

IPO EXAM PAPER 01 OBJECTIVE

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<p>We apologize if there are any errors in the MCQ practice notes. Please inform us, and you could receive exciting rewards!</p>			

MCQs on The Post Office Act, 2023

1. What is the official name of the legislation governing postal services in India enacted in December 2023?

- A) Indian Postal Code, 2023
- B) The Postal Services Regulation Act, 2023
- C) The Post Office Act, 2023
- D) The National Mail and Post Act, 2023

2. When was The Post Office Act, 2023 enacted?

- A) 26th January 2023
- B) 15th August 2023
- C) 24th December 2023
- D) 1st April 2023

3. The Post Office Act, 2023 comes into force through:

- A) Presidential Assent
- B) Supreme Court Notification
- C) Notification in the Official Gazette
- D) Approval by Director General of Posts

4. Who is responsible for notifying the enforcement of The Post Office Act, 2023?

- A) Department of Legal Affairs
- B) State Governments
- C) Ministry of Law and Justice
- D) Central Government

5. Who is the Director General as per Section 2 of the Act?

- A) Minister of Communications
- B) Chief Postmaster General
- C) Head of Postal Services appointed by the Central Government
- D) Secretary, Department of Posts

6. According to the Act, what does the term "item" refer to?

- A) Any letter or parcel weighing above 500g
- B) Only insured articles
- C) Any indivisible article accepted for postal service
- D) Only documents and letters

7. Under The Post Office Act, 2023, "Notification" refers to:

- A) An internal circular issued by a postal region
- B) Any formal announcement in local newspapers
- C) Notification in the Official Gazette
- D) SMS sent to customers

8. Which of the following is not included under the definition of "Post Office" as per the Act?

- A) Department of Posts
- B) Branch Post Offices
- C) Gramin Dak Seva Centers
- D) Private Courier Agencies

9. What does the term "Prescribed" mean in The Post Office Act, 2023?

- A) As suggested by Postmaster General
- B) As determined by the Union Public Service Commission
- C) As per the rules made under the Act
- D) As mentioned in the Constitution of India

10. What is the legal nature of "Regulations" mentioned under the Act?

- A) Rules made by State Postal Authorities
- B) Orders issued by High Courts
- C) Norms issued under this Act
- D) Executive Orders

11. According to Section 3, who may issue regulations regarding postal services?

- A) Director General of Posts

- B) Ministry of Home Affairs
- C) Prime Minister
- D) National Postal Council

12. The authority to determine charges and conditions for postal services lies with:

- A) Parliament of India
- B) Comptroller & Auditor General
- C) Director General under the Act
- D) Indian Post Payments Bank

13. Postal services provided under the Act are subject to:

- A) International treaties only
- B) Orders of RBI
- C) Other applicable laws
- D) Notification from Ministry of Finance

14. Under Section 4, who has the exclusive right to issue postage stamps in India?

- A) State Post Offices
- B) Department of Legal Affairs
- C) Post Office
- D) Indian Postal Commission

15. Who can regulate the supply and sale of postage stamps?

- A) Local Philately Clubs
- B) Central Vigilance Commission
- C) Director General
- D) Reserve Bank of India

16. What are "Postage Stamps" as defined in The Post Office Act, 2023?

- A) Digital images used for advertisement
- B) Private tokens for courier services
- C) Govt.-issued physical or digital indicators of service charge payment
- D) Envelopes with handwritten notes

17. Which of the following qualifies as "Postal Stationery"?

- A) Registered newspaper

- B) Parcel insurance slip
- C) Prepaid envelopes with imprinted postage
- D) Cheque sent via post

18. What type of article is eligible under the postal service as per the definition of "Item"?

- A) Any divisible item
- B) Any indivisible article accepted for postal transmission
- C) Anything over ₹10,000 in value
- D) Only goods sent via VPP

19. Who appoints the Director General of Postal Services?

- A) Parliament
- B) State Government
- C) Central Government
- D) Union Public Service Commission

20. The Act allows the Director General to frame regulations regarding:

- A) Conduct of elections
- B) Charges and terms of postal services
- C) Taxation on letters
- D) Recruitment to post offices

21. Which term in the Act encompasses both postcards and envelopes with printed stamps?

- A) Courier material
- B) Stationery articles
- C) Postal stationery
- D) Mail wrappers

22. What ensures official enforcement of rules made under the Post Office Act, 2023?

- A) Approval from RBI
- B) Endorsement by Election Commission
- C) Notification in Official Gazette
- D) Cabinet Committee approval

23. The term "Regulations" under the Act is issued by:

- A) Postmaster General
- B) Department of Expenditure
- C) Director General
- D) Indian Parliament

24. Postage stamps can be in which of the following forms as per the Act?

- A) Only printed on envelopes
- B) Only physical stickers
- C) Only barcodes
- D) Physical or digital form

25. Postal services under the Act must follow conditions laid down by:

- A) International Postal Union
- B) Ministry of External Affairs
- C) Central Government through DG
- D) Indian Posts and Telegraph Council

