

**Directions (1-5):** In each of the following questions given below, a sentence is given with some bold words which may contain errors. Below each of the sentence, a table is given with two columns in which column 'A' contains the list of bold words, and in column 'B' the suggested corrections are listed. You have to choose the best alternate among the four given options. If no correction is required against the given bold words, mark (e) .i.e. "None of the above" as your answer.

Q1. The Indian telecom sector has witnessed a **Paranoid** shift—crossing the billion-user mark and **rolling** out new technologies along with other leading markets. Just four years ago, it **faced** multiple challenges—falling revenues and increasing debt were wreaking **triumph**.

| COLOUMN A |          | COLOUMN B |          |
|-----------|----------|-----------|----------|
| (1)       | Paranoid | (5)       | Paradigm |
| (2)       | Rolling  | (6)       | Rolled   |
| (3)       | Faced    | (7)       | Face off |
| (4)       | Triumph  | (8)       | Havoc    |

- (a) Both (1) - (5) and (4) - (8)
- (b) (2) - (6)
- (c) (1) - (5)
- (d) (3-7)
- (e) None of the above

Q2. The government launched Tarang Sanchar portal to correct **mislead** around electromagnetic **emissions** from towers. It allows people to check emission (EMF) **consensus** status of mobile towers, giving **information** about any site, on request, via email.

| COLOUMN A |             | COLOUMN B |                |
|-----------|-------------|-----------|----------------|
| (1)       | Mislead     | (5)       | Misconceptions |
| (2)       | Emissions   | (6)       | Eminences      |
| (3)       | Consensus   | (7)       | Compliance     |
| (4)       | Information | (8)       | Informed       |

- (a) (4) - (8)
- (b) (2) - (6)
- (c) (1) - (5)
- (d) Both (1) - (5) and (3-7)
- (e) None of the above

Q3. India has told messaging platform WhatsApp to get serious about **hawking** the purveyors of fake news and **variance** rumours. In a meeting with one of its top **hosts**, the law minister **stressed** that over 20 lives had been lost in India due to this rumour-mongering.

| COLOUMN A |          | COLOUMN B |          |
|-----------|----------|-----------|----------|
| (1)       | Hawking  | (5)       | Tracking |
| (2)       | Variance | (6)       | Vicious  |
| (3)       | Hosts    | (7)       | Honchos  |
| (4)       | Stressed | (8)       | Gussed   |

- (a) (4) - (8)
- (b) (2) - (6)
- (c) (1) - (5)
- (d) (1) - (5), (2) - (6) and (3-7)
- (e) None of the above

Q4. **Preserving**, changing social structures, **raising** disposable incomes, industrial growth and infrastructure expansion, **coupled** with the easy availability of housing loans, are the drivers of decorative paints industry, which accounts for 75% of the **estimated** \$8.2-billion Indian market.

| COLOUMN A  |            | COLOUMN B  |              |
|------------|------------|------------|--------------|
| <b>(1)</b> | Preserving | <b>(5)</b> | Urbanisation |
| <b>(2)</b> | Raising    | <b>(6)</b> | Rising       |
| <b>(3)</b> | Coupled    | <b>(7)</b> | Caused       |
| <b>(4)</b> | Estimated  | <b>(8)</b> | Estimation   |

- (a) (4) - (8)
- (b) (2) - (6)
- (c) Both (1) - (5) and (2) - (6)
- (d) (1) - (5), (2) - (6) and (3-7)
- (e) None of the above

Q5. It is important to measure the **outstanding** risk of a company and find the best possible solution to **hedge** and manage it. **Had** locked in a major portion of the costs can give paint manufacturers a significant margin boost to achieve **compete** pricing and hence healthy functioning.

| COLOUMN A  |             | COLOUMN B  |             |
|------------|-------------|------------|-------------|
| <b>(1)</b> | Outstanding | <b>(5)</b> | Outdated    |
| <b>(2)</b> | Hedge       | <b>(6)</b> | Wedge       |
| <b>(3)</b> | Had         | <b>(7)</b> | Having      |
| <b>(4)</b> | Compete     | <b>(8)</b> | Competitive |

- (a) (4) - (8)
- (b) (2) - (6)
- (c) Both (3) - (7) and (4) - (8)
- (d) (1) - (5), (2) - (6) and (3-7)
- (e) None of the above

**Directions (6-12): Read the following passage carefully and answer the questions given below it. Certain words are printed in bold to help you locate them while answering some of the questions.**

The legal position of beggars in India has always been precarious. The Bombay Prevention of Begging Act (BPBA), 1959, which has held sway for decades, rests on the premise that poverty equals criminality. This allows the state to arrest people without a warrant on nothing more than a “suspicion,”

and put them out of the public gaze. Invariably, police raids to round up “beggars” and force them out of city limits are part of projects to “clean up” cities. India’s image, especially for the foreigner’s gaze, takes precedence over the plight of the banished. The Delhi High Court, earlier this month, has rectified this by conceding that begging is a structural problem. It argued that it is unfair of the state to add insult to injury and punish people for its own failures. **The court quashed those provisions of the BPBA that make begging a punishable offence.** However, its ruling is applicable only to Delhi.

The people targeted by the anti-begging laws are not in anyone’s “constituency” given their social and economic deprivation. Under the act, beggars, peddlers, small-time hawkers, street performers, rag pickers, and “loiterers” (including migrants), can be arrested without a warrant or let off on a bond or detained in a certified institution for two to three years and, on a second conviction, for 10 years. This was true in regard to the BPBA, which also asked for the detention of the dependents of the beggars. Effectively, this posits the beggar as a legal outsider: inhabiting the same territorial space that is India, but disenfranchised from the benefits of Indian citizenship that guarantees constitutional rights. Implied in this is the state’s stance that the rights that come with citizenship have to be bought with forms of privilege that lend a perception of legitimacy and “respectability” to the individual. It is enough for a person to “look like a beggar” in order to be arrested. The beggar homes are understaffed and face a severe paucity of resources; and the inmates are treated like free labor. Theoretically, the inmates are supposed to receive vocational training, but practically they come back to the same desperate situation.

