KONKAN RAILWAY CORPORATION LIMITED

Question Paper for selection of Head Ticket Examiners in PB-2, Rs.9300-34800 with Grade Pay Rs. 4600/- (Non-Supervisory) in Commercial department.

Date: 10/07/2014

Maximum Marks : 100

Time : 3 Hours

Instructions :

1. Candidates have the option of answering in either English/Hindi.

2. Any conflict in translation ,the English version shall prevail.

A. Fill in the blanks (Answer any forty questions)

One mark each

01. Complaint book is having ----- foils

02. When journey extended in the train, -----benefit will not be given.

03. Children of the age of 5 years and under -----years of age is charged half the adult fare.

04. Ticket will be issued to passengers as per clause ----- of Indian Railway Act.

05. Expand EFT -----

06. EFT used by ticket checking staff is called ------

07. Expand TDR -----

08. Expand FIR -----

09. I-ticket is available through ------ on website.

10. Expand ERS -----

11. Expand EDR -----

12. ----- check is conducted to stop the misuse of Alarm Chain pulling.

13. ----- type of Nipper is used at the time of collecting tickets from passengers.

14. Private cash up to Rs.----- is allowed for mobile staff.

15. TDR has ----- foils.

16. Handing over memo has ----- foils.

17. Tatkal booking opens at -----(time).

18. In Tatkal booking maximum of ------ passengers can be booked.

19. Cancellation charges of the upgraded ticket is payable on the -----class of ticket.

20. Expand IVRS -----

21. Expand QRS -----

22. Expand NTES -----

23. Validity of Indrail pass ticket is -----

24. Check soldier ticket is issued in exchange of military Warrant No. ------

25. Maximum ------ break journey are allowed on Circular journey.

26. E -ticket ------ be canceled at any reservation counter of Railways.

27. Children are allowed to carry -----of the free allowance of luggage of adult.

28. Minimum chargeable weight of luggage is ------ Kg.

29. If passengers intend to extend the journey, then the luggage charged at ----- times (Scale L) of the difference of charge.

- 30. Expand PCEV -----
- 31. Expand MRM -----
- 32. The charge levied for clerical work in refund of fare is called ------
- 33. KRUCC stands for -----
- 34. ----- seva is the free service given as a helping hand to disabled passengers on KRCL.
- 35. Rs.----- is paid as ex-gratia in case of grievous injury to a passenger involved in Untoward incidents.
- 36. Chairman of the Railway Claims Tribunal is appointed by -----
- 37. DTC stands for-----
- 38. Earnings received reflected in the station balance sheet on -----side.
- 39. Expand DAR -----
- 40. SF----- issued for Major Penalty Charge sheet.
- 41. Hindi day is celebrated on -----
- 42. Official language script is in ------
- 43. Official language Act described in ----- regions.
- 44. Original correspondence in Hindi to Central Govt. offices of B region is -----%.

B. Answer the questions. (Answer any twenty questions)

Three marks each

- 1. What are the main objectives of ticket checking -
- 2. What are the measures taken to eradicate ticket less travel
- 3. What are the types of checks conducted
- 4. What is Magisterial check.
- 5. What is Excess Fare.
- 6. What is Excess Charge.
- 7. Write short note on Ticket Deposit Receipt.
- 8. Write short note on Ticket Examiners Report.
- 9. Write short note on I- Ticket.
- 10. Write short note on Market Vendor Season Ticket.
- 11. Write short note on Break Journey Rules.
- 12. Write short note on KRUCC.
- 13. Write short note on Circular Journey Ticket.
- 14. Write short note on HOR.
- 15. Write short note on Luggage ticket.
- 16. Write short note on cancellation of EFT & their disposal.
- 17. How to charge the luggage detected exceeding free allowance + Marginal allowance
- Name the section of The Railways Act, 1989 which deals with drunken or nuisance & smoking and penalty imposed.
- **19**. What are the cancellation charges/Refundable amount during dislocation of train services en-route due to floods,breaches & accidents.
- 20. What is the pass eligible on privilege account to executives & staff.
- 21. What are the steps to be taken to implement Rajbhasha.
- 22. How an employee shall be deemed to possess proficiency in Hindi.

