

# SBI Clerk Mains 2018

## REASONING ABILITY

**Directions (1-5):** Study the following information carefully and answer the questions given below.

There are eight members i.e. A, B, C, D, E, F, G and H are sitting around a square table such that four of them likes flowers i.e. Lily, Rose, orchid and Sunflower and four of them likes fruits i.e. Mango, Kiwi, Apple, Banana but not necessarily in the same order. Those who likes Fruits sits at the corner and those who like flower sits at the middle of the table. Some of them face inside and some of them face outside.

The one who likes Orchid sits third to the right of H. A sit second to the right of the one who likes Orchid. A is not the immediate neighbour of H. The one who likes Banana is an immediate neighbour of A. The one who likes Banana sits opposite to the one who likes Kiwi. H does not like Kiwi. The one who likes Apple sits second to the left of the one who likes Kiwi, who is not the immediate neighbour of A. B sits third to the right of the one who likes Apple. F likes Lily. Only one person sits between B and the one who likes Sunflower. F faces the one who likes Sunflower. E and G sits opposite to each other. E does not like Banana. C sits second to the right of G. C does not face Inside. C and D face same direction as G.

1. A like which of the following item?  
(a) Mango (b) Rose (c) Kiwi  
(d) Sunflower (e) None of these
2. Who among the following sits second to the right of C?  
(a) The one who likes Kiwi  
(b) D  
(c) The one who likes Banana  
(d) The one who likes Lily  
(e) Both a and b
3. Which of the following is not true regarding F?  
(a) F faces the one who likes Sunflower.  
(b) F and G faces opposite direction.  
(c) F sits second to the right of the who likes Orchid.  
(d) F and E are immediate neighbours.  
(e) All are correct
4. How many persons sit between A and B when counted from the left of A?  
(a) Three (b) One (c) Two  
(d) Four (e) None of these
5. Who among the following sits third to the left of D?  
(a) H (b) C (c) G  
(d) B (e) None of these

**Directions (6-10):** Study the following information carefully to answer the given questions.

A number arrangement machine when given an input line of numbers rearranges them following a particular rule in each step. The following is an illustration of input and rearrangement.

Input: **95 11 76 21 89 42 64 31**

Step I: 02 76 21 89 42 64 31 04

Step II: 03 02 76 42 64 31 04 01

Step III: 04 03 02 42 64 04 01 01

Step IV: 06 04 03 02 04 01 01 02

Step IV, is the last step.

Input: 75 12 10 94 84 32 63 42 54 22

6. How many steps are required to complete the given arrangement?  
(a) III (b) V (c) IV  
(d) VI (e) None of these
7. How many elements are there between '03' and '42' in step-II?  
(a) Two (b) One (c) Three  
(d) Four (e) None of these
8. Which number would be at the fourth position from the left end in the last step of the output?  
(a) 04 (b) 05 (c) 64  
(d) 02 (e) None of these
9. What is the sum of the third element from the left in step II and 2<sup>nd</sup> from the right in the last step?  
(a) 78 (b) 76 (c) 65  
(d) 83 (e) None of these
10. What is the difference between the third element from the right in step IV and the fourth element from the left in step III?  
(a) 21 (b) 24 (c) 28  
(d) 19 (e) None of these

**Directions (11-15):** Study the following information carefully answer the questions given below.

Six Horses i.e. A, B, C, D, E, F are standing in a row facing north at a distance which is a successive multiple of 4 in an increasing order from the left. Horse F is second to the right of Horse C. The total distance between Horse E and D is 52m. Only one Horse stands in between Horse B and Horse E. Horse F and Horse D are Standing next to each other. Horse A and Horse F are not standing next to Horse B. Now Horse B starts moving towards north direction after moving 10m its takes a right turn and stops at point T after

moving 28m. Horse A starts moving in east direction and after going 12m it turns right and move 20m and then again turn right and move 72m and stops there at point H. Horse C starts moving in south direction and after moving 10m it takes a left turn and moves 20m then it again takes a left turn and moves 5m. From there it takes a right turn and moves 24m and stops at point V.

11. What is the shortest distance between Point V and point H?  
 (a) 10m (b) 15m (c) 5m  
 (d) 20m (e) None of these
12. In which direction and at what distance is point H with respect to F's initial position?  
 (a) 20m south (b) 20m, North  
 (c) 2m, Southeast (d) 20m, Northwest  
 (e) None of these
13. If horse D, moves 5m in the south direction and reaches point K then point V is in which direction with respect to point K?  
 (a) Southeast (b) North (c) East  
 (d) West (e) None of these
14. What is the total distance between Horse E and Horse A?  
 (a) 74m (b) 80m (c) 84m  
 (d) 88m (e) None of these
15. In which direction is point T with respect to point H?  
 (a) North (b) Southwest (c) South  
 (d) East (e) Northwest

**Direction (16-20):** Study the following information and answer the given questions:

In alphabetical series each consonant is assigned a different number from 1-7 (for ex- B is coded as 1, C-2.....J-7)and again those numbers get repeated(for ex- K-1, L-2.....so on).