In 1990, following a petition before the Bombay High Court, the court ordered a committee to present its report. The committee pointed out that there is no criteria to decide who is a beggar, who is sick, physically handicapped, or simply in need of economic help. In these raids, even those not begging but found in dirty clothes and wandering were arrested arbitrarily. Transgender persons, for example, are particularly vulnerable. Such a vast amount of unchecked power over certain sections of the marginalized population by means of this law gives the state machinery yet another tool to perpetuate entrenched societal biases against already vulnerable groups. Within the purview of what qualifies as “begging” come a wide variety of people who suffer from various kinds of—and often overlapping—marginalization. The suggestions made by the committee are predictably gathering dust.

The recent ruling by the Delhi High Court has maintained the provisions in the act that penalize those employing or causing persons to solicit or receive alms. It has also called upon the city administration to curb any racket of forced begging after examining the sociological and economic aspects of the matter. It must be noted here that the criminal begging ring racketeers are hardly the ones who are arrested in the raids. While these persons invariably escape the law, the sentence they receive upon conviction (if at all) is three years. It has been proved that the provisions of the act go against Articles 19(1) (a) and 21 of the Constitution and the state’s duty to promote the welfare of the disabled and unemployed. Destitution is widely considered to be a product of the processes of a country’s political economy. In the absence of immediate structural improvement, the least the state governments in India can do is decriminalize begging. The Delhi High Court’s judgment accepts that there is a problem. The solution is staring us in the face.

**Q6. What are the pronouncements that allows State to arrest beggars without a warrant?**

- (a) The beggar homes are understaffed and face a severe paucity of resources.
- (b) They are socially and economically deprived.
- (c) Applicability of evidences against the crime committed by those people.
- (d) BPBA Act which rests on the postulation that poverty equals criminality.
- (e) All of these.

**Q7. Regardless of Delhi High Court's disapproval of the provisions of BPBA, how is the decision still not beneficial?**

- (a) As the court first ordered a committee to present its report, and then take the decision.
- (b) As BPBA hasn't acted accordingly its decision of begging not being a punishable offence.
- (c) The ruling is applicable only to Delhi.
- (d) Both (a) and (b).
- (e) Both (b) and (c).

**Q8. According to the passage, what does postulating beggars as legal outsider mean?**

- (a) Relocation them including peddlers, small-time hawkers, street performers, rag pickers.
- (b) Depriving them of the benefits of Indian citizenship that guarantees constitutional rights.
- (c) Liberation of the dependents of the beggars.
- (d) Treatment of inmates of beggars as free labor.
- (e) None of these.

**Q9. Which were the vulnerable groups which were targeted on the basis of societal biases?**

- (a) All of the physically challenged people.
- (b) People found in rags and filthy clothes and wandering.
- (c) Transgender groups.
- (d) Both (b) and (c).
- (e) All of these.

**Q10. Which of the statement is definitely false according to the passage?**

- (a) The inmates are supposed to receive a vocational training but instead they do not.
- (b) The criminal begging ring racketeers are always the ones who are arrested in the raids.
- (c) Poverty is widely considered to be a product of the processes of a country's political economy.
- (d) Transgender people are most vulnerable to the raids on the basis of societal biases.
- (e) India's image, especially for the foreigner's gaze, takes precedence over the plight of the banished.

**Q11. What is(are) the step(s) mentioned in the passage as one of the minor steps in favor of beggars?**

- (a) Prevention of the detention of the dependents of the beggars.
- (b) State governments in India can legitimize begging.
- (c) Disenfranchised beggars gain the Indian Citizenship.
- (d) Inhabiting the territorial space that is India.
- (e) All of these.

**Q12. Given below is a sentence from the passage that may or may not be grammatically viable, choose the most suitable alternative that reflects the grammatically correct sentence. If the highlighted sentence does not require any corrections, choose option (e), i.e. "no correction required" as your answer choice.**

**Sentence (A): "The court quashed this provisions of the BPBA that made begging a punishable offence."**

- (a) The court quashed those provision of the BPBA that made begging a punishable offence.
- (b) The court quashes this provision of the BPBA that make begging a punishable offence.
- (c) The court quashes those provisions of the BPBA that makes begging a punishable offence.
- (d) The court quashed those provisions of the BPBA that make begging a punishable offence.
- (e) No correction required

**Directions (13-14): Each of the following questions has a paragraph from which one sentence has been deleted. From the given options, choose the one that completes the paragraph in the most appropriate/coherent way.**

**Q13. While one can rightfully say that success stories of women achievers are not a phenomenon new to our culture, women have become the fulcrum of administrative initiatives in the four and a half years of the Narendra Modi led government. When, from the ramparts of Red Fort, the PM declared his government's intention \_\_\_\_\_ across the nation, many did not bat an eyelid. Since gigantic political announcements were the norm in the nation's capital, this seemed like the most non-glamorous proclamation by a head of state. However, studies have shown that when sanitation needs of young female students are met, dropout rates amongst girl students can be effectively curtailed.**

- (a) to travel long distances for facilities in households with toilets
- (b) is not to be adjudged as a vote bank, for no school going girl child was a voter
- (c) to be the harbinger of wisdom and education in the form of Saraswati, anointed by the Gods
- (d) to ensure toilets are separately built for girls in government schools
- (e) None of these