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कोंकण रेलवे कॉर्पोरेशन लिमिटेड

वाणिज्य विभाग में पी.बी.-2 रु.9300-34800 ग्रेड पे.रु.4600/-(लॉन सुपराइजरी) मुख्य टिकट परीक्षक के लिए प्रश्न पत्र

दिनांक : 10/07/2014

न्यूनतम अंक-100

समय-03 घंटे

निर्देश-

	1.	उम्मीदवार उत्तर के लिए हिंदी तथा अंग्रेजी के विकल्प का चुनाव कर सकते है।			
	2.	हिंदी संस्करण में यदि कोई संहेह है तो अंग्रेजी का संस्करण अंतिम माना जाएगा।			
क.		रिक्त स्थानों की पूर्ति कीजिए।(किसी चालिस प्रश्नों के उत्तर दीजिए।) 1 अंक प्रति			
		शिकायत पुस्तिका की प्रतियां होती है।			
	2.	जब गाड़ी में यात्रा विस्तार करने पर किराए का लाभ नहीं मिल			
		सकता है।			
	3.	5 साल का तथासाल से कम आयु के बच्चे वयस्क किराये में चार्ज आधा होता			
		भारतीय रेल अधिनियम केअनुसार यात्रियों को टिकट जारी किया जाता है।			
		ई.एफ.टी. का पूर्ण रुप			
	6.	टिकट जांच के कर्मचारियों द्वारा ई.एफ.टी. का इस्तेमाल किया जाता है उसेकहते			
		टी.डी.आर. का पूर्ण रूप			
	8.	एफ.आई.आर. का पूर्ण रूप			
	9.	बेबसाइट पर ई-टिकट उपलब्ध है।			
		.ई.आर.एस.का पूर्ण रूप			
	11.	ई.डी.आर. का पूर्ण रुप			
	12	. अलार्म चैन पुलिंग को रोकने के लिएजांच आयोजित जाती है।			
	13	. यात्री से जमा करते समय प्रकार का निप्पर का इस्तेमाल किया जाता है।			
	14	. मोबाइल कर्मचारियों के लिए प्राइवेट कैशतक मान्य की जाती है।			
	15	. टी.डी.आर की प्रतियां होती है।			
	16	. सौपे गए मेमो की प्रतियां होती है।			
	17	. तत्काल बुकिंग बजे खुलता है।			
	18	. तत्काल बुकिंग में न्यूनतम यात्री बुक कर सकते है।			
	19	. ग्रेड बढाने के बाद टिकट रद्द करने पर श्रेणी के लिए रद्दीकरण प्रभार वसूला			
		जाएगा।			
	20).आई.वी.आर.एस. का पूर्ण रुप			
	21	. क्यू.आर.एस.का पूर्ण रूप			

2 22.एन.टी.ई.एस. का पूर्ण रुप 23.इंड्रेल पास की अवधिहोती है। 24.सैनिक वारंट सं..... के बदले में सैनिक जांच टिकट जारी किया जाता है। 25. चक्राकार यात्रा के दौरान न्युनतमयात्रा विराम की अनुमति है। 26.रेलवे के किसी आरक्षण आउंटर पर ई टिकट रद्द करना चाहिए। 27.बालक टिकट पर निशुल्क छूट वजन के दी जाएगी। 28.सामान का न्यूनतम चार्जबल वजनकि.ग्रॅं होता है। 29.यदि यात्री गाड़ी में चड़ने से पहले आगे जाने की सूचना देता है तो आरंभिक स्टेश सं ने गंतव्य स्टेशन तक उपलब्ध टिकट पर लगेज स्केल पर एल का दर गुना रहेगा। 30.पी.सी.ई.वी. का पूर्ण रुप 31. एम.आर.एम. का पूर्ण रुप 32.किराए की वापसी के लिए लिपिकीय कार्य के लिए वसूल किए जानेवाले प्रभार कोकहते है। 33.के.आर.यू.सी.सी. का पूर्ण रुप 34.कोंकण रेलवे ने शारिरीक रुप से विकलांग व्यक्तियों के लिएसेवा प्रदान की है। 35.किसी अनहोनी घटना में यात्री के घायल होने के मामले में रु......अदायगी दी जाती है। 36.रेलवे दावा अधिकरण के अध्यक्ष की नियुक्ति करता है। 37.डी.टी.सी. का पूर्ण ऊप 38.स्टेशन में लगाए गए तुलन पत्र में अर्जन कौन से बाजू में दिखाया जाता है। 39.डी.ए.आर.का पूर्ण रुप 40.मेजर आरोप पत्र के लिए एस.एफ.जारी किया जाता है। 41. हिंदी दिवस को मनाया जाता है। 42.राजभाषा की लिपि है। 43.राजभाषा अधिनियम के तहत संघ को क्षेत्र में बांटा गया है। 44.ख क्षेत्र के लिए केंद्र सरकार के कार्यालय के साथ मूल पत्राचार करने का लक्ष्य % है। ख, प्रश्नों के उत्तर दीजिए । 1. टिकट जांच का मुख्य उद्देश्य क्या है।