26. The Post Office Act, 2023 is applicable:

- A) Only to Head Post Offices
- B) Only to delivery-related functions
- C) As per the Central Government's notification
- D) Only in Union Territories

27. What does "Prescribed" NOT include?

- A) Rules framed under the Act
- B) Terms in Official Gazette
- C) Personal interpretation by postal staff
- D) Notifications made by Central Govt

28. What is a key difference between "Notification" and "Regulation" under the Act?

- A) Notifications are informal; Regulations are binding
- B) Notifications are in Gazette; Regulations are under Act
- C) Both are same under law

D) Notifications are made by State; Regulations by Central Govt

29. A notification under The Post Office Act, 2023 must be published in:

- A) Private journals
- B) Postal websites only
- C) Official Gazette
- D) Local press

30. Who is the competent authority under Section 3 to modify postal service charges?

- A) President of India
- B) Supreme Court
- C) Director General
- D) Finance Secretary

31. Under Section 5, who has the authority to prescribe standards for addressing and postcodes?

- A) Director General of Posts
- B) Chief Postmaster General
- C) Central Government
- D) Postal Directorate

32. What is the main purpose of a postcode as per the Post Office Act, 2023?

- A) To ensure secrecy of communication
- B) To facilitate delivery and sorting of items
- C) To calculate postal rates
- D) To track revenue

33. A postcode may consist of:

- A) Only numbers
- B) Only alphabets
- C) A combination of digits, letters, or digital code
- D) Barcodes only

34. Section 5 empowers the Central Government to also prescribe:

- A) Address verification charges
- B) Language of communication

- C) Address identifiers along with postcodes
- D) Digital stamps

35. Under Section 6, the Central Government can make rules for postal arrangements with:

- A) NGOs
- B) Private courier services
- C) Foreign countries
- D) Municipal corporations

36. Section 6 empowers which authority to enter into international postal arrangements?

- A) Director General
- B) Union Cabinet
- C) Central Government
- D) Ministry of Finance

37. The purpose of rules under Section 6 is to:

- A) Increase revenue from foreign tourists
- B) Govern cross-border mail and services
- C) Promote domestic travel
- D) Prevent smuggling only

38. As per Section 7, if postal charges are unpaid, they are recoverable as:

- A) Court fine
- B) Administrative expense
- C) Arrear of land revenue
- D) Civil debt only

39. Who is responsible for paying postal service charges?

- A) Central Govt.
- B) Sender or person using the service
- C) Receiver of the item
- D) Postmaster

40. Recovery of unpaid postal charges will be enforced under laws related to:

- A) Property tax
- B) Arrears of electricity

- C) Land revenue
- D) GST

41. Section 8 refers to which of the following as prima facie evidence?

- A) Customer complaint
- B) Payment receipt
- C) Official mark on postal item
- D) Witness statement

42. The official mark on a postal article is presumed to prove what?

- A) Delivery time only
- B) The facts it represents
- C) Sender's name
- D) Stamp authenticity

43. Who may prescribe what qualifies as an "official mark" under the Act?

- A) RBI
- B) State Government
- C) Central Government
- D) Post Office Employees Union

44. Which section grants power to intercept, open or detain postal items?

- A) Section 6
- B) Section 7
- C) Section 9
- D) Section 10

45. Interception under Section 9 can be authorized only in:

- A) Private interest
- B) Customer dispute cases
- C) Public interest such as security or law violations
- D) Cases of delay in delivery

46. If a postal item contains dutiable or prohibited goods, it may be:

- A) Sent to sender only
- B) Burned immediately
- C) Delivered to customs or law enforcement
- D) Discarded without investigation

47. Which of the following is not a ground for interception under Section 9?

- A) Public order
- B) Law enforcement
- C) Weather delay
- D) National security

48. Under Section 9, what may happen to postal items intercepted on valid grounds?

- A) Automatically returned to sender
- B) Delivered with penalty
- C) Appropriately disposed of or handed over to authorities
- D) Auctioned publicly

49. Which authority may authorize interception of postal items under Section 9?

- A) State Government
- B) Postal employees at counter
- C) Central Government or designated officers
- D) Private courier companies

50. According to Section 10, the Post Office is not liable for loss unless:

- A) Delivery was after due date
- B) Item was of sentimental value
- C) It is so prescribed by rules
- D) The parcel was registered

51. Under what condition can postal employees be held liable for loss/misdelivery?

- A) Clerical error
- B) Delay due to weather
- C) If they acted fraudulently or wilfully caused the loss
- D) If customer files a complaint

52. Section 10 provides the Post Office exemption from liability for services, unless:

- A) Covered under RTI Act

- B) Prescribed under the rules
- C) Item is a passport
- D) Local police requests refund

53. A wilful act causing delay by a postal officer can result in:

- A) Suspension only
- B) No action under the Act
- C) Liability under Section 10
- D) Warning letter

54. Section 10 covers exemption from liability in which cases?

- A) Courier-related frauds
- B) Postal services provided under the Act
- C) Private insurance-related losses
- D) RTI delay complaints

55. If an officer misdelivers an article accidentally, is he liable under Section 10?

- A) Yes, always
- B) Only if sender demands
- C) No, unless it is wilful or fraudulent
- D) Only for cash articles

56. Who decides the liability rules for the Post Office as per Section 10?

- A) Election Commission
- B) Ministry of Railways
- C) Central Government
- D) State Legislature

57. "Appropriately disposed of" in Section 9 means:

- A) Thrown into trash
- B) Returned to customer directly
- C) Destroyed or handed to proper authority
- D) Sold to recover postage

58. Can any officer intercept postal items?

- A) Yes, any staff
- B) No, only those authorized by Govt.

