1. Read the following passage carefully and answer Question Nos. 1, 2 and 3:

In Guwahati and Shillong, the expansion of on-demand home services has altered the cadence of urban life in ways that are both obvious and subtle. What began as a convenience—booking a plumber without phoning three acquaintances first—has become a logistical substrate on which households plan entire weeks: appliance repair on Monday, elder-care check-in on Wednesday, deep cleaning before a festival weekend. Platforms advertise transparent pricing, punctuality guarantees, and verified workers whose identities are double-checked through government IDs. Yet transparency is not the same as trust. Customers scroll through ratings that compress complex encounters into stars, while providers learn that a single low rating, sometimes for delays beyond their control (a bandh, a landslide, a power cut), can suppress visibility on the app for weeks. In this economy, punctuality has a geography; a route that looks short on the map can turn treacherous during a cloudburst.

A quiet stratification has emerged. Full-time platform workers who pass the platform’s soft-skills training modules often capture recurring clients and weekday slots with higher demand; gig workers who log in intermittently are left with odd hours and distant neighborhoods where cancellations spike. The promise of professionalism is real—uniforms, toolkits, e-invoices—but execution depends on supply chains and training depth that vary across categories. A hairstylist who has mastered both hygiene protocols and conversation etiquette gains repeat calls; a washing-machine technician who can explain in simple terms why a part failed often gets five stars even if the device awaits a back-ordered component. The sector’s growth has been dramatic, but its durability will rest less on the gloss of apps and more on the quiet architecture of grievance redressal, rescheduling flexibility, safety protocols for women clients and workers, and the unglamorous work of maintaining standards as volumes rise. In short, convenience may bring customers to the platform once; only reliability and respect will keep them there.

According to the author, long-term sector durability depends primarily on  
(A) aggressive discounts and festival offers  
(B) sleek app interfaces and logos  
(C) robust redressal, safety, rescheduling, and standards  
(D) limiting entry to a few premium providers

2. Read the following passage carefully and answer Question Nos. 4, 5 and 6:

In rapidly growing tier-2 cities, the first encounter with home services platforms often begins at the intersection of aspiration and fatigue. Families that once navigated a patchwork of neighborhood recommendations now prefer the perceived neutrality of algorithms that list ten nearby electricians with price bands and portfolios. The psychological shift is not trivial: negotiation moves from living room to interface, and haggling over parts morphs into standardized menus with warranty clauses. Yet the standardization that comforts some customers unsettles others when edge cases arise: what happens if a ceiling fan is vintage and requires a part no longer in production, or if a haircut appointment overlaps with an unplanned religious observance? Platforms attempt to mediate with options to reschedule, partial refunds, and escalation hotlines, but the quality of mediation varies with the maturity of local operations.

Workforce composition introduces another layer. Many providers are mid-career workers migrating from small workshops; they carry habits that predate app cultures, including flexible arrival windows and verbal assurances in place of formal documentation. Platforms’ training tries to codify these into scripts—confirm appointment, sanitize tools, explain charges, request review—but scripts cannot anticipate every social situation. When a technician arrives exactly on time but finds an elder alone who is uneasy about letting in a stranger, the protocol yields to prudence, and the job is rescheduled after a family member returns. These moments, invisible to dashboards, are the crucibles where trust is forged or frayed. If platforms measure only completion time and ticket value, they risk mistaking speed for service; if they widen their lens to include contextual constraints and empathetic decision-making, they will build something harder to quantify yet more durable: legitimacy.

The author implies that operational metrics focused solely on speed and ticket value  
(A) accurately capture service quality  
(B) may overlook critical trust-building behaviors  
(C) eliminate the need for training  
(D) guarantee five-star ratings

3. Read the following passage carefully and answer Question Nos. 7, 8 and 9:

One reason platform-based home services spread so quickly was their promise to remove hidden costs: no more “extra” conveyance fees after the fact, no mysterious “service charges” added at invoicing. In practice, hidden costs have not vanished so much as moved. The cost of free cancellations, for instance, is borne by the provider who travelled but cannot bill for time; the cost of instant rescheduling is borne by the next client whose slot shrinks; the cost of low introductory prices is recuperated through cross-selling or surge pricing during peak hours. Transparency without education can invite backlash: a client may see a diagnostic fee as a trick until someone explains that time and skill have value even when no parts are replaced.

A second reason for spread was safety—verified identities, background checks, route tracking. But safety is a system, not a checkbox. If a woman client requests a same-gender provider and the city pool is small, does the platform delay the appointment or risk violating a preference? If a provider reports harassment, does the escalation team pause the client’s account pending inquiry, or prioritize revenue continuity? These trade-offs cannot be automated away. The platforms that will define the sector’s next decade are those that treat these tensions as design inputs rather than PR liabilities, building clear, fair protocols that work on chaotic days, not just in launch presentations.