**Q14. The Election Commission of India (ECI) holds that paid news "plays a very vitiating role in the context of free and fair elections and involves under-reporting of election expenses" by candidates. It found 42 cases of paid news in the election of BJP's Narottam Mishra from Datia, Madhya Pradesh (MP), in the 2008 state Assembly elections. Indeed, one particular news item with the same headline and body appeared in three leading Hindi news Delhi immediately before the polls. \_\_\_\_\_. Given there is no specific law against "paid news", the poll panel leant on Section 10A of the Representation of Peoples Act (RPA) that deals with the misreporting of funds, arguing that Mishra knew of, and by implication authorised the publication of the "reports" which should be seen as political advertising under Section 77 of the RPA.**

- (a) This essentially restricts the poll regulator from acting against paid news.
- (b) In 2017, the ECI ordered Mishra's disqualification and barred him from contesting elections for three years.
- (c) Since the expenditure incurred or authorised on this head was not listed in the submissions to the poll regulator.
- (d) A Law Commission report from 2015 also recommends amending the RPA to this effect.
- (e) None of these

**Q15. In the question given below three sentences are given which are jumbled. Find the correct sequence of these sentence so that they form a meaningful paragraph.**

**A. This asymmetry is typified by Article 370 — a provision, as Ms. Tillin writes, which was debated for over five months before forming part of the Constitution as adopted in 1950.**

**B. In its original form, Article 370 accorded to J&K a set of special privileges, including an exemption from constitutional provisions governing other States**

**C. India's Constitution, as the political scientist Louise Tillin has explained, establishes a form of asymmetric federalism, in which some States enjoy greater autonomy over governance than others.**

- (a) CBA
- (b) BCA
- (c) ABC
- (d) CAB
- (e) BAC

**Directions (16-20): In each of the questions given below, a paragraph is given which has some blanks and those blanks have to be filled with the same word out of five words given below it. You have to choose that same word as your answer and fill up the blanks with that appropriate word.**

**Q16. By the 12th century a \_\_\_\_\_ referred to as Tanka was introduced. Later on, the Indian Rupee was adopted as the country's sole \_\_\_\_\_, and the use of other domestic coinage was removed from circulation. Our \_\_\_\_\_ rankings show that the most popular India Rupee exchange rate is the USD to INR rate.**

- (a) Money
- (b) Currency
- (c) Worth
- (d) Value
- (e) Rupees

**Q17. \_\_\_\_\_ education debt is a big issue in health care. \_\_\_\_\_ schools themselves are addressing the student debt problem. However, there is an array of government programs that help students afford \_\_\_\_\_ school or that forgive student loans.**

- (a) Business
- (b) Economics
- (c) Science
- (d) Law
- (e) Medical

**Q18. The largest chunk of the \_\_\_\_\_ population is made of daily wage earners, not farmers, the report said, adding that an equal focus on both \_\_\_\_\_ wages and farm income is vital to relieve \_\_\_\_\_ distress.**

- (a) Poor
- (b) Rural
- (c) Agricultural
- (d) Advanced
- (e) Insolvent

**Q19. The much-anticipated New Industrial \_\_\_\_\_, which will replace the 27-year-old existing \_\_\_\_\_ and pave the way for promotion of new technology and reduced regulations, has been placed before the Union Cabinet for approval. This will be the third industrial \_\_\_\_\_ drafted in independent India.**

- (a) Policy
- (b) Procedures
- (c) Meeting
- (d) Practices
- (e) Group

**Q20. Lead with the \_\_\_\_\_ of one individual who works there and what it took for her to get that job and how that job has made her life better. It was a \_\_\_\_\_, not topic, about a high-powered woman who had persevered and triumphed. More importantly, it was a \_\_\_\_\_ I wanted to read and knew other readers would too.**

- (a) Autobiography
- (b) Record / Reports
- (c) Fiction
- (d) Article
- (e) Story

**Directions (21-25):** In each of the questions given below, a passage has been given which are either situational based or describes a scenario. Below each passage, a question has been given which is framed to make you to infer something out of it. Mark out the correct inference as your answer.

**Q21.** Finding the efforts by Internet giants to curb circulation of online videos of sexual violence against women and children inadequate, the government is likely to seek “stricter directions” to service providers, such as Facebook and YouTube, from the Supreme Court.

**What is the attitude of the government toward the social networking sites?**

- (a) Acrimonious
- (b) Acerbic
- (c) Rigorous
- (d) Sardonic
- (e) Sarcastic

**Q22.** The government is keen on intermediaries sharing certain data with law enforcement agencies to identify the origin of ‘sexually violent’ content. The issue of tracing the origin of “unlawful” content is already a bone of contention between the government and WhatsApp, which was recently pulled up by the Centre after being misused to spread fake news. What can be said about the attitude of the WhatsApp toward making the origin of a (unlawful) content on WhatsApp accessible to the law-enforcement agencies?

- (a) Insidious
- (b) Exuberant
- (c) Fanatical
- (d) Reluctant
- (e) Vehement

**Q23.** The Kerala government on Thursday claimed in the Supreme Court that sudden releases of water from the Mullaperiyar dam was a cause for the floods in the State. In an affidavit, Kerala slammed Tamil Nadu for allegedly ignoring its repeated entreaties for controlled release of water from the reservoir to facilitate the evacuation of thousands living downstream.

**What is the attitude of the state government of Kerala towards the state government of Tamil Nadu?**

- (a) Censuring
- (b) Praising
- (c) Insidious
- (d) Pernicious
- (e) Forbiddingly

**Q24.** Periodical warnings were issued since the water level reached 136 ft for every two feet rise, and from 140 onward for every one-foot rise. Intimation was given to the Kerala government well in advance regarding the release of water from the spillway of the dam, the counter-affidavit said. “The allegation that action was taken by the Respondent State (Tamil Nadu) only after the water level in the dam crossed the permitted storage of +142 ft, is denied,” Tamil Nadu said in its affidavit.