- C) Yes, if item is heavy
- D) Yes, if delayed

59. Which section allows recovery of unpaid postage as arrears?

- A) Section 5
- B) Section 6
- C) Section 7
- D) Section 10

60. Which of the following is true regarding postcodes under Section 5?

- A) Assigned only to capital cities
- B) Optional for customers
- C) Identify geographic areas for delivery/sorting
- D) Reserved only for bulk mail

61. Under Section 11, which of the following powers cannot be delegated by the Central Government to the Director General?

- A) Power to issue notifications
- B) Power to implement schemes
- C) Power to frame rules
- D) Power to administer services

62. Delegation of powers under Section 11 must be made through:

- A) Executive Order
- B) Notification in Official Gazette
- C) Cabinet Note
- D) Office Memorandum

63. Who is the only authority under the Act empowered to make rules?

- A) Director General
- B) Ministry of Communications
- C) Central Government
- D) Postmaster General

64. Rules under Section 12 must be issued via:

- A) Oral instruction
- B) Press release

- C) Official Gazette notification
- D) Public circular

65. Who is authorized to make regulations under the Post Office Act, 2023?

- A) Central Government directly
- B) Director General with prior Central Govt. approval
- C) State Government
- D) Finance Ministry

66. Regulations framed under Section 13 require:

- A) President's assent
- B) Cabinet Committee approval
- C) Prior approval of Central Government
- D) No external approval

67. What is the condition for the Director General to issue regulations?

- A) Consultation with State Governments
- B) Filing before Supreme Court
- C) Prior Central Govt. approval and Gazette notification
- D) Signature of Postmaster General

68. According to Section 14, rules and regulations must be laid before Parliament for how many days?

- A) 14 days
- B) 21 days
- C) 30 days
- D) 60 days

69. What happens if both Houses of Parliament disapprove or modify a rule/regulation?

- A) It is revoked immediately
- B) It continues with parliamentary remarks
- C) Only modified version is effective
- D) Director General must resign

70. Are actions taken under a now-disapproved rule still valid before

disapproval?

- A) No
- B) Only if reviewed
- C) Yes, they remain valid
- D) Subject to court review

71. Under Section 15, the Central Government may issue orders to remove implementation difficulties:

- A) At any time
- B) Only once per year
- C) Only within 2 years from Act commencement
- D) After Cabinet approval only

72. Orders issued under Section 15 must:

- A) Be placed before the President
- B) Be tabled before Parliament
- C) Be published in local newspapers
- D) Be approved by Supreme Court

73. Which of the following is not true about the “Power to Remove Difficulties” under the Act?

- A) Orders must not contradict the Act
- B) Power continues indefinitely
- C) Orders valid only if issued within 2 years
- D) Orders require tabling before Parliament

74. Section 16 of the Post Office Act, 2023 leads to the repeal of:

- A) Post Office Savings Act
- B) Indian Post Office Act, 1898
- C) Postal Department Reforms Act, 2002
- D) Telegraph Act, 1885

75. What happens to existing rules under the repealed 1898 Act?

- A) Become void immediately
- B) Continue if not inconsistent with new Act
- C) Apply only to Head Post Offices
- D) Apply only till 2025

76. Existing orders under the 1898 Act are valid under the 2023 Act if:

- A) They relate to money orders
- B) They are passed by Chief PMG
- C) They are not inconsistent with new Act
- D) They are digitally verified

77. How long do the rules/notifications of the 1898 Act remain in effect?

- A) Until next Parliament session
- B) Until replaced or repealed under 2023 Act
- C) Until end of financial year 2024
- D) 90 days only

78. The power to make rules resides with Central Government, whereas regulations can be made by:

- A) Postmaster General
- B) Director General
- C) Finance Secretary
- D) Supreme Court

79. Delegated powers under Section 11 exclude:

- A) Powers of administration
- B) Rulemaking powers
- C) Issue of orders
- D) Supervision of operations

80. What is the primary difference between rules and regulations under the Post Office Act, 2023?

- A) Rules are advisory; regulations are binding
 - B) Rules are made by DG; regulations by Parliament
 - C) Rules by Central Govt., regulations by DG with approval
 - D) Both are the same under the Act
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Mail operation &

Money remittance

MCQs

Q.01. Under which section of the Post Office Act, 2023 are the Post Office Regulations, 2024 made?