Besides the above information, following operations are to be applied for coding the words given in the questions below.

**Each letters of the given questions will be coded as per the given conditions:**

- I. Vowels appearing before 'M' in the Alphabetical series will be coded as '\*\*'.
- II. Vowels appearing after 'M' in the alphabetical series will be coded as '\$\$'.
- III. Number preceded by vowel will be coded as '#1'.
- IV. No. followed by vowel will be coded as '@#'.

16. What will possibly be the code for 'NORMAL'?
- (a) '#1\$\$@##2\*\*@#
  - (b) '#1\$\$@##1\*\*@#
  - (c) '#3\$\$@##1\*\*@#
  - (d) '#1\$#@##1\*\*@#
  - (e) None of these

17. What will possibly be the code for 'EMBARKS'?
- (a) '\*\*@##1\*\*@#12
  - (b) '\*\*@##1\*\*@#31
  - (c) '\*\*@##1\*\*@#41
  - (d) '\*\*@##1\*\*@#11
  - (e) None of these

18. What will possibly be the code for 'SMITTLE'?
- (a) 1#1\*\*@#2#1\*\*
  - (b) 1#1\*\*@#2#11\*
  - (c) 1#1\*\*@#2#1\*1
  - (d) 2#1\*\*@#2#1\*\*
  - (e) None of these

19. What will possibly be the code of 'ANNUAL'?
- (a) '\*\*@##1\$\$\*\*@#
  - (b) \*1@##1\$\$\*\*@#
  - (c) \*\*##@1\$\$\*\*@#
  - (d) \*2@##1\$\$\*\*@#
  - (e) None of these

20. What is the code for 'PROM'?
- (a) 5#1\$\$@# (b) 2#1\$\$@#
  - (c) 4#1\$\$@# (d) 6#1\$\$@#
  - (e) None of these

**Directions (21-25):** Study the following information carefully and answer the questions:

There are three compartments A, B, C such as compartment A is in west of compartment B and compartment A and compartment B is in west of compartment C. Twelve boxes P, Q, R, S, V, X, Y, Z, K, L, M, N are placed in three different compartments such as four boxes are placed in each compartment . And these four boxes are placed one above another. Only one box is placed in between V and Z in compartment B. R is placed on top in compartment A. Box Y is in the immediate west of L. Box L is placed between box M and N. M is placed above N. Two boxes are placed between R and S in same compartment. Box Q is placed immediately above P in the same compartment. Box X is placed above box V and Z in the same compartment. Box V is placed above box Z.

These boxes are shifting in other compartments as per the cards drawn and only two cards drawn at a time -

- I. If both the card drawn is heart then the box placed at the top in compartment B will be interchanged with the box placed at the bottom of Compartment C.
- II. If among the card drawn one is diamond and another is spade then the box which is second from the bottom in Compartment A will be inter changed with box placed at second from the top in Compartment C.
- III. If among the two cards drawn one is Club and another is Heart then the box placed at top and the box placed at the bottom will be interchanged in compartment B.
- IV. If among the two cards drawn one is club and another is diamond then the box which is third from the bottom in compartment B is interchanged with the box which is third from the top in compartment A.

The Cards Drawn are---

1. Club-Heart
2. Heart-Heart
3. Club-Diamond
4. Spade-Diamond

**Note-** The cards will be drawn in the given serial order.

21. Which of the following box is placed at the bottom of Compartment C after the rearrangement?  
(a) Box K (b) Box L (c) Box M  
(d) Box Z (e) None of these
22. Which of the following is to the west of box P after the rearrangement?  
(a) Box Q (b) Box R (c) Box M  
(d) Box S (e) None of these
23. Which of the following box is kept at the top in compartment B after the rearrangement?  
(a) Box X (b) Box N (c) Box Y  
(d) Box V (e) None of these
24. How many boxes are below box V in its respective compartment after the rearrangement?  
(a) Three (b) Two (c) One  
(d) None (e) None of these
25. Which of the following combination of 'Box-compartment' before the rearrangement is correct?  
(a) Box R- C (b) Box N- A (c) Box V- C  
(d) Box N- C (e) All are correct
26. Statement- Indian Metrological Department has forecasted that there will be a situation of flood in City A within the next 15 days.  
Course of Action- I. The population of city A should move to city B within next 15 days to get rid of the problem.  
II. The people of city A are advised to preserve necessary items for future consumption.  
(a) Only II (b) Both I and II  
(c) Only I (d) Neither I nor II  
(e) None of these

**Direction (27-30):** There are two rows given and to find out the resultant of a particular row we need to follow the following steps: -

Step 1: If an even number is followed by an odd number then the resultant will be the addition of both the numbers.

Step 2: If an odd number is followed by a perfect square then the resultant will be the difference of that square number and the odd number.

Step 3: If an odd number is followed by another odd number (but not a perfect square) then the resultant will be the addition of both the numbers.

Step 4: If an odd number is followed by an even number (but not a perfect square) then the resultant comes by multiplying the numbers.

Step 5: If an even number is followed by another even number then the resultant will be the division of first number by the second number.

