

S.no	NOS	Question	Option 1	Option 2	Option 3	Option 4	Correct Answer	Difficulty level	Marks
1	ELE/N3101.Engage with customer for service	What is the most appropriate initial action when arriving at a customer's location?	Start diagnosing the appliance immediately.	Ask for payment upfront.	Introduce yourself, state the purpose of the visit, and confirm the job details.	Discuss unrelated problems with the customer.	C	Easy	9
2	ELE/N3101.Engage with customer for service	If a Field Technician anticipates a delay (e.g., due to traffic or a previous job running late), the correct procedure is to:	Wait until the technician is certain of the arrival time.	Call or message the customer immediately to inform them of the delay and provide a revised estimated time of arrival (ETA).	Arrive late and apologize upon entry.	Cancel the job for the day.	B	Easy	9
3	ELE/N3101.Engage with customer for service	Before starting the repair work, what information must the technician communicate clearly to the customer?	The technician's full life history.	The estimated cost of the repair, the required parts, and the time needed.	Details about the next customer's repair.	The technician's personal opinion on the appliance brand.	B	Medium	10
4	ELE/N3101.Engage with customer for service	After completing the repair and ensuring the appliance is working, the technician must primarily:	Leave the area quickly.	Explain the work done, demonstrate the appliance functioning, and advise on basic maintenance.	Start selling new products immediately.	Ask the customer to sign a blank form.	B	Hard	12
5	ELE/N3196.Perform Installation & Repairing of Water Purifier	When installing an RO (Reverse Osmosis) water purifier, what is the primary function of the Sediment Filter?	To remove dissolved salts and minerals.	To remove odor and taste.	To remove large dirt, rust, and sand particles.	To pressurize the water flow.	C	Easy	9
6	ELE/N3196.Perform Installation & Repairing of Water Purifier	If a water purifier's pump runs continuously but produces no water, the most likely immediate cause is:	A faulty UV lamp.	Air lock in the system or a choked pre-filter/RO membrane.	Low carbon filter efficiency.	The machine is set to self-cleaning mode.	B	Easy	9
7	ELE/N3196.Perform Installation & Repairing of Water Purifier	The primary tool used by a technician to measure the concentration of Total Dissolved Solids (TDS) in the input and output water is the:	Ammeter	Multimeter	TDS Meter	Pressure Gauge	C	Medium	10
8	ELE/N3196.Perform Installation & Repairing of Water Purifier	What is the recommended practice for leak checking immediately after completing the installation of a new water purifier?	Wait 24 hours before checking.	Only check the main inlet connection.	Run the purifier for a short cycle and visually inspect all joints and fittings.	Check the electrical connections only.	C	Hard	12
9	ELE/N3197.Perform Repairing of Mixer/Juicer/Grinder	If a mixer/grinder motor is running but the blade is not spinning, the most probable cause is a fault in the:	Coupler or gearbox assembly.	Motor armature winding.	Power cord connection.	Carbon brushes.	A	Easy	9
10	ELE/N3197.Perform Repairing of Mixer/Juicer/Grinder	What is the primary safety check a technician must perform before opening the casing of a mixer/grinder for internal repair?	Check the speed settings.	Ensure the appliance is disconnected from the main power source (unplugged).	Lubricate the motor bearings.	Tighten all screws on the casing.	B	Easy	9
11	ELE/N3197.Perform Repairing of Mixer/Juicer/Grinder	A common problem in mixer/grinders where the motor emits sparks and uneven speed is most often related to wear or damage in the:	Capacitor	Main Power Switch	Carbon brushes and commutator	Motor cooling fan	C	Easy	10
12	ELE/N3197.Perform Repairing of Mixer/Juicer/Grinder	If the mixer/grinder starts with a burning smell and excessive smoke, the technician should first suspect a:	Loose jar lock.	Faulty plug.	Motor winding burnout/short circuit.	Incorrect speed selection.	C	Medium	12
