

**ADVANCED CERTIFICATE IN POWER  
DISTRIBUTION MANAGEMENT**

**Term-End Examination**

00054

June 2017

**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 each.

**SECTION A**

1. State whether the following statements are *True* or *False* :  $10 \times 1 = 10$
- (a) An open system is one which does not interact with the environment in which it exists.
  - (b) The stronger the value system, the more intense will be the action in pursuit of that value.
  - (c) The current level of T and D losses in India is less than 40%.

- (d) The customer survey must be repeated at suitable intervals to improve the service based upon the last survey.
- (e) 'Change Agents' are the people in the organisation who are actually engaged in the change implementation process.
- (f) A horizontal merger is a combination of companies that have a buyer-seller relationship.
- (g) A project is a mission to be implemented without any constraint.
- (h) Intensive field study is not required for DPR preparation.
- (i) Jobs not providing for intrinsic (within the job) motivation are low in "cultivation" or "stimulation".
- (j) Accounting Standard AS-6 deals with depreciation accounting.

## SECTION B

Answer any **ten** questions.

10×3=30

2. Define closed management system.
3. What are the organisational barriers in communication ?
4. What are the problems encountered in vertical communication ?
5. Why is money not always a motivating factor in an organisation ?
6. Why do people resist change in any organisation ?
7. What is ROI ?
8. What are the four ways of communication in an organisation ?
9. What are the external noises in communication systems ?
10. Why is it important for line managers to be careful about non-verbal communication ?
11. Why is it important to go for written communication in an organisation ?
12. Why is it important to implement the concept of change management in an organisation these days ?
13. What is a turn-key contract ?
14. Why is it important to close a project ?

## SECTION C

Answer any *ten* questions.

10×6=60

15. What are the main sources of conflict in an organisation ?
16. Explain in brief, techniques of resolving conflicts in an organisation.
17. Differentiate between customer satisfaction and customer delight.
18. Discuss the implications of project execution under turn-key contract system.
19. Explain the different types of networking distribution systems.
20. What are the problems encountered in vertical communication in an organisation ?
21. What do you understand by TQM ? Explain.
22. Discuss the customer index for a power distribution utility.
23. What are the main features of double account system ?
24. Explain why customer satisfaction survey is important and how it is conducted.
25. Describe supply chain management.
26. How are costing methods helpful in recovering overheads ? Explain with suitable example.