- In this check, the entire station is encircled in such a way that no person could exit from any place other than the authorized gates. In this check adequate Ticket Checking staff, GRP, RPF and Volunteers are deputed. On the basis of report of these checks, unauthorized entry gates are closed and nos. of checking staff can be increased according to requirement.

6. Ambush Check: - This check is conducted to stop the misuse of Alarm chain Pulling. Ticket Checking Staff, GRP, RPF & others railway employee are deputed in Civil dress on the spot where misuse of Alarm chain is often done. Legal action according to Section 141 is taken against the passenger found misusing Alarm chain and passengers detraining at the spot.

7. Surprise Check by Road: - Where it is known that ticket less or irregular travel is on a higher side or is done with connivance of Ticket Checking Staff, RPF, GRP are taken by road to that particular spot and surprise check is conducted on a particular train. Secrecy is maintained about programme of this check.

8. Mid Section Check: - This is a surprise check conducted by the Head Quarter Ticket Checking Squad in mid section. The Ticket Checking Staff working in the train are replaced by the Head Quarter Ticket Checking Staff and rechecking is done. If irregularities are detected in working of TTE or Conductor, a report is submitted.

Q.3. Write Short Notes on different types of Nippers.

Ans:-

1. **V Type Nipper or Gate Nipper:-** This type of nipper is used by checking staff when passengers enter platform. It cut out a 'V' portion from the ticket, which means ticket is checked.
2. **Checking Nipper:-** This nipper is used by ticket checking staff at platforms or in trains. The nipper emboss on the ticket,
 - a) a letter or letters to indicate the railway, and
 - b) another letter to indicate division/area of the railway to which the checking staff is attached, followed by a number to identify the checking staff.

This nipper cut out a semi circle mark from the ticket.

3. **M Type Nipper or Cancelling Nipper:-** This type of nipper is used at destination station by checking staff at the time of collecting tickets from passengers. It cut out a 'M' portion from the ticket, which means ticket is cancelled.
4. **Luggage Nipper:-** At the time of booking of luggage by passenger, journey ticket is punched by luggage clerk with the help of this nipper.

Q.4. Discuss briefly the duties of a Ticket Examiner/Ticket Collector.

Ans:-

1. He should report for duty at right time in prescribed uniform with name badge and name plate.
2. He should declare private cash at all designated places for this purpose.
3. He should ensure that every passenger entering platform should have proper ticket or pass.
4. He should nip tickets of passengers entering platform with V type nipper.
5. He should use M type nipper at the time of collection of tickets.
6. He should recover charges as per rule from irregular travellers.
7. He should charge unbooked Luggage as per rule.
8. After duty hours, he should remit the cash collected in booking office.
9. His behaviour should be helpful and courteous towards passengers.
10. He should check platforms and waiting rooms.
11. He should guide passengers properly and promptly.

Q.4. Discuss briefly the duties of a Travelling Ticket Examiner (TTE)

Ans:-

1. He should report for duty at right time in prescribed uniform with name badge and name plate.
2. He should declare private cash at all designated places for this purpose.

3. He should ensure that every passenger travelling by the train should have proper ticket or pass.
4. He should nip tickets of passengers travelling, with checking nipper.
5. He should prevent entry of unreserved passengers in reserved coaches.
6. He should recover charges as per rule from irregular travellers.
7. He should charge unbooked Luggage as per rule.
8. He should take immediate action in case of any complaints regarding amenities.
9. He should restrict entry of unauthorized hawkers, unauthorized passengers and beggars in coaches.
10. He should keep FIR book available with him.
11. If any passenger is detected with dangerous and explosive articles, he should take prompt action and inform concerned authorities.
12. In case of accidents, he should assist the passengers and arrange for provision of first aid facility.
13. He should prepare EDR in prescribed format during duty and submits it in PRS office.
14. After duty hours, he should remit the cash collected in booking office.
15. His behaviour should be helpful and courteous towards passengers.
16. He should guide passengers properly and promptly.

Q.4. Mention some of the types of irregular travel.

Ans:-

Types of Irregular Travel:

1. Without Ticket Travel.
2. Ordinary train ticket holder found travelling by Mail express/superfast train.
3. Lower Class Ticket holder found travelling in higher class.
4. Adult passenger found travelling on child ticket.
5. Detected travelling beyond authorised/booked destination.
6. Travelling on un-exchanged P.T.O or other concession orders
7. Detected travelling by distance restricted train with ticket of lesser distance.
8. Detected travelling in Brake van/ RMS coach.
9. Detected travelling without ticket in pantry car.
10. Detected travelling without ticket in special coach/train.

Q.5. What are the causes of Irregular Travel & how can it be prevented?

Ans:-

Reasons for Irregular Travel –

1. Poverty and Illiteracy.
2. Lack of patriotism.
3. Improper arrangement for issue of tickets.
4. Increase in population
5. Unemployment
6. Political interference
7. Non co - operation of public
8. Non co – operation of police.
9. Lack of ticket checking staff.

Measures to prevent ticket less travel / Irregular travel –

1. All unauthorized exit points of station should be closed.
2. Announcement should be done that Ticket less travel is a social offence.
3. Action must be taken against unauthorized hawkers and beggars.
4. Different types of checks should be organized regularly.
5. Appeal to public for co- operation.
6. Proper guidance should be given to passengers.
7. Sufficient no of security staff should be deputed.
8. Sufficient number of ticket checking staff should be deputed.
9. All the exit points should be closed with barricades or gates so that all passengers can exit through a certain out let.
10. Safety should be provided for ticket checking staff.

Q.6. What is the journey commencing authority for unreserved passengers in reserved classes?

Ans: -

Category of train	Class of travel	Minimum class of ticket required for permission to board from origination/intermediate station.
1. Rajdhani/Shatabdi	1A, 2A, 3A, CC	First class ordinary
2. Jan Shatabdi	CC 2S	First class ordinary Second Mail/Express.
3. Mail/Express	FC, 1A, 2A, 3A, CC SL 2S	Second Mail/Express.

The passenger will be required to purchase the ticket as per the above table before approaching the TS/Dy.TS/Conductor/TTE of the train. The TS/Dy.TS/Conductor/TTE will ensure that the vacant accommodation is allotted only when the passenger approaches with stipulated class of ticket as mentioned above. Passenger cannot board the reserved coaches without the permission of on-board ticket checking staff. The difference of fare will be realized after vacant accommodation is allotted by the staff.

Q.7. Write short notes:**A. Private Cash**

1. All commercial staff should declare private cash before starting duty.
2. Non-commercial staff category like Guard, Assistant Guard, Coach Attendant, Station Master/Assistant Station Master (doing commercial work/duty with cash transactions) & Markmen are also required to declare their private cash before commencement of duty.
3. A register called as private cash register is maintained for this purpose.
4. In this register every employee should write his name, Designation, Duty time, date, private cash in words and in digits with signature.
5. Stationery staff can keep private cash up to Rs. 750/- and mobile staff up to Rs.2000/-
6. If private cash is more than the above mentioned limits, the same should be declared and endorsement of supervisor must be taken in the private cash register.
7. In case of no cash, 'NIL' should be written.

8. TTE should declare private cash at the back of record foil of Excess Fare Receipt book.
9. In addition to the private cash register, operators of UTS, PRS etc. should also declare their private in the system.
10. Departmental action will be taken if private cash is not declared.

