

S.no	NOS	EMD	Question	Option 1	Option 2	Option 3	Option 4	Correct answer	Question type	EMD
1	ELE/N8105.Installing and repairing DTH set top box	M	While identifying a location, the technician notices that heavy electrical lines run close to the roof edge. Which location should be avoided?	Near the power cables on the roof	Near the TV	Far from the electrical lines	On the ground floor	Option 1	SCB	M
2	ELE/N8105.Installing and repairing DTH set top box	E	Which item ensures the dish mount remains stable after drilling and installation?	Plastic wire ties	Adhesive tape	HDMI cable	Wall plugs and anchor bolts	Option 4	DC	E
3	ELE/N8105.Installing and repairing DTH set top box	D	<b>Comprehension</b> :A technician is connecting a Home Theatre System (HTS) to a customer’s TV and Set-Top Box (STB). First, the technician checks which ports are available on all three devices. The TV and STB support HDMI and SPDIF, while the HTS supports HDMI-ARC, optical SPDIF, and RCA audio. To achieve the best sound quality, the technician chooses to connect the STB to the TV using HDMI and then uses an optical SPDIF cable from the TV to the HTS. After all connections are made, the technician selects the correct audio input mode on the HTS to enable surround sound. <b>Question:</b> According to the passage, what is the first step the technician performs before making any connections?	Selecting audio mode on the HTS	Connecting the SPDIF cable	Checking available ports on the devices	Testing sound output	Option 3	COM	D
4	ELE/N8105.Installing and repairing DTH set top box	E	Before checking the AC mains, the technician must ensure the multimeter probes are inserted into the _____ and COM ports.	mA	VΩ	Continuity	Frequency	Option 2	FIB	E
5	ELE/N8105.Installing and repairing DTH set top box	M	A customer reports frequent “No Signal” errors. The technician checks everything and confirms that the dish alignment and cable are perfect, but the STB RF tuner is not responding to signals. What is the correct reporting action?	Write “No signal from dish”	Write “Customer mishandled STB”	Write “Possible tuner fault” with test details	Leave the report blank	Option 3	SCB	M
6	ELE/N8105.Installing and repairing DTH set top box	E	Which document shows the quantity of items available before issuing new material?	Purchase bill	TV installation report	Customer invoice	Closing balance sheet	Option 4	DC	E
7	ELE/N8102.Engaging with customer for service	E	If the complaint states “No Signal,” what should the technician note from the registered details?	Time when the issue occurred	Customer wardrobe size	TV colour	Remote model	Option 1	DC	E
8	ELE/N8102.Engaging with customer for service	M	Before installation, the technician reviews the manual for the new STB model. Why is this needed?	To check channel list	To understand model-specific steps	To change language	To adjust TV brightness	Option 2	SCB	M
9	ELE/N8102.Engaging with customer for service	D	You have a scheduled service visit for a DTH set-top box installation at 3:00 PM. At 2:45 PM, you realize you may reach 20 minutes late due to traffic. What should you do?	Reach late without informing the customer since delays are normal.	Cancel the visit and reschedule for another day.	Call the customer immediately, inform them about the delay, and	Ask another technician to handle the job without notifying the customer.	Option 3	SCB	D
10	ELE/N8102.Engaging with customer for service	M	A customer reports that the STB overheats only after long usage. What has the technician identified?	Wrong input	Dish alignment	TV fault	History of problem	Option 4	SCB	M
11	ELE/N8102.Engaging with customer for service	E	While informing the customer about the issue, the technician should describe the _____ of the problem clearly.	colour	channel	nature	package	Option 3	FIB	E
12	ELE/N8102.Engaging with customer for service	E	If the STB adaptor is faulty, what should the technician inform the customer about?	Remote battery level	Replacement cost	HDMI settings	Adaptor colour	Option 2	DC	E