**What is the tone of the statements made by the state of Tamil Nadu in its affidavit?**

- (a) Sarcastic
  - (b) Sardonic
  - (c) Enthusiastic
  - (d) Bitterly
  - (e) Acerbic
-

**Q25. In the first order on July 4, the court declared all animals as legal persons, effectively blurring the line that separates humans from other animals. Instead of blurring the line between man and animal, it would make more sense for the judiciary to ask the government to bolster laws like the Wildlife Protection Act, 1972, and the Prevention of Cruelty to Animals Act, 1960. Moreover, the order should have recognized that the animals had more value than just property under law even if they were not defined as persons. Such an order is more likely to have a lasting impact on animal welfare than an order declaring all animals to be persons.**

- (a) Animal welfare is difficult to be advanced through High Court's order.
- (b) The court's order will effectively protect the animals from the inhumanity.
- (c) Implementation of Wildlife Protection Act, 1972, and the Prevention of Cruelty to Animals Act, 1960 were a failure.
- (d) There is a need to convert animals into human entities to treat them with respect.
- (e) None of these

**Directions (26-30): In each of the questions below, there is a word given in bold which is followed by five options. In each of the options, a pair of words is given which is either the pair of synonyms or antonyms or synonym & antonym of the word given in bold. Choose that pair as your answer.**

**Q26. ABERRANT**

- (a) Inane: Systematic
- (b) Anomalous: Amulet
- (c) Abusive: Amoral
- (d) Abstain: Abandon
- (e) Deviant: Abnormal

**Q27. METICULOUS**

- (a) Conscientious: Nemesis
- (b) Scrupulous: Slapdash
- (c) Obligatory: Scrutinize
- (d) Skeptic: Stringent
- (e) Sloppy: Subservient

**Q28. ECCENTRIC**

- (a) Peculiar: Bizarre
- (b) Altruistic: Magnanimous
- (c) Autocratic: Bloated
- (d) Capacious: Chaste
- (e) Compress: Illegitimate

**Q29. ECSTASY**

- (a) Illusion: Hallucination
- (b) Effectual: Hilarity
- (c) Euphoria: Garbled
- (d) Rapture: Insouciance
- (e) Fatuous: Erudite

**Q30. IMPUNITY**

- (a) Livid: Morbid
- (b) Dispensation: Nullify
- (c) Incarceration: Captivity
- (d) Salvation: Incongruous
- (e) Kindred: Obsessive

**Directions (31-33): In the following questions a part of a sentence is given in bold, it is then followed by four sentences which try to explain the meaning of the idiom/phrase given in bold. Choose the alternative from the four given below each question which explains the meaning of the phrase correctly without altering the meaning of the sentence given as question. If none of the sentence explains the meaning of the highlighted phrase, choose option (e) i.e., “none of these” as your answer choice.**

**Q31.** I contemplate long and hard before I decide if I feel ready to tackle a new skill or if I prefer **to let sleeping dogs lie**.

- (a) I scrutinize thoroughly before I choose if I am ready to pursue a new skill or if I prefer to ignore it to avoid even more difficult situation.
- (b) I examine extensively before I determine, if I want to follow a new skill or if I choose to capture the hidden capabilities.
- (c) I study very hard while establishing whether I feel qualified to adapt a new skill or if I am inexperienced to assimilate it.
- (d) I forecast thoroughly before I decide that if I am ready to tackle a new skill or if I choose to let the dogs sleep.
- (e) None of these

**Q32.** If you want to respond but feel like the **cat got your tongue**, I spoke with experts to create an unofficial, evolving script we could use when we face a variety of icky situations.

- (a) If you want to respond but feel like you could clamor, I spoke with experts to create an unofficial, evolving script we could use when we face a variety of icky situations.
- (b) If you want to respond but feel like the cat held your tongue, I spoke with experts to create an unofficial, evolving script we could use when we face a variety of icky situations.
- (c) If you want to respond but feel like you could only mutter, I spoke with experts to create an unofficial, evolving script we could use when we face a variety of icky situations.
- (d) If you want to respond but feel like you can't answer anything, I spoke with experts to create an unofficial, evolving script we could use when we face a variety of icky situations.
- (e) None of these

**Q33.** President Paul Biya has been acting like a **cat on hot bricks** or better still a mother who returns from a long journey just to find her plates in disarray.

- (a) President Paul Biya has been acting anxious like a mother who returns from a long journey just to find her plates in disarray.
- (b) President Paul Biya has been acting poised as if a mother who returns from a long journey just to find her plates in disarray.
- (c) President Paul Biya' mother is suppressed after returning from a long journey just to find her plates in disarray.
- (d) President Paul Biya is a mother who returns from a long journey just to find her plates in disarray and is distressed about it.
- (e) None of these

**Directions (34-40): Read the following passage and answer the questions accordingly.**

Business always starts and closes with customers and hence the customers must be treated as the King of the market. All the business enhancements, profit, status, image etc. of the organization depends on customers. Hence it is important for all the organizations to meet all the customers' expectations and identify that they are satisfied customer. Customer satisfaction is the measure of how the needs and responses are collaborated and delivered to excel customer expectation. It can only be attained if the customer has an overall good relationship with the supplier. In today's competitive business marketplace, customer satisfaction is an important performance exponent and basic differentiator of business strategies. Hence, the more is customer satisfaction; more is the business and the bonding with customer. Customer satisfaction is a part of customer's experience that exposes a supplier's behavior on customer's expectation. It also depends on how efficiently it is managed and how promptly services are provided. This satisfaction could be related to various business aspects like marketing, product manufacturing, engineering, quality of products and services, responses customer's problems and queries, completion of project, post delivery services, complaint management etc.

