

DFCCIL Executive (Operations and BD) Question Paper 2021 PDF

Test Date	28/09/2021
Test Time	12:30 PM - 2:30 PM
Subject	Executive (Operations and BD)

Section : General Knowledge

Q.1 Which of the following is correct?

- Ans 1. $GNP = GDP + \text{Net factor income from abroad}$
 2. $GNP = GDP - \text{Net factor income from abroad}$
 3. $GNP = GDP + \text{Depreciation}$
 4. $GNP = GDP - \text{Depreciation}$

Question ID : 2752289220
 Status : Answered
 Chosen Option : 3

Q.2 S. Hareesh who won a JCB Prize for Literature for 2020 is a/an _____ author.

- Ans 1. Bengali
 2. Malayalam
 3. Urdu
 4. Hindi

Question ID : 2752289224
 Status : Answered
 Chosen Option : 2

Q.3 Which article of Indian constitution is related with Uniform civil code for citizens?

- Ans 1. 42
 2. 44
 3. 48
 4. 46

Question ID : 2752289229
 Status : Answered
 Chosen Option : 2

Q.4 Which of the following pair is correct?
I. Avanaddha Vadya – Percussion instruments
II. Ghana Vadya – Solid instruments

- Ans
- 1. Only II
 - 2. Both I and II
 - 3. Neither I nor II
 - 4. Only I

Question ID : 2752289219
Status : Answered
Chosen Option : 2

Q.5 Who has been sworn in as the first female US Vice President?

- Ans
- 1. Kaja Kallas
 - 2. Sanna Marin
 - 3. Ayesha Aziz
 - 4. Kamala Harris

Question ID : 2752289227
Status : Answered
Chosen Option : 4

Q.6 Which team won the IPL 2020?

- Ans
- 1. Delhi Capitals
 - 2. Chennai Super Kings
 - 3. Mumbai Indians
 - 4. Sunrisers Hyderabad

Question ID : 2752289230
Status : Answered
Chosen Option : 3

Q.7 Sayyid dynasty ruled on Delhi during _____.

- Ans
- 1. 1320-1414
 - 2. 1451-1526
 - 3. 1414-1451
 - 4. 1290-1320

Question ID : 2752289222
Status : Answered
Chosen Option : 3

Q.8 Which country will host the 47th G7 summit?

- Ans
- 1. Japan
 - 2. The United Kingdom
 - 3. Russia
 - 4. France

Question ID : 2752289226
Status : Answered
Chosen Option : 2

Q.9 Verghese Kurien who is known as the 'Father of White Revolution' was also a recipient of _____.

- Ans
- 1. Gandhi Peace Prize
 - 2. Jnanpith Award
 - 3. Ramon Magsaysay Award
 - 4. Bharat Ratna

Question ID : 2752289225
Status : Answered
Chosen Option : 3

Q.10 _____ drains into Arabian sea.

- Ans
- 1. Krishna
 - 2. Tapi
 - 3. Godavari
 - 4. Mahanadi

Question ID : 2752289221
Status : Answered
Chosen Option : 2

Q.11 The book 'One Arranged Murder' is written by _____.

- Ans
- 1. Chinmay Tumbe
 - 2. Arundhati Roy
 - 3. Sree Iyer
 - 4. Chetan Bhagat

Question ID : 2752289223
Status : Answered
Chosen Option : 4

Q.12 Bodo language has been in news recently. This language is spoken in which state of India?

- Ans
- 1. Assam
 - 2. Rajasthan
 - 3. Madhya Pradesh
 - 4. Jharkhand

Question ID : 2752289228
Status : Answered
Chosen Option : 1

Section : Logical reasoning

Q.1 A series is given with one term missing. Select the correct alternative from the given ones that will complete the series.
XP, ? BL, DJ, FH

- Ans
- 1. YM
 - 2. YN
 - 3. ZN
 - 4. ZM

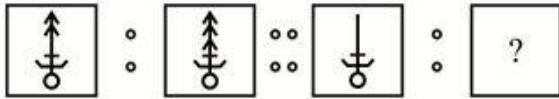
Question ID : 2752289231
Status : Answered
Chosen Option : 3

Q.2 A series is given with one term wrong. Select that wrong term from the given alternatives.
25, 27, 36, 51, 75, 110

- Ans
- 1. 27
 - 2. 75
 - 3. 110
 - 4. 36

Question ID : 2752289239
Status : Answered
Chosen Option : 1

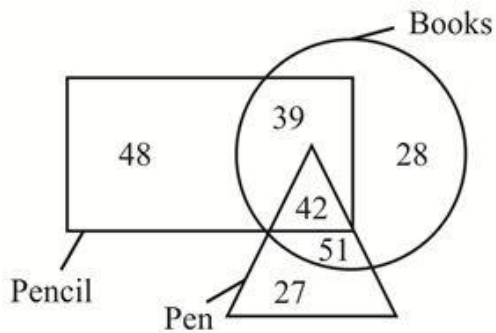
Q.3 Two figures given on the left side of (::) are related with some logic/rule/relation. Select the missing figure on the right of (::) from the given alternatives based on the same logic/rule/relation.



- Ans
- 1.
 - 2.
 - 3.
 - 4.

Question ID : 2752289241
Status : Answered
Chosen Option : 2

Q.4 How many pencils are not pen?