27. Find the sum of two rows

8	4	1
11	6	7

- (a) 78 (b) 52 (c) 64  
(d) 76 (e) None of the above

28. If the sum of the resultants of two rows is 46. Then find the value of X.

9	2	7
24	4	X

- (a) 16 (b) 27 (c) 8  
(d) 15 (e) None of the above

29. Find the difference between the resultant of first and second row.

13	3	7
4	11	12

- (a) 117 (b) 126 (c) 157  
(d) 96 (e) None of the above

30. Find the multiplication of the resultant of first and second row.

21	19	8
16	13	9

- (a) 110 (b) 85 (c) 100  
(d) 120 (e) None of the above

**Directions (31-34):** Study the following information carefully and answer the questions.

Six subjects Hindi, English, chemistry, Mathematics, Physics and Biology are taught at a coaching institute. Each subject was given a definite and continuous time slots. (i.e. there is no gap between two consecutive subjects). In a day a total 14 hours class was scheduled. A subject can start its slot from a whole hour or half hour only (i.e. a subject can start from 4 pm, 4 : 30 pm but it cannot starts from 4:13 pm, 4:03 pm) Hindi class takes place from 11 am to 12:30 pm. Only one class took place between Hindi and Mathematics. Time slot of Mathematics is twice the time slot of Hindi. Physics classes starts from 5:30 pm. Chemistry class took place between Hindi and Physics, but it did not take place immediately after or before Physics. Total slot time of English and Biology class is 4.5 hours. Number of classes that took place between Biology and Physics is same as the number of classes between chemistry and Biology. Time slot of Chemistry is 1 hour less than the time slot of Mathematics.

31. How many lectures are scheduled between Hindi and Biology?

- (a) None (b) One (c) Two  
(d) Three (e) More than three

32. Which of the following subject's time slot is scheduled from 12:30-2:30 pm?  
 (a) English (b) Chemistry (c) Biology  
 (d) Math's (e) None of these
33. Which of the following subject is scheduled just after English?  
 (a) Hindi (b) Chemistry (c) Biology  
 (d) Math's (e) None of these
34. What is the duration (in hours) of the Physics' lecture?  
 (a) 2.5 hour (b) 3 hour (c) 3.5 hour  
 (d) 1.5 hour (e) 2 hour

**Direction (35-37):** In the following questions, the symbols #, &, @, \*, \$, % and © are used with the following meanings as illustrated below. Study the following information and answer the given questions:

- A@B- A is the child of B.  
 A©B- A is the parent of B  
 A%B- A is father-in-law of B  
 A&B- A is brother-in-law of B  
 A\$B- A is brother of B  
 A\*B- A is wife of B  
 A#B- A is sister-in-law of B

35. If X©F\$D&Q@H©E&F, then how is F related to H?  
 (a) father (b) Brother-in-law  
 (c) son-in-law (d) Sister  
 (e) None of these
36. If G\*\$K©Y@V&C#G then how J is related to C?  
 (a) father (b) Brother-in-law  
 (c) daughter-in-law (d) Brother  
 (e) None of these
37. If K&L%M\*N@O then how is N related to K?  
 (a) father (b) Uncle (c) Nephew  
 (d) Sister (e) None of these

**Directions (38-41):** Study the following information carefully and answer the questions given below.

Nine persons K, L, M, N, O, P, Q, R, S are going to gym on three dates 8, 17, 25 of three different month January, March and April of same year. Also each of them is of different weight. Only three persons are heavier than S. Q is going to gym immediately after N but not in the same month as N. Only one person go to gym in between O and R and all go in the same month. K is just heavier than M but lighter than Q. L is heavier than S but lighter than N who is not the heaviest. Only three persons go to gym in between L and S but none of them go to gym in a month having 30 days. The one who go immediately after O is not lighter than O. The one who is the lightest person attend gym immediately after L. As many persons go to gym in between N and K as between K and R. P is lighter than both M and O. R is not lighter than K. The one who go to the gym last is heavier than O but lighter than S.

38. Who among the following go to gym on 17<sup>th</sup> April?  
 (a) K (b) M (c) S  
 (d) R (e) None of these
39. How many persons go to gym between R and S?  
 (a) None (b) One (c) Two  
 (d) Three (e) More than three
40. How many persons are heavier than R?  
 (a) None (b) One (c) Two  
 (d) Three (e) More than three
41. Who among the following go to gym immediately after K?  
 (a) P (b) M (c) N  
 (d) O (e) Q

**Directions (42-44):** Study the information carefully answers the questions given below.

α me either hour hand or minute hand is at 8  
 ∞ me either hour hand or minute hand is at 11  
 ® me either hour hand or minute hand is at 6  
 £ me either hour hand or minute hand is at 9  
 Å me either hour hand or minute hand is at 2  
 μ me either hour hand or minute hand is at 5  
**Note:** if two symbols are given than by default second symbol is consider as minute hand and first symbol is considered as hour hand. And all time are considered at pm.