B. Ticket Deposit Receipt (TDR) –

1. When refund is not admissible in cash at the station, then Ticket Deposit Receipt is issued.
2. TDR has 3 foils-
 - a. Passenger.
 - b. CCM (Refund).
 - c. Record
3. Name of the passenger, address, particulars of ticket like PNR No., Date of journey, train no., status of reservation, fare etc., reason for cancellation, date and time of cancellation, etc. particulars are mentioned on it.
4. The TDR will be prepared through carbon process. Staff issuing the TDR will cancel the ticket and write TDR number on the ticket. Passenger foil is hand over to the depositor and CCM (Refund) foil is sent to CCM (Refund) along with the cancelled ticket.
5. TDR can be issued upto 03 days after the scheduled departure of train and passenger should send application for refund to CCM (Refund) within 10 days from the date of commencement of journey.
6. For e-tickets, TDR is filed online.

C. E.D.R. (Exceptional Data Report)

1. EDR is prepared by Ticket Checking staff separately for each coach with following particulars –
 - a. Name of T.T.E
 - b. Beat
 - c. Division
 - d. Train No & Date
 - e. Coach No.
 - f. Name of the passenger, Age & Gender
 - g. PNR number
 - h. Particulars of journey, and
 - i. Reason for cancellation.
2. EDR is prepared in 3 copies:
 - a) Record
 - b) Data Entry Point
 - c) For Outgoing TTE
3. Specific stations are nominated as Data Entry Points (DEP), preferably the change over stations of T.T.E. TTE after filling the EDR in prescribed form

submits the same in reservation office and obtains acknowledgement from data entry operator.

4. The details of EDR are fed into the PRS by data entry operator.
5. EDR is prepared for confirmed and RAC tickets in following cases :-
 - a. Passengers not turned up ;
 - b. Less number of passenger travelling on group ticket;
 - c. Travel in lower class;
 - d. Failure of AC equipment enroute;
 - e. Discontinuation of journey due to dislocation of train service;
 - f. Railway Administration is unable to provide reserved accommodation;
and
 - g. Due to cancellation of trains.

D. Handing Over Memo

1. When a passenger is detected travelling without ticket or travelling irregularly in the train and is unable to pay or refuses to pay due charges, he is handed over to Station staff for recovery of due charges.
2. The memo prepared by TTE while handing over is known as Handing Over Memo.
3. These forms are machine numbered, printed and supplied in sets of four foils –
 - a. Block
 - b. Accounts
 - c. Station
 - d. DRM
4. The foil marked 'Block' is retained by the Travelling Ticket Examiner, 'Station' foil is made over to the station staff along with the passenger, 'Accounts' foil is sent to the Traffic Accounts office and 'DRM' foil is sent to Divisional office.
5. The signature of the station staff is obtained on the 'Block' foil. The station staff should advise the Divisional and Traffic Accounts office the result of the action taken and whether the passenger declined to pay or was unable to pay, and whether prosecution was launched to recover the railway dues. The result of prosecution, if launched, on receipt from the Magistrate, should be intimated to the DRM & TAO.
6. The Handing over memo book should be treated like other money value books in the matter of custody, issue and supply.

E. Guard Certificate (G.C)

1. Guard certificate is an authority through which guard of a train permits a person, under specific circumstances, to travel in a particular train or class.
2. It is issued as per the provision of section 55 (2) (b) of Indian Railways Act 1989.
3. Guard certificate is issued in the following cases by Guards/Conductors to passengers who apply for such permission before incurring the charge, on the condition that the passenger will subsequently pay the fare and any excess charge due:
 - a) Guard's Certificates will be issued in such cases at stations where platform tickets are issued, only on production of valid platform tickets.
 - b) When a passenger wishes to continue his journey beyond his booked destination.
 - c) When a ticket holder wishes to travel in a higher class of carriage.
 - d) When an ordinary ticket holder wishes to travel by a mail or express train or a restricted train either at the starting station or en route.
 - e) When a passenger is compelled to change in a lower class of carriage or in a train other than mail or express, for want of room in the class or in the mail or express train, for which he holds a ticket.
 - f) when military personnel is unable to get their warrants exchanged for tickets at the starting station and inform the Guard/Conductor before undertaking the journey.
 - g) when military personnel holding military concession certificates I.A.F.T. 1720-A, 1728 and 1736, are unable to get their certificates exchanged for tickets at the booking office for want of time and inform the Guard/Conductor before undertaking the journey.
4. These certificates are serially numbered and printed in three foils, viz. 'Passenger'. 'Accounts' and 'Record'. These are prepared by carbon process.
5. It will be the duty of the staff issuing certificates to ensure that the recovery of the railway dues is made from the passenger who should be made over to the Station Master or the Travelling Ticket Examiner at the starting station or at the first stopping station where there is time for the recovery of the charges.
6. The passenger will be issued an excess fare ticket on the collection of the charges due. The machine number of the excess fare ticket will be recorded on all the foils of the guard certificate.
7. Form number of Guard Certificate is **COM.P/44**

TICKET CHECKING (MULTIPLE CHOICE QUESTIONS)

1) The ticket examiner should use _____ type nipper, when passengers are entering platform.

- (A) M
- (B) V**
- (C) O
- (D) None

2) At destination station, _____ nipper is used for checking of tickets.

- (A) V type
- (B) P type
- (C) M type**
- (D) T type

3) Passengers found misusing Alarm chain are charged under section _____

- (A) Section 139
- (B) Section 140
- (C) Section 141**
- (D) Section 142

4) Can Ticket collector check waiting room?

- (A) Yes**
- (B) No
- (C) Only during day time
- (D) Only during night time

5) E. D. R stands for _____

- (A) Exceptional data report**
- (B) Extra data record
- (C) Export data report
- (D) Entire data report

6) Mobile staff can keep private cash up to _____

- (A) Rs. 500
- (B) Rs. 1000
- (C) Rs. 1500
- (D) Rs. 2000**

7) If there is no private cash, _____ should be written in personal cash book.

- (A) ok
- (B) no
- (C) nil**
- (D) None of the above

8) T. T. E should declare private cash on the backside of last used foil of _____ book.

- (A) B. P. T
- (B) E. F. T**
- (C) C. T. O
- (D) T.C.R

9) Paper ticket should be cancelled writing the word _____

- (A) ok
- (B) nil
- (C) cancelled**
- (D) accounted

10) TDR stands for _____

- (A) Travelling detention report.
- (B) Ticket deposit receipt**
- (C) Ticket deposit record
- (D) Travelling details report

11) TDR has _____ numbers of foils.

- (A) 1
- (B) 2
- (C) 3**
- (D) 4

12) TDR can be issued within _____ from the date of journey.

- (A) one day
- (B) two days
- (C) three days**
- (D) four days

13) Passenger should send "Receipt/passenger foil" of TDR to CCM (refund) office within _____

- (A) 5 days
- (B) 7 days
- (C) 10 days**
- (D) 15 days

14) H. O. M stands for _____

- (A) Handing over memo**
- (B) Handling of memo
- (C) Handling of marketing
- (D) Hours of Meeting

15) Handing over memo (H. O. M) has _____ nos. of foils.

- (A) two

- (B) three
- (C) four**
- (D) five

16) TCR stands for _____

- (A) Ticket collectors record.
- (B) Ticket collector's report**
- (C) Ticket collector's Record.
- (D) Ticket cancellation receipt

17) Minimum penalty as Excess charge for one passenger is _____

- (A) 200
- (B) 250**
- (C) 300
- (D) 500

18) If excess unbooked luggage weight is up to the limit of margin allowance, charge will be recovered at _____ times of L scale.

- (A) one time
- (B) 1.5 times**
- (C) 2 times
- (D) 2.5 times

19) Minimum charge, if excess unbooked luggage weight is up to limit of marginal allowance is _____

- (A) Rs. 20
- (B) Rs. 30**
- (C) Rs. 50
- (D) Rs. 100

20) If excess unbooked weight is more than marginal allowance, then charge will be recovered at _____ of L scale.

