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**ADVANCED CERTIFICATE IN POWER
DISTRIBUTION MANAGEMENT**

Term-End Examination

December, 2012

**BEE-003 : MANAGEMENT OF POWER
DISTRIBUTION**

Time : 3 hours

Maximum Marks : 100

*Note : Section - A is compulsory. Answer any ten questions
from Section - B and Section - C.*

SECTION - A

1. State whether the following statements are *true* or *false* : **10x1=10**
- (a) Ledger is the most important book of the business.
 - (b) In accounts, receipts are classified as debits.
 - (c) As 5 is an accounting standard related to cash flow statements.
 - (d) Balance Sheet records assets on right hand side.
 - (e) Virtual organisation is especially common in fashion industry.
 - (f) Primavera is a good tool for quality management.

- (g) IDC is 2nd major component of cost for a project after basic equipment cost.
- (h) Revolution is the kind of change that comes as natural process.
- (i) The current level of T and D losses in India is less than 20%.
- (j) Bargaining works fine for conflict management when parties are interested in showing adjustment.

SECTION - B

Answer *any ten* questions :

10x3=30

2. Outline the best practices utilities can adopt for managing customer complaints.
3. 'Conflict does not exist until it is recognised by the parties involved'. Do you agree with this statement ? If so, why ?
4. List different billing maladies in power distribution area.
5. Outline the reasons for change in an organisation.
6. What are the methods for customer satisfaction measurement ?
7. What skills a project manager should possess ?
8. Discuss in brief about different types of mergers in business.
9. What should a Turnkey bid document include ?
10. What is Balance Sheet ?
11. Why should accounting practices be standardised ?
12. What factors demotivate employees ?

SECTION - C

Answer *any ten* questions :

10x6=60

13. Distinguish between Fixed Assets and Current Assets.
14. Describe the media and channels of organisational communication.
15. Elaborate upon the critical need for customer relationship management in a competitive world.
16. Explain the significance of values in an organisation.
17. What are the advantages of turnkey contract ?
18. Discuss how managers can endeavour to minimise employees' resistance to change.
19. Describe in brief about the structures of emerging organisations.
20. Discuss in brief about the diagnostic role of financial ratios.
21. Explain how the costing techniques are useful in the process of managerial decision making.
22. What is 'noise' in communication ? What factors in the organisational environment cause noise ?
23. List the major cost components which should be incorporated in a DPR.