

GRIEVANCES

- 1 Who launched NIVARAN Portal for redressal of grievances of employees on the Railways.
(a) Hon'ble MR (b) Hon'ble CRB (c) Hon'ble PM (d) Hon'ble MOS(R)
- 2 NIVARAN Portal was launched on :
(a) 29.06.2016 (b) 30.06.2016 (c) 02.07.2016 (d) 15.08.2016
- 3 NIVARAN Portal is for redressal of grievances of .
(a) Serving employee (a) Retired employee (c) Both Serving & Retired employee (d) Other than Railway employees.
- 4 NIVARAN Portal has been developed in association with
(a) IRCTC (b) RCT (c) CRIS (d) RITES
- 5 How many Tiers has been identified for redressal of grievances under NIVARAN
(a) 5 (b) 4 (c) 3 (d) 2
- 6 Which authority has been identified as Tier-I under NIVARAN
(a) Diviaional & extra Divisional Office (b) Zonal Office & PUs (c) Railway Board office (d) CRIS
- 7 Which authority has been identified as Tier-II under NIVARAN
(a) Diviaional & extra Divisional Office (b) Zonal Office & PUs (c) Railway Board office (d) CRIS
- 8 Which authority has been identified as Tier-III under NIVARAN
(a) Diviaional & extra Divisional Office (b) Zonal Office & PUs (c) Railway Board office (d) CRIS
- 9 Tier -I (Railway Board Admn) provides login access to
(a) Tier II Admn (b) Tier III Admin (c) Tier II & III Admn (d) None of these
- 10 Tier -II (Zonal Railway/Pus Admn) provides login access to
(a) Tier III Admn (b) Tier IV Admin (c) Tier III & IV Admn (d) None of these
- 11 In case of dispute between two users of an office, who will take the final decision:
(a) User I (b) User II (c) Admin (d) Both User I & User II
- 12 In case of appeal under NIVARAN, who will be appellate authority:
(a) Two grade higher authority (b) Next higher authority (c) Three grade higher authority. (d) None of these
- 13 If decision is taken by DRM/ADRM, then appeal would lie
(a) at HQ office (b) at Divisional Office (c) at Extra divisional office (d) at CRIS
- 14 As per Charter time limit for redressal of complaint/representations received through Single Window Cell, CPGRAM, NIVARAN is :
(a) 60 days (b) 45 days (c) 30 days (d) 15 days
- 15 As per Charter time limit for inspection of Service Record by the concerned employee is
(a) Once in three months (a) Once in six months (a) Once in nine months (d) Once in a year

- 16 What is the full form of CPGRAMS
 (a) Centralized Public Grievance Redress And Monitoring System (b) Centralized Public Grievance Redressal and Monitoring System (c) Centralized Public Grievance Redressal and Monitor System (d) None of these
- 17 What is the full form of DPG
 (a) Department of Public Grievances (b) Directorate of Public Grievances (c) Director of Public Grievances (d) None of these
- 18 What is the full form of NIC
 (a) National Information Centre (b) National Informatic Centre (c) Nodal of Information Centre (d) None of these
- 19 What is the full form of CRIS
 (a) Centre for Railway Information System (b) Centre of Railway Informatic System (c) Centralised Railway Information System (d) None of these
- 20 What is the full form of DAR&PG
 (a) Department of Administrative Resource and Public Grievances. (b) Department of Administrative Reforms and Public Grievances. (c) Directorate of Administration Reforms and Public Grievances. (d) None of these
- 21 CPGRAMS is
 (a) an Online Web enabled system (b) an Offline system (c) Contractual System (d) None of these
- 22 CPGRAMS has been developed for
 (a) Only Central Govt employee (b) Only State Govt. employee (c) Only Railway employee (d) All Indian citizens
- 23 CPGRAMS is an Online web-enabled system developed by
 (a) NIC (b) PRIME (c) CRIS (d) RDSO
- 24 Which of the following issue is taken up for redressal under CPGRAMS
 (a) RTI matters (b) Subjudice matters (before court) (c) Personal & Family dispute (d) None of these
- 25 Which of the following issues are not taken up for redressal under CPGRAMS
 (a) RTI matters (b) Subjudice matters (before court) (c) Personal & Family dispute (d) All of these
- 26 Grievances under CPGRAMS are entertained only through
 (a) e-mail (b) Website portal (c) Post Office (d) None of these
- 27 Full form of ComPTran is
 (a) Common Portal for Transfer (b) Central Portal for Transfer (c) Centralised Portal for Transfer (d) None of these
- 28 ComPTran is related to
 (a) Promotion (b) Transfer (c) Payment of Salary (d) Appointment