- (A) 1.5 Times
- (B) 2 times
- (C) 2.5 times
- (D) 6 times**

21) If excess unbooked luggage weight is more than marginal allowance then minimum charge will be _____

- (A) Rs. 20
- (B) Rs.30
- (C) Rs. 40
- (D) Rs. 50**

22) Passenger should have a proper ticket or pass for travelling by rail as per section _____

- (A) Section 54
- (B) Section 55
- (C) Section 55 (1)**
- (D) Section 55 (2)

- 23) Guard certificate is issued as per section _____
(A) Section 55 (1)
(B) Section 55 (2)
(C) Section 56
(D) Section 60
- 24) Guard certificate form number is _____
(A) Com./P44
(B) Com./P45
(C) Com./P50
(D) Com./P51
- 25) Guard certificate has _____ foils.
(A) one
(B) two
(C) three
(D) four
- 26) In case of failure of AC enroute, _____ certificate should be obtained for refund.
(A) guard certificate/conductor certificate
(B) commercial certificate
(C) passenger report
(D) accounts report
- 27) Generally, Guard certificate is issued on producing _____
(A) journey ticket
(B) platform ticket
(C) E.F.T
(D) none of the above
- 28) The form number of TC return is _____
(A) Com.41 F
(B) Com. 42 F
(C) Com. 45 F
(D) None of the above
- 29) RTT stands for _____
(A) Running train theft
(B) Running train time
(C) Remote tracking technique
(D) Right time train
- 30) HHT stands for _____
(A) Hand held terminal.
(B) Home health terminal.
(C) Helping hand terminal
(D) Hand held ticketing
- 31) Passenger detected travelling without ticket in RMS coach will be charged for _____
(A) second class
(B) sleeper class
(C) 3 AC Class
(D) first class

PARCEL

Q.1. What do you mean by Parcel? Explain the rules for booking of Parcels?

Ans :-

Definition: Commodities which are entrusted for carriage by passenger or parcel trains and charged at coaching rates are known as parcel.

Rules for booking of parcels

1. As per Section 64 of Indian Railway Act 1989, execution of forwarding note is mandatory for booking of parcel.
2. Different forwarding note is executed for various kinds of traffic.
3. For booking of Parcel, Parcel Way Bill is issued. Parcel can also be booked through PMS.
4. If parcels are not packed properly, remarks to that effect shall be taken from party on the forwarding note and the same remark shall be copied on the parcel way bill.
5. For booking, parcels are weighed on the weighing machine and weight is written on the parcel way bill and freight collected accordingly.
6. There are 3 scales for charging of parcel traffic
 - a) R scale
 - b) P scale
 - c) S scale
7. The scale applicable for booking of parcel traffic depends upon the type of train service, status of leasing of parcel space in that train and utilisation percentage of its parcel space.
8. Registered Newspapers & Magazines are charged at concessional rate i.e. 45% of S scale.
9. 2% Development surcharge will be collected on parcel freight.
10. A parcel package weighing more than 100kg is treated as "Bulky" and is charged at two times of applicable rate.

Q.2. Write a short note on Parcel Summary.

1. Parcel summaries must be prepared, in duplicate, for all packages by the parcel staff on duty.
2. One copy should be retained by the station as its record on which the Guard/Assistant Guard should sign in token of having received the packages entered therein, and the other copy should be made over to Guard.

3. It is the responsibility of the Guard/Assistant Guard to check the entries in the parcel summary with the packages and the way-bills to ensure that he has received the correct number of packages in sound condition with way-bills.
4. When a way-bill is missing, a memo way-bill should be prepared from the marks on the packages and given to the Guard/Assistant. This memo must accompany the articles upto destination.
5. Guards taking over packages must sign for them clearly in full either in ink or with indelible pencil, entering the number of packages both in words and figures.

Q.3. How Delivery of a consignment is granted in absence of RR?

Ans:-

- (a) Under Section 76 of the Railways Act, when the railway receipt is lost or not forthcoming, delivery of parcels may be granted to the consignee on execution of an Indemnity Note provided the Station Master is satisfied that the person claiming the consignment is really the consignee.
- (b) It may be stamped or unstamped according to the nature of the case and value of goods involved.
- (c) In all cases, where the Station Master is not satisfied that the person claiming the consignment is really the consignee, the matter should be referred to the Sr. Divisional Commercial Manager for orders.
- (d) Indemnity Note are of 3 types:
 - (i) Unstamped Indemnity Note
 - (ii) Stamped Indemnity Note
 - (iii) General Indemnity Note
- (e) If consignee is a Government official in his official capacity or registered co-operative society, articles of trifling value and in case of perishable articles the Railway may allow delivery on unstamped Indemnity Note.
- (f) Government departments and regular merchants may use General Indemnity Note also. This is executed for three years. Consignment booked to 'SELF' will not be delivered on General Indemnity Note. Railway receipt in this case must be presented within ten days or fresh Indemnity Note should be executed otherwise this facility will be cancelled.
- (g) Indemnity Note cannot legally be stamped with an adhesive stamp. It should be written out and executed on a non-judicial stamped paper of the appropriate value.
- (h) The Indemnity Note should be signed by the consignee as well as by surety and two witnesses.
- (i) In the case of parcels consigned by the sender to 'SELF', when the railway receipt is lost or otherwise not forthcoming, delivery may be granted only when the person claiming the consignment produces a stamped Indemnity Note duly executed by the consignor, and countersigned by the Station Master of the booking station under his signature and station stamp. The Note must also be endorsed by the sender in favour of the person to whom the consignment is to be delivered. Further the person claiming delivery will have to execute a second stamped Indemnity Note duly signed by him along with the surety and two witnesses to the satisfaction of the Station Master at the destination station before delivery can be effected.

PARCEL (MULTIPLE CHOICE QUESTIONS)

1) Minimum chargeable distance for parcel traffic is _____

- (A) 30 kms
- (B) 40 kms
- (C) 50 kms**
- (D) 60 kms

2) Minimum chargeable weight for parcel traffic is _____

- (A) 5 kgs
- (B) 10 kgs**
- (C) 15 kgs
- (D) 20 kgs

3) Minimum chargeable freight for parcel traffic is _____

- (A) Rs. 10
- (B) Rs. 25
- (C) Rs. 30**
- (D) Rs. 50

4) Scale for charging of parcel traffic is _____

- (A) R, T & P
- (B) R, T & M
- (C) R, L & P
- (D) R, P & S**

5) Packages whose actual weight is more than _____ is known as Bulky articles.

- (A) 80 kgs
- (B) 100 kgs**
- (C) 120 kgs
- (D) 150 kgs

6) Bulky article is charged at _____ times of the normal rate

- (A) 1.5 Times
- (B) 2 Times**
- (C) 2.5 Times
- (D) 5 Times

7) _____ is not accepted as parcel.

- (A) Uranium
- (B) Acids
- (C) Radioactive substance
- (D) All of these**

8) Colour of parcel way bill is _____

- (A) pink
- (B) green**
- (C) red
- (D) yellow

9) For booking of parcel forwarding note is _____

- (A) required**
- (B) not Required
- (C) optional
- (D) None

10) Parcel way bill has _____ foils.

- (A) two
- (B) three
- (C) four**
- (D) five

11) In normal condition, delivery of parcel is granted on production of _____

- (A) Railway Receipt**
- (B) Parcel Way Bill
- (C) Indemnity Note
- (D) None

12) The damaged package is reweighed or opened in presence of _____

- (A) SMR
- (B) CGS
- (C) RPF**
- (D) None of the above

13) DD Message is issued within _____ hours of unloading.