- A) Section 10
- B) Section 13
- C) Section 17
- D) Section 21

Q.02. What is the official title of the regulations framed under the Post Office Act, 2023?

- A) India Post Rules, 2024
- B) Post Office Guidelines, 2024
- C) Post Office Regulations, 2024
- D) Indian Postal Code, 2024

Q.03. When did the Post Office Regulations, 2024 come into effect?

- A) 01 January 2024
- B) 16 December 2024
- C) 01 April 2024
- D) 31 December 2024

Q.04. Who has the authority to make regulations under the Post Office Regulations, 2024?

- A) Central Government
- B) Director General with prior approval of Central Government
- C) Circle Head only
- D) Postal Directorate

Q.05. Who is empowered to specify business hours and delivery timings under the regulations?

- A) Director General only
- B) Central Government

- C) Circle, Regional, or Divisional Head
- D) Head of Branch Office

Q.06. What is the maximum duration of counter, money remittance, and savings bank services on weekdays?

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

Q.07. What is the maximum business hours allowed for Branch Post Offices per day?

- A) 3 hours
- B) 4 hours
- C) 5 hours
- D) 6 hours

Q.08. How is unpaid or insufficiently paid domestic mail charged?

- A) Actual deficiency only
- B) Double deficiency, minimum ₹1
- C) Flat penalty of ₹5
- D) Returned to sender only

Q.09. What is the minimum charge for unpaid/underpaid international mail?

- A) ₹0.50
- B) ₹1
- C) ₹2
- D) ₹5

Q.10. Which of the following items can be dropped into letter boxes?

- A) Registered articles
- B) Insured letters
- C) Fully prepaid non-accountable items
- D) Money Orders

Q.11. Which items must be compulsorily presented at the counter?

- A) Postcards
- B) Registered, insured, money order, accountable items

- C) Prepaid letters only
- D) Blind literature packets

Q.12. What is mandatory for all accountable postal items?

- A) PIN code
- B) Cash payment
- C) Written receipt
- D) Postal order

Q.13. What is the length of PIN code in India?

- A) 4 digits
- B) 5 digits
- C) 6 digits
- D) 7 digits

Q.14. What is the maximum weight of a domestic letter?

- A) 100 g
- B) 250 g
- C) 500 g
- D) 1 kg

Q.15. What is the postage for the first 20 grams of a domestic letter?

- A) ₹2
- B) ₹3
- C) ₹4
- D) ₹5

Q.16. What is the postage for each additional 20 grams of a letter beyond the first 20 grams?

- A) ₹2
- B) ₹3
- C) ₹4
- D) ₹5

Q.17. What is the maximum weight of a letter card?

- A) 2 g
- B) 5 g
- C) 10 g
- D) 20 g

Q.18. What is the postage for a letter card?

- A) ₹1
- B) ₹1.50
- C) ₹2.50
- D) ₹5

Q.19. What is the postage for a postcard?

- A) 25 paise
- B) 50 paise
- C) ₹1
- D) ₹2

Q.20. What is the maximum weight allowed for book post?

- A) 2 kg
- B) 3 kg
- C) 5 kg
- D) 7 kg

Q.21. What is the postage for the first 50 g of book post?

- A) ₹2
- B) ₹3
- C) ₹4
- D) ₹5

Q.22. What is the maximum weight for literature for the blind?

- A) 3 kg
- B) 5 kg
- C) 7 kg
- D) 10 kg

Q.23. What is the postage for literature for the blind?

- A) ₹2
- B) ₹3
- C) ₹4
- D) Exempt

Q.24. What is the maximum permissible weight of an India Post Parcel?

- A) 10 kg
- B) 20 kg

- C) 25 kg
- D) 35 kg

Q.25. What is the maximum length allowed for an India Post Parcel?

- A) 1.0 m
- B) 1.2 m
- C) 1.5 m
- D) 2.0 m

Q.26. Speed Post parcels can be booked up to what maximum weight?

- A) 20 kg
- B) 25 kg
- C) 30 kg
- D) 35 kg

Q.27. What is the maximum amount that can be remitted in a single Money Order?

- A) ₹5,000
- B) ₹10,000
- C) ₹15,000
- D) ₹20,000

Q.28. What is the monthly limit for remittances to a single person through Money Orders?

- A) ₹10,000
- B) ₹15,000
- C) ₹20,000
- D) ₹25,000

Q.29. What is the commission charged for a Money Order?

- A) ₹1 for every ₹10
- B) ₹1 for every ₹15
- C) ₹1 for every ₹20 or part thereof
- D) Flat ₹10

Q.30. Which of the following Money Orders are exempt from commission?

- A) Service MOs
- B) PM Relief Fund MOs
- C) CM Relief Fund MOs
- D) All of the above

Q.31. What is the validity (currency period) of a Money Order?

- A) 1 month from issue
- B) End of 2nd month from issue
- C) 3 months from issue
- D) 6 months from issue

Q.32. What is the maximum retention period for undelivered Money Orders at the office of payment?

- A) 3 days
- B) 5 days
- C) 7 days
- D) 10 days

Q.33. A Money Order unpaid after how many years is forfeited to Government revenue?