- 2. बीना टिकट यात्रा के रोकथाम के उपाय बताइए।
- 3. जांच के विभिन्न प्रकार क्या है।
- 4. न्यायिक जांच क्या है।
- 5. अतिरिक्त किराया क्या है।
- 6. अतिरिक्त प्रभार क्या है।

KONKAN RAILWAY CORPORATION LIMITED

Question Paper for selection of Head Ticket Examiners in PB-2, Rs.9300-34800 with Grade Pay Rs. 4600/- (Non-Supervisory) in Commercial department.

Time : 3 Hours

Date : 10/07/2014

Maximum Marks : 100

ANSWER KEY Instructions: 1. Candidates have the option of answering in either English/Hindi. 2. Any conflict in translation ,the English version shall prevail. A. Fill in the blanks (Answer any forty questions) **One mark each** 1. Complaint book is having -----03----- foils 2. When journey extended in the train, ----telescopic-----benefit will not be given. 3. Children of the age of 5 years and under ---12-----years of age is charged half the adult fare. 4. Ticket will be issued to passengers as per clause -50/1----- of Indian Railway Act. 5. Expand EFT ---- Exces Fare Ticket-----6. EFT used by ticket checking staff is called ----EFR-----7. Expand TDR ---- Ticket Deposit Receipt-----8. Expand FIR -----First information report-----9. I-ticket is available through --- IRCTC----- on website. 10. Expand ERS ------Electronic Reservation Slip-----11. Expand EDR ----- Ecxeptional Data Report------12. Ambush-----check is conducted to stop the misuse of Alarm Chain pulling. 14. Private cash up to Rs.----1500------ is allowed for mobile staff. 15. TDR has ----- foils. 16. Handing over memo has -----04----- foils. 17. Tatkal booking opens at ----10AM-----(time). 18. In Tatkal booking maximum of ----04----- passengers can be booked. 19. Cancellation charges of the upgraded ticket is payable on the ----original----class of ticket. 20. Expand IVRS --- Interactive Voice Response System------21. Expand QRS ----Quota Reservation System------22. Expand NTES ----National Train Enquiry System------23. Validity of Indrail pass ticket is - one year-----24. Check soldier ticket is issued in exchange of military Warrant No. --- IAFT 1752----25. Maximum ----08------ break journey are allowed on Circular journey. 26. E -ticket ----can not----- be canceled at any reservation counter of Railways. 27. Children are allowed to carry ----half-----of the free allowance of luggage of adult. 28. Minimum chargeable weight of luggage is ----10------ Kg. 29. If passengers intend to extend the journey, then the luggage charged at -1.5--- times (Scale L) of the difference of charge. 30. Expand PCEV --- Percentage Charge On Excess Value----31. Expand MRM - --- Mobile Reservation Message-----

- 32. The charge levied for clerical work in refund of fare is called ---Clerkage--
- 33. KRUCC stands for -----Konkan Railway Users Consultative Committee-----
- 34. --Sarati---- seva is the free service given as a helping hand to disabled passengers on KRCL.
- 35. Rs.-----5000/------ is paid as ex-gratia in case of grievous injury to a passenger involved in Untoward incidents.
- 36. Chairman of the Railway Claims Tribunal is appointed by ---- The president---
- 37. DTC stands for---Daily Train Cash Book---
- 38. Earnings received reflected in the station balance sheet on ----Debit-----side.
- 39. Expand DAR --- Discipline and Appeal Rules----
- 40. SF---5----- issued for Major Penalty Charge sheet.
- 41. Hindi day is celebrated on -----14th September-----
- 42. Official language script is in ----Devanagiri-----
- 43. Official language Act described in ----03--- regions.
- 44. Original correspondence in Hindi to Central Govt. offices of B region is ---90---%.

