

**ADVANCED CERTIFICATE IN POWER  
DISTRIBUTION MANAGEMENT**

**Term-End Examination**

**June, 2018**

00063

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

*Time : 3 hours*

*Maximum Marks : 100*

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*Note : Question no. 1 is **compulsory**. Attempt any **ten** questions each from Section B and Section C.*

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**SECTION A**

1. State whether the following statements are *True* or *False* : *10×1=10*

- (a) AS-7 relates to construction contracts.
- (b) Increase in expenses is applied to credit an account.
- (c) Depreciation appears in Profit and Loss account.
- (d) In horizontal organisation, control is less due to decentralisation.

- (e) According to the traditional view, all conflicts are harmful.
- (f) A project is a mission to be implemented within the constraints of time, quality and cost.
- (g) Gantt chart is a good tool for quality management.
- (h) To the receiver's mind, a communication gets tied up with the personality of the source. This is called halo effect.
- (i) Evolution is the kind of change that comes as a natural process.
- (j) Net worth is defined as reserves and surpluses.

## **SECTION B**

*Answer any ten questions.*

*10×3=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 malady 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 should a project manager possess ?
8. Discuss in brief about different types of mergers in business.
9. What should 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.*

*10×6=60*

13. Explain in detail, the Supply Chain Management system.
14. Comment upon the utility and application of a customer index for a power distribution company in India. What are the applications which it can be put to by a typical state-owned organisation ?
15. Discuss the ways in which the consumers of distribution utility can be involved to contain revenue losses.
16. Discuss the models of conflict process with examples.
17. Discuss and compare contemporary models of people change management.

- 18. Explain the concept of mergers and acquisitions.**
  - 19. What preparatory work is required before the implementation of a scheme/project ? Explain with an example.**
  - 20. Highlight the process of benefits calculation for scheme development.**
  - 21. What problems are encountered in vertical communication ?**
  - 22. "Writing effectively is essential in business communication." Elaborate this statement.**
  - 23. Discuss the key features of Double Accounting System.**
  - 24. What is Budgeting ? What are the advantages and limitations of Budgeting ?**
  - 25. Describe the Cost-Volume-Profit analysis.**
  - 26. What do you understand by TQM ? Explain.**
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