- Ans
- 1. 129
 - 2. 48
 - 3. 145
 - 4. 87

Question ID : 2752289240
Status : Answered
Chosen Option : 4

Q.5 In a certain code language, 'Go to Hell' is written as 'Zx Yp Nt', 'Hell and Heaven' is written as 'Mu Fs Yp', 'Good go Heaven' is written as 'Fs Zx Tn'. What is the code for 'To and good' in that code language?

- Ans
- 1. Mu Nt Fs
 - 2. Nt Tn Yp
 - 3. Zx Tn Nt
 - 4. Tn Nt Mu

Question ID : 2752289235
 Status : Answered
 Chosen Option : 4

Q.6 In the following question, select the odd letter/letters from the given alternatives.

- Ans
- 1. IJKL
 - 2. PQRS
 - 3. EFGH
 - 4. TVWX

Question ID : 2752289232
 Status : Answered
 Chosen Option : 4

Q.7 If a mirror is placed on the line AB, then which of the answer figures is the right image of the given figure?



- Ans
- 1.
 - 2.
 - 3.
 - 4.

Question ID : 2752289242
 Status : Answered
 Chosen Option : 4

Q.8 In the following question, select the missing number from the given series.
?, 3, 5, 7, 11, 13

- Ans
- 1. -1
 - 2. 0
 - 3. 1
 - 4. 2

Question ID : 2752289238

Status : Answered

Chosen Option : 3

Q.9 In the following question below are given some statements followed by some conclusions based on those statements. Taking the given statements to be true even if they seem to be at variance from commonly known facts. Read all the conclusions and then decide which of the given conclusion logically follows the given statements.

Statements:

- I. Some A are B.
- II. Some B are not C.

Conclusions:

- I. Some A are C.
- II. Some A are not C.
- III. Some C are not B.

- Ans
- 1. Only conclusion I follows
 - 2. Only conclusion II follows
 - 3. Neither conclusion follows
 - 4. Only conclusion III follows

Question ID : 2752289237

Status : Answered

Chosen Option : 4

Q.10 In a certain code language, 'WE' is written as '14', 'OUT' is written as '28'. What is the code for 'WAR' in that code language?

- Ans
- 1. 21
 - 2. 15
 - 3. 44
 - 4. 32

Question ID : 2752289234

Status : Answered

Chosen Option : 1

Q.11 In the following question, select the related letters from the given alternatives.

VN : AJ :: MD : ?

- Ans
- 1. QZ
 - 2. RA
 - 3. RZ
 - 4. QA

Question ID : 2752289233

Status : Answered

Chosen Option : 3

Q.12 A team of seven members is to be selected from ten members M1, M2, M3, M4, M5, M6, M7, M8, M9 and M10. Criteria for the selection are: M3 and M6 have to be selected together. Either M2 or M5 has to be selected with M7. M9 and M2 cannot be selected together. Neither M7 or M9 can be selected with M8. Either M4 or M6 has to be selected with M1. Which of the following members may be selected?

- Ans
- 1. M2, M3, M4, M5, M6, M8, M10
 - 2. M2, M3, M4, M6, M7, M8, M10
 - 3. M1, M2, M3, M5, M6, M7, M8
 - 4. M1, M3, M5, M6, M7, M8, M10

Question ID : 2752289236
Status : Answered
Chosen Option : 1

Section : Numerical Ability

Q.1 The ratio of two numbers is 4 : 3. If both numbers are increased by 4, then the ratio becomes 5 : 4. What is the sum of two numbers?

- Ans
- 1. 24
 - 2. 26
 - 3. 12
 - 4. 28

Question ID : 2752289251
Status : Answered
Chosen Option : 4

Q.2 If Vikas can complete $\frac{4}{5}$ of a work in 32 days, then Vikas will complete $\frac{1}{10}$ of the same work in how many days?

- Ans
- 1. 7 days
 - 2. 4.5 days
 - 3. 4 days
 - 4. 6 days

Question ID : 2752289257
Status : Answered
Chosen Option : 3

Q.3 A solid sphere of diameter 4.9 cm is cut into two equal halves. What will be the increase in its total surface area?

- Ans
- 1. 33.57 cm^2
 - 2. 29.93 cm^2
 - 3. 42.26 cm^2
 - 4. 37.73 cm^2

Question ID : 2752289260
Status : Answered
Chosen Option : 4

Q.4 Marked price of an article is Rs. 1800.

S1 = Selling price after a single discount of 50 percent.

S2 = Selling price after two successive discounts of 40 percent and 20 percent.

What is the value of S1 – S2?

Ans 1. Rs. 36

2. Rs. 48

3. Rs. 30

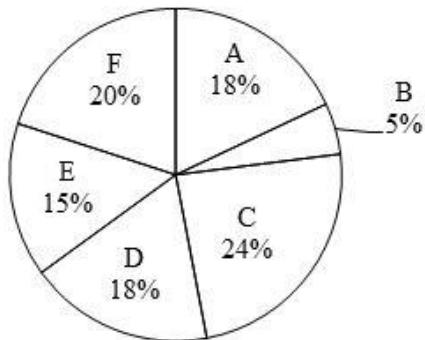
4. Rs. 40

Question ID : 2752289246

Status : Answered

Chosen Option : 1

Q.5 The pie chart given below shows marks obtained by a student in six different subjects A, B, C, D, E and F. Total marks obtained by the student is 540. Marks in a particular subject is shown as a percent of total marks in all these six subjects.



Which of the following statement(s) is/are correct?