42. If a man leaves from GIP to WOW at ®Å. Usually he takes 20 min to reach WOW, but that time he reaches 15 min later, then at what time he will reach WOW?  
 (a) ∞® (b) ®∞ (c) ®£  
 (d) ®® (e) None of these
43. A person takes 40 minutes to reach airport from his office and he has to catch airplane that is scheduled to depart at '£μ' so at what time should he leave from his office for the airport to arrive at the airport at 20 minutes earlier?  
 (a) μÅ (b) ®∞ (c) Åμ  
 (d) αμ (e) None of these
44. If a man leaves from his home to office at '£∞' and he takes 2hr to reach his office, at what time he will reach to office?  
 (a) μ£ (b) ∞Å  
 (c) ∞∞ (d) Can't be determined  
 (e) None of these

**Directions (45-48):** Study the following information carefully and answer the questions given below:

Ten vehicles are placed in two parallel rows, five vehicles in row 1 facing north and rest in row 2 facing south having equal distance between each other i.e. each of them faces another vehicle.

These vehicles are placed according to speed which increases from West to East direction in both rows but not necessarily in the given order. Two vehicles are placed between boat and the vehicle with speed 170 km/h. Car is placed just next to the vehicle which faces Truck. Only one vehicle is placed between Car and cycle. Scooter is just next to the vehicle with speed 120 km/h, but none of them is placed at extreme end of the row. All the vehicle with speed less than 50 km/h faces South. Aeroplane is placed next to vehicle with speed 228 km/h.

**cycle (12 km/h),**  
**Auto rickshaw(22 km/h ),**  
**boat(54 km/h),**  
**scooter (72 km/h),**  
**motorcycle (120 km/h),**  
**Car (154 km/h),**  
**Truck (170 km/h),**  
**Train (228 km/h),**  
**Helicopter (274 km/h),**  
**Aeroplane(290 km/h)**

45. Which among the following vehicle is placed opposite to Motor Cycle?  
 (a) Auto rickshaw (b) Train  
 (c) Cycle (d) Car  
 (e) Cannot be determined
46. What is the speed of the vehicle which is placed at extreme left end of row 1?  
 (a) 54 km/h (b) 12km/h  
 (c) 290 km/h (d) 274 km/h  
 (e) 22 km/h
47. Which vehicle is placed at extreme left end of row 2?  
 (a) Train (b) cycle (c) Helicopter  
 (d) Aeroplane (e) Scooter
48. What is the speed range of the vehicle which is placed exactly between Car and Aeroplane?  
 (a) (125-160) km/h  
 (b) (160-200) km/h

- (c) (200-250) km/h  
 (d) (250-275) km/h  
 (e) None of these

**Directions (49):** Each question given below consists of a statement, followed by two arguments numbered I and II. You have to decide which of the arguments is a 'strong' argument and which is a 'weak' argument. Give answer-

- (a) If only argument I is strong  
 (b) If only argument II is strong  
 (c) If either I or II is strong  
 (d) If neither I nor II is strong  
 (e) If both I and II are strong

**49. Statement:** Should all the unauthorized structures in the city be demolished?

**Arguments:**

- I. No. Where will the people residing in such houses live?  
 II. Yes. This will give a clear message to general public and they will refrain from constructing unauthorized buildings.

**Directions (50):** In question below is given a statement followed by two assumptions numbered I and II. An assumption is something supposed or taken for granted. You have to consider the statement and the following assumptions and decide which of the assumptions is implicit in the statement.

Give answer-

- (a) If only assumption I is implicit  
 (b) If only assumption II is implicit  
 (c) If either I or II is implicit  
 (d) If neither I nor II is implicit  
 (e) If both I and II are implicit

**50. Statement:** "I would like to study the impact of pay revision on job satisfaction of employees." — A tells B.

**Assumptions:**

- I. Job satisfaction can be measured.  
 II. A has necessary competence to undertake such study.

## QUANTITATIVE APTITUDE

**Directions (51-56):** - Rahul goes to gym and runs 40 minutes on treadmill. For starting 15 minutes he runs at a uniform speed of 5 km/hr and after that he runs at a uniform speed of 9km/hr for remaining time. He runs total (A) km on treadmill. After that he comes to his house and get ready for office which is 45km away from his house. He reaches office in 1.5 hours at 9:30 a.m.

In office he gives some work to his subordinates P<sub>1</sub> and P<sub>2</sub> at (B). P<sub>1</sub> can complete that work in 6 hours while efficiency of P<sub>1</sub> and P<sub>2</sub> is in the ratio 5 : 4. P<sub>1</sub> and P<sub>2</sub> together completes 75% of that work at 12:30 p.m. Rahul and P<sub>2</sub>

together can complete same work in 3 hours. Rahul is (C)% more efficient than P<sub>1</sub>. After that work he comes back to home in upstream (Speed of stream is 3km/hr and his speed in still water and distance between his house and office are same as earlier). He takes (D) hours to reach home.

When he reaches home, two of his friends Aman and Raman come at his house. All three starts to play a game in which 2 dices are used by each person. (E) is the number of outcomes in which first Rahul and then Aman throw their respective dices. In a game, all three throw their dices

and each one of them get 8 as the sum of numbers in their dices and any one of two not get same outcomes. Winner is the one who gets highest number as the sum of the square of the number comes in dices. **(F)** should be the outcomes of the dices of Raman if Raman is winner of the game.

