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English Language

Direction (1-15): Read the following passage carefully and answer the questions given below it. Certain words/phrases in the passage are printed in bold to help you locate them while answering some of the questions.

In a country where consumers have traditionally had a raw deal, the Consumer Protection Act was one of the most progressive acts of legislation introduced in 1986. Before this, a shop could get away easily with the line "goods once sold will not be taken back or exchanged" or a car parking contractor with "park at your own risk". It is not that things have changed now but at least legislation is in place and a forum is available to seek redressal. One of the basic limitations of this act is its mystification and general ignorance. No consumer agency or group has made its provisions general, nor has any redressal commission or forum. Restricted as it is by a lack of infrastructure and personnel and great verdicts to encourage consumers. The legislation is comprehensive. It gives consumers the right to redress against defective goods, deficient services and unfair trade practices. Consumer courts must deliver their judgments within 40 days, but rarely is this deadline adhered to. This reviewer had a first-hand experience of the chairman of a consumer court in Delhi who adjourned a case against a foreign airline for two years on the grounds that he did not have staff to type the orders. His replacement found the backlog so shocking that he dismissed several cases without applying his mind, in the process working against the interests of consumers. But what is more important is that the law has it that a consumer can approach court on his own without having to pay legal fees. In practice, this does not happen. The chairperson of the National Commission, who is a sitting judge, is so attuned to delivering judgments which can stand scrutiny in a civil court of law that it is insisted upon that a consumer must be represented by a lawyer. If not, cases are adjourned with impunity and set for another day. Girimaji's attempt is creditable in that it is the first of its kind and has addressed almost all possible angles. She has discussed redressals in complaints about housing, basic telephony, rail transportation, power supply, life insurance and medical negligence. There are even tips on how to file a complaint. But it is mired in the case files of the National/State Commissions of the Consumer Forum. A useful dimension would have been a comparison with the Law of Torts practiced abroad. It is necessary here also, especially in an era of economic liberalization, when the consumer is likely to be swept off his feet by free-market forces.

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1. Why is the consumer likely to be swept off his feet?
 - a) He is easily taken in by the deceptive publicity.
 - b) He is wooed by the charm of foreign brands readily available in the market.**
 - c) He is not aware of the Law of Torts as practiced abroad.
 - d) He is not aware of the benefits of the consumer rights.
 - e) The Consumer Protection Act has been implemented and he can seek redressal.

2. What does 'lack of... verdicts' imply?
 - a) A lack of the basis of the system, trained staff and decisions based on fact
 - b) A paucity of funds, jury and judgment**
 - c) A lack of resources, employees and final decision based on facts
 - d) Not having the required manpower, economy and decisive ruling
 - e) None of these

3. Which of the following statements is/are true?
 - A. Girimaji's attempt is comprehensive but could have done with an angle or two more.
 - B. Though the Act allows the consumer to approach the court on his own, yet a lawyer to represent him is insisted upon.
 - C Despite the Act, much remains the same.

a) Only A and C b) Only A and B c) AHA, Band C
d) Only B and C e) None of these

4. What does the author mean by 'mystification of the Act'?
 - a) The mysterious Act is yet to be resolved.
 - b) The consumer is wary of the Act.
 - c) The Act is not easily accessible.
 - d) The consumer remains unaware of his rights and privileges.**
 - e) The plight of the consumer is yet to end.

5. Which of the following best describes the judge's replacement?
 - a) He was partial towards the airline as it was a foreign one.
 - b) He never bothered to safeguard the interests of the reviewer.
 - c) He dismissed cases without even giving a second thought to what cases came to him.**
 - d) He was apathetic and uninterested about the direction the case might head in.
 - e) He passed irrelevant verdicts indifferently.

6. What does the Act broadly cover?

- a) It protects the right to redress.
- b) It is a forum that protects the redresser.
- c) It shields the consumer from deceptive and unfair trade practices.**
- d) It enables the plaintiff to fight his case free of cost.
- e) None of these

7. Which of the following is a limitation of the Act?
- a) It does not cover the international law of torts.
 - b) It is not comprehensive with regard to liberal economy.
 - c) No forum or commission has come forward to bring it to light.
 - d) Its red-tapism
 - e) None of these**

8. How has Girimaji's attempt been creditable?
- a) It has given the Act a new dimension.
 - b) She has brought all the loopholes in the Act to the consumer's notice.
 - c) She has looked at the Act in a very disinterested and impersonal manner.
 - d) She has discussed the law in the most explicit manner.**
 - e) Her implicit dialogue with the consumer has made him aware of his rights.