I. Sum of the marks scored in subjects A and B is 27 more than the marks scored in subject D.

II. Ratio of marks obtained in subject A to marks obtained in subject C is 3 : 4 respectively.

Ans 1. Neither I nor II

2. Only II

3. Both I and II

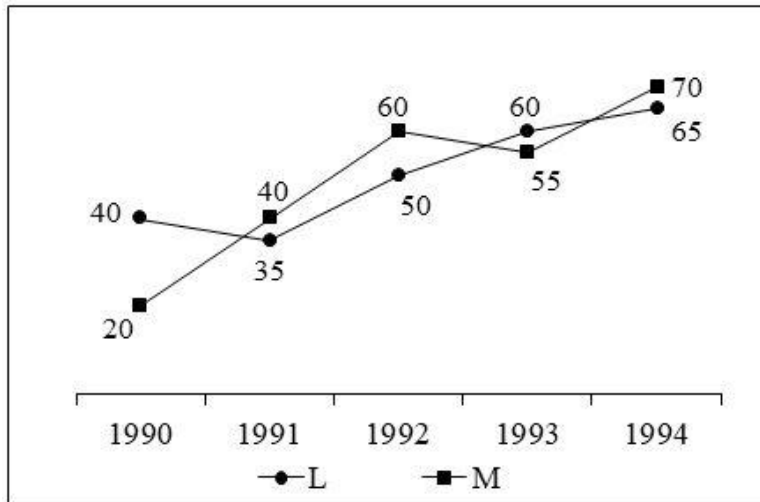
4. Only I

Question ID : 2752289263

Status : Answered

Chosen Option : 3

Q.6 The line chart given below shows the revenue of two companies L and M for the given years.



Profit = Revenue – Expenditure

$$\text{Percentage profit} = \frac{\text{Revenue} - \text{Expenditure}}{\text{Expenditure}} \times 100$$

If in the year 1993 company L had a profit of 20 percent, then what was its expenditure in the year 1993?

- Ans
- 1. 45
 - 2. 50
 - 3. 35
 - 4. 40

Question ID : 2752289265
 Status : Answered
 Chosen Option : 2

Q.7 A dealer sells two machines at the rate of Rs. 12000 per machine. On one he earns a profit of 20 percent and on the other he loses 20 percent. What is his profit/loss percentage in the whole transaction?

- Ans
- 1. 4 percent profit
 - 2. 6 percent loss
 - 3. 4 percent loss
 - 4. 6 percent profit

Question ID : 2752289249
 Status : Answered
 Chosen Option : 3

Q.8 A man distributed an amount among his 4 sons, 3 daughters and 6 nephews in the ratio of 5 : 4 : 3 respectively. If each daughter gets an amount of Rs. 2400, then what is the total amount that all the nephews got?

- Ans
- 1. Rs. 1800
 - 2. Rs. 4800
 - 3. Rs. 4500
 - 4. Rs. 5400

Question ID : 2752289252
 Status : Answered
 Chosen Option : 4

Q.9 On an article, the profit earned is 200 percent of the cost price. If the cost price increases by 50 percent but the selling price remains same, then what will be the new profit percentage?

- Ans
- 1. 120 percent
 - 2. 150 percent
 - 3. 200 percent
 - 4. 100 percent

Question ID : 2752289250
Status : Answered
Chosen Option : 4

Q.10 Anuj and Kamal leaves from Delhi and Gwalior respectively towards each other at the same time. Anuj and Kamal meet at Mathura and then after meeting each other they take 144 minutes and 196 minutes respectively to reach their destinations Gwalior and Delhi. If speed of Anuj is 28 km/hr, then what is the speed of Kamal?

- Ans
- 1. 32 km/hr
 - 2. 24 km/hr
 - 3. 28 km/hr
 - 4. 20 km/hr

Question ID : 2752289256
Status : Answered
Chosen Option : 2

Q.11 Simple interest on a sum for 5 years is equal to 20 percent of the principal. In how many years interest will be equal to the principal?

- Ans
- 1. 30 years
 - 2. 40 years
 - 3. 25 years
 - 4. 35 years

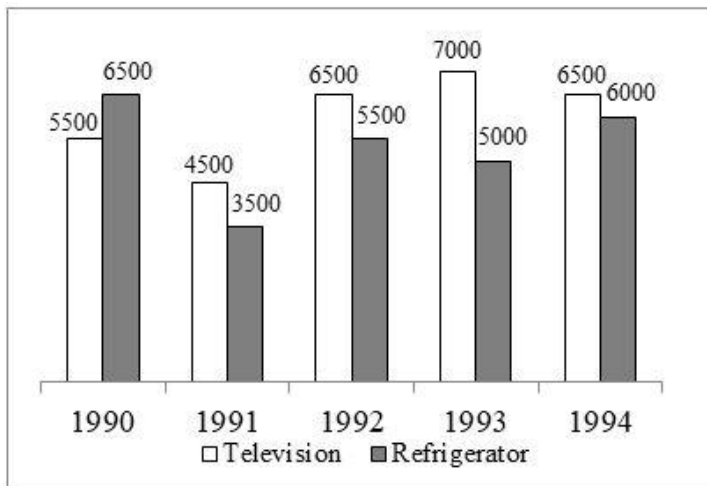
Question ID : 2752289253
Status : Answered
Chosen Option : 3

Q.12 How much amount will be received on a principal of Rs. 13500 at the rate of 20 percent per annum compounded annually for 2 years?