51. What value will come at the place of 'A'?  
 (a) 4.25 km (b) 3.75 km (c) 5 km  
 (d) 5.25 km (e) None of the given options
52. What value will come at the place of 'B'?  
 (a) 10:45 a.m. (b) None of the given options  
 (c) 11 a.m. (d) 10:30 a.m.  
 (e) 10 a.m.
53. What value will come at the place of 'C'?  
 (a)  $16\frac{2}{3}\%$  (b) 20% (c) 25%  
 (d)  $33\frac{1}{3}\%$  (e) 50%
54. What value will come at the place of 'D'?  
 (a) 2 hours (b) 1.5 hours (c)  $1\frac{7}{8}$  hours  
 (d)  $1\frac{2}{3}$  hours (e)  $1\frac{4}{11}$  hours
55. What value will come at the place of 'E'?  
 (a) 72 (b) 42 (c) 36  
 (d) 108 (e) 54
56. What value will come at the place of 'F'?  
 (a) None of the given options  
 (b) Cannot be determined  
 (c) 3 and 5  
 (d) 4 and 4  
 (e) 2 and 6
57. If length of a rectangle is decreased by 6 cm we get a square and the area of square formed is 252 cm<sup>2</sup> less than the area of square formed when breadth of the

original rectangle is increased by 6 cm. Find the perimeter of the rectangle.  
 (a) 42 cm (b) 88 cm (c) 80 cm  
 (d) 84 cm (e) 72 cm

58. Breadth of a rectangle is equal to the diagonal of the square whose side is  $2.5\sqrt{2}$  cm. Ratio between length and breadth of rectangle is 3 : 1. Find the area of the rectangle (in cm<sup>2</sup>).  
 (a) 125 (b) 75 (c) 90  
 (d) 100 (e) 115
59. Equal distance is covered by a boat in upstream and in downstream in total 5 hours. Sum of speed of a boat in upstream and downstream is 40 km/hr. Speed of boat in still water is 600% more than the speed of stream. Find the approximate distance covered by boat in downstream (in km).  
 (a) 40 (b) 35 (c) 55  
 (d) 59 (e) 50
60. A and B entered into a partnership with Rs.800 and Rs.1600 respectively. From 9<sup>th</sup> months on-ward they each decided to invest Rs.100 more on starting of each month. If total annual profit is Rs.7700 then find the profit share of A.  
 (a) Rs.2650 (b) Rs.3250 (c) Rs.4250  
 (d) Rs.2350 (e) Rs.1650
61. A starts a business, after 6 months B also join him with Rs.4500 and after 2 months of B's joining C also join them with Rs.4500. If A gets approx Rs 4900 out of total annual profit of Rs.10,000 then find the approximate value of initial investment of A.  
 (a) Rs.4800 (b) Rs.4200 (c) Rs.3600  
 (d) Rs.4400 (e) Rs.5200

**Directions (62-66):** - Bar chart given below shows selling price of five articles and profit % earned on selling these articles by Ravi. Study the data carefully & answer the following questions.



62. Ravi sold article 'D' to Shyam who again sold it at 25% profit. Find the difference between profit earned by Ravi to profit earned by Shyam.  
 (a) Rs. 5 (b) Rs. 10 (c) Rs. 15  
 (d) Rs. 20 (e) Rs. 25
63. Cost price of article 'A' is what percent more/less than cost price of article 'C'.  
 (a) 62.5% (b) 37.5% (c) 25%  
 (d) 75% (e) 50%
64. Ravi marked article B, 50% above its cost price, then what percent discount should be given on marked price to earn the given profit?  
 (a) 40% (b) 30% (c) 25%  
 (d) 20% (e) 10%
65. Profit earned on selling article 'E' is how much more/less than profit earned on selling article 'C'.  
 (a) Rs.40  
 (b) None of the given options  
 (c) Rs.30  
 (d) Rs.20  
 (e) Rs.10
66. Ravi mark-up article 'A' such that on selling article 'A' at 16% discount he will earn the given profit. Mark up price of article 'A' is what percent more than its cost price?  
 (a)  $33\frac{1}{3}\%$  (b)  $66\frac{2}{3}\%$  (c)  $16\frac{2}{3}\%$   
 (d)  $26\frac{2}{3}\%$  (e)  $73\frac{1}{3}\%$

**Direction (67-70):** - Two quantities that is I and II are given in following questions. Students is expected to solve the quantities and answer them according to given options by comparing their numerical values.