Customer's perception on supplier helps the customer choose among the supplier on basis of money value and how well the delivered products suit all the requirements. The supplier's services never diminishes after the delivery as customer seeks high values post marketing services which could help them use and customize the delivered product more efficiently. If he is satisfied with the post marketing services then there are good chances for supplier to retain the customers to enhance repeated purchases and make good business profits. It is necessarily required for an organization to interact and communicate with customers on a regular basis to increase customer satisfaction. In these interactions and communications it is required to learn and determine all individual customer needs and respond accordingly. **In case if the products are identical in competition markets, satisfaction provides high retention rates.** For example, shoppers and retailers are engaged with frequent shopping and credit cards to gain customer satisfaction, many high end retailers also provide membership cards and discount benefits on those cards so that the customer remain loyal to them.

Higher the satisfaction level, higher is the sentimental attachment of customers with the specific brand of product and also with the supplier. This helps in making a strong and healthy customer-supplier bonding. This bonding forces the customer to be tied up with that particular supplier and chances of defection very less. Hence customer satisfaction is very important panorama that every supplier should focus on to establish a renounced position in the global market and enhance business and profit. Every business unit emphasizes on spurting a long term relationship with customers to nurture its stability in today's blooming market. Customer's expectations are now not only limited to get best products and services, they also need a face-to-face business in which they want to receive exactly what they demand and in a quick time.

Customer Relationship Management is an upright concept or strategy to solidify relations with customers and at the same time reducing cost and enhancing productivity and profitability in business. An ideal CRM system is a centralized collection of all data sources under an organization and provides an atomistic real time vision of customer information. A CRM system is vast and significant, but it be can implemented for small business, as

---

well as large enterprises also as the main goal is to assist the customers efficiently. Usually an organization consists of various departments which predominantly have access to customer's information either directly or indirectly. A CRM system piles up this information centrally, examines it and then makes it addressable within all the departments. A CRM system is not only used to deal with the existing customers but is also useful in acquiring new customers. The process first starts with identifying a customer and maintaining all the corresponding details into the CRM system which is also called an 'Opportunity of Business'. The Sales and Field representatives then try getting business out of these customers by sophisticatedly following up with them and converting them into a winning deal. Customer Relationship Management strategies have given a new outlook to all the suppliers and customers to keep the business going under an estimable relationship by fulfilling mutual needs of buying and selling.

**Q34. How can overall customer satisfaction be attained?**

- (a) By diversifying the limits of the business.
- (b) If the customer has an overall good relationship with the distributor.
- (c) If the customer has an overall good relationship with the supplier.
- (d) Both (b) and (c).
- (e) Both (a) and (b).

**Q35. What are the various business facets mentioned that relate to customer satisfaction?**

- (a) Quality of products and services.
- (b) Product manufacturing and engineering.
- (c) Marketing and management of complaints.
- (d) Post delivery services.
- (e) All of these.

**Q36. Why does the supplier ensure customer retention?**

- (a) In order to find practical guidance.
- (b) For acquiring other businesses and adjusting pricing.
- (c) To enhance repeated purchases and make good business profits.
- (d) For challenging the assumptions underlying the organization's strategy and value proposition.
- (e) For implementing and evaluating cross-functional decisions.

**Q37. What is one of the problems concerned with products that requires organizations to be in regular touch with customers?**

- (a) Short term revenue and profitability.
- (b) Short time durability of products in markets.
- (c) Uniformity of products in competing markets.
- (d) As the product quality nowadays do not meet the customer needs.
- (e) All of these.

**Q38. How does a CRM system provide a real time vision of customer information?**

- (a) Through accurate forecasting which makes it good for aligning managements.
- (b) By preventing outdated database and documents at any given moment.
- (c) Both (a) and (b).
- (d) By examining all the information centrally from all the data sources.
- (e) None of these.

**Q39. Which of the statement is definitely false according to the passage?**

- (a) Every business unit focuses on establishing long term relationship with customers.
- (b) CRM is such a vast and significant system that it is basically used to deal with the existing customers.
- (c) The supplier's services never diminish after the delivery as customer seeks high values post marketing services.
- (d) An ideal CRM system is a centralized collection of all data sources under an organization
- (e) None of these.

**Q40. Given below is a sentence from the passage that may or may not be grammatically viable, choose the most suitable alternative that reflects the grammatically correct sentence. If the highlighted sentence does not require any corrections, choose option (e), i.e. "no correction required" as your answer choice.**

**Sentence (A): "In case if the products are identical in competition markets, satisfaction provides high retention rates."**

- (a) Even if the products are identical in competing markets, satisfaction provides high retention rates.
- (b) In case if the product is identical in competing markets, satisfaction provides high retention rates.
- (c) In case if the products are identical at competing markets, satisfaction provide higher retention rates.
- (d) Even if the products are identical in competition markets, satisfaction provides highest retention rates.
- (e) No correction required

## Solutions

### S1. Ans. (a)

**Sol.** The sentence is describing about a shift in the technology in the telecom industry. It has also mentioned about the challenges faced by the industry few years ago. Therefore, to adhere to the context of the sentence “paranoid” should be replaced by “paradigm” while “triumph” should be replaced by “havoc”. Hence, option (a) is the most suitable answer choice.

Paranoid means unreasonably or obsessively anxious, suspicious, or mistrustful.

Triumph means a great victory or achievement.

Paradigm means a typical example or pattern of something; a pattern or model.

Havoc means widespread destruction.

### S2. Ans.(d)

**Sol.** Words “mislead” and “consensus” create a contextual error in the sentence and thus should be replaced by “misconceptions” and “compliance” respectively. Hence, option (d) is the most suitable answer choice.

Emissions means the production and discharge of something, especially gas or radiation.

Consensus means a general agreement.

Eminences means to fame or acknowledged superiority within a particular sphere.

Compliance means the action or fact of complying with a wish or command.

### S3. Ans.(d)

**Sol.** The words given in bold “hawking”, “variance” and “hosts” create either grammatical or contextual error in the sentence. To correct the sentence, replace these words by “tracking”, “vicious” and “honchos” respectively. Hence, option (d) is the most suitable answer choice.