- Ans
- 1. Rs. 20220
 - 2. Rs. 18420
 - 3. Rs. 19720
 - 4. Rs. 19440

Question ID : 2752289254
Status : Answered
Chosen Option : 4

Q.13 The bar graph given below shows the production of television and refrigerator in a factory for given years.



Which of the following statement(s) is/are correct?

I. Production of refrigerator in 1993 is 11.11 percent more than the production of television in 1991.

II. Average production of television during 1990-1994 is 5000.

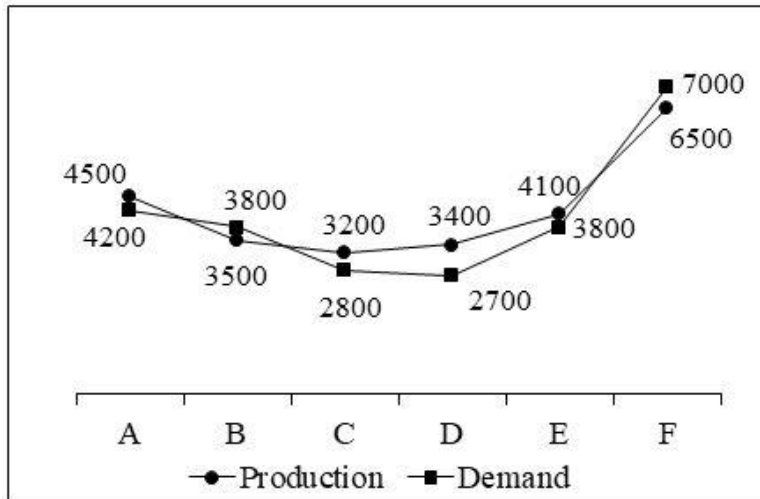
- Ans
- 1. Only II
 - 2. Only I
 - 3. Both I and II
 - 4. Neither I nor II

Question ID : 2752289266

Status : Answered

Chosen Option : 2

Q.14 The line chart given below shows the demand and production of six different companies A, B, C, D, E and F.



Which of the following statement(s) is/are correct?

- I. Difference between the average production and average demand is 150.
- II. Ratio of number of companies having more demand than production to the number of companies having more production than demand is 2 : 1 respectively.

- Ans
- 1. Both I and II
 - 2. Only I
 - 3. Neither I nor II
 - 4. Only II

Question ID : 2752289264
 Status : Answered
 Chosen Option : 2

Q.15 The speed of a car is 80 km/hr for first 4 hours and 30 km/hr for the next 2 hours. What is the total distance covered by the car?

- Ans
- 1. 380 km
 - 2. 350 km
 - 3. 420 km
 - 4. 320 km

Question ID : 2752289255
 Status : Answered
 Chosen Option : 1

Q.16 If 35 percent of P is equal to 60 percent of Q and Q is z/3 percent of P, then what is the value of z?

- Ans
- 1. 185
 - 2. 165
 - 3. 175
 - 4. 155

Question ID : 2752289247
 Status : Answered
 Chosen Option : 3

Q.17 Working 2 hours per day, R1 alone can complete a work in 6 days. Working 5 hours per day, R2 alone can complete the same work in 4 days. Working 3 hours per day, in how many days both R1 and R2 together can complete the same work?

- Ans
- 1. 5 days
 - 2. 2.5 days
 - 3. 7 days
 - 4. 3.5 days

Question ID : 2752289258
Status : Answered
Chosen Option : 2

Q.18 The table given below shows the number of males, females and children in six different states.

States	Males	Females	Childrens
S1	13200	9200	5400
S2	15200	7500	2500
S3	9500	4500	3700
S4	10500	8500	2250
S5	19500	15400	3250
S6	22250	16350	3500

Total population = No. of males + No. of females + No. of childrens

Which of the following is the correct sequence of total population?

- Ans
- 1. S3 < S4 < S2 < S5 < S1 < S6
 - 2. S3 < S4 < S2 < S1 < S5 < S6
 - 3. S4 < S3 < S2 < S1 < S6 < S5
 - 4. S2 < S3 < S4 < S5 < S1 < S6

Question ID : 2752289262
Status : Answered
Chosen Option : 2

Q.19 If a positive number is decreased by 5, then it becomes equal to the 24 times of the reciprocal of the original number. What is the original number?

- Ans
- 1. 3
 - 2. 4
 - 3. 5
 - 4. 8

Question ID : 2752289244
Status : Answered
Chosen Option : 4

Q.20 If the sum of a number and its square is 156, then what is the number?

- Ans
- 1. 14
 - 2. 12
 - 3. 11
 - 4. 13

Question ID : 2752289243
Status : Answered
Chosen Option : 2

Q.21 Eleven friends spent Rs. 24 each on a tour and the twelfth friend spent Rs. 22 less than the average expenditure of all twelve of them. What is the total money spent by them?

- Ans 1. Rs. 290
 2. Rs. 264
 3. Rs. 278
 4. Rs. 270

Question ID : 2752289245
 Status : Answered
 Chosen Option : 2

Q.22 The table given below shows the number of calculators sold by seven companies in a month.

Companies	Number of Calculators
A	1225
B	1275
C	1445
D	2375
E	2915
F	3285
G	4025

Which of the following statement(s) is/are correct?

