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BEE-003

**ADVANCED CERTIFICATE IN POWER
DISTRIBUTION MANAGEMENT**

(ACPDM)

Term-End Examination

June, 2021

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

Time : 3 Hours

Maximum Marks : 100

Note : (i) Section A is compulsory.

*(ii) 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) Informed and participatory management makes bad decisions.

(b) Intrinsic conflict has psychological and emotional contents.

(c) The three step model for successful change is as follows :

Refreezing → Intervening (moving) →

Unfreezing

(d) Individual with the response “high comfort with change and high capacity for change” are called overwhelmed.

(e) Resistance to change is a natural phenomena.

(f) A change agent is a person who pilots the transformation of a company into an organization of eminence.

(g) A vertical merger occurs when two competitors combine.

(h) A project is a mission to be implemented within the constraints of time, quality, cost and environment.

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- (i) Load factor is defined as Maximum Load divided by Average Load.
- (j) If a project has a payback period of 20 years, then the payback period reciprocal would be 20%.

Section—B

Attempt any *ten* questions. $10 \times 3 = 30$

2. List some of the sources of conflict.
3. What are the methods for customer satisfaction measurement ?
4. List some of the important factors which can improve the motivation of employees.
5. What problems are encountered in verbal communication ?
6. Discuss the ways in which you can involve the consumers in your area to reduce revenue losses.
7. Why do organizations need to have a statement of vision and values ?

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8. What is Franchisee scheme ?
9. What is Internal Rate of Return ?
10. What is Variable Overhead Cost Variance ?
11. Outline the best practices utilities that can be adopted for managing customer complaints.
12. Discuss in brief about different types of mergers in business.
13. Why is it important to close a project ?

Section—C

Attempt any *ten* questions. $10 \times 6 = 60$

14. Distinguish between 'Balance Sheet' and 'Profit and Loss Account'.
15. What is informal channel of communication ? Should managers rely on informal channels ?
16. How does the performance management system improve organizational culture ? Give suitable examples.
17. Explain in brief, the techniques of resolving conflicts in an organization.

18. Explain, why customer survey is important and how it is conducted.
19. Discuss the ADKAR model in change management.
20. Describe any *one* model of conflict process.
21. What do you understand by TQM ? Explain with the help of examples.
22. Discuss different types of organization structures. Which type fits the best ?
23. What are the activities involved in DPR preparation ?
24. Explain in detail the Benchmarking.
25. Differentiate between Preventive maintenance and Corrective maintenance.
26. What preparatory work is required before the implementation of a project ? Explain with an example.