Hawking means (of a person) hunt game with a trained hawk.

Variance means the fact or quality of being different, divergent, or inconsistent.

Vicious means deliberately cruel or violent.

Honchos means a leader or manager; the person in charge.

### S4. Ans.(c)

**Sol.** Since the sentence is describing about the developments and advancements made in the recent time, the bold words “preserving” and “raising” create grammatical as well as contextual errors in the sentence. To make the sentence correct, replace these words by “urbanization” and “rising” respectively. Therefore, option (c) becomes the most suitable answer choice.

### S5. Ans.(c)

**Sol.** The words given in bold “had” and “compete” create either grammatical or contextual error in the sentence. To correct the sentence, replace these words by “having” and “competitive” respectively. The sentence is given in the present tense [...can give paint manufacturers], it requires a gerund [Having] that works as a subject in the sentence, therefore, “had” should be replaced to frame a grammatically correct structure of the sentence. Moreover, to describe the quality of “pricing” an adjective [competitive] is required rather than a verb [compete]. Hence, option (c) is the most suitable answer choice.

### S6. Ans.(d)

**Sol.** The appropriate answer is option (d). The answer can be referred from paragraph 1 where it is mentioned that legal position of beggars in India has always been uncertain. “The Bombay Prevention of Begging Act (BPBA), 1959, which has held sway for decades, rests on the premise that poverty equals criminality. This allows the state to arrest people without a warrant on nothing more than a “suspicion,” and put them out of the public gaze.”

**S7. Ans.(c)**

**Sol.** The correct choice here is option (c). We can refer to paragraph 1 where it is given that the court quashed those provisions of the BPBA that make begging a punishable offence. However, its ruling is applicable only to Delhi.

**S8. Ans.(b)**

**Sol.** Option (b) is the only appropriate choice here. The answer can be derived from paragraph 2 where it is mentioned that speculation of beggars as legal outsider means inhabiting the same territorial space that is India but disenfranchised from the benefits of Indian citizenship that guarantees constitutional rights.

**S9. Ans.(d)**

**Sol.** Option (d) is the appropriate choice. Refer to paragraph 3 where it is given that in these raids, even those not begging but found in dirty clothes and wandering were arrested arbitrarily. Transgender persons, for example, are particularly vulnerable.

**S10. Ans.(b)**

**Sol.** Option (b) is the appropriate choice. It is the only option which is false according to the passage. Instead correcting it, the right statement would be as follows: The criminal begging ring racketeers are hardly the ones who are arrested in the raids. Rest all of the given options are true.

**S11. Ans.(b)**

**Sol.** Only option (b) is the correct choice. The answer can be referred from paragraph 4, where it is explicitly expressed in the absence of immediate structural improvement, the least the state governments in India can do is decriminalize begging.

**S12. Ans. (d)**

**Sol.** The grammatically correct sentence is sentence (d). There are grammatical errors in sentence (A) and options (a), (b) and (c). In sentence (A), with the plural subject "provisions", the determiner associated to it should be plural as well. Similarly, in option (a), along with the plural determiner [those] the subject should also be in its plural form [provision]. Moreover, in sentence (b) the subject provision is singular, therefore to comply with the rule of subject-verb agreement, the verb associated to it must be singular too [makes]. Likewise, in option (c), with the plural subject [provisions], the verb must be plural to adhere to the correct grammatical syntax [make]. Since option (d) is grammatically viable, it becomes the most feasible answer choice.

**S13. Ans.(d)**

**Sol.** The paragraph is describing about declaration made PM regarding the sanitation needs of young female. Therefore, the most appropriate phrase that will fill the blank of the paragraph, adhering to the absolute context of the paragraph is "to ensure toilets are separately built for girls in government schools". The hint for the same can be drawn from the phrase [...that when sanitation needs of young female students are met...]. Moreover, option (b) is incorrect as the latter part of the paragraph suggests the need for sanitation of young women, which should have some relevance with the previous part of the paragraph; option (b) fails to provide any such information and thus cannot be used to complete the paragraph. Hence, option (d) is the most suitable answer choice.

**S14. Ans.(b)**

**Sol.** The paragraph is describing about the influences of paid news during the election. It has also provided evidence for the same stating 42 cases of paid news in the election of BJP's Narottam Mishra from Datia, MP. The latter part of the paragraph mentions about the norms under which the legitimized action is effectuated. Thus, the most appropriate sentence that should complete the paragraph is "In 2017, the ECI ordered Mishra's disqualification and barred him from contesting elections for three years", as it connects the previous and the later part of the paragraph. All the other sentences fail to provide coherence to the paragraph; hence, option (b) is the most suitable answer choice.

**S15. Ans.(d)**

**Sol.** Option (d) is the correct choice for the given question.

CAB is the correct sequence of the given sentence.

**C** is the first sentence as it provides the basis of the argument which is the asymmetry in federalism.

**A** gives additional information about this asymmetry which was talked about in sentence **C**. **B** is the third sentence as it is talking about its (article 370) original form and the reason for the debate which was mentioned in **C**.

**S16. Ans.(b)**

**Sol.** The most suitable word that will fit in all the three blanks of the paragraph is "currency". All the words are however seems similar but have little difference and thus does not fit contextually in the sentence. Hence, option (b) is the most suitable answer choice.

Money means a current medium of exchange in the form of coins and banknotes; coins and banknotes collectively.

Currency means a system of money in general use in a particular country.

Worth means equivalent in value to the sum or item specified.

Value means the regard that something is held to deserve; the importance, worth, or usefulness of something.