- I. The ratio of number of calculators sold by company A to the number of calculator sold by company G is 7 : 23 respectively.
 II. The ratio of number of calculators sold by company A to the number of calculator sold by company B is 17 : 29 respectively.

- Ans 1. Only II
 2. Both I and II
 3. Neither I nor II
 4. Only I

Question ID : 2752289261
 Status : Answered
 Chosen Option : 4

Q.23 Length, breadth and height of a cuboid are 3 cm, 6 cm and 10 cm respectively. What is the total surface area of the cuboid?

- Ans 1. 256 cm²
 2. 196 cm²
 3. 216 cm²
 4. 144 cm²

Question ID : 2752289259
 Status : Answered
 Chosen Option : 3

Q.24 Aman has appeared in two exams. He scored 420 marks in first exam out of 600 marks. If he got overall 70 percent marks, then how much percentage he had scored in second examination out of 500?

- Ans 1. 60
 2. 70
 3. 65
 4. 80

Question ID : 2752289248
 Status : Answered
 Chosen Option : 2

Section : General Science

Q.1 Which of the following relation is correct?

- Ans 1. Number of atoms = (given mass/molar mass) × Avogadro number
 2. Number of atoms × Avogadro number = given mass/molar mass
 3. Number of atoms = (molar mass/given mass) × Avogadro number
 4. Number of atoms = given mass × molar mass × Avogadro number

Question ID : 2752289280
Status : Answered
Chosen Option : 1

Q.2 Which of the following statement regarding Rutherford nuclear model is NOT correct?

- Ans 1. The size of the nucleus is very small as compared to the size of the atom.
 2. There is a positively charged centre in an atom called the nucleus.
 3. The negative and positive charges are equal in magnitude.
 4. The electrons revolve around the nucleus in circular paths.

Question ID : 2752289282
Status : Answered
Chosen Option : 4

Q.3 The chemical name of _____ is sodium hydrogencarbonate.

- Ans 1. Bleaching powder
 2. Common salt
 3. Baking Soda
 4. Washing soda

Question ID : 2752289279
Status : Answered
Chosen Option : 3

Q.4 Alkali metals have _____.
I. low melting points
II. low densities

- Ans 1. Only I
 2. Only II
 3. Neither I nor II
 4. Both I and II

Question ID : 2752289278
Status : Answered
Chosen Option : 2

Q.5 An image formed by a plane mirror is _____.

- Ans 1. Inverted and largen than the size of the object
 2. Erect and largen than the size of the object
 3. Erect and of the same size of the object
 4. Inverted and of the same size of the object

Question ID : 2752289267
Status : Answered
Chosen Option : 3

Q.6 Which acid is found in vinegar?

- Ans
- 1. Oxalic acid
 - 2. Formic acid
 - 3. Lactic acid
 - 4. Acetic acid

Question ID : 2752289275
Status : Answered
Chosen Option : 4

Q.7 The part of leaf by which it is attached to the stem is called _____.

- Ans
- 1. midrib
 - 2. lamina
 - 3. petiole
 - 4. reticulate

Question ID : 2752289289
Status : Answered
Chosen Option : 3

Q.8 The alimentary canal is basically a long tube extending from the _____ to the _____.

- Ans
- 1. small intestine, large intestine
 - 2. mouth, liver
 - 3. liver, anus
 - 4. mouth, anus

Question ID : 2752289287
Status : Answered
Chosen Option : 4

Q.9 Which of the following pair regarding sound is correct?

- I. Loudness – depends on amplitude
II. Shrillness – depends on frequency

- Ans
- 1. Only II
 - 2. Only I
 - 3. Both I and II
 - 4. Neither I nor II

Question ID : 2752289272
Status : Answered
Chosen Option : 3

Q.10 Which of the following is NOT a conductor of electricity?

- Ans
- 1. Silver
 - 2. Glass
 - 3. Iron
 - 4. Gold

Question ID : 2752289268
Status : Answered
Chosen Option : 2

Q.11 The _____ is the main thinking part of the brain.

- Ans
- 1. mid brain
 - 2. Cerebrum
 - 3. hind brain
 - 4. fore brain

Question ID : 2752289288
Status : Answered
Chosen Option : 2

Q.12 Which of the following statement is correct?

- I. The incident ray, the normal at the point of incidence and the reflected ray all lie in the same plane.
II. Angle of incidence is always equal to the angle of reflection

- Ans
- 1. Neither I nor II
 - 2. Only II
 - 3. Both I and II
 - 4. Only I

Question ID : 2752289274
Status : Answered
Chosen Option : 3

Q.13 Urine is produced in _____.

- Ans
- 1. urethra
 - 2. urinary bladder
 - 3. ureters
 - 4. kidneys

Question ID : 2752289286
Status : Answered
Chosen Option : 3

Q.14 An object of mass 'm' be made to fall freely from a height 'h'. At the start the potential energy is _____ and kinetic energy is _____.

- Ans
- 1. zero, zero
 - 2. zero, mgh
 - 3. mgh, mgh
 - 4. mgh, zero

Question ID : 2752289270
Status : Answered
Chosen Option : 4

Q.15 In a concave mirror which of the following pair of position of object – size of the image is correct?

- I. At infinity – point sized
II. Beyond C – diminished

- Ans
- 1. Neither I nor II
 - 2. Only I
 - 3. Only II
 - 4. Both I and II

Question ID : 2752289271
Status : Answered
Chosen Option : 4

Q.16 Which of the following is a unicellular organism?

