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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.

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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.



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