Rupees means the basic monetary unit of India

**S17. Ans.(e)**

**Sol.** The most appropriate word that should fill all the three blanks of the paragraph is "medical". Since, the alternatives provide different streams of education; the most suitable one to adhere to the context of the paragraph is "medical". This is indicated from the phrase of the first sentence "...big issue in health care". Hence, option (e) is the most viable answer choice.

**S18. Ans.(b)**

**Sol.** The most appropriate word that should fill all the blanks of the sentence is "rural". All the other words are either grammatically incorrect or contextually. Hence, option (b) is the most suitable answer choice.

Advanced means far on or ahead in development or progress.

Insolvent means unable to pay debts owed.

**S19. Ans.(a)**

**Sol.** The most appropriate word that should fill all the blanks of the sentence is “policy”. All the other words are either grammatically incorrect or contextually. Hence, option (a) is the most suitable answer choice.

Policy means a course or principle of action adopted or proposed by an organization or individual.

Procedure means an established or official way of doing something.

Practice means the actual application or use of an idea, belief, or method, as opposed to theories relating to it.

**S20. Ans.(e)**

**Sol.** The most appropriate word that should fill all the blanks of the sentence is “story”. All the other words are either grammatically incorrect or contextually. Hence, option (e) is the most suitable answer choice.

Autobiography means an account of a person's life written by that person.

Fiction means literature in the form of prose, especially novels, that describes imaginary events and people.

## Solutions

### S21. Ans. (c)

**Sol.** The passage apprises us that the government is requesting the Supreme Court to enforce “stricter directions” to social networking sites like Facebook and YouTube. It could be understood that the government wants ‘**more obedience**’ from the social networking sites and is trying to achieve her intent through requesting the Supreme Court.

Acrimonious, Acerbic, Sardonic, Sarcastic are synonyms and mean ‘sharp and forthright.’

Sarcastic means ‘Marked by or given to using irony in order to mock or convey contempt.’

Rigorous means ‘(of a person) adhering strictly to a belief or system’; ‘Harsh and demanding’;

Rigorous is a synonym of ‘strict’ which means ‘(of a rule or discipline) demanding total obedience or observance; rigidly enforced.’

From the above, we find out that the meaning of ‘**rigorous**’ correctly convey the **intent or attitude** of the Government toward the social networking sites.

So, the correct answer is **option (c)**.

### S22. Ans. (d)

**Sol.** Contention [noun] means ‘heated disagreement’. The paragraph suggests that on the issue of making accessible the origin of a content on WhatsApp is a **heated disagreement** between the Government and WhatsApp. Meaning that the WhatsApp is **reluctant** toward making the origin of a content on WhatsApp accessible to the law enforcement agencies. Hence, option (d) is the correct answer.

Insidious [noun] ‘Proceeding in a gradual, subtle way, but with very harmful effects’;

Exuberant [adjective] ‘Full of energy, excitement, and cheerfulness’;

Fanatical [adjective] ‘Filled with excessive and single-minded zeal.’;

Vehement [adjective] ‘Showing strong feeling; forceful, passionate, or intense’;

### S23. Ans. (a)

**Sol.** The state government of Kerala seems to be **angry** with the indifferent attitude shown by the state government of Tamil Nadu and the ignorance of the repeated entreaties (signed by the Tamil Nadu) in relation to the controlled release of water from the reservoir. The state government of Kerala believes that the attitude of the state government of Tamil Nadu is responsible for the flood in the state.

Censure [noun]: ‘strong criticism or disapproval’;

Insidious [noun]: ‘Proceeding in a gradual, subtle way, but with very harmful effects’;

Pernicious [noun]: ‘having a very harmful effect or influence’;

Forbiddingly [noun]: ‘unfriendly and likely to be unpleasant or harmful’;

From the given paragraph, we understand that the intent of the state government of Kerala is not malicious and not to Harm the state government of Tamil Nadu, but Kerala was **criticizing** the government of the Tamil Nadu. So, Options (c), (d) and (e) are Not correct.

Only option (a) **correctly** convey the intent of the state government of Kerala and is the correct answer.

### S24. Ans. (e)

**Sol.** Upon reading the passage, one understands that the state of Tamil Nadu made statements in an out-spoken or forthright manner.

Acerbic [adjective] means (especially of a comment or style of speaking) sharp and forthright.

Sardonic & Sarcastic [adjective] means Grimly mocking or cynical.

From the above illustrated meanings of the options, one can understand that the meaning of the word ‘**acerbic**’ is the Closest to the tone of the statements made by the state of Tamil Nadu.

Hence, option (e) is the correct answer.

**S25. Ans.(a)**

**Sol.** The given paragraph is providing information about the court's order regarding the declaration of animals as legal persons. However, the paragraph further mentions that this order will not have a lasting impact on animal welfare. Moreover, it is to be noted that it mentions about the strengthening of the Wildlife Protection Act, 1972, and the Prevention of Cruelty to Animals Act, 1960 and does not comment on their implementation, hence, option (c) is incorrect. Therefore, the most suitable answer choice is option (a).

**S26. Ans. (e)**

**Sol.** "Aberrant" means departing from an accepted standard or diverging from the normal type. Therefore, "Deviant: Abnormal" is the set of words that expresses the meaning of the given highlighted word. Hence, option (e) is the most suitable answer choice.

Inane means lacking sense or meaning; silly.

Anomalous means deviating from what is standard, normal, or expected.

Amulet means an ornament or small piece of jewellery thought to give protection against evil, danger, or disease.

**S27. Ans.(b)**

**Sol.** "Meticulous" means showing great attention to detail; very careful and precise. Therefore, the set of words that consists of its synonym and antonym is "Scrupulous : Slapdash". Hence, option (b) is the most suitable answer choice.

Conscientious means wishing to do one's work or duty well and thoroughly.

Nemesis means the inescapable agent of someone's or something's downfall.

Scrupulous means (of a person or process) careful, thorough, and extremely attentive to details.