- (A) 6 hours**
- (B) 8 hours
- (C) 4 hours
- (D) 5 hours

14) The presence of RPF is mandatory in case of _____ delivery.

- (A) assessment
- (B) memo
- (C) open**
- (D) none of the above

15) Partial delivery is granted as per provision of _____ of Railway Act.

- (A) section 81
- (B) section 80
- (C) section 82**
- (D) section 77

16) Railway Administration is empowered to grant open delivery as per _____ of Railway Act.

(A) section 81

(B) section 76

(C) section 82

(D) none of the above

17) Indemnity notes are of how many types?

(A) 1

(B) 2

(C) 4

(D) 3

18) Delivery of goods/ parcel may be done without RR on the basis of _____

(A) indemnity note

(B) invoice

(C) money Receipt

(D) none of the above

19) Delivery of goods booked to "self", will not be granted on the basis of _____ indemnity note

(A) stamped

(B) unstamped

(C) general

(D) none of the above

20) On taking delivery on the basis of general indemnity note, railway receipt or stamped indemnity note should be produced within _____ from the date of delivery.

(A) 15 days

(B) 10 days

(C) 20 days

(D) 5 days

21) The validity of General indemnity note is _____

(A) 6 months

(B) 24 months

(C) 36 months

(D) 48 months

22) In case of booking of registered newspaper and magazine, the minimum chargeable distance is _____

(A) 150 km

(B) 250 km

(C) 100 km

(D) None of the above

INDIAN RAILWAYS ACT 1989

Q.1. What are the statutory obligation of Railways towards passengers?

Ans:-

Section 49:- Exhibition of time table and fare table at stations.

Section 50:- Supply of tickets on payment of fare.

Section 51:- Ticket shall be issued subject to condition of availability of accommodation in the train / class. If the passenger is compelled to travel in lower class due to non availability of accommodation, refund of difference of fare between two classes will be granted.

Section 52:- If ticket is presented for cancellation, Railway administration shall cancel the ticket and grant refund as per rules.

Section 53:- Transfer of tickets is not permitted. But authorized railway employee may permit change of name on reserved tickets as per rules.

Section 54:- Every passenger shall present / surrender his pass or ticket on demand by authorized railway servant for examination during journey or at the end of journey.

Section 55/1:- No person shall enter in any carriage of a Railway without proper pass or ticket or permission from authorized railway servant.

Section 55/2:- If a passenger is unable to purchase a ticket, he may be issued a certificate to commence journey without ticket by authorized railway servant, which is known as Guard Certificate, on condition that he subsequently pays the fare when demanded.

Section 56:- A person suffering from infectious disease is not permitted to enter Railway premises or travel by rail without permission of authorized railway servant.

Section 57 :- Railway administration shall fix the maximum number of passengers to be carried in each coach and exhibit the same inside or outside the coach in Hindi, English and regional languages.

Section 58:- Railway administration shall earmark one compartment or adequate no of berths in every train for exclusive use of females. Apart from this one unreserved coach is also earmarked for ladies in passenger trains, in which only lady passengers and children aged less than 12 yrs. can travel with them.

Section 59:- In every passenger train Railway Administration shall provide means of communication between Railway employees and passengers, e.g. – Alarm Chain. If these means are being misused they may be disconnected by Railway Administration.

Q.2. Mention some important sections of Railways Act.

Ans:-

Section 67 :- No person can bring dangerous or offensive goods to railway premises without permission. Advance intimation should be given to station manager for booking of dangerous or offensive goods.

Section 137 :- Fraudulently travelling or attempting to travel without proper pass or ticket – Penalty up to Rs. 1000/- or imprisonment up to 6 months or both, minimum penalty shall be Rs.500 /-.

Section 138 :- If a passenger is detected travelling without ticket, then excess fare along with excess charge will be collected up to the point of detection. If detected travelling in higher class on a lower class ticket or detected travelling beyond authorized distance, difference between payable and paid fare along with excess charges will be collected up to the point of detection. In case of non-payment – imprisonment up to one 1 month (minimum 10 days).

Section 139 :- Any person failing or refusing to pay the fare and excess charge referred to in section 138, may be removed at any station by any authorized railway servant. However a woman or child if unaccompanied by a male passenger shall not be so removed except either at the station from where he/she commences his / her journey or at a junction or a terminal station or at the headquarters of civil district and such removal shall be made only during the day.

Section 141 :- Misuse of Alarm Chain – Punishable with imprisonment up to one year, or with fine up to Rs. 1000/- or both. Punishment shall not be less than fine of Rs. 500 in case of conviction for first offence, and imprisonment for three months in case of conviction for second and subsequent offence.

Section 142 /1 :- If any person sells or attempts to sell any reserved ticket or season ticket to any other passenger, he shall be punishable with imprisonment up to 3 months or with fine up to Rs. 500 / or both and forfeiture of the ticket.

Section 142/2 :- If any person is found purchasing any ticket in the above manner, he shall be punishable with imprisonment up to 3 months or fine up to Rs.500 /- or both. The ticket shall be forfeited and he shall be deemed to be travelling without ticket.

Section 143 :- If any person carries on the business of procuring and supplying railway ticket, he shall be punishable with imprisonment up to 3 years or with fine up to Rs. 10000/- or both and tickets will be forfeited.

Section 144 :- If any unauthorized person is found hawking or any person is found begging, he shall be punishable with imprisonment up to 1 year or with fine up to 2000 or both.

Section 145 :- If any person is found in railway premises in a state of intoxication, or commits any act of indecency (nuisance) , or uses abusive language, or

interferes with any amenity provided by railway, he shall be punishable with imprisonment up to 6 months or fine up to Rs.1000 or both.

Section 146 :- If any person obstructs any railway servant in the discharge of his duties. He shall be punishable with imprisonment upto 6 months or fine upto Rs. 1,000/- or both.

Section 147 :- If any person enters railway premises unlawfully, he shall be punishable with imprisonment up to 6 months or fine up to Rs.1000 /- or both.

Section 155 (1):- If any unreserved passenger enters a reserved compartment or unauthorisedly occupies berth of any other passenger, he shall be punishable with fine up to Rs.500 and he will be removed from there.

Section 155(2):- If any passenger resists the lawful entry of other passengers into an unreserved compartment, he shall be punishable with fine upto Rs. 200/-.

Section 156 :- If any passenger/person is found travelling on roof, steps, couplings or an engine even after being warned by a Railway servant, he shall be punishable with imprisonment upto 3 months or fine upto Rs. 500/- or both.

Section 157:- If any passenger wilfully alters or defaces his pass or ticket, he shall be punishable with imprisonment upto 3 months or fine upto Rs. 500/- or both.

Section 162:- If any male passenger is detected travelling in coaches reserved exclusively for ladies, he shall be punishable with fine upto Rs. 500/-, forfeiture of ticket and will be removed from there.

Section 164 :- If any person takes with him dangerous or explosive goods into railway premises without prior permission, he shall be punishable with imprisonment upto 3 years or fine upto Rs. 1000/- or both.

Section 167:- smoking is prohibited in Railway premises/Railway coaches, if any person is found smoking, he shall be punishable with fine upto Rs. 200/-.

Section 172:- If any Railway servant is found in a state of intoxication while on duty, he shall be punishable with fine upto Rs. 500/-, if such state of intoxication of employee is likely to endanger safety of passengers, then he shall be punishable with imprisonment upto 01 year or fine or both.