- I. Amoeba
II. Paramecium

Ans 1. Both I and II
 2. Only II
 3. Neither I nor II
 4. Only I

Question ID : 2752289284
Status : Answered
Chosen Option : 1

Q.17 Oxygen-rich blood from the lungs comes to the _____.

Ans 1. left atrium
 2. right ventricle
 3. right atrium
 4. left ventricle

Question ID : 2752289285
Status : Answered
Chosen Option : 3

Q.18 Which of the following is correct regarding isobars?

- I. They have different atomic numbers
II. They have same mass numbers

Ans 1. Only I
 2. Only II
 3. Both I and II
 4. Neither I nor II

Question ID : 2752289281
Status : Answered
Chosen Option : 3

Q.19 Which of the following is a reason for excessive current in electrical circuits?

- I. Direct touching of wires
II. Connection of many devices to a single socket

Ans 1. Neither I nor II
 2. Only II
 3. Both I and II
 4. Only I

Question ID : 2752289273
Status : Answered
Chosen Option : 1

Q.20 Which of the following statement is correct?

- I. Value of 'g' is higher at poles than equator
II. Weight of an object at moon is 1/6 the weight of the object at earth

Ans 1. Only II
 2. Neither I nor II
 3. Only I
 4. Both I and II

Question ID : 2752289269
Status : Answered
Chosen Option : 4

Q.21 What is the colour of the outer zone of complete combustion of candle flame?

- Ans
- 1. Yellow
 - 2. Orange
 - 3. Black
 - 4. Blue

Question ID : 2752289276
Status : Answered
Chosen Option : 4

Q.22 Which of the following is a kingdom of organisms?

- I. Monera
- II. Protista

- Ans
- 1. Only II
 - 2. Only I
 - 3. Neither I nor II
 - 4. Both I and II

Question ID : 2752289290
Status : Answered
Chosen Option : 4

Q.23 Modern periodic table has _____ groups and _____ periods.

- Ans
- 1. 12, 6
 - 2. 15, 8
 - 3. 20, 10
 - 4. 18, 7

Question ID : 2752289277
Status : Answered
Chosen Option : 4

Q.24 The _____ fight against germs that may enter our body.

- Ans
- 1. white blood cells
 - 2. red blood cells
 - 3. platelets
 - 4. haemoglobin

Question ID : 2752289283
Status : Answered
Chosen Option : 1

Section : History of Railways and DFCCIL

Q.1 The first thoughts for a railway system in British India were expressed in a Parliamentary Select Committee meeting held in _____ in 1831-32.

- Ans
- 1. Calcutta
 - 2. Madras
 - 3. Bombay
 - 4. Delhi

Question ID : 2752289309
Status : Answered
Chosen Option : 2

Q.2 A total of _____ Indian Railway's zones came into being in 1952.

- Ans
- 1. 4
 - 2. 10
 - 3. 8
 - 4. 6

Question ID : 2752289291
Status : Answered
Chosen Option : 3

Q.3 The Darjeeling Himalayan Railway line also has the distinction of passing through the _____ railway station in the world.

- Ans
- 1. third-highest
 - 2. second-highest
 - 3. fourth-highest
 - 4. highest

Question ID : 2752289295
Status : Answered
Chosen Option : 4

Q.4 Which of the following creates and augments capacity of rail infrastructure?

- Ans
- 1. Rail Vikas Nigam Limited
 - 2. Rail Land Development Authority
 - 3. Burn Standard Company Limited
 - 4. Mumbai Railway Vikas Corporation Ltd

Question ID : 2752289297
Status : Answered
Chosen Option : 2

Q.5 Railway construction in India began in:

- Ans
- 1. 1850
 - 2. 1859
 - 3. 1856
 - 4. 1857

Question ID : 2752289299
Status : Answered
Chosen Option : 1

Q.6 Which of the following mountain railways in India was declared a World Heritage Site by UNESCO in the year 1999?

- Ans
- 1. Darjeeling Himalayan Railway
 - 2. Railway in Kashmir
 - 3. Konkan Railway
 - 4. Kangra Valley Railway

Question ID : 2752289293
Status : Answered
Chosen Option : 1

Q.7 _____ implies transformation of various inputs into output, thereby increasing the want-satisfying capacity of inputs.

- Ans
- 1. Production
 - 2. Sales
 - 3. Marketing
 - 4. Procurement

Question ID : 2752289313
Status : Answered
Chosen Option : 1

Q.8 Which of the following states comes under the Western Dedicated Freight Corridor?

- Ans
- 1. Punjab
 - 2. Himachal Pradesh
 - 3. Uttarakhand
 - 4. Haryana

Question ID : 2752289303
Status : Answered
Chosen Option : 1

Q.9 When was Indian Railway Finance Corporation established?

- Ans
- 1. 1986
 - 2. 1996
 - 3. 1966
 - 4. 1976

Question ID : 2752289296
Status : Answered
Chosen Option : 2

Q.10 The Chittaranjan Locomotive Works factory commenced the production of steam locomotives on:

- Ans
- 1. 23 December 1952
 - 2. 1 January 1960
 - 3. 30 April 1956
 - 4. 26 January 1950

Question ID : 2752289294
Status : Answered
Chosen Option : 2

Q.11 Jamalpur has a training institute of Indian Railways for the training of:

- Ans
- 1. electrical officers
 - 2. signal and telecommunication officers
 - 3. traffic officers
 - 4. mechanical officers

Question ID : 2752289308
Status : Answered
Chosen Option : 2

Q.12 In 1842, _____, a leading railway engineer and professor of civil engineering at University College, London, presented a detailed proposal for a system of railways in India.

