

WRITTEN EXAMINATION FOR THE POST OF COMMERCIAL INSPECTOR IN PB Rs.9300-34800 WITH GP Rs.4200  
IN COMMERCIAL DEPT/MADURAI DIVISION

Date: 29.06.2013

Time: 3 Hours (10.00 to 13.00 Hrs)

Max. Marks: 100

**1. Write the differences between any TEN of the following.**

**(10X3=30 Marks)**

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

**2. Write short notes on any FIVE of the following.**

**(5X2=10 Marks)**

- (i) Break Journey
- (ii) Platform Ticket
- (iii) Supplementary Charge
- (iv) Cloak Room
- (v) Lost Property Office
- (vi) Minimum distance for charge
- (vii) D.D. Message
- (viii) Said to contain RR
- ix) I Bond Delivery
- (x) Wagon Registration Fee

**3. Write an essay on any FOUR of the following.**

**(4X10=40 Marks)**

- (i) What are advantages of E-Ticketing? What is the future of it on the Indian Railways?
- (ii) Write the procedure of booking of Goods Traffic in Railways. Also write precautions to be taken in this regard.
- (iii) What is the procedure of claims settlement? How to prevent or minimize claims Preferred by rail users?
- (iv) What are the various scales for luggage and parcel booking in Railways? Write their importance from marketing point of view.
- (v) How complaints and grievances of customers generate? What measures should be taken by Railways to handle and also to prevent them?
- (vi) Official language policy in India. Various schemes for implementation.

**4. Expand the following.**

**(20X1=20 Marks)**

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|---------|----------|---------|---------|
| a) NAIR | b) NRUCC | c) PNR  | d) RRT  |
| e) RTSA | f) PPP   | g) JTBS | h) IRCA |
| i) BPT  | j) LPO   | k) FOIS | l) UTS  |
| m) CCTV | n) COIS  | o) NTES | p) TMS  |
| q) CTTI | r) TAG   | s) RTSA | t) MST  |

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