Section 179:- If any person commits any offence mentioned under section 137 to 139, 141 to 147, 155 to 157, 162, 164 & 172 may be arrested without warrant, but should be produced before Magistrate within 24 hours.

Section 180:- If any person commits any offence under sections other than mentioned under section 179 or is liable to pay any excess charge or other sum demanded under section 138, fails or refuses to give his name and address or is likely to abscond, may be arrested without warrant, but should be produced before Magistrate within 24 hours.

INDIAN RAILWAYS ACT 1989 (MULTIPLE CHOICE QUESTIONS)

1. Exhibition of time table at station comes under which section of Indian Railway act 1989?

(A) Section 50
(B) Section 55 (1)
(C) Section 49
(D) Section 59

2. Under which section of IRA 1989, there is provision of supply of ticket on payment of fare?

(A) Section 49
(B) Section 55 (II)
(C) Section 51
(D) Section 50

3. "A ticket shall be deemed to have been issued subject to condition of availability of accommodation in the class of carriage and the train for which the ticket is issued", is quoted in which section of RA/1989?

(A) Section 49
(B) Section 50
(C) Section 51
(D) Section 52

4. Under which section of IRA 1989 there is a provision of refund of fare between difference of two classes, if any passenger is compelled to travel in lower class due to non-availability of accommodation?

(A) Section 52
(B) Section 50
(C) Section 49
(D) Section 51

5. Under which section of IRA 1989, there is provision that if a ticket is presented for cancellation, railway administration shall cancel the ticket and grant refund as per rule?

(A) Section 50
(B) Section 51
(C) Section 52
(D) Section 53

6. Under which section of IRA 1989, transfer of ticket is not permitted but authorized railway employee may permit change of name on reserved tickets as per rules?
- (A) Section 153
(B) Section 42
(C) Section 53
(D) Section 142
7. Under which section of IRA 1989, every passenger shall present / surrender his journey ticket / authority on demand by authorized railway servant for examination at exit gate at the end of the journey?
- (A) Section 50
(B) Section 150
(C) Section 54
(D) Section 154
8. The particulars that are mandatory to be printed on a journey ticket are mentioned in which section of IRA 1989?
- (A) Section 154
(B) Section 150
(C) Section 54
(D) Section 50
9. As per section 50 of IRA 1989, the particulars that are mandatory to be printed on a journey ticket is/are_____.
- (A) "from station & to station"
(B) fare
(C) class
(D) all of the above
10. Male passengers found travelling in ladies compartment shall be prosecuted as per which section of IRA 1989?
- (A) Section 58
(B) Section 162
(C) Section 145
(D) Section 59
11. As per _____ of IRA 1989, no person shall enter in any carriage of a railway without proper pass or ticket or permission from authorized railway servant.
- (A) Section 147
(B) Section 55 (I)

- (C) Section 55 (II)
- (D) Section 144

12. Guard certificate is issued as per the provisions of which section of IRA 1989?

- (A) Section 55 (I)
- (B) Section 155
- (C) Section 55 (II)**
- (D) Section 154

13. As per _____ of IRA 1989, persons suffering from infectious or contagious disease are not permitted to enter railway premises or travel by rail without proper permission of authorized railway servant.

- (A) Section 55
- (B) Section 56**
- (C) Section 156
- (D) Section 65

14. The maximum number of passengers to be carried in each coach are exhibited inside / outside of the coach in Hindi, English and regional languages as per the provisions of _____ of IRA 1989.

- (A) Section 56
- (B) Section 49
- (C) Section 57**
- (D) Section 75

15. Which section of IRA 1989 has the provision of earmarking of one compartment or adequate number of berths in every train for the use of female passengers?

- (A) Section 157
- (B) Section 158
- (C) Section 57
- (D) Section 58**

16. The provision to disconnect the alarm chain by railway administration, if misused by the passengers, has been made under _____ of IRA 1989.

- (A) Section 158
- (B) Section 58
- (C) Section 141
- (D) Section 59**

17. Under which section of IRA 1989, railway administration has been empowered to frame rule on various issues like refund of fare on cancellation of tickets etc.?
- (A) **Section 60**
 - (B) Section 59
 - (C) Section 55
 - (D) Section 50
18. Which section of IRA of 1989 deals with fraudulent travelling or attempting to travel without proper pass or ticket with an intention to defraud railway administration?
- (A) Section 140
 - (B) Section 138
 - (C) Section 139
 - (D) Section 137**
19. Which section of IRA 1989 deals with irregular travelling or attempting to travel without proper pass or ticket, without an intention to defraud railway administration?
- (A) Section 137
 - (B) Section 138**
 - (C) Section 139
 - (D) Section 140
20. Penalty and punishment under section 137 of IRA 1989 is _____.
- (A) fine up to Rs. 1000/-
 - (B) imprisonment up to six months
 - (C) fine up to Rs. 1000/- or imprisonment up to six months
 - (D) fine up to Rs. 1000/- or imprisonment up to six months or both.**
21. Under which section of IRA 1989, railway administration is empowered to detain a passenger at any station, if the passenger is travelling without ticket or with irregular ticket and also refuses to pay the excess fare and excess charge?
- (A) Section 138
 - (B) Section 139**
 - (C) Section 38
 - (D) Section 39

22. As per which section of IRA 1989, a woman or child if unaccompanied by a male passenger, shall not be removed during night time even if they fail or refuse to pay the fine and excess charge?
- (A) Section 39
 - (B) Section 138
 - (C) Section 139**
 - (D) Section 38
23. Misuse of alarm chain or needlessly interfering with means of communication in a train is an offence under _____ of IRA 1989.
- (A) Section 41
 - (B) Section 159
 - (C) Section 141**
 - (D) Section 59
24. Misuse of alarm chain is an offence and the punishment is/are _____.
- (A) fine upto Rs. 1000/-
 - (B) imprisonment up to one year
 - (C) Fine upto Rs. 1000/- or imprisonment up to one year.
 - (D) fine upto Rs. 1000/- or imprisonment up to one year or both.**
25. As per section 142(I) of IRA 1989, if any person unauthorisedly sells or attempt to sell tickets to any other passenger, he shall be punishable with _____.
- (A) imprisonment upto 3 months
 - (B) fine up to Rs 500/-
 - (C) imprisonment upto 3 months or fine up to Rs. 500/-
 - (D) imprisonment upto 3 months or fine up to Rs. 500/- or both**
26. As per section 142(II) of RA/1989, if any passenger is found purchasing any ticket from unauthorized persons, he/ she shall be punishable with _____.
- (A) imprisonment upto 3 months
 - (B) fine upto Rs. 500/-
 - (C) both A & B
 - (D) either A or B or both A & B**
27. Unauthorized hawking or begging in railway premises is an offence as per _____.
- (A) section 141
 - (B) section 143
 - (C) section 142
 - (D) section 144**

28. Punishment for unauthorized hawking or begging in railway premises shall be _____.
 (A) fine upto Rs.2000/-
 (B) imprisonment up to one year
 (C) both A & B
(D) either A or B or both A & B
29. If any person is found in a state of intoxication or commits any nuisance or uses abusive language or interferes with any amenity provided by railway, he is punishable under _____.
 (A) section 144
(B) section 145
 (C) section 143
 (D) Section 142(II)
30. If any person carries on the business of unauthorisedly procuring and supply of tickets, he shall be punishable as per section 143 of RA/1989 and the punishment is _____.
 (A) fine upto Rs.10,000/-
 (B) imprisonment upto 3 years
 (C) either A or B
(D) either A or B , or both A & B
31. If any person is found in a state of intoxication or commits any nuisance or uses abusive language or interferes with any amenity provided by railway, he is punishable with _____.
 (A) fine up to Rs. 500/-
 (B) imprisonment upto six month
 (C) both A & B
(D) either A or B, or both A & B
32. If any person obstructs any railway servant in the discharge of his duties, he shall be punishable under _____ of IRA 1989.
 (A) section 145
(B) section 146
 (C) section 144
 (D) section 143
33. If any person obstructs any railway servant in the discharge of his duties, he shall be punishable with _____.
 (A) fine upto Rs. 1000/-

- (B) imprisonment upto six months
- (C) either A or B
- (D) either A or B , or both A & B**

34. If any person enters railway premises without lawful authority he / she shall be punishable with _____.

- (A) fine upto Rs. 1000/-
- (B) imprisonment upto six months
- (C) either A or B
- (D) either A or B , or both A & B**

35. If any person occupies berth of other passenger unlawfully or enters a reserved compartment with unreserved ticket and detected, he shall be prosecuted under _____ of IRA 1989.

