

- iii) What can be inferred from the passage? (2)
- iv) With which of the following statements is the author of the passage least likely to agree.
- Working conditions at the electronics manufacturing industry should improve.
 - Workers should be allowed to use illegal chemicals in their work place.
 - Electronics manufacturing industries should function in a transparent manner.
 - The government should intervene to mitigate the exploitation of workers in the electronics manufacturing industry. (2)
- v) The concluding lines of the passage appear to be
- Pessimistic
 - Optimistic
 - Circumspect
 - Sanguine (2)
- II. i) Use the following words in meaningful sentences, cornucopia, credence, resort to, roll out, surveillance. (5)
- ii) Do as directed
- Engines that burn methane are being developed. (*change the voice*)
 - More than one billion people travel each year by air and the majority people it is safe. (*Use suitable preposition*)
 - To economic recession, many companies (down size) their operations. (*Use suitable tense form*)
 - If you had prepared well, you (*Complete the sentence with suitable clause*)
 - Refuse (*Use the word as noun and verb*) (5)
- III. Some people think that technology is giving the world a single, uniform culture. Do you agree or disagree with that viewpoint. Use specific examples and reasons to explain your answer. Your write up should be between 250-300 words. (10)
- IV. Dutta electronics ordered for twenty-five computers from HCL. But on arrival of the consignment, the purchase manager found complaint in atleast twelve of them while verifying the quality. As sales manager of HCL, write the reply for the complaint letter expressing regret and showing your readiness to do the needful to retain the customers. (15)

- V. An educational institute experiences frequent network crashes. There are many factors responsible for this problem. An analyst observed the problems and listed down the reasons for network crashes in the past 3 months. The table below shows this list.

Reasons for network crash	Number of times network has crashed
1. Poor Physical Connectivity	10
2. Server Software	30
3. Server Hardware	35
4. Power failure	100
5. Problem generated by the facility provider	18

Now, write a report to be submitted to the Head of the institute. Your report should have the following components.

- i) Introduction
- ii) Discussion
- iii) Conclusion
- iv) Recommendation

(15)