B. Answer the questions. (Answer any twenty questions)

Three marks each

1. What are the main objectives of ticket checking

(i)ensuring that every passenger is in possession of a proper ticket (or other authority) entitling him to travel by the particular class or train or to enter railway premises;

(ii) examining whether the tickets have been issued in conformity with the prescribed rules and instructions; and

(iii) seeing (ultimately) that the tickets have been correctly accounted for in railway books.

2. What are the measures taken to eradicate ticket less travel

Vigorous and sustained efforts should be directed towards combating ticket less traveling. The tickets of the passengers should be checked :

- (i) when they are entering the platform for entraining ;
- (ii) en route, by the ticket checking staff; and
- (iii) at destination, where the tickets should also be collected.
- (iv) Educating the public by means of film shows,ores,PA system and CC TVs.
- (v) Delivering lectures in schools/colleges
- (vi)Conducting surprise checks.
 - 3. What are the types of checks conducted

Spot check, Concentrated sectional check, Mobile check, Ambush check, Magisterial check, Replacement check, Fortress chech, Massive check, CRB check,

(x). ()

4. What is Magisterial check.

To eradicate TLT ,according to the programme given by the magistrate, the squad moves in the section and conducts checks collecting the defaulters committing various offences. A number of staff will be authorized with a power of authority to file the charge sheets. The magistrate trials the cases and imposes penalty/ punishments.

5. What is Excess Fare.

Fare which is collected by Ticket Checking staff when detected travelling irregularly is known as Excess fare. Excess fare is equivalent to normal fare.

6. What is Excess Charge.

Amount which is collected by Ticket staff as penalty, when detected travelling irregularly is known as Excess Charge. Excess charge is the amount equal to the amount of fare payable or rs. 250/- whichever is more. Excess charge is collected from The last ticket checking point or The train starting station whichever is near or The journey starting station, if known.

7. Write short note on Ticket Deposit Receipt.

When refund cannot be granted at a station, TDR is issued to the passengers. All the railways for unused and partially used tickets will issue only one standard TDR. TDR is in form of a machine numbered

book with three foils namely, i. Passenger ii. CCM iii. Record. All the three foils contain necessary information in respect of cancellation of tickets to be filled by TDR issuing official. Passenger foil contains guidelines for passenger and the other two foils contain instructions to the railway staff. TDR can be obtained by passenger up to 30 days from the schedule departure of the train. TDR must not be issued when refund is admissible at station. Passenger must fill application and apply to CCM(refund) within 90 days from the scheduled journey date.

8. Write short note on Ticket Examiners Report.

All collected card tickets,UTS tickets,PRS tickets and paper tickets should be cancelled in the prescribed manner.

The card tickets should be sorted out according to station from in the progressive numbers, class wise and entered in Register of tickets collected, in duplicate by carbon process.

All computer tickets are sorted out train wise,date wise and recorded.

All paper tickets should be entered separately in the register.

At the end of the day, highest number of ticket for all stations should be picked up and bundled separately. All tickets collected, cancelled and entered in TCR are put into bags date wise, sealed and secured properly to be checked by TIAs/CIs, except paper tickets.

9. Write short note on I- Ticket.

This facility is available through IRCTC on website www irctc.co.in For booking of tickets registration should be done on the website, which free of charge. Payment of fare will be done by Credit card, Debit card, e-banking or cashcard.

Reserved Tickets can be booked for all trains and classes.

Concessional ticket will not be issued, exception Senior citizen.

Service charge

a) Lower class 40 rupees per ticket

b) Higherclass 60 rupees per ticket

No extra charges will be collected to send ticketon passenger's address through courier by IRCTC. One passenger can book maximum 10 tickets per month.

After reservation of ticket,PNR No.,status of ticket,fare will be informed to the passenger throuh email.Reservation Timins -5.00 to 23.20 hrs.But on opening date it will be start at 08.00 hrs.Reservation ticket is issued one or two days in advance (according to city).

'I-Ticket No cash refund' is printed on this ticket.

All changes regarding reservation can be done at Reservation office. Refund / Cancellation.

- a) Ticket can be cancelled from any computerised reservation office within prescribed time.
- b) Cabcellation advice will be issued to the passenger .On basic on this advice IRCTC will arrange refund.
- c)After expiry of prescribed time,TDR will be issued.
- 10. Write short note on Market Vendor Season Ticket.

These tickets are issued from stations of market produce areas to near by towns and cities for selling their market produce.