9. What is the functionary role of the chairman of the National Commission?
- a) To be the titular head of the commission
 - b) To be accountable to the public
 - c) To prevent any dissent arising out of his verdicts and Acts
 - d) To adjourn the cases with impunity
 - e) None of these**

Direction (10 -12): Choose the word which is most SIMILAR in meaning to the word printed in bold as used in the passage.

10. Forum
- | | | |
|----------|------------------|--------------------|
| a) Dias | b) Podium | c) Platform |
| d) Stage | e) None of these | |
11. Attuned
- | | | |
|-------------------------|--------------------|--------------|
| a) Brought into harmony | b) Adjusted | c) Hazardous |
| d) Out of tune | e) Malpractice | |
12. Adjourned
- | | | |
|------------|---------------------|------------|
| a) Stopped | b) Postponed | c) Decided |
|------------|---------------------|------------|

d) Cleared

e) Pended

Direction (13 -15): Select the word which is most OPPOSITE in meaning of the word printed in bold as used in the passage.

13. Impunity

a) Penalized

b) Fine

c) Sentence

d) Freedom from punishment

e) None of these

14. Mired

a) Buried

b) Muddy

c) Steeped

d) Free

e) None of these

15. Redressal

a) Plea

b) Justice

c) Sue for compensation

d) Not to compensate

e) Put right

Direction (16 - 20): Read each sentence to find out whether there is any grammatical error in it. The error, if any, will be in one part of the sentence. The number of that part is the answer. If there is no error, the answer is 5), ie No error. (Ignore errors of punctuation, if any.)

16. A)/ Salma had no other/B) hobby than that /C) of wearing dresses of/D) the latest design./E) No error

a) Salma had no other

b) hobby than that

c) of wearing dresses of

d) the latest design

e) No error

17. A)/ Being a rainy day / B) Rakish decided to stay / C) and work further / D) on the problem. / E) No error

a) Being a rainy day

b) Rakish decided to stay

c) and work further

d) on the problem

e) No error

18. A)/ A five-star hotel / B) is to build / C) in the centre / D) of the city. / E) No error

a) A five-star hotel

b) is to build

c) in the centre

d) of the city

e) No error

19. A) /The report said / B) that the judge acquitted / C) him of all / D) the charges. / E) No error

a) The report said

b) that the judge acquitted

c) him of all

d) the charges

e) No error

20. A) /In spite of being / B) very busy / C) she saves time / D) for the visitors. / E) No error
a) In spite of being b) very busy c) she saves time
d) for the visitors e) **No error**

Direction (21 - 30): In the following passage, there are blanks, each of which has been numbered. These numbers are printed below the passage and against each, five words are suggested, one of which fits the blank appropriately. Find out the appropriate word in each case.

The researchers (2a) tiny bubbles into the beaker and (22) them with sound waves. The bubbles rapidly expanded and then (23). It caused a momentary shock wave that created high pressure, high temperature and a (2d) of light. Achieving (2e) nuclear fusion would be a scientific (26) if not the (27).

The experiment produced only (28) amount of energy, but scientists feel it might be possible to enlarge the (29) to a commercially (30) scale.

21. Find out the appropriate word?
a) poured **b) introduced** c) filled
d) thrust e) pulled
22. Find out the appropriate word?
a) zapped b) collided **c) hit** d) axed e) sunk
23. Find out the appropriate word?
a) vanished b) fell **c) collapsed** d) swooned e) sunk
24. Find out the appropriate word?
a) flame **b) flash** c) current d) beam e) spot
25. Find out the appropriate word?
a) sustainable b) tenable c) therefore
d) culpable e) commendation
26. Find out the appropriate word?
a) pinnacle b) landmark **c) milestone**
d) earmark e) commendation
27. Find out the appropriate word?
a) final b) curtain call c) road d) finals **e) finality**

28. Find out the appropriate word?
a) fit b) miniature c) sweeping
d) minuscule e) massive
29. Find out the appropriate word?
a) method b) technology c) proceeds
d) experimentation **e) process**
30. Find out the appropriate word?
a) success b) massive c) manageable
d) marketable **e) viable**


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