The client’s reaction to diagnostic fees underscores the need for  
(A) abolishing diagnostics  
(B) better explanation of value for non-repair visits  
(C) higher surge pricing at peaks  
(D) switching to flat monthly subscriptions

4. Read the following passage carefully and answer Question Nos. 10, 11 and 12:

In cities with volatile weather and intermittent connectivity, the rhetoric of “on-demand” collides with the physics of rain and bandwidth. A platform can confirm a booking in two taps, but the path between technician and doorstep may traverse a bridge that floods twice a month. When the inevitable delay occurs, customers discover the difference between notification and communication: an automated “running late” ping lowers anxiety less than a human call that explains revised ETA, probable cause, and options. Over time, platforms that invest in last-mile intelligence—micro-maps of regular bottlenecks, neighborhood-specific buffer times, backup providers within 2 kilometers—outperform those that treat every pin as equal. It turns out that fairness is not sameness; allocating more slack to high-variance routes helps everyone by reducing cascading cancellations.

The supply side faces its own constraints. Tool calibration and spares inventory cannot be optimized to zero without risking multiple revisits; training cannot be limited to technical skills without addressing interpersonal dynamics and regional language basics. Consider a mixed-language household where a senior understands one tongue and a domestic worker another: the technician who can summarize steps twice, in both languages, reduces the risk of misinterpretation that later becomes a complaint. Elasticity in scheduling, elasticity in speech—the platforms that scale will be those that design for variance, not against it.

The text implies that fairness in scheduling should  
(A) allocate identical buffers to all routes  
(B) ignore known bottlenecks  
(C) account for route-specific variance to reduce knock-on delays  
(D) always prioritize first-come-first-served without exceptions

5. Read the following passage carefully and answer Question Nos. 13, 14 and 15:

The most persuasive claim made by home-service platforms is not speed but predictability. Households can plan around a 9–11 a.m. window in ways they cannot around an uncommitted “tomorrow.” Predictability, however, is expensive to produce. It requires redundancy—enough providers to cover sudden illness or transport failure—and data hygiene—appointments logged with precise addresses and accurate descriptions. It also requires cultural work: teaching clients to prepare the site (cleared workspace, available sockets, access permissions) and teaching providers to articulate preconditions (water supply for cleaning, pre-shave instructions for grooming, voltage ratings for appliances). When any of these preconditions is violated, the schedule unravels like a poorly tied knot.

Pricing architecture is the other half of predictability. Flat-rate menus help avoid negotiation fatigue, but they can conceal complexity that erupts into dispute: what if the AC is installed in a high-wall alcove requiring special ladders, or the home has earthing issues that must be fixed first? Transparent surcharges need not be resented if they are framed as safety and scope expansion rather than opportunism. The hardest product challenge, therefore, is not coding the app; it is fitting messy, variable households into neat, repeatable service bundles without erasing the facts that make each visit unique.

Flat-rate pricing is portrayed as  
(A) universally sufficient  
(B) a source of hidden negotiation  
(C) useful but potentially contentious without fair, clear surcharges  
(D) illegal in most cities

6. Read the following passage carefully and answer Question Nos. 16, 17 and 18:

Trust in home services is cumulative, built across dozens of micro-interactions rather than a single grand gesture. The technician who dons shoe covers unasked communicates care; the beautician who photographs pre-existing damage before starting avoids later disputes; the caregiver who logs vitals with timestamps creates a ledger that families learn to rely on. These behaviors cannot be faked sustainably because they are costly in time and attention; they must be embedded in training and reinforced in incentives. If metrics reward only throughput, providers will rush; if metrics reward complaint avoidance and repeat bookings, providers will explain, confirm, and document. In short, as the metric, so the behavior.

Platforms face a second-order trust problem: not only must clients trust providers, providers must trust platforms. If penalties for cancellations are one-sided or appeals are ignored, good providers quietly leave. If surge zones are opaque or payouts fluctuate without explanation, resentment accumulates. A platform that aspires to be an infrastructure of daily life must stabilize expectations on both sides—clear SLAs for clients and clear earnings formulas for providers—so that the only surprises in the day are the rare, true emergencies.

The author warns that asymmetric penalties and opaque payouts  
(A) increase provider loyalty  
(B) have no effect on retention  
(C) drive providers away over time  
(D) are necessary for cost control

7. Read the following passage carefully and answer Question Nos. 19, 20 and 21:

An under-discussed dimension of platformized home services is accessibility. For elderly clients, features like larger font sizes, voice booking, and explicit confirmation prompts reduce accidental taps; for persons with disabilities, the difference between a “stairs present” toggle and a genuine access plan is the difference between inclusion theater and inclusion. Providers also need accessibility: route maps that display stair counts, building elevator status, and safe parking zones reduce last-minute surprises. Security, too, intersects accessibility. A late-evening appointment policy must consider neighborhood lighting, building guard protocols, and backup numbers that are monitored in real time. The best platforms treat these as product features, not policy footnotes.