- 29 ComPTran is related to which type of transfer
 (a) Own request transfer (a) Mutual transfer (c) Both Own Request & Mutual transfer (d) None of these
- 30 Presently the ComPTran Portal is open for use by
 (a) the Railway Offices alone (b) Railway employee (c) State Govt. employee (d) None of these
- 31 To find Unique ID under ComPTran which information is/are required to be entered by the employee
 (a) Employee No./ PF No. (b) PAN (c) Mobile/Telephone No. (d) all of these
- 32 ComPTran started by desire expressed by
 (a) A.K.Mittal, MS/Rly Board (b) Rajeev Kr. Goyal, CPO/Admn/NCR (c) Ashwani Lohani, CRB (d) Suresh Prabhu, hon'ble MR
- 33 In how many categories CA-III references has been divided
 (a) 3 (b) 4 (c) 5 (d) 6
- 34 Which type of references are covered under Category 'A' of CA-III
 (a) from President of India, Vice President of India & Governors (b) from Central Ministers & Minister from States (c) from MPs, MLAs & Counsellors. (d) All of these
- 35 Which type of references are covered under Category 'B' of CA-III
 (a) from Ex. Central Ministers (b) Ex. Minister from States (c) Ex.MPs (d) All of these
- 36 Which type of references are covered under Category 'M' of CA-III
 (a) All communications on which MR/MOS(R)'s remarks are made (b) All communications on which CRB's remarks are made (c) All communications on which MS's remarks are made (d) None of these
- 37 Which type of references are covered under Category 'C' of CA-III
 (a) Letters seen by PS to MR/MOS(R) but not covered under category 'A' (b) Letters seen by PS to MR/MOS(R) but not covered under category 'B' (c) Letters seen by PS to MR/MOS(R) but not covered under category 'M' (d) Letters seen by PS to MR/MOS(R) but not covered under category 'A', 'B' & 'M'
- 38 Which type of references are covered under Category 'O' of CA-III
 (a) All communications received in MR/MOS® Secretariate, but not covered under category 'A' (b) All communications received in MR/MOS® Secretariate, but not covered under category 'B' (c) All communications received in MR/MOS® Secretariate, but not covered under category 'M' (d) All communications received in MR/MOS(R) Secretariate, but not covered under category 'A', 'B', 'M' & 'C'

- 39 At Railway Board's level where no information is required from the Railways, replies to the communications should be issued within
 (a) 7 days (b) 10 days (c) 12 days (d) 15 days
- 40 At Railway Board's level where information is required to be obtained from the Railways, replies to the communications should be issued within
 (a) 7 days (b) 10 days (c) 12 days (d) 15 days
- 41 Full form of UMANG IS
 (a) Unified Mobile Application for New - age Grievance. (a) Unified Mobile Application & New Grievance. (a) Unique Mobile Application for New Grievance. (a) Unique Mobile Application for New - age Grievance.
- 42 Full form of PGRM IS
 (b) Public Grievance Redress Mechanism (b) Public Grievance Redressal Mechanism (c) Public Grievance Redressal Machinery (d) Public Governance Redressal Machinery
- 43 Full form of WGRC IS
 (a) Women's Grievance Redressal Committee (a) Women Grievance Redress Committee (a) Women's Grievance Redressal Commission (a) Women Grievance Redressal Council