- Ans
- 1. Charles Blacker Vignoles
 - 2. Robert Stephenson
 - 3. George Stephenson
 - 4. Robert Sinclair

Question ID : 2752289298
Status : Answered
Chosen Option : 2

Q.13 The Indian Railways carried 1108.79 million tonnes of freight in:

- Ans
- 1. 2016–17
 - 2. 2008–09
 - 3. 2014–15
 - 4. 2019–20

Question ID : 2752289301
Status : Answered
Chosen Option : 2

Q.14 Diesel Locomotives are produced in which of the following cities?

- Ans
- 1. Varanasi
 - 2. Gorakhpur
 - 3. Ballia
 - 4. Gaya

Question ID : 2752289305
Status : Answered
Chosen Option : 2

Q.15 Research Design and Standards Organization (RDSO) is located at:

- Ans
- 1. Hyderabad
 - 2. Lucknow
 - 3. New Delhi
 - 4. Pune

Question ID : 2752289307
Status : Answered
Chosen Option : 2

Q.16 The Indian Railways' quadrilateral; linking the four metropolitan cities of Delhi, Mumbai, Chennai and Howrah, commonly known as the Golden Quadrilateral; and its two diagonals (Delhi-Chennai and Mumbai-Howrah) have a total route length of:

- Ans
- 1. 10122 km
 - 2. 5432 km
 - 3. 14234 km
 - 4. 7650 km

Question ID : 2752289302
Status : Answered
Chosen Option : 2

Q.17 A horse-drawn tramway began operation in Bombay between Colaba and Parel in the year:

- Ans
- 1. 1854
 - 2. 1867
 - 3. 1845
 - 4. 1874

Question ID : 2752289311
Status : Answered
Chosen Option : 2

Q.18 Which of the following is an example of public goods?

- Ans
- 1. Defence services
 - 2. Clothes
 - 3. Cars
 - 4. Vegetables

Question ID : 2752289314
Status : Answered
Chosen Option : 1

Q.19 The original Nilgiri Railway Company was registered on:

- Ans
- 1. 30 June 1885
 - 2. 30 September 1885
 - 3. 30 January 1885
 - 4. 30 March 1885

Question ID : 2752289310
Status : Answered
Chosen Option : 2

Q.20 In which of the following institutes of Indian Railways are traffic officers trained?

- Ans
- 1. Indian Railways Institute of Signal Engineering and Telecommunications
 - 2. Indian Railways Institute of Mechanical & Electrical Engineering
 - 3. Indian Railways Institute of Transport Management
 - 4. National Academy of Indian Railways

Question ID : 2752289292
Status : Answered
Chosen Option : 1

Q.21 In the Eastern Corridor, an electrified double-line segment of 126 km runs between:

- Ans
- 1. Mughalsarai and Sonnagar
 - 2. Sonnagar to Dankuni
 - 3. Khurja and Kanpur
 - 4. Ludhiana and Khurja

Question ID : 2752289304
Status : Answered
Chosen Option : 2

Q.22 Integral Coach Factory is located at:

- Ans
- 1. Cochin
 - 2. Alappuzha
 - 3. Perambur
 - 4. Pune

Question ID : 2752289306
Status : Answered
Chosen Option : 2

Q.23 When was the Southern Railway zone created?

- Ans
- 1. 1941
 - 2. 1931
 - 3. 1961
 - 4. 1951

Question ID : 2752289312
Status : Answered
Chosen Option : 4

Q.24 When was Dedicated Freight Corridor Corporation of India (DFCCIL) incorporated?

- Ans
- 1. 2008
 - 2. 2010
 - 3. 2006
 - 4. 2004

Question ID : 2752289300
Status : Answered
Chosen Option : 2

Section : Economics & Marketing

Q.1 Which of the following is an attribute of selling?

- Ans
- 1. The buyer is the core of all activities.
 - 2. Market determines price.
 - 3. Business is a customer-satisfying activity.
 - 4. Selling converts existing products into money.

Question ID : 2752289322
Status : Answered
Chosen Option : 4

Q.2 What is the role of households in an economy?

- Ans
- 1. Owning economic resources
 - 2. Producing services
 - 3. Producing goods
 - 4. Earning profit

Question ID : 2752289316
Status : Answered
Chosen Option : 1

Q.3 Marketing offers are also called _____, which is a set of benefits that marketing people promise to consumers to satisfy their needs.

- Ans
- 1. a value proposition
 - 2. stock clearance
 - 3. customer retention
 - 4. goodwill creation

Question ID : 2752289319
Status : Answered
Chosen Option : 3

Q.4 In the development of software for customer relation, what does the following statement represent?

“Ask the vendor to document the features he or she has worked on and what has been accomplished in each case”

- Ans
- 1. Clarify change requests and bugs
 - 2. Explain what and why
 - 3. Get involved
 - 4. Track accomplishments

Question ID : 2752289326
Status : Answered
Chosen Option : 4

Q.5 The concept of _____ is the fundamental concept underlying all marketing activities.

- Ans
- 1. satisfaction
 - 2. human needs
 - 3. human desire
 - 4. social welfare

Question ID : 2752289318
Status : Answered
Chosen Option : 2

Q.6 Which of the following is NOT a function of price?