67.  $3^{x+5} \cdot 9^{2x-4} = 9^{5x-14}$   
 And,  $2y^2 - 15y - 28 = 3y^2 - 23y - 13$   
 Quantity I: - Value of 'x'  
 Quantity II: - Value of 'y'  
 (a) Quantity I > Quantity II  
 (b) Quantity I < Quantity II  
 (c) Quantity I  $\geq$  Quantity II  
 (d) Quantity I  $\leq$  Quantity II  
 (e) Quantity I = Quantity II or No relation
68. Quantity I: When an article sold at 28% discount then profit earned is 29.6%. 'x' is the profit % when article sold at 30% discount.  
 Quantity II: 38  
 (a) Quantity I = Quantity II or No relation  
 (b) Quantity I < Quantity II  
 (c) Quantity I  $\leq$  Quantity II  
 (d) Quantity I  $\geq$  Quantity II  
 (e) Quantity I > Quantity II

69. 12 men can complete a work in 10 days. 18 women can do the same work in 20 days. 27 children can do that work in 20 days. 9 women and 9 children together do that work for 16 days.  
 Quantity I: No. of men required to complete the remaining work in one day  
 Quantity II: 36  
 (a) Quantity I > Quantity II  
 (b) Quantity I  $\leq$  Quantity II  
 (c) Quantity I = Quantity II or No relation  
 (d) Quantity I < Quantity II  
 (e) Quantity I  $\geq$  Quantity II
70. Quantity I: Time taken to fill the tank when A, B and C are opened in every alternate minute starting with A and ending with C. A, B and C alone takes 20 minutes, 15 minutes and 12 minutes respectively to fill the tank.  
 Quantity II: Find the time taken by waste pipe to empty the full cistern. Two pipes alone can fill a cistern in 10 minutes and 15 minutes respectively. When these two pipes along with the waste pipe are opened, the cistern gets filled in 18 minutes.  
 (a) Quantity I > Quantity II  
 (b) Quantity I < Quantity II  
 (c) Quantity I  $\geq$  Quantity II  
 (d) Quantity I  $\leq$  Quantity II  
 (e) Quantity I = Quantity II or No relation

**Directions (71-75):** - Data given below shows number of units of electricity consumed by F, Lights and Other appliances in three different houses. Study the data carefully and answer the following questions.

**House A** → Total number of units consumed in House 'A' is 250 units out of which 120 units are consumed by Other appliances. Units consumed by F is 30 less than Units consumed by Lights.

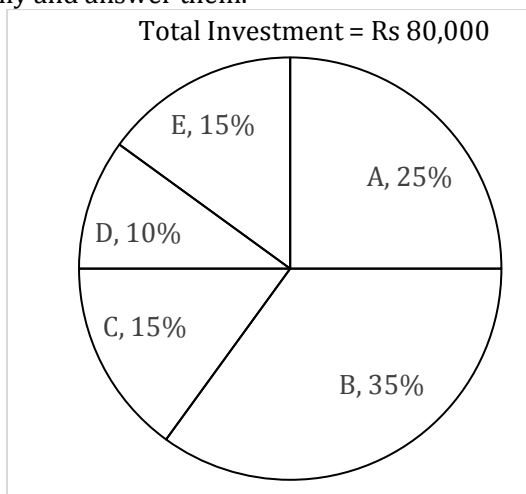
**House B** → Units consumed by Lights in House 'A' and House 'B' is same. Units consumed by F in House 'B' are 60% more than that of f in House 'A'.

**House C** → Total units consumed by Lights in all three houses is 200 units and units consumed by F and Lights is same in House C. Units consumed by Other appliances is 125% more than that by F in this House. Total units consumed by Other appliances in all three houses is 320 units.

71. Number of units consumed by Lights in House 'B' is what percent more of the units consumed by Lights in house 'C'?  
 (a) 100% (b) 200% (c) 120%  
 (d) 50% (e) 150%
72. Average number of units consumed by Other appliances in House 'B', 'C' and 'D' is 110 units. Find the units consumed by Other appliances in House 'D'?  
 (a) 110 units (b) None of the given options  
 (c) 130 units (d) 120 units  
 (e) 140 units

73. Find total number of units consumed in House 'A' and 'C' together?  
 (a) None of the given options  
 (b) 410 units  
 (c) 430 units  
 (d) 400 units  
 (e) 420 units
74. Find the difference between Units consumed by Other appliances in House 'B' and house 'C'?  
 (a) 10 units  
 (b) 20 units  
 (c) 30 units  
 (d) None of the given options  
 (e) 40 units
75. Total units consumed by F and Lights together in House 'C' is what percent less than total units consumed by Lights and Other appliances together in House 'A'?  
 (a) 20% (b) 40% (c) 50%  
 (d) 60% (e) 80%
76. Cost price of a pen is 50 Rs. and that of notebook is 140 Rs. If pen is sold at 200% profit, then to purchase 10 such note books how many pens are required to sell if only profit money is used to buy notebooks?  
 (a) 16 (b) 18 (c) 14  
 (d) 20 (e) 22
77. Length of two trains are 150 m and 200 m respectively and the ratio (shorter: longer) of their speed is 2 : 5. If they cross each other in opposite direction in 15 second then in what time faster train will overtake the slower train.  
 (a) 20 seconds (b) 25 seconds  
 (c) 32 seconds (d) 35 seconds  
 (e) 27 seconds

**Directions (78-80):** Pie-chart given below shows investment (in terms of percentage) out of total investment of five different persons. Study the questions carefully and answer them.