It is issued from and to stations as permitted by DCM.

Issued to adults only and children below 12 years are not issued with this ticket.

This ticket is issued for travel in second class only.

It is issued up to maximum distance of 150 kms both for monthly and quarterly periods.

MVSTs are charged at 1.5 times of the normal monthly season ticket fares.

Photo-identity card is issued.

Free allowance of luggage is 60 kgs for outward journey and for return journey only empties are permitted.

Luggage in excess of the free allowance can be booked at the rate applicable.

Un-booked luggage in excess of the free allowance will be charged at 6 times the scale "L" subject to a minimum of Rs.50/-.

Market vendor season ticket holders are not permitted to sell their goods in trains, railway platforms and in railway premises.

They should travel by vendor coaches if provided.

11. Write short note on Break Journey Rules.

Passenger must have a ticket for more than 500 kms.

First break journey can be availed after completing journey of 500 kms.

Only one break journey is permitted on tickets up to 1000 kms.

Two break journeys are permitted on tickets of more than1000 kms.

Period of one break journey will be maximum 2 days excluding the date of arrival and departure. Endorsement should be obtained at the time of breaking and commencing the journey. If detected travelling without endorsement, passenger will be treated as without ticket.

(dr

-4-

PTO ticket holders will be treated as full fare paying passengers and all break journey rules will be applicable.

Break Journey Rules will not be applicable to Railway free pass holders, Indrail Ticket holders, circular journey ticket holders and season ticket holders.

Railway free pass holders can avail break journey at the stations mentioned on the pass.

Maximum 8 break journeys are permitted on circular journey tickets.

Waiting at an enroute junction station for a connecting train for less than 24 hrs will not be treated as a break journey.

Break journey is not permitted on tickets of Rajdhani / Shatabdi express trains and on concessional tickets issued for special circumstances.

Passenger seeking break journey on reserved tickets should mention the name of station where he wants to avail break journey on reservation form, so that reservation can be given up to that station. Break journey is not permitted on suburban stations.

12. Write short note on KRUCC

To maintain the public relations Konkan Railway Users Consultative Committee has been formed at CO level. Members are nominated from 04 beneficiary states of Maharashtra, Goa, Karnataka and Kerala. MPs are nominated by Ministry of Railways, MLAs are nominated from state Govt.(Hon'ble Speaker-Legislative Assembly), Members from Chamber of Commerce & Industry (CCIs) and Passenger Associations (Pas) are nominated by KRCL. The Hon'ble members are empowered to inspect and advise suggestions. Meeting will be convened with the hon'ble members at regular intervals.

13. Write short note on Circular Journey Ticket.

Generally tickets are issued by normal route. Normal routes are as under: shortest route.

Distance of longer route does not exceed shortest route by more than 15%. Direct train is available by longer route.

When passenger demands for ticket by a route other than the above routes, they are called Circular Journey Tickets. In this ticket journey commences and terminates at the same station. Circular journey tickets are of two types:

a) Standard Circular Journey Ticket-

Various tour programmes are prepared by Railway Administration, detailed information of which is published in Time tables.

Each tour programme is given a number.

Ticket can be obtained from Booking office by mentioning the number of tour programme in the application

b) Non Standard Circular Journey Ticket:

When circular ticket is issued as per proposed programme of passenger subject to fulfillment of all rules, it is known as Non Standard Circular Journey Ticket.

14. Write short note on HOR.

High officials are those such as President, Prime Minister, Cabinet Ministers, Governors, Chief Justice etc.

H O R is presented at booking office in 2 portions.

- i) Requisition portion (inner part)
- ii) Acknowledgement portion (outer part)

Booking clerk should fill both the portions with accommodation provided and ticket numbers of authorized persons travelling in the same compartment.

Both the portions should be signed by the station master indicating the fare and other charges under his signature and station stamp.

The outer portion should be handed over to the high official which constitutes the travelling authority. The inner portion should be sent to cash office as voucher.

H O R is accounted separately in DTC book.

When high official is detected with un exchanged HOR, a free EFT will be issued.

TTE should hand over the collected HORs at destination.

CRS shall supply a statement of HORs exchanged to the CTI everyday. CTI to verify and certify whether High Officials travelled or not and submit the same to accounts office periodically.

15. Write short note on Luggage ticket.

Luggage ticket is a non – journey paper ticket.