13	ELE/N9905.Work effectively at the workplace	E	When interacting in person, maintaining proper _____ helps in effective communication.	posture	noise	distraction	shouting	Option 1	FIB	E

14	ELE/N9905.Work effectively at the workplace	E	A technician feels stressed due to back-to-back service calls. What should he do?	Panic	Fight with colleagues	Manage emotions and continue professionally	Stop working suddenly	Option 3	DC	E
15	ELE/N9905.Work effectively at the workplace	M	After fixing a common adaptor failure, the technician finds a pattern in similar complaints. What should he do?	Hide the data	Document the pattern in the issue log	Complain to the customer	Replace all adaptors	Option 2	SCB	M
16	ELE/N9905.Work effectively at the workplace	D	Arrange the following steps in the correct order to ensure proper professional appearance before starting work at the workplace:  1. Check that clothing matches the organisation's dress code (uniform, ID card, safety shoes, etc.) 2. Groom yourself appropriately (hair, nails, personal hygiene) 3. Ensure tools/equipment are clean and your uniform is neat and wrinkle-free 4. Do a final self-check in the mirror to confirm a professional appearance	2 → 1 → 3 → 4	1 → 2 → 3 → 4	2 → 3 → 1 → 4	3 → 1 → 2 → 4	Option 1	CS	D
17	ELE/N9905.Work effectively at the workplace	M	Two team members disagree about the correct method to align a dish. What is the right approach?	Keep arguing	Pick a random method	Ask a senior technician for guidance	Stop the installation	Option 3	SCB	M
18	ELE/N9905.Work effectively at the workplace	E	If an employee with a disability is being mocked, what is the correct action?	Stay silent	Record it for fun	Avoid the person	Inform the supervisor immediately	Option 4	DC	E
19	ELE/N1002.Apply health and safety practices at the workplace	M	While installing a dish on a terrace, the technician notices a "Slippery Surface" warning. What is the correct action?	Continue walking normally	Run across quickly	Move carefully or avoid the area	Remove the sign	Option 3	SCB	M
20	ELE/N1002.Apply health and safety practices at the workplace	D	<b>Comprehension</b> : A DTH technician collects damaged STB boards, burnt adaptors and broken cables after completing multiple service visits. At the service centre, he separates items containing metals like lead and cadmium from general plastic components. He then places each type of waste into labelled bins meant for e-waste recycling. The organisation sends these bins to an authorised recycler that follows approved industry techniques for safe disposal. The technician avoids throwing any electronic waste in normal dustbins to prevent environmental harm.	Silver and copper	Lead and cadmium	Iron and aluminium	Gold and zinc	Option 2	COM	D
21	ELE/N1002.Apply health and safety practices at the workplace	E	A Class A fire should be extinguished using a _____ type extinguisher.	water	grease	fuel	metal	Option 1	FIB	E
22	ELE/N1002.Apply health and safety practices at the workplace	E	If burns cause blisters, what should be avoided?	Touching the skin	Popping the blisters	Covering with a sterile cloth	Cooling the burn	Option 2	DC	E
23	ELE/N1002.Apply health and safety practices at the workplace	M	A technician finishes replacing a damaged STB board and has plastic casing leftovers. Where should he put the plastic waste?	Metal bin	Glass bin	Mixed dustbin	Plastic waste bin	Option 4	SCB	M
24	DGT/VSQ/N0102.Employability Skills (60 Hours)	E	Showing integrity means doing the right thing even when _____.	you are angry	everyone is watching	nobody is watching	you are sleeping	Option 3	FIB	E
25	DGT/VSQ/N0102.Employability Skills (60 Hours)	M	A customer behaves inappropriately with a female technician during installation. What should she do?	Ignore and continue working	Shout and leave silently	Blame the equipment	Report to her supervisor and POSH Committee	Option 4	SCB	M
25	DGT/VSQ/N0102.Employability Skills (60 Hours)	E	Which type of enterprise allows an entrepreneur to operate under an established brand name?	Franchise	Sole proprietorship	Partnership	Cooperative	Option 1	DC	E