- (A) section 157
- (B) section 155 (II)
- (C) section 156
- (D) section 155 (I)**

36. If any person occupies berth of other passenger unlawfully or enters a reserved compartment with unreserved ticket and detected, he shall be punished with _____.

- (A) fine upto Rs.500/-
- (B) removal from the compartment
- (C) either A or B
- (D) both A & B**

37. If any passenger resists the lawful entry of other passenger into an unreserved compartment, he shall be prosecuted under _____ of IRA 1989.

- (A) section 155 (I)
- (B) section 155 (II)**
- (C) section 156
- (D) section 157

38. If any passenger resists the lawful entry of other passenger into an unreserved compartment, he shall be prosecuted with fine upto_____.

- (A) Rs.1200/-
- (B) Rs. 500/-
- (C) Rs. 1000/-
- (D) Rs. 200/-**

39. Travelling on roof of a train, steps of a train or engine of a train is prohibited and punishable under which section of IRA 1989?
- (A) Section 155
 - (B) Section 156**
 - (C) Section 154
 - (D) Section 157
40. Travelling on roof of a train, steps of a train or engine of a train is prohibited and punishable with _____.
- (A) fine upto Rs. 500/-
 - (B) imprisonment upto three months
 - (C) either A or B
 - (D) either A or B , or both A & B**
41. Defacing of ticket or pass or journey authority willfully is an offence and punishable under _____ of IRA 1989.
- (A) section 155
 - (B) section 154
 - (C) section 156
 - (D) section 157**
42. Defacing of ticket or pass or journey authority willfully is an offence and punishable under section 157 of IRA 1989 and shall be prosecuted with _____.
- (A) fine upto Rs.500/-
 - (B) imprisonment upto three months
 - (C) either A or B
 - (D) either A or B , or both A & B**
43. Male passenger detected travelling in coaches reserved for ladies, shall be punishable with _____.
- (A) fine upto Rs. 500/-
 - (B) forfeiture of ticket
 - (C) removal from the coach
 - (D) all of the above**
44. Passenger detected with dangerous or explosive goods into railway premises without prior permission shall be prosecuted as per which section of IRA 1989?
- (A) Section 162
 - (B) Section 165
 - (C) Section 163

(D) Section 164

45. Passenger detected with dangerous or explosive goods in railway premises without prior permission shall be prosecuted and punishable with_____.

- (A) fine up to Rs. 1000/-
- (B) imprisonment up to three years
- (C) either A or B
- (D) either A or B , or both A & B**

46. Passenger detected with offensive goods or entrust such goods for carriage shall be punishable and prosecuted under which section of RA /1989?

- (A) Section 164
- (B) Section 165**
- (C) Section 166
- (D) Section 167

47. Passenger detected with offensive goods or entrust such goods for carriage shall be punishable and prosecuted with_____.

- (A) fine up to Rs.500/-
- (B) liable for any loss, injury or damage
- (C) either A or B
- (D) both A & B**

48. Smoking is prohibited in railway premises/railway coach as per which section of IRA 1989?

- (A) Section 164
- (B) Section 165
- (C) Section 166
- (D) Section 167**

49. If a person is detected smoking is prohibited in railway premises/railway coach, he shall be punishable with fine up to_____.

- (A) Rs.1200/-
- (B) Rs. 500/-
- (C) Rs. 1000/-
- (D) Rs. 200/-**

50. If any Railway Servant is found in a state of intoxication while on duty, he shall be punishable with fine up to_____.

- (A) Rs. 1500/-
- (B) Rs. 1000/-

- (C) Rs. 5000/-
- (D) Rs. 500/-**

51. Railway Servant detected in a state of intoxication while on duty shall be prosecuted under _____ of IRA 1989.

- (A) section 172**
- (B) section 167
- (C) section 72
- (D) section 173

52. If any railway servant detected in a state of intoxication while on duty and likely to endanger safety of passenger then he shall be punishable with_____.

- (A) imprisonment upto 1 year
- (B) fine up to Rs. 500/-
- (C) both A & B
- (D) either A or B, or both A& B**

53. If any railway servant, when on duty, endanger the safety of any person, he shall be prosecuted under which section of Indian Railway Act 1989?

- (A) Section 172
- (B) Section 175**
- (C) Section 174
- (D) Section 173

54. If any railway servant, when on duty, endanger the safety of any person, he shall be prosecuted under section 175 of Indian Railway Act 1989 and shall be punishable with _____.

- (A) imprisonment up to 2 years
- (B) fine up to Rs. 1000/-
- (C) both A&B
- (D) either A or B, or both A&B.**

55. If any person commits any non-cognizable offence, he may be arrested without warrant but should be produced before magistrate within_____.

- (A) 12 hrs
- (B) 72 hrs
- (C) 36 hrs
- (D) 24 hrs**

56. Under which section of Indian Railway Act 1989, the Central Government has been empowered to make rules to carry out the purposes of Indian Railway Act 1989?
- (A) Section 178
 - (B) Section 188
 - (C) Section 198**
 - (D) Section 88
57. Which section of Indian Railway Act 1989 empowers railway to remove passengers travelling without ticket?
- (A) Section 138
 - (B) Section 136
 - (C) Section 137
 - (D) Section 139**
58. If MVST holder is detected selling their products in the railway premises, prosecution shall be conducted as per which section of Indian Railway Act 1989?
- (A) Section 147
 - (B) Section 142
 - (C) Section 146
 - (D) Section 144**
59. A person prosecuted under section 143 of Indian Railway Act 1989 is liable to pay a fine up to _____.
- (A) Rs. 5000/-
 - (B) Rs. 500/-
 - (C) Rs. 1000/-
 - (D) Rs. 10000/-**
60. A person prosecuted under section 142 of Railway Act-1989 is liable to pay a fine up to _____.
- (A) Rs. 200/-
 - (B) Rs. 1000/-
 - (C) Rs. 2000/-
 - (D) Rs. 500/-**
61. There are how many chapters in Indian Railways Act 1989?
- (A) 10
 - (B) 12
 - (C) 16**
 - (D) 18

राजभाषा

सामान्य शासन-प्रशासन, न्याय प्रक्रिया, संसद-विधानमंडल एवं सरकारी कार्यालयों में प्रयोग हेतु संविधान द्वारा स्वीकृत भाषा और लिपि तथा भारतीय अंकों का रूप ही राजभाषा है। राजभाषा का अर्थ है- सरकारी कामकाज की भाषा। वैधानिक रूप से हिंदी राजभाषा तथा अंग्रेजी सहराजभाषा है। संविधान सभा की स्वीकृति से 14 सितम्बर 1949 को हिंदी राजभाषा बनी।

राजभाषा के बारे में संविधान में (343 से 351 तक) 9 अनुच्छेद हैं।

पहले अनुच्छेद 343 में राजभाषा की व्यवस्था है।

क) देवनागरी लिपि में हिंदी राजभाषा है।

ख) भारतीय अंकों के अंतराष्ट्रीय मानक रूप के प्रयोग का प्रावधान है।

ग) अंग्रेजी के प्रयोग की छूट 26.01.1950 से 15 वर्षों तक प्रशासनिक आवश्यकता के कारण दी गयी।

अनुच्छेद 351- इस अनुच्छेद में राजभाषा के बारे में विशेष निर्देश दिए गए हैं।

क) हिंदी के विकास का दायित्व केंद्र सरकार को सौंपा गया है।

ख) हिंदी में अन्य भाषाओं के- विशेष कर आठवीं अनुसूची की 22 भाषाओं के शब्दों-पदों के प्रयोग के निर्देश है।

ग) हिंदी का शब्द भंडार बढ़ाने पर ज़ोर दिया गया है।

1. भारत संघ की राजभाषा कौन सी है?