Luggage ticket is issued when passengers book their luggage.

It is a money value book and should be kept under safe custody.

Luggage ticket is in form of book and is machine numbered, each containing 50 tickets.

Luggage ticket has 3 foils namely (i) Record (ii) Passenger (iii) Guard.

Forwarding note should be submitted for booking of luggage in brake van.

Journey ticket number should be mentioned on luggage ticket.

At the time of delivery passenger foil of luggage ticket should be submitted at destination.

16. Write short note on cancellation of EFT & their disposal.

when an excess fare ticket hast to be cancelled for any reason, all the foils of the ticket should be marked 'cancelled' and reason therefor recorded thereon under the dated signature of the staff cancelling the ticket. As soon as possible after such cancellation, all the foils should be countersigned and dated by either the Station Master or the Chief/Head Ticket Examiner/Inspector.

Passenger foil of the cancelled excess fare ticket should be handed over to the Station Master/Booking clerk of the headquarter station and his acknowledgement obtained on the back of the Record foil. The Station Master/Booking clerk receiving the 'passenger' foil of the cancelled excess fare ticket will arrange to send it to the Traffic Accounts Office duly entered on a separate statement of non-issued tickets in Form Com./T.18 Rev. indicating thereon the name of the Travelling Ticket Examiner/Ticket Collector from whom each such cancelled foil was received.

'Accounts' foil of the cancelled excess fare tickets togeteher with cancelled Guards' memo and other certificates relating to excess fare ticket should be stitched to the relevant excess fare returns for submission to the Traffic Accounts Office. The date on which, and the Station at which, the 'passenger' foil was handed over should be indicated against each entry of the cancelled excess fare ticket in the relevant return.

17. How to charge the luggage detected exceeding free allowance + Marginal allowance

Free allowance is granted and the excess weight is charged at 06 times scale L rate subject to a minimum of Rs 50/- for the entire distance.

18. Name the section of The Railways Act, 1989 which deals with drunken or nuisance & smoking and penalty imposed.

Section 145 for drunken or nuisance : First offense fine up to 100/-, subsequent offense fine up to Rs 250/- or imprisonment up to 01 month or both. Section 167 for smoking : Fine up to Rs 100/-

19. What are the cancellation charges/Refundable amount during dislocation of train services en-route due to floods, breaches & accidents.

Condition		Cancellation charges /Refundable amount
(a) Inability of Railways to make alternate arrangements within reasonable time	Refund will be granted at the station where the journey is	(a) Full fare for the entire booked journey without clerkage.
(b) Passengers not willing to make use of alternative arrangement provided.		(b) Full fare for untravelled portion after retaining the fare for the travelled portion without cc.
(c) Decision to terminate the train at enroute station is taken before departure of the train at originating station and still passenger undertakes journey	terminated	(c) Full fare for untravelled portion after retaining the fare for the travelled portion without cc.

20. What is the pass eligible on privilege account to executives & staff.

Category	Pass (S.LS)	PTO (ser)
Executives	06	04
Staff	04	04

21. What are the steps to be taken to implement Rajbhasha.

All Officers/Staff to be trained in Hindi .

All Typists/Stenographers be trained in Hindi typing /Stenography.

Headings on all registers/files be written in Hindi & English.

Entries in registers/diaries be initiated in Hindi

All rubber stamps/name plates etc. be made bilingual.

All code/manuals ,forms etc. be made bilingual.

More and more letters be written in Hindi .

Letters received from 'A' and 'B' regions in English be replied to in Hindi.

"Hindi Day" and "Rajbhasha Week" be celebrated in Offices .

(d.)

Hindi workshops be conducted to train the staff.

Various Hindi competitions be organised and staff be awarded doing exemplary work in Hindi. All computers be made bilingual and staff working on computers be trained to work in Hindi on computers.

To propagate Hindi Kavi Sammelan, Seminars, One Act Play be organised. Hindi Library/Reading Rooms be established in office premises

22. How an employee shall be deemed to possess proficiency in Hindi.

Rule-9:An employee shall be deemed to possess proficiency in Hindi if

a)He has passed the Matriculation

or any equivalent or higher examination with Hindi as the medium of examination or

b)He has taken Hindi as an elective subject in the degree examination or any other examination

equivalent to or higher than the degree examination or

c)He declares himself to posses proficiency in Hindi in the Form annexed to these Rules

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