78. B and E started a business together. B left the business 9 months after starting of business. Find the difference between profit shares of B and E if total annual profit is Rs. 15,400?  
 (a) Rs.2100 (b) Rs.4200 (c) Rs.1400  
 (d) Rs.2800 (e) Rs.3500
79. A and D started a business together after 6 months 'A' is replaced by 'C'. D left the business after 2 months of 'A' while 'C' worked for total 'x' months. Out of total profit of Rs 13,050, 'A' got Rs 6750, then find the value of 'x'.  
 (a) 10 (b) 8 (c) 6  
 (d) 4 (e) 2
80. 'A', 'F' and 'C' started a business together. F invested Rs. 4000 more than amount invested by C. F left the business after 6 months of starting of business. After 2 months more, 'C' left the business. Out of annual profit if A and C together got Rs 8750 then find total annual profit got by all three together?  
 (a) Rs 11,250 (b) Rs 10,000  
 (c) Rs 12,500 (d) Rs 13,750  
 (e) Rs 15,000

**Directions (81-85):** Solve the given quadratic equations and mark the correct option based on your answer—

81. I.  $(x - 2)^2 = 9$   
 II.  $(2y + 8)^2 = 16$   
 (a)  $x < y$   
 (b) No relation can be established between x and y.  
 (c)  $x > y$   
 (d)  $x \leq y$   
 (e)  $x \geq y$
82. I.  $x^2 - 16x + 64 = 0$   
 II.  $y^2 - 16y + 63 = 0$   
 (a)  $x > y$   
 (b)  $x \leq y$   
 (c)  $x \geq y$   
 (d)  $x < y$   
 (e) No relation can be established between x and y.
83. I.  $\frac{25}{x^2} - \frac{15}{x} + 2 = 0$   
 II.  $\frac{40}{y^2} + 1 = \frac{13}{y}$   
 (a)  $x < y$   
 (b)  $x \geq y$   
 (c) No relation can be established between x and y.  
 (d)  $x \leq y$   
 (e)  $x > y$
84. I.  $\frac{48}{x^2} - \frac{14}{x} + 1 = 0$   
 II.  $\frac{45}{y^2} + \frac{1}{y} = 2$   
 (a) No relation can be established between x and y.  
 (b)  $x \leq y$  (c)  $x < y$   
 (d)  $x > y$  (e)  $x \geq y$



85. I.  $x^2 + 3x - 4 = 0$   
 II.  $y^2 + 10y + 24 = 0$   
 (a)  $x \leq y$   
 (b)  $x < y$   
 (c)  $x > y$   
 (d) No relation can be established between  $x$  and  $y$ .  
 (e)  $x \geq y$

**Directions (86-90):** The following questions are accompanied by three statements (I), (II), and (III). You have to determine which statement(s) is/are sufficient /necessary to answer the questions

86. What is distance between A and B ?  
 I. Two persons Amit and Abhi started simultaneously from A to B with their speed in ratio 4 : 5.  
 II. Abhi reached B one hour earlier than Amit.  
 III. Difference between speed of Amit and Abhi is 20 km/hr.  
 (a) Only I and II.  
 (b) Only II and III  
 (c) All I, II and III  
 (d) Cannot be answered even including all three statement  
 (e) None of these
87. What is the area of rectangle ?  
 I. If ratio of length and breadth of the rectangle is 3 : 2.  
 II. Circumference of a circle is 440 m and breadth of rectangle is  $\frac{1}{7}$  th of radius of the circle.  
 III. If length is 50% more than breadth.  
 (a) Only III  
 (b) Only II and either I or III.  
 (c) Only II  
 (d) All I, II and III  
 (e) None of these
88. How many students failed in class 11<sup>th</sup> ?  
 I. 400 Students passed in class 11<sup>th</sup>.  
 II. No. of students failed in class 11<sup>th</sup> is 20% of those failed in class 12<sup>th</sup>.  
 III. Ratio of student appeared to that of failed in class 11<sup>th</sup> is 5 : 3.  
 (a) Only I and III  
 (b) Only II  
 (c) Only I and II  
 (d) All I, II and III  
 (e) Cannot be obtained even including all three statement
89. What is the rate of interest?  
 I. S.I. accrued in two years on an amount at same rate of interest is Rs. 44,000.  
 II. The amount after some years on S.I. is Rs. 154000.

- III. Difference between the C.I. and S.I. earned in two years on the same amount and at the same rate of interest is Rs. 120.  
 (a) Only I and III  
 (b) Only III  
 (c) Only II and III  
 (d) Cannot be answered even including all statement  
 (e) None of these