- A) 1 year
- B) 2 years
- C) 3 years
- D) 5 years

Q.34. Till when can a Money Order be stopped or returned by the remitter?

- A) Till it is booked
- B) Till it is issued to the postman
- C) Till it reaches the payee's PO
- D) Till end of 2nd month

Q.35. In case the remitter of a Money Order dies, who is entitled to receive the unpaid amount?

- A) Payee
- B) Post Office
- C) Legal heir of remitter
- D) Government

Q.36. Who has the power to suspend Money Order services in special cases?

- A) Director General
- B) Circle Head
- C) Divisional Head
- D) Central Government

Q.37. What is the maximum denomination of Indian Postal Order available?

- A) ₹50
- B) ₹100
- C) ₹200
- D) ₹500

Q.38. What is the denomination of an e-IPO?

- A) ₹5
- B) ₹10
- C) ₹20
- D) ₹50

Q.39. What is the commission for a ₹100 Indian Postal Order?

- A) ₹5
- B) ₹8
- C) ₹10
- D) ₹12

Q.40. What is the maximum number of postage stamps allowed to make up broken amounts in IPO?

- A) 2
- B) 3
- C) 4
- D) 5

Q.41. What is the maximum value of postage stamps that can be affixed on an IPO for broken amounts?

- A) ₹5
- B) ₹7
- C) ₹9
- D) ₹10

Q.42. What is the currency period of an IPO without incurring a second commission?

- A) 12 months
- B) 18 months
- C) 24 months
- D) 36 months

Q.43. Within how many months must an IPO be presented with second commission before forfeiture?

- A) 24 months
- B) 30 months
- C) 36 months
- D) 48 months

Q.44. After how many months is an IPO forfeited if not presented?

- A) 24 months
- B) 30 months
- C) 36 months
- D) 48 months

Q.45. A refund for an IPO presented after 24 months but before 36 months is given—

- A) Full value only
- B) Full value + commission
- C) Value less second commission
- D) No refund allowed

Q.46. A crossed IPO is payable only through—

- A) Post Office counter
- B) Bank
- C) Internet banking
- D) ATM

Q.47. What may happen if an IPO is mutilated?

- A) Full payment ensured
- B) Payment may be refused
- C) Refund after deduction
- D) Must be replaced

Q.48. What is the registration fee per postal item?

- A) ₹10
- B) ₹15
- C) ₹17
- D) ₹20

Q.49. Registration fee is exempted for which category of postal items?

- A) Book Post
- B) Literature for Blind
- C) COD Parcels
- D) Speed Post

Q.50. What is the maximum insurance cover available at identified centers?

- A) ₹20,000
- B) ₹50,000
- C) ₹1,00,000
- D) ₹2,00,000

Q.51. What is the maximum insurable limit for banknotes/currency notes?

- A) ₹5,000
- B) ₹10,000
- C) ₹20,000
- D) ₹25,000

Q.52. Jewellery and valuables booked by post must be—

- A) Declared but not insured
- B) Insured for actual value
- C) Sent only by Speed Post
- D) Sent only by COD

Q.53. Proof of Delivery is given free of charge in case of—

- A) Registered Articles
- B) Speed Post
- C) Insured Articles
- D) Book Post

Q.54. COD charges for an item up to ₹6,500 are—

- A) 1% of the amount
- B) 1.6% of the amount
- C) ₹100 flat
- D) ₹150 flat

Q.55. For COD articles above ₹6,500, the charge is—

- A) Flat 2% of amount

- B) Flat 1.6% of amount
- C) ₹100 + 1% of excess
- D) ₹100 + 2% of excess

Q.56. If Proof of Delivery is required for a non-insured item, the fee charged is—

- A) ₹5
- B) ₹10
- C) ₹15
- D) ₹20

Q.57. Which of the following is *not* a class of international mail?

- A) Letter Post
- B) Parcel Post
- C) EMS
- D) Book Post

Q.58. What is the maximum weight allowed for an international letter?

- A) 1 kg
- B) 1.5 kg
- C) 2 kg
- D) 5 kg

Q.59. What is the maximum weight of an international M-Bag?

- A) 10 kg
- B) 20 kg
- C) 30 kg
- D) 35 kg

Q.60. What is the maximum weight allowed for an International Air Parcel?

- A) 10 kg
- B) 20 kg
- C) 25 kg
- D) 30 kg

Q.61. What is the maximum permissible weight of an EMS parcel?

- A) 20 kg
- B) 25 kg
- C) 30 kg
- D) 35 kg

Q.62. International Tracked Packet Service (ITPS) can carry parcels up to—

- A) 1 kg
- B) 2 kg
- C) 5 kg
- D) 10 kg

Q.63. Which customs declaration form is used when the item value is ≤ 300 SDR?

- A) CN20
- B) CN21
- C) CN22
- D) CN23

Q.64. Which items are prohibited in international post unless sent by insured EMS?