क) हिंदी

ख) संस्कृत

ग) उर्दू

घ) अंग्रेजी

2. संसद में भारत के संविधान का भाग- 17 किस तारीख को पारित हुआ?

क) 26.01.1951

ख) 14.09.1949

ग) 26.01.1949

घ) 26.01.1950

3. राजभाषा अधिनियम, 1963 कब पारित हुआ?

क) 10.05.1965

ख) 26.02.1965

ग) 14.09.1963

घ) **10.05.1963**

4. राजभाषा अधिनियम, 1963 की धारा 3 (3) कब से लागू हुई?

क) 10.05.1965

ख) **26.01.1965**

ग) 14.09.1963

घ) 10.05.1963

5. राजभाषा अधिनियम, 1963 कब संशोधित हुआ?

क) 1965

ख) **1967**

ग) 1976

घ) 1969

6. प्रत्येक वर्ष हिंदी दिवस कब मनाया जाता है?

क) **14 सितंबर**

ख) 26 जनवरी

ग) 30 सितंबर

घ) 15 सितंबर

7. अरुणाचल प्रदेश की राजभाषा क्या है?

क) हिंदी

ख) असमी

ग) अंग्रेजी

घ) नागामिस

8. राजभाषा अधिनियम, 1963 (यथा संशोधित 1967) में कुल कितनी धाराएं हैं?

क) 5

ख) 8

ग) **9**

घ) 13

9. राजभाषा नियम, 1976 कब पारित हुआ?

क) 17.07.1976

ख) 26.01.1976

ग) 14.09.1976

घ) 10.05.1976

10. राजभाषा नियम, 1976 कब संशोधित हुआ?

क) 17.07.1987

ख) 26.01.1987

ग) 14.09.1987

घ) 09.10.1987

11. राजभाषा नियम, 1976 किस राज्य में लागू नहीं है?

क) अरुणाचल प्रदेश

ख) तमिलनाडु

ग) केरला

घ) नागालैंड

12. राजभाषा नियम, 1976 में कुल कितने नियम हैं?

क) 9

ख) 12

ग) 15

घ) 17

13. राजभाषा नियम, 1976 के अनुसार भाषा की दृष्टि से देश को कितने क्षेत्रों में वर्गीकृत किया गया है?

क) 2

ख) 4

ग) 3

घ) 5

14. राजभाषा नियम, 1976 के अनुसार भाषा की दृष्टि से देश में कौन कौन से क्षेत्रों हैं?

क) 'क', 'ख' और 'ग' क्षेत्र

ख) 'X', 'Y' और 'Z' क्षेत्र

ग) 1, 2 और 3 क्षेत्र

घ) पूर्व, मध्य और दक्षिण क्षेत्र

15. राजभाषा नियम, 1976 के अनुसार निम्निलिखित में से कौन क्षेत्र 'ख' में नहीं आता है?

क) केंद्र शासित प्रदेश चंडीगढ़

ख) दादर एवं नगर हवेली

ग) दमन एवं दीव

घ) आंध्र प्रदेश

16. राजभाषा नियम, 1976 के अनुसार निम्निलिखित में से कौन क्षेत्र 'ग' में नहीं आता है?

क) केरला

ख) कर्नाटक

ग) तेलंगाना

घ) तमिलनाडु

17. राजभाषा नियम, 1976 के अंतर्गत अंडमान और निकोबार द्वीप समूह किस क्षेत्र में आता है?

क) 'क' क्षेत्र

ख) 'ख' क्षेत्र

ग) 'ग' क्षेत्र

घ) इनमें से कोई नहीं

18. केंद्रीय हिंदी समिति के अध्यक्ष कौन होते हैं?

क) प्रधानमंत्री

ख) राष्ट्रपति

ग) गृहमंत्री

घ) उपराष्ट्रपति

19. रेलवे में क्षेत्रीय राजभाषा कार्यान्वयन समिति के अध्यक्ष कौन होते हैं?

क) प्रधान मुख्य वाणिज्य प्रबंधक

ख) प्रधान मुख्य कार्मिक अधिकारी

ग) महाप्रबंधक

घ) अपर महाप्रबंधक

20. रेलवे में मंडल राजभाषा कार्यान्वयन समिति के अध्यक्ष कौन होते हैं?

क) वरिष्ठ मंडल वाणिज्य प्रबंधक

ख) वरिष्ठ मंडल कार्मिक अधिकारी

ग) राजभाषा अधिकारी

ABBREVIATION

A		
	ATVM	AUTOMATIC TICKET VENDING MACHINE
	ARP	ADVANCE RESERVATION PERIOD
	ACP	ALARM CHAIN PULLING
	AIRF	ALL INDIA RAILWAYMEN'S FEDERATION
	ATAS	ALTERNATE TRAIN ACCOMODATION SCHEME
	ARME	ACCIDENT RELIEF MEDICAL EQUIPMENT
	ARMV	ACCIDENT RELIEF MEDICAL VAN
	ART	ACCIDENT RELIEF TRAIN
	AIC	ADVICE OF INTERNAL CHECK
B		
	BPT	BLANK PAPER TICKET
C		
	CCO	CHIEF CLAIMS OFFICER
	CPLP	COMPREHENSIVE PARCEL LEASING POLICY
	CRIS	CENTER FOR RAILWAY INFORMATION SYSTEMS
	CPGRAMS	CENTRALIZED PUBLIC GRIEVANCE REDRESS AND MONITORING SYSTEM
	CONCERT	COUNTRY-WIDE NETWORK FOR COMPUTERIZED ENHANCED RESERVATION AND TICKETING
	COIS	COACHING OPERATIONS INFORMATION SYSTEM
	CTO	CONCESSIONAL TICKET ORDER
	CMS	COMPLAINT MANAGEMENT SYSTEM
	CRS	COMMISSIONER OF RAILWAY SAFETY
	COTVM	COIN OPERATED TICKET VENDING MACHINE
	CJT	CIRCULAR JOURNEY TICKET
	CBA	CITY BOOKING AGENCY
	CBO	CITY BOOKING OFFICE
	CRB	CHAIRMAN RAILWAY BOARD
	CPTM	CHIEF PASSENGER TRANSPORTATION MANAGER
	CTPM	CHIEF TRANSPORTATION PLANNING MANAGER
	CCTV	CLOSED CIRCUIT TELEVISION
	CIB	COACH INDICATION BOARD
	CNCC	CREDIT NOTE CUM CHEQUE
	CRM	CASH REMITTANCE MEMO
	CTO	CONCESSIONAL TICKET ORDER
D		
	DTC	DAILY TRAIN CUM CASH SUMMARY
	DRUCC	DIVISIONAL RAILWAYS USERS CONSULTATION COMMITTEE
	DTC	DAILY TRAIN CASH CUM SUMMARY