Slapdash means done too hurriedly and carelessly.

Sloppy means careless and unsystematic; excessively casual.

Subservient means prepared to obey others unquestioningly.

**S28. Ans. (a)**

**Sol.** "Eccentric" means (of a person or their behaviour) unconventional and slightly strange. Therefore, the set of words that reflect the synonyms of the given highlighted word is "Peculiar : Bizarre". Hence, option (a) is the most suitable answer choice.

Peculiar means different to what is normal or expected; strange.

Bizarre means very strange or unusual.

Altruistic means showing a disinterested and selfless concern for the well-being of others; unselfish.

Magnanimous means generous or forgiving, especially towards a rival or less powerful person.

Bloated means swollen with fluid or gas.

Capacious means having a lot of space inside; roomy.

Chaste means without unnecessary ornamentation; simple or restrained.

**S29. Ans.(d)**

**Sol.** “Ecstasy” means an overwhelming feeling of great happiness or joyful excitement. Therefore, the set of words that consists of its synonym and antonym is “Rapture: Insouciance”. Hence, option (d) is the most suitable answer choice.

Effectual means (of something inanimate or abstract) successful in producing a desired or intended result; effective.

Hilarity means extreme amusement, especially when expressed by laughter

Garbled means reproduce (a message, sound, or transmission) in a confused and distorted way.

Rapture means a feeling of intense pleasure or joy.

Insouciance means casual; lack of concern; indifference.

Fatuous means silly and pointless.

Erudite means having or showing great knowledge or learning.

**S30. Ans. (c)**

**Sol.** “Impunity” means exemption from punishment or freedom from the injurious consequences of an action. Therefore, the set of words that reflect the antonyms of the given highlighted word is “Incarceration: Captivity”. Hence, option (c) is the most suitable answer choice.

Livid means furiously angry.

Morbid means characterized by an abnormal and unhealthy interest in disturbing and unpleasant subjects, especially death and disease.

Dispensation means exemption from a rule or usual requirement.

Incarceration means the state of being confined in prison; imprisonment.

Nullify means

Captivity means the condition of being imprisoned or confined.

Salvation means preservation or deliverance from harm, ruin, or loss.

Incongruous means not in harmony or keeping with the surroundings or other aspects of something.

Kindred means similar in kind; related.

Obsessive means of the nature of an obsession.

**S31. Ans.(a)**

**Sol.** The most appropriate sentence that is grammatically and contextually viable in accordance to the meaning of the given sentence is sentence (a) as, the meaning of the phrase “to let sleeping dogs lie” is to ignore a problem because trying to deal with it could cause an even more difficult situation. All the other sentences are contextually incorrect; hence, option (a) is the most suitable answer choice.

**S32. Ans. (d)**

**Sol.** The most appropriate sentence that is grammatically and contextually viable in accordance to the meaning of the given sentence is sentence (d) as, the meaning of the phrase “cat got your tongue” is used when someone has nothing to say. All the other sentences are contextually incorrect; hence, option (d) is the most suitable answer choice.

**S33. Ans. (a)**

**Sol.** The most appropriate sentence that is grammatically and contextually viable in accordance to the meaning of the given sentence is sentence (a) as, the meaning of the phrase “cat on hot bricks” is used to express when someone is restless or skittish, unable to remain still. All the other sentences are contextually incorrect; hence, option (a) is the most suitable answer choice.

**S34. Ans.(c)**

**Sol.** Only option (c) is the appropriate choice. Refer to paragraph 1 where it is mentioned that customer satisfaction is the measure of how the needs and responses are collaborated and delivered to excel customer expectation. It can only be attained if the customer has an overall good relationship with the supplier.

**S35. Ans.(e)**

**Sol.** Option (e) is the correct choice. The answer can be deduced from paragraph 1 where it is mentioned that customer satisfaction is a part of customer's experience that exposes a supplier's behavior on customer's expectation. This depends on various business aspects like marketing, product manufacturing, engineering, quality of products and services, responses customer's problems and queries, completion of project, post delivery services, complaint management etc. Hence option (e) is the answer.

**S36. Ans.(c)**

**Sol.** Option (c) is the suitable choice. This can be inferred from paragraph 2 where it is given that there are good chances for supplier to retain the customers to enhance repeated purchases and make good business profits. Whereas rest all of the given options are not mentioned in the paragraph. And hence so they are irrelevant.

**S37. Ans.(c)**

**Sol.** Only option (c) is the correct choice. We can infer our answer from paragraph 2 where it is mentioned that it is necessarily required for an organization to interact and communicate with customers on a regular basis to increase customer satisfaction. In these interactions and communications, it is required to learn and determine all individual customer needs and respond accordingly. Even if the products are identical in competing markets, satisfaction provides high retention rates.

**S38. Ans.(d)**

**Sol.** The suitable answer is option (d). The answer can be deduced from paragraph 4 where it is given an ideal CRM system is a centralized collection of all data sources under an organization and provides an atomistic real time vision of customer information. It piles up this information centrally, examines it and then makes it addressable within all the departments.

**S39. Ans.(b)**

**Sol.** Option (b) is the correct answer. Among all of the given options only option (b) is false according to the passage. It can be referred from paragraph 4 where it is given a CRM system is not only used to deal with the existing customers but is also useful in acquiring new customers. Rest all of the given options are true.

**S40. Ans. (a)**

**Sol.** Sentence (A) contains grammatical errors in it. It is to be noted that usage of "in case" while using "if" becomes incorrect as "in case" itself means 'if it is true that', thus one of the words become redundant. Thus, option (b) and (c) are also eliminated. Moreover, to define the quality of the markets an adjective must be used [competing], instead of a noun [competition]. Therefore, option (d) is also eliminated. Since, option (a) is grammatically as well as contextually correct, it becomes our most suitable answer choice.