- A) Perishable goods
- B) Coins, currency notes, precious metals/stones
- C) Printed papers
- D) Small packets

Q.65. What is the maximum demurrage charge for an international air parcel at Poste Restante?

- A) ₹20
- B) ₹24.50
- C) ₹30
- D) ₹40

Q.66. What is the demurrage rate for international packets/insured articles (>500 g)?

- A) ₹5 per day after 7 days
- B) ₹7 per day after 7 days
- C) ₹10 per day after 7 days
- D) ₹20 per day after 7 days

Q.67. In case of Speed Post delay within India, what compensation is provided?

- A) Double postage
- B) Postage refund
- C) ₹1,000 flat
- D) Nil compensation

Q.68. Compensation for Speed Post loss or damage is—

- A) Postage refund only
- B) ₹1,000 flat
- C) Double postage or ₹1,000 (whichever less)
- D) Actual value only

Q.69. Maximum compensation for a Registered article in case of loss is—

- A) ₹50 or actual value (whichever less)
- B) ₹100 or actual value (whichever less)
- C) ₹200 or actual value (whichever less)
- D) ₹500 or actual value (whichever less)

Q.70. Compensation for an insured article is limited to—

- A) ₹100 flat
- B) Actual postage + ₹100
- C) Insured value
- D) ₹1,000 maximum

Q.71. Complaint window for non-receipt of domestic articles is—

- A) 7–30 days
- B) 10–45 days
- C) 15–60 days
- D) 30–90 days

Q.72. Complaint for damage/loss of domestic articles must be lodged within—

- A) 1 day
- B) 2 days
- C) 7 days
- D) 15 days

Q.73. International compensation for a Registered article is—

- A) Declared value or 30 SDR + postage
- B) 40 SDR/item + 4.5 SDR/kg
- C) 130 SDR flat
- D) Declared value or 130 SDR

Q.74. Compensation for loss of an international parcel is—

- A) 30 SDR + postage
- B) 40 SDR/item + 4.5 SDR/kg (max 130 SDR) + postage
- C) Declared value only
- D) Postage refund only

Q.75. EMS merchandise is compensated with—

- A) Postage only
- B) Declared value or 30 SDR
- C) Declared value or 130 SDR + postage
- D) ₹1,000 flat

Q.76. EMS documents in case of loss are compensated with—

- A) Declared value
- B) 130 SDR + postage
- C) Postage only
- D) ₹1,000

Q.77. Maximum compensation under ITPS is—

- A) ₹500
- B) ₹1,000 or declared value (whichever less)
- C) ₹2,000
- D) ₹5,000

Q.78. Complaint window for international registered/parcel articles is—

- A) 2 months
- B) 4 months
- C) 6 months
- D) 12 months

Q.79. Complaint window for EMS articles (international) is—

- A) 2 months
- B) 3 months
- C) 4 months
- D) 6 months

Q.80. Complaint for damage to an international article must be filed

within—

- A) 12 hrs
- B) 24 hrs
- C) 2 days
- D) 7 days

Q.81. Maximum retention period of undelivered articles at a post office is—

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

Q.82. At the Returned Letter Office (RLO), how long are unaccountable articles retained?

- A) 7 days
- B) 15 days
- C) 30 days
- D) 45 days

Q.83. At the Returned Letter Office (RLO), how long are accountable articles retained?

- A) 7 days
- B) 15 days
- C) 30 days
- D) 45 days

Q.84. Maximum validity of a change of address intimation is—

- A) 1 month
- B) 2 months
- C) 3 months
- D) 6 months

Q.85. Which of the following is *not* prohibited in domestic post?

- A) Explosives
- B) Obscene/indecent matter
- C) Narcotics
- D) Silkworms

Q.86. Which live creatures are allowed in international post if legally permitted?

■ CCS (Conduct) Rules, **1964**

01. When did the CCS (Conduct) Rules come into force?

- A) 1st January 1964
- B) 1st December 1964
- C) 12th December 1964
- D) 1st May 1965

02. Which of the following categories of employees is excluded from the application of the CCS (Conduct) Rules?

- A) Railway servants
- B) Civilian employees in Defence services
- C) Members of All India Services
- D) Temporary employees with a salary less than Rs. 500

03. What does the term "Government Servant" refer to under these rules?

- A) Any person appointed by the Central Government to a civil service or post
- B) A person employed in any private organization
- C) A government employee working in a non-civil service post
- D) Members of the All India Services

04. Which of the following is true about the conduct expected from Government servants?

- A) They must act according to their own judgment even if it contradicts superior orders
- B) They must maintain integrity and devotion to duty at all times
- C) They can act in an unbecoming manner as long as it is not caught
- D) Supervisory posts do not require maintaining integrity of subordinates

05. What should be done if a Government servant receives oral instructions from a superior?

- A) The instructions should be acted upon without

confirmation

- B) Oral instructions should be avoided and confirmed in writing
- C) The instructions should be ignored if they are not formal
- D) The instructions should be followed without question

06. According to Rule 3A, what is prohibited for Government servants?

- A) Acting in a discourteous manner
- B) Delaying the completion of assigned tasks without reason
- C) Both A and B
- D) None of the above

07. Which of the following policies must Government servants adhere to?

- A) Policies on marriage age, environmental protection, and crime prevention against women
- B) Policies related to the promotion of foreign goods
- C) Policies that benefit non-government sectors
- D) Only policies regarding their immediate work duties

08. What is prohibited under Rule 3C regarding the workplace?

- A) Sexual harassment of any woman at the workplace
- B) Supervisors acting inappropriately towards subordinates
- C) Male employees taking breaks together
- D) Offering promotions based on gender

09. What must a Government servant do if a family member seeks employment in a company or firm with which the servant has official dealings?