- Ans
- 1. To act as a means of rationing scarce supplies
 - 2. To ensure emotional wellbeing
 - 3. Signalling mechanism
 - 4. To provide incentives

Question ID : 2752289317
Status : Answered
Chosen Option : 2

Q.7 _____ believes that consumers will favour products that are readily available at reasonable prices.

- Ans
- 1. The marketing concept
 - 2. The societal marketing concept
 - 3. The customer concept
 - 4. The production concept

Question ID : 2752289321
Status : Answered
Chosen Option : 2

Q.8 Which of the following is a merit good?

- Ans
- 1. Shoe
 - 2. Healthcare
 - 3. Food at a restaurant
 - 4. Fridge

Question ID : 2752289315
Status : Answered
Chosen Option : 2

Q.9 Which of the following is an example of non-durable goods?

- Ans
- 1. Automobiles
 - 2. Toiletries
 - 3. Household appliances
 - 4. Two-wheelers

Question ID : 2752289320
Status : Answered
Chosen Option : 2

Q.10 Which of the following is NOT a step-in reduction of customer defection?

- Ans 1. Collection of data on sales and customers
 2. Estimating how much profit a company loses when it loses customers
 3. Distinguishing the causes of customer attrition and its management
 4. Defining and measuring customer retention rate

Question ID : 2752289325
Status : Answered
Chosen Option : 1

Q.11 Many companies are today moving beyond the marketing concept to the:

- Ans 1. production concept
 2. customer concept
 3. buyer concept
 4. product concept

Question ID : 2752289323
Status : Answered
Chosen Option : 4

Q.12 Which of the following terms defines the monetary value of final goods and services – that is, those that are bought by the final user – produced in a country in a given period of time (say a quarter or a year)?

- Ans 1. Gross Domestic Product
 2. Net Domestic Product
 3. Domestic Product
 4. Gross National Product

Question ID : 2752289324
Status : Answered
Chosen Option : 2

Section : Customer Relations

Q.1 As part of training, "Be sure to practice customer relationship management skills using real data the trainee can recognize and understand" represents which of the following?

- Ans 1. Plan for gaps
 2. Learn in context
 3. Training options
 4. Train for contingencies

Question ID : 2752289327
Status : Answered
Chosen Option : 2

Q.2 CRM process at the _____ can be defined as 'a systematic process to manage customer relationship initiation, maintenance and termination; across all customer contact points to maximise the value of the relationship portfolio'.

- Ans
- 1. companywide level
 - 2. functional level
 - 3. customer-facing level
 - 4. local regional level

Question ID : 2752289333
Status : Answered
Chosen Option : 1

Q.3 Which of the following tactics CANNOT be employed by the firms to create customer loyalty?

- Ans
- 1. Sending thank-you cards
 - 2. Emailing on a daily basis
 - 3. Reminding by phone
 - 4. Sending personal letters

Question ID : 2752289330
Status : Answered
Chosen Option : 4

Q.4 Which of the following is a disadvantage of customer relationship management?

- Ans
- 1. Lasting relationship with customers
 - 2. Psychology of being tracked and possibility of being hacked
 - 3. Centralization of data
 - 4. Management of customers' data in one place

Question ID : 2752289328
Status : Answered
Chosen Option : 2

Q.5 It is extremely important to interview a customer about all the likes and dislikes so that the actual _____ can be ascertained and prioritised.

- Ans
- 1. customer response
 - 2. customer needs
 - 3. customer retention
 - 4. customer loyalty

Question ID : 2752289332
Status : Answered
Chosen Option : 2

Q.6 In customer relationship management, which of the following is NOT a customer-oriented CRM process?

- Ans
- 1. Analysis process
 - 2. Support process
 - 3. Control process
 - 4. Delivery process

Question ID : 2752289334
Status : Answered
Chosen Option : 2

Q.7 Which of the following is NOT a component of customer acquisition?

- Ans
- 1. Dictating prospective customers into buying
 - 2. Co-ordination with prospective customers
 - 3. Honest interaction regarding the product and services
 - 4. Enabling customer enquiry

Question ID : 2752289331
Status : Answered
Chosen Option : 1

Q.8 What kind of decision roles does the following statement show?

The person who proposes a brand (or a product) for consideration (something in return).

- Ans
- 1. Purchaser
 - 2. Decider
 - 3. Influencer
 - 4. Initiator

Question ID : 2752289336
Status : Answered
Chosen Option : 4

Q.9 _____ response of customer refers to emotions such as feelings or moods.

- Ans
- 1. Cognitive
 - 2. Affective
 - 3. Conative
 - 4. Effective

Question ID : 2752289335
Status : Answered
Chosen Option : 1

Q.10 Which of the following terms represents customer data repository?

- Ans
- 1. Front office solutions
 - 2. Enterprise application integration
 - 3. Customer relationship management engine
 - 4. Customer life cycle

Question ID : 2752289329
Status : Answered
Chosen Option : 3

Q.11 The consumer-buying process is usually depicted as consisting of _____ distinct stages.

- Ans
- 1. three
 - 2. five
 - 3. four
 - 4. two

Question ID : 2752289337
Status : Answered
Chosen Option : 4

Q.12 Customer satisfaction does have a positive effect on an organisation's:

- Ans
- 1. data collection
 - 2. supply
 - 3. profitability
 - 4. production planning analysis

Question ID : 2752289338
Status : Answered
Chosen Option : 4