At scale, accessibility pays dividends beyond ethics. When providers can anticipate constraints, they arrive better prepared, finish faster, and earn more. When clients can signal needs precisely—“low fragrance products,” “no small talk,” “female provider only”—mismatches shrink. Accessibility, then, is not a charitable add-on; it is a precision tool that improves fit, lowers friction, and reduces the hidden tax of anxiety that both sides otherwise pay.

The difference between “stairs present” toggle and a real plan indicates that inclusion requires  
(A) minimal UI changes  
(B) detailed, operational accommodations  
(C) removing all late-evening slots  
(D) ignoring parking and elevator data

8. Read the following passage carefully and answer Question Nos. 22, 23 and 24:

Consider the tension between scale and locality. A national platform desires consistency—uniform categories, common price cards, standard toolkits. Local realities mock uniformity: water pressure differs by ward, wiring practices by builder, etiquette by neighborhood. The platform that insists on sameness will spend its days issuing apologies; the platform that surrenders to chaos will dissolve into a message board. The middle path is a federated model: central standards for safety and billing, local autonomy for buffer times, spares stocking, and service scripts. In effect, the brand becomes a vocabulary; each city writes its own sentences, with grammar intact.

Data can help, but only if interpreted by those who understand local syntax. A spike in cancellations in a particular cluster may mean a flyover is closed for repairs, or it may mean a festival shifted routines. An increase in requests for female providers may reflect not marketing but a genuine safety concern after a headline. Platforms that keep local advisory councils—providers and clients who meet quarterly—gain foresight that dashboards cannot deliver. Culture, then, is not a slogan; it is a habit of listening.

Local advisory councils are valuable because they  
(A) replace the need for data  
(B) translate data signals into context-aware insights  
(C) eliminate cancellation spikes  
(D) allow platforms to ignore headlines

9. Read the following passage carefully and answer Question Nos. 25, 26 and 27:

Sustainability has entered the home-services vernacular mostly as packaging—biodegradable bags for hair, refillable bottles for cleaners—but deeper transitions are possible. A cleaning service can standardize dilution ratios to cut chemical load without reducing efficacy; a grooming service can audit water use per appointment and reward lower consumption with bonuses; an appliance repair vertical can partner with refurbishers to extend device life and publish e-waste diversion metrics in monthly reports. Clients respond not only to price and punctuality but to stewardship they can see: a before–after pH strip for a surface, a capture mat that prevents drain contamination, a simple sheet that lists what was diverted from landfill this week.

The economics can align. Chemical savings fund bonuses; e-waste partnerships generate secondary revenue; clients who care about stewardship are likelier to book recurring plans. The risk is greenwashing—badges without behavior. The cure is auditability: random checks, third-party spot tests, and a willingness to publish not just averages but outliers. In the long run, platforms that turn sustainability from a blog post into a scoreboard will win both conscience and contract.

Which practice best exemplifies the author’s “auditability” principle?  
(A) Adding a green icon on service listings  
(B) Random third-party spot tests and publishing outliers  
(C) Planting a tree for every booking without records  
(D) Asking for five-star ratings

10. Read the following passage carefully and answer Question Nos. 28, 29 and 30:

The final frontier for platformized home services may be integration: not just booking a one-off task but choreographing a household’s recurring needs with predictive cadence. Imagine a dashboard that knows the AC’s service cycle, the RO filter’s lifespan, the preferred stylist’s monthly slot, and the elder-care nurse’s vitals schedule, and then negotiates these with school exams, religious observances, and salary credit dates. The technology exists in fragments; the challenge is consent and control. Who sees which data? Can a teenager opt out of reminders? Does the system nudge a reschedule when a landslide closes the usual approach road? Integration without autonomy becomes surveillance; autonomy without integration becomes noise.

A second challenge is equity. If premium subscribers receive priority during peak seasons, do non-premium users face systematic delays? If so, the platform risks reproducing offline inequities in a digital wrapper. The antidote is transparency: clear communication of tiers, fair access windows, and emergency overrides that elevate vulnerability over wallet size. In a decade, the winners will be those who make a household feel less like a market and more like a partnership—where convenience is the welcome, professionalism the meal, and respect the aftertaste.

The equity concern raised is that premium tiers may  
(A) shorten delays for all users  
(B) create systematic delays for non-premium users  
(C) eliminate peak seasons entirely  
(D) reduce transparency about bookings