- A) They must seek prior sanction from their superior
- B) They must report the matter to the prescribed authority
- C) They must ignore the employment request
- D) They must leave their position immediately

10. Which of the following statements is true

regarding communication handling under CCS (Conduct) Rules?

- A) All communications must be acknowledged within 30 days
- B) Acknowledgment must be made within 15 days, and a full reply within 30 days
- C) No communication needs to be replied to unless it's from the President
- D) Communications from MPs and public bodies need not be acknowledged

11. According to Rule 5, what political activity is a Government servant allowed to participate in?

- A) Becoming a member of a political party
- B) Actively participating in political movements
- C) Voting in elections without disclosing how they voted
- D) Running for political office

12. What must a Government servant do if a family member engages in subversive activities against the Government?

- A) Join in the activities to support the family member
- B) Ignore it and not report it
- C) Report the matter if unable to prevent the activities
- D) Support the family member's activities legally

13. What is prohibited regarding Government servants' involvement in elections?

- A) They are allowed to campaign for any candidate
- B) They can assist in election duties only as part of their official duties
- C) They can disclose how they voted
- D) They can vote only if they are off-duty

14. What kind of associations are Government servants prohibited from joining?

- A) Associations that promote public welfare
- B) Associations that are prejudicial to India's sovereignty, public order, or morality
- C) Any trade union association
- D) Associations that are involved in charity work

15. What is the duration of the lunch break for a Government servant as per the CCS (Conduct) Rules?

- A) 15 minutes
- B) 30 minutes
- C) 45 minutes
- D) 1 hour

16. Which of the following is NOT allowed on Government office premises?

- A) Playing cards in designated recreation areas
- B) Indoor games after 7:00 PM, except during tournaments
- C) Playing cards or games outside of designated areas
- D) Taking breaks as per the designated schedule

17. Which of the following demonstrations are Government servants prohibited from participating in?

- A) Demonstrations supporting national unity
- B) Demonstrations involving contempt of court or incitement to crime
- C) Peaceful demonstrations for environmental awareness
- D) None of the above

18. What is prohibited under the rules concerning strikes for Government servants?

- A) Participation in strikes or actions like go-slow, sit-down, or pen-down
- B) Strikes due to personal grievances
- C) Absence from work due to bandhs or similar activities
- D) Both A and C

19. Under Rule 8, what must a Government servant do before owning, managing, or participating in editing a media publication?

- A) Obtain prior Government approval
- B) Wait for 30 days after applying
- C) Inform their supervisor of the action
- D) Inform their local government authority

20. What is required when a Government servant participates in media or public communications related to their official

duties?

- A) They must make it clear that the views expressed are their own and not those of the Government
- B) They must avoid mentioning the Government's policies
- C) They should avoid publishing at all
- D) They must only write about non-political issues

21. What is the time limit for seeking Government approval for connections with media (such as press, radio, etc.)?

- A) 30 days
- B) 60 days
- C) 90 days
- D) 15 days

22. What type of criticism is prohibited under Rule 9?

- A) Criticism of local government actions
- B) Criticism of the Central or State Government's policies in public communications
- C) Criticism related to government employees' welfare
- D) Criticism of government rules on salary and benefits

23. What is an exception to the prohibition on criticizing Government policies?

- A) Statements made in the course of official duties
- B) Statements made in private conversations
- C) Statements made in official internal meetings
- D) Statements made during non-government conferences

24. Before providing evidence in an inquiry, what must a Government servant do?

- A) Get approval from the Government
- B) Consult their colleagues about the case
- C) Obtain a lawyer's opinion
- D) Inform their supervisor only

25. Which inquiries are exempt from the rule requiring prior approval for providing evidence?

- A) Inquiries by Government-appointed authorities, Parliament, or judicial inquiries
- B) Inquiries within private organizations
- C) Inquiries by public organizations outside the government
- D) Inquiries about internal departmental matters only

26. According to Rule 11, what are Government servants prohibited from sharing without proper authorization?

- A) Official documents and classified information
- B) Personal opinions on government policies
- C) General information about their department
- D) Information available to the public

27. What is required before a Government servant can solicit or accept contributions for funds?

- A) Government approval
- B) Approval from the local union only
- C) Informing the public about the cause
- D) No approval is required if the contributions are for charitable purposes

28. Which of the following is an exception to the rule about soliciting or accepting contributions for funds?

- A) Collecting funds for union welfare activities
- B) Collecting funds for personal expenses
- C) Collecting funds for political campaigns
- D) Collecting funds for international causes