	DPG	DIRECTOR OF PUBLIC GRIEVANCE
	DRF	DISPUTES REDRESSAL FORUM
E		
	EFT	EXCESS FARE TICKET
	EDR	EXECPTIONAL DATA REPORT
	E&HM	ENVIRONMENT & HOUSEKEEPING MANAGEMENT
	ERS	ELECTRONIC RESERVATION SLIP
	EQ	EMERGENCY QUOTA
F		
	FOB	FOOT OVER BRIDGE
G		
	GSA	GENERAL SALES AGENT
H		
	HHT	HAND HELD TERMINAL
	HST	HALF YEARLY SEASON TICKET
	HOR	HIGH OFFICIAL REQUISITION
	HOM	HANDING OVER MEMO
I		
	ICRP	IDENTITY CARD CUM RAILWAY PASS
	IRCA	INDIAN RAILWAY CONFERENCE ASSOCIATION
	IRCTC	INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED
	ICMS	INTEGRATED COACHING MANAGEMENT SYSTEM
	IREPS	INDIAN RAILWAYS E- PROCUREMENT SYSTEM
	IRPSM	INDIAN RAILWAYS PROJECTS SANCTIONS & MANAGEMENT
	IRSDC	INDIAN RAILWAY STATIONS DEVELOPMENT CORPORATION LIMITED
	IPAS	INTEGRATED PAYROLL & ACCOUNTING SYSTEM
	IRCM	INDIAN RAILWAY COMMERCIAL MANUAL
	IRFC	INDIAN RAILWAY FINANCE CORPORATION
	IRSDC	INDIAN RAILWAY STATION DEVELOPMENT CORPORATION
	IAFT	INDIAN ARMED FORCE TICKET
	ITC	INTERMEDIATE TERMINAL CASH SUMMARY
	ITES	INTEGRATED TRAIN ENQUIRY SYSTEM
	IVRS	INTERACTIVE VOICE RESPONSE SYSTEM
J		
	JTBS	JANSADHARAN TICKET BOOKING SEVAK
	JCM	JOINT CONSULTATIVE MACHINERY
K		

	KRCL	KONKAN RAILWAY CORPORATION LIMITED
	L	
	LAP	LEAVE ON AVERAGE PAY
	LHAP	LEAVE ON HALF AVERAGE PAY
	LQ	LADIES QUOTA
	LPO	LOST PROPERTY OFFICE
	LVMST	LOW VALUE MONTHLY SEASON TICKET
	M	
	MRM	MOBILE RESERVATION MESSAGE
	MST	MONTHLY SEASON TICKET
	MOSR	MINISTER OF STATE FOR RAILWAYS
	MR	MONEY RECEIPT
	MEA	MINIMUM ESSENTIAL AMENITY
	MSO	MARKETING AND SALES ORGANISATION
	N	
	NTES	NATIONAL TRAIN ENQUIRY SYSTEM
	NRUCC	NATIONAL RAILWAY USERS CONSULTATIVE COUNCIL
	NFR	NON FARE REVENUE
	NRHPRS	NON RAIL HEAD PASSENGER RESERVATION SYSTEM
	NHRCL	NATIONAL HIGH-SPEED RAIL CORPORATION LIMITED
	NFIR	NATIONAL FEDERATION OF INDIAN RAILWAYMEN
	NI	NON ISSUE
	O	
	OCBS	ONLINE COACHING BALANCE SHEET
	OR	OWNER'S RISK
	P	
	PCCM	PRINCIPAL CHIEF COMMERCIAL MANAGER
	PCET	PARCEL CARGO EXPRESS TRAIN
	PWB	PARCEL WAY BILL
	PMS	PARCEL MANAGEMENT SYSTEM
	PCEV	PERCENTAGE CHARGE ON EXCESS VALUE
	PQ	POOLED QUOTA
	PQWL	POOLED QUOTA WAITING LIST
	PRS	PASSENGER RESERVATION SYSTEM
	POS	POINT OF SALE
	PNR	PASSENGER NAME RECORD
	PREM	PARTICIPATION OF RAILWAY EMPLOYEE IN MANAGEMENT
	PNM	PERMANENT NEGOTIATING MACHINERY
	PRR	PROGRESSIVE REFERENCE RECORD
	PAS	PUBLIC ADDRESS SYSTEM
	PCGS	PASSENGER COACH GUIDANCE SYSTEM
	POET	PASSENGER OPERATED ENQUIRY TERMINAL

	PVT	PUBLIC VENDOR TICKET
	PTO	PRIVILEGE TICKET ORDER
Q		
	QST	QUATERLY SEASON TICKET
R		
	RAC	RESERVATION AGAINST CANCELLATION
	RBS	RATES BRANCH SYSTEM
	RLWL	REMOTE LOCATION WAITING LIST
	RMS	RAILWAY MAIL SERVICE
	ROB	ROAD OVER BRIDGE
	RUB	ROAD UNDER BRIDGE
	RR	RAILWAY RECEIPT
	RTSA	RAIL TRAVELLERS' SERVICE AGENTS
	RCT	RAILWAY CLAIMS TRIBUNAL
	RLDA	RAIL LAND DEVELOPMENT AUTHORITY
	RRT	RAILWAY RATES TRIBUNAL
	RTC	RAIL TRAVEL COUPON
	RVNL	RAIL VIKAS NIGAM LIMITED
	RDSO	RESEARCH DESIGN AND STANDARDS ORGANISATION
	RVNL	RAIL VIKAS NIGAM LIMITED
	RLDA	RAIL LAND DEVELOPMENT AUTHORITY
	RTSA	RAIL TRAVELLERS' SERVICE AGENTS
	RTA	RAIL TOURIST AGENTS
	RAC	RESERVATION AGAINST CANCELLATION
	RAPID	RESERVATION AVAILABILITY POSITION INFORMATION DISPLAY
	RCPO	REMISSION CUM PAY ORDER
S		
	SDGM	SENIOR DEPUTY GENERAL MANAGER
	STBA	STATION TICKET BOOKING AGENT
	SRUCC	SUBURBAN RAILWAYS USERS CONSULTATION COMMITTEE
	SCC	STATION CONSULTATION COMMITTEE
	SCJT	STANDARD CIRCULAR JOURNEY TICKET
	SPO	STATION PAY ORDER
	SPTM	SELF PRINTING TICKET MACHINE
T		
	TDR	TICKET DEPOSIT RECEIPT
	TAO	TRAFFIC ACCOUNTS OFFICE
	TSBE	TOUCH SCREEN BASED ENQUIRY
	TQ	TATKAL QUOTA
	TCR	TICKET COLLECTOR'S REPORT
	TSV	TRAIN SIDE VENDING
	TIA	TRAVELLING INSPECTOR OF ACCOUNTS

<i>U</i>		
	UTS	UNRESERVED TICKETING SYSTEM
	UDAY	UTKRISHT DOUBLE DECKER AIR CONDITIONED YATRI EXPRESS
<i>V</i>		
	VRM	VIRTUAL RESERVATION MESSAGE
<i>W</i>		
<i>X</i>		
<i>Y</i>		
	YTSK	YATRI TICKET SUVIDHA KENDRA
	YST	YEARLY SEASON TICKET
<i>Z</i>		
	ZRUCC	ZONAL RAILWAYS USERS CONSULTATION COMMITTEE
	ZRTI	ZONAL RAILWAY TRAINING INSTITUTE