13	ELE/N3198.Perform Repairing of Microwave Oven	Which component in a microwave oven is responsible for generating the high-frequency electromagnetic waves that cook the food?	Transformer	Cavity Magnet	Magnetron	Thermistor	C	Easy	9
14	ELE/N3198.Perform Repairing of Microwave Oven	Before servicing a microwave oven, the technician must always discharge the High-Voltage Capacitor. Why is this action critical?	To prevent the door from locking.	To test the magnetron.	To eliminate the risk of severe electric shock, as the capacitor can retain a lethal charge even when	To measure the oven temperature.	C	Easy	9
15	ELE/N3198.Perform Repairing of Microwave Oven	If a microwave oven powers on but does not heat food, the two most likely failed components (excluding the fuse) are the:	Display Panel and Door Lock	Magnetron and High-Voltage Diode/Capacitor	Cooling Fan and Turntable Motor	Keypad and Timer	B	Medium	10
16	ELE/N3198.Perform Repairing of Microwave Oven	What is the purpose of the Interlock Switch system on a microwave oven door?	To select the cooking time.	To adjust the power level.	To immediately cut power to the magnetron if the door is opened while the oven is running.	To heat the door seal.	C	Hard	12
17	ELE/N3199.Perform Repairing of Induction Cooktop	Which key component in an induction cooktop is responsible for converting high-frequency AC current into high-frequency magnetic fields?	Heating Element	Power Transformer	Induction Coil	Cooling Fan	C	Easy	7
18	ELE/N3199.Perform Repairing of Induction Cooktop	If an induction cooktop turns on but does not heat, and the display shows an error code related to pan detection, the technician should first check the:	Display Panel	Cookware material and sensor coil circuit	Main power cord	Keypad buttons	B	Easy	7
19	ELE/N3199.Perform Repairing of Induction Cooktop	A common semiconductor device that frequently fails in the power control circuit (inverter) of an induction cooktop due to overheating is the:	LED	Resistor	IGBT (Insulated Gate Bipolar Transistor)	Thermostat	C	Medium	8
20	ELE/N3199.Perform Repairing of Induction Cooktop	What is the primary safety check the technician must perform after completing any repair on the main power board of an induction cooktop?	Check the timer setting.	Verify the integrity of all earthing (grounding) connections.	Adjust the keypad sensitivity.	Test the cooling fan speed.	B	Medium	8
21	ELE/N3199.Perform Repairing of Induction Cooktop	If an induction cooktop trips the main breaker (MCB) immediately when plugged in, the technician should suspect a major short circuit in the:	Speaker	Main input circuit or bridge rectifier/IGBT circuit	Timer IC	Power LED	B	Hard	10

22	DGT/VSQ/N0101.Employability Skills	A customer expresses strong dissatisfaction with the repair cost. What is the most professional response?	Argue that the price is fixed by the company.	Listen patiently, apologize for the misunderstanding, and calmly re-explain the charges based on the provided quotation/estimate.	End the conversation and leave immediately.	Blame the spare parts supplier for the high price.	B	Easy	4
23	DGT/VSQ/N0101.Employability Skills	If a technician is running late for a scheduled service appointment due to unexpected traffic, the most ethical action is to:	Rush and speed to the customer's location.	Wait until arrival to apologize in person.	Call the customer immediately, inform them of the delay, and provide a revised Expected Time of Arrival (ETA).	Ask a coworker to call the customer instead.	C	Easy	4
24	DGT/VSQ/N0101.Employability Skills	Why is maintaining an organized and clean workspace (tools, spares, and work area) important during an on-site repair?	To impress the customer with expensive tools.	To ensure safety, prevent misplacing tools/parts, and maintain a professional image.	It reduces the time spent on travel.	It is not necessary if the repair is quick.	B	Medium	6
25	DGT/VSQ/N0101.Employability Skills	What core principle of professional integrity is violated if a technician recommends replacing a part that is still in good working condition?	Time management	Safety compliance	Workplace honesty and ethics	Communication standards	C	Medium	6