29. Under the rules, which of the following collections are exempt from needing Government approval?

- A) Flag Day collections for ex-servicemen
- B) Contributions for community festivals
- C) Funds for non-governmental organizations
- D) Donations for private organizations

30. What is the maximum value of gifts that a Group "A" Government servant can accept without prior Government sanction?

- A) Rs. 5000
- B) Rs. 2000
- C) Rs. 25,000
- D) Rs. 10,000

31. Which of the following gifts can a Government servant accept without prior Government approval?

- A) Gifts from foreign dignitaries under the Foreign Contribution Rules
- B) Gifts from foreign firms with official dealings
- C) Gifts from relatives or friends that exceed the prescribed limit
- D) None of the above

32. What is prohibited under Rule 13-A concerning dowry?

- A) Accepting dowry as a wedding gift
- B) Giving or accepting dowry or abetting the giving/taking of dowry
- C) Receiving dowry with prior Government approval
- D) All of the above

33. Under Rule 14, which of the following is allowed regarding public demonstrations in honor of a Government servant?

- A) Receiving complimentary addresses without Government approval
- B) Receiving public demonstrations with prior Government approval
- C) Participating in public demonstrations to honor themselves
- D) Receiving testimonials without approval

34. What type of private trade or employment requires prior Government approval under Rule 15?

- A) Honorary work for a charitable organization
- B) Running a business or engaging in trade
- C) Engaging in amateur sports
- D) Managing a cultural society

35. Which of the following is exempted from requiring prior approval for private work under Rule 15?

- A) Literary work

- B) Running a business
- C) Engaging in politics
- D) Holding an elective office

36. Under Rule 15-A, what action is prohibited regarding Government accommodation?

- A) Sub-letting Government accommodation to others
- B) Moving out of Government accommodation before the allotted time
- C) Paying rent for Government accommodation
- D) Maintaining the Government accommodation

37. Which of the following is required to be reported under Rule 16 about financial transactions?

- A) Occasional investments via authorized stockbrokers
- B) Lending money to family members
- C) Transactions in stocks or debentures exceeding six months' basic pay
- D) Speculation in stocks

38. What action must a Government servant take if they are involved in legal proceedings related to debt recovery or insolvency?

- A) Report it immediately to the prescribed authority
- B) Seek legal counsel
- C) Wait for the outcome before reporting
- D) Take no action until further notice

39. What must a Government servant do when acquiring or disposing of immovable property under Rule 18?

- A) Seek prior approval from the prescribed authority
- B) Submit an annual report on property transactions
- C) Report transactions only if they exceed two months' basic pay
- D) Inform their colleagues about the transaction

40. What is the time limit for submitting immovable property returns for Group B officers under Rule 18?

- A) December 31

- B) January 31
- C) February 28
- D) March 31

41. What is required before a Government servant acquires or disposes of immovable property outside India?

- A) Prior approval from the Government
- B) Reporting the transaction to the local authority
- C) Seeking legal counsel
- D) Notifying the local embassy

42. What should a Government servant do before defending or vindicating their official acts in court or the press?

- A) Obtain prior approval from the Government
- B) Ignore criticism if it's not from the Government
- C) File the case without waiting for approval
- D) Speak to the press about the issue

43. Under Rule 19, what happens if a Government servant does not receive approval to vindicate their official acts within three months?

- A) The Government servant must remain silent indefinitely
- B) The Government servant is deemed to have received permission
- C) The Government servant can proceed without restriction
- D) The Government servant can legally challenge the Government's decision

44. Which of the following is prohibited under Rule 20 regarding outside influence?

- A) Bringing political influence to affect decisions
- B) Seeking advice from external experts
- C) Seeking advice from other Government servants
- D) Talking to family members about service matters

45. Under Rule 21, when must a Government servant inform the Government about their marriage to a foreign national?

- A) Before the marriage takes place

- B) After the marriage is registered
- C) Within 30 days of the marriage
- D) Only if the marriage is to a person from a hostile country

46. What does Rule 22-A prohibit regarding child labor?

- A) Employing children under 14 years of age for any work
- B) Employing children under 12 years of age in Government offices
- C) Employing children under 16 years of age for non-hazardous work
- D) All of the above

47. What should a Government servant do if they are found guilty of employing a child under 14 years of age?

- A) Report to the prescribed authority
- B) Face a fine of Rs. 20,000 or imprisonment for up to 1 year
- C) Take no action unless notified by the authorities
- D) Apologize and resume work

48. What is the purpose of Rule 23?

- A) To outline the interpretation of the CCS (Conduct) Rules
- B) To grant additional powers to Government servants
- C) To allow delegation of powers to the authorities
- D) To clarify the process of public demonstrations

49. Under Rule 24, what does the delegation of powers allow?

- A) Empowering authorities to implement rules effectively
- B) Granting authorities the power to amend the rules
- C) Delegating financial authority to all Government servants
- D) Empowering individuals to approve gifts and property transactions