



NOS	Element	Difficulty Level	Question Sr. No.	Question Text	Option - 1	Option - 2	Option - 3	Option - 4	Correct Answer
ELE/N7006: Identify service related issues of the customer	Interacting with the customers	Easy	1	A workshop creates a comfortable environment by ensuring a clean space and _____ seating area for customers.	restricted	designated	closed	unsafe	2
	Identifying customer's issues	Easy	2	Explaining the problem in an electric vehicle to a customer includes:	Giving unrelated details	Speaking in technical jargon only	Describing the issue in simple terms	Avoiding mentioning repair choices	3
		Easy	3	Providing clear information about repair steps, expected time, and cost helps the customer understand the complete service process.	TRUE	FALSE			1
	Completing documentation	Medium	4	Assertion (A): Warranty coverage must be checked before starting any repair. Reason (R): Warranty conditions define which components are eligible for no-cost service.	A and R are true; R explains A	A and R are true; R does not explain A	A is true; R is false	A is false; R is true	1
		Medium	5	Arrange the steps for collecting feedback after service:  1. Review the service provided 2. Ask the customer about the experience 3. Record the feedback 4. Thank the customer	3 → 2 → 1 → 4	2 → 3 → 1 → 4	1 → 2 → 3 → 4	2 → 1 → 3 → 4	3
	Achieving productivity and quality	Hard	6	A customer returns after a repair, reporting that the electric vehicle shows the same fault again. The service technician checks the previous work order and finds that the earlier issue was related to a loose connector. To ensure non-repetition, which action is most appropriate?	Tighten the connector quickly without testing	Replace or secure the connector and verify the circuit operation	Ask the customer to return later	Apply temporary adjustments	2
ELE/N7004: Repair faulty parts in the Motor and Controller System	Preparing for the service and repair	Easy	7	Before handling electrical components, anti-static precautions such as using a _____ wrist strap help avoid component damage.	metal	grounded	coloured	spare	2
	Repairing or replacing faulty parts after diagnosis	Easy	8	Basic maintenance of an electric vehicle includes:	Disconnecting all wiring	Applying random adjustments	Removing motor housing every time	Changing oil or checking fluid levels	4
		Easy	9	A new component must be placed at the specified location according to the standard maintenance procedure.	TRUE	FALSE			1
	Reporting to the superior	Easy	10	What does this documentation activity represent? 	Replacing tools	Recording work status	Removing service records	Closing workshop early	2
		Easy	11	When a problem cannot be resolved at the field location, the correct action is to:	Ignore the issue	Move all equipment elsewhere	Inform about the unresolved problem with reasons	Delay repair without explanation	3
ELE/N7003: Test the Motor and Controller after service and repair	Testing the motor and controller	Medium	12	Assertion (A): Recommended tools must be used while opening the motor or controller system during testing. Reason (R): Using the specified tools prevents damage to internal components.	A and R are true; R explains A	A and R are true; R does not explain A	A is true; R is false	A is false; R is true	1
		Hard	13	A controller unit is being tested for output voltage stability. The measured output fluctuates beyond limits defined in global regulatory standards. The wiring is secure, and the test equipment is calibrated. What	Continue testing without changes	Replace the controller without review	Ignore fluctuations and close the report	Re-evaluate the internal circuit for non-compliant components	4
	Rectifying malfunctions, if any	Medium	14	During testing, the motor shows unusually high current consumption compared to the values in the supplier's manual. What does this indicate?	A normal reading	A need to change all wiring	A possible fault in the system	A need to increase voltage	3
		Hard	15	A motor fails the torque test, and inspection reveals carbon deposits around a brush assembly. According to standard maintenance procedures, which corrective action is appropriate?	Apply grease over the deposits	Clean the deposits and realign the brush assembly	Reduce test duration	Cover the area with insulation tape	2
ELE/N9905: Work effectively at the workplace	Communicate effectively at the workplace	Easy	16	Information is shared with stakeholders in agreed formats and within _____ timelines.	unclear	random	agreed	extended	3
	Work effectively	Easy	17	Completing duties within required timeframes involves:	Working without any timelines	Performing tasks systematically	Leaving tasks halfway	Avoiding documentation	2
		Easy	18	What does this chart represent? 	Personal travel plan	Tool maintenance chart	Inventory list	Professional development planning	4
	Work in a disciplined and ethical manner	Medium	19	Assertion (A): A workplace dress code helps maintain professional appearance. Reason (R): A uniform standard ensures consistency in how employees present themselves.	A and R are true; R explains A	A and R are true; R does not explain A	A is true; R is false	A is false; R is true	1

		Medium	20	A technician receives access to a client's personal data while completing a service task. According to organisational and legal requirements, this data must be:	Shared freely with anyone	Stored or shared only as per confidentiality rules	Posted on public platforms	Discarded without checking guidelines	2
	Uphold social diversity at the workplace	Hard	21	During a team discussion, a worker uses expressions that unintentionally exclude certain colleagues based on cultural background. Another colleague notices that the conversation is creating discomfort. To align with inclusive communication practices, what is the most appropriate step?	Continue the discussion without change	Avoid speaking for the rest of the meeting	Ask others to ignore the discomfort	Shift to neutral and inclusive language and gestures	4
ELE/N1002: Apply health and safety practices at the workplace	Deal with workplace hazards	Hard	22	A worker begins repairs in a workshop area where hazard signs indicate chemical exposure risk. The ventilation system is operational, and the correct PPE is available. What should be ensured before proceeding with the task?	Ignore the hazard sign and continue	Carry out the task while following the displayed hazard precautions	Remove the sign to avoid confusion	Block the ventilation system	2
		Medium	23	A technician needs to discard waste materials such as lead, cadmium, and damaged circuit boards. According to industry-approved disposal techniques, these materials must be:	Thrown with general waste	Buried in open soil	Burned in open air	Collected and routed through authorised e-waste handlers	4
		Easy	24	General safety equipment such as fire extinguishers and first-aid kits must be located in _____ areas.	blocked	hidden	accessible	unused	3
	Apply fire safety practices	Easy	25	Providing first aid for a burn includes:	Applying ice directly	Cooling the area gently	Rubbing oil on the burn	Covering with unclean cloth	2
	Follow emergencies, rescue and first-aid procedures	Hard	26	A bin contains mixed waste: paper sheets, plastic covers, soldering slag, and alcohol-based cleaning wipes. To correctly identify the types of waste for segregation:	Treat all items as recyclable	Keep everything in one container	Classify items such as slag and wipes as hazardous, and separate recyclable paper	Discard all items as general waste	3
	Effective waste management/recycling practices								
DGT/VSQ/N0102: Employability Skills (60 Hours)	Introduction to Employability Skills	Medium	27	A technician needs to confirm a service appointment with a client through a short phone call. Which form of English communication is appropriate for this situation?	Using unclear phrases	Avoiding greetings	Using simple and clear sentences	Using unrelated technical terms	3
	Constitutional values – Citizenship								
	Career Development & Communication Skills	Medium	28	Assertion (A): Any incident related to sexual harassment at the workplace must be escalated to the Internal Committee. Reason (R): The POSH Act specifies an Internal Committee to receive and handle such complaints.	A and R are true; R explains A	A and R are true; R does not explain A	A is true; R is false	A is false; R is true	1
	Diversity & Inclusion								
	Financial and Legal								
Essential Digital Skills	Easy	29	A potential business may arrange money through _____ such as banks, government schemes, or registered lenders.	unsafe channels	authorised sources	random traders	informal groups	2	
Entrepreneurship									
Customer Service									