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BEE-003

**ADVANCED CERTIFICATE IN POWER
DISTRIBUTION MANAGEMENT
(ACPD)**

**Term-End Examination
June, 2020**

**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 all questions
from Section C.*

Section—A

1. State whether the following statements are
True or False : 1 each
- (a) Net worth is defined as reserves and
surpluses.

- (b) To the receiver's mind, a communication gets tied up with the personality of the source. This is called halo effect.
- (c) According to traditional view, all conflicts are harmful.
- (d) Depreciation appears in Profit and Loss Account.
- (e) AS-7 relates to construction contracts.
- (f) Intensive field study is not required for DPR preparation.
- (g) Change agents are the people in the organisation who are actually engaged in the change implementation process.
- (h) Ledger is the most important book in business.
- (i) Accuracy of the message communicated is affected by noise.
- (j) Gantt chart is a good not for quality management.

Section—B

Note : Answer any *ten* questions.

3 each

2. Why do people resist change in any organisation ?
3. Why is it important for line managers to be careful about non-verbal communication ?
4. What is a Franchisee Scheme ?
5. List some of the sources of conflict.
6. What are the methods for consumer satisfaction measurement ?
7. List some of the important factors which can improve motivation of employees.
8. Categorise the changes which occur in an organisation.
9. Explain in brief the debt service coverage ratio.

10. Discuss the ways in which you can involve the consumers in your area to contain revenue loss.
11. What are the tips of effective e-Mail ?
12. What are the qualities of change leader ?
13. Define any *three* leverage ratios.
14. What is Balance Sheet ?

Section—C

Note : Answer all questions.

6 each

15. Distinguish between Capital Expenditure and Revenue Expenditure.
16. What is Corporate Governance ? How does it enable organisation to adhere to business ethics ?
17. Explain various conflict management styles.
18. What do you mean by TQM ?

19. Mention the benefits of AMR.
20. Differentiate between Customer Satisfaction and Customer Delight.
21. Explain the reasons, why organisation design and redesign in order to efficient and effective.
22. What are the activities involved in DPR preparation ?
23. What are the problems encountered in vertical communication in an organisation ?
24. Discuss the consumer index for a power distribution utility.