90. What is the sum of two number?  
 I. The bigger no. is 6 more than the smaller no.  
 II. 40% of smaller no. is equal to 30% of bigger no.  
 III. The ratio b/w half of the bigger no. & one-third of smaller no. is 2 : 1.  
 (a) Only II & III  
 (b) Only I & II  
 (c) Any two of the three statements  
 (d) All statement is required  
 (e) Only I & either II or III
91. A container contains 165 liters of milk. Some quantity of milk is taken out and half of that quantity of milk, water is added in the container. Now ratio of milk to water in the container becomes 5:3. What is the quantity of water added in it?  
 (a) 40 lit (b) 45 lit (c) 60 lit  
 (d) 30 lit (e) 90 lit
92. Two boxes contain 4 and 16 balls respectively. Two balls in the first box and four in the second, are black. If a box is chosen randomly and two balls are drawn at random from it, what is the probability that at least one ball is black if the ball is not replaced?  
 (a)  $\frac{11}{20}$  (b)  $\frac{43}{120}$  (c)  $\frac{77}{120}$   
 (d)  $\frac{9}{20}$  (e) None of these
93. Train A, travelling at 84 kmph, overtook train B, traveling in the same direction, in 10 seconds. If train B had been traveling at twice its speed, then train A would have taken 22.5 seconds to overtake it. Find the length of train B, given that it is half the length of train A.  
 (a) 50 m (b) 100 m (c) 200 m  
 (d) 150 m (e) None of these
94. A solid sphere of radius 6 cm is melted and re-casted into a hollow cylinder of uniform thickness. If the external radius of the base of the cylinder is 5 cm and its height is 32 cm, find the uniform thickness of the cylinder ?  
 (a) 3 cm (b) 1.5 cm (c) 1 cm  
 (d) 2.5 cm (e) None of these
95. X and Y entered into partnership with Rs. 700 and Rs. 600 respectively. After another 3 months, X withdrew two-sevenths of his stock but after 3 months, he puts back three-fifths of what he had withdrawn. The total profit at the end of the year is Rs. 726. How much of this should X receive?

- (a) Rs. 336      (b) Rs. 366      (c) Rs. 633  
 (d) Rs. 663      (e) None of these

**Direction (96-100):** - Table given below shows percentage of men out of total men who worked on odd days in three different months and rest of the men are working on even days of the respective month. Study the table carefully and answer the following questions.

Months	Total Number of Men worked	Percentage of men worked on odd number days
March	1000	30%
April	1500	20%
August	750	60%

**Note:** Each man works for 8 hours per day

Total man-hours = Total man worked × Total day of work × 8 hours

96. Total man-hours on odd days of march is what % of the total man-hours on even days of April?

- (a)  $26\frac{2}{3}\%$       (b)  $18\frac{2}{3}\%$       (c)  $33\frac{1}{3}\%$   
 (d)  $16\frac{2}{3}\%$       (e)  $58\frac{1}{3}\%$

97. Total man hour of April is how much more or less than the total man hour of August?  
 (a) 80,000      (b) 83,200      (c) 84,800  
 (d) 86,400      (e) 88,000

98. Find the ratio between man-hour on even days of march to man hour on even days of August?  
 (a) 6 : 1      (b) 7 : 3      (c) 8 : 3  
 (d) 3 : 7      (e) 9 : 2

99. Man-hour on odd days of April is how much % less than the man hour on odd days of August?  
 (a)  $33\frac{1}{3}\%$       (b) 40%      (c) 37.5%  
 (d) 62.5%      (e) 60%

100. What is the average of man hours on even days of all three months together.  
 (a) 88,000      (b) 66,000      (c) 86,000  
 (d) 78,000      (e) 74,000

## ENGLISH LANGUAGE

**Directions (101-105):** 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.

101. 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

- (1) Paranoid      (2) Rolling  
 (3) Faced      (4) Triumph

COLOUMN B

- (5) Paradigm      (6) Rolled  
 (7) Face off      (8) Havoc

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

102. 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

- (1) Mislead      (2) Emissions  
 (3) Consensus      (4) Information

COLOUMN B

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

103. 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

- (1) Hawking      (2) Variance  
 (3) Hosts      (4) Stressed

COLOUMN B

- (5) Tracking      (6) Vicious  
 (7) Honchos      (8) Guessed

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

104. **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

- (1) Preserving (2) Raising  
(3) Coupled (4) Estimated

COLOUMN B

- (5) Urbanisation (6) Rising  
(7) Caused (8) 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

105. 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

- (1) Outstanding (2) Hedge  
(3) Had (4) Compete

COLOUMN B

- (5) Outdated (6) Wedge  
(7) Having (8) 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 (106-112):** 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.

106. 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.

107. 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).

108. 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.

109. 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.

110. 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.

111. 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.

112. 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 (113-114):** 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.

113. 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

114. 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

**115.** 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 (116-120):** 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.

**116.** 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

**117.** \_\_\_\_\_ 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 lo

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

**118.** 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

**119.** 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

**120.** 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 (121-125):** 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.

**121.** 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

**122.** 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

**123.** 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

**124.** 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

**125.** 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 (126-130):** 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.

**126. ABERRANT**

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

**127. METICULOUS**

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

**128. ECCENTRIC**

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

**129. ECSTASY**

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

**130. IMPUNITY**

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

**Directions (131-133):** 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.

**131.** 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

132. 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

133. 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's 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 (134-140):** 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 renowned position in the global market and enhance business and profit. Every business unit emphasizes on spurring 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 can be 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.

**134.** 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).

**135.** 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.

**136.** 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.

**137.** 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.

**138.** 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.

**139.** Which of the statements 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.

**140.** 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

