

**ADVANCED CERTIFICATE IN POWER  
DISTRIBUTION MANAGEMENT**

**Term-End Examination**

**December, 2021**

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

*Time : 3 hours*

*Maximum Marks : 100*

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

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**SECTION A**

1. State whether the following statements are *True* or *False*. *10×1=10*
- (a) Technology utilization is not critical in complaint handling systems.
  - (b) Customer relationship management has become an important area for public utilities.
  - (c) Horizontal organisation refers to increase in the length of the organisational chain of command.

- (d) Short-term planning should accord maximum priority to loss reduction.
- (e) A conglomerate merger occurs when the companies are competitors, and do have a buyer-seller relationship.
- (f) Diversity factor is the ratio of the maximum non-coincident demand over a period, to maximum diversified demand over the same period.
- (g) The ratio of the real power to the reactive power is called the power factor.
- (h) The Fog Marker keeps people guessing about what's expected, how well they are doing and what's going to happen.
- (i) Current ratio is calculated as :
$$\frac{\text{Absolute Liquid Assets}}{\text{Current Liabilities}}$$
- (j) Variance refers to the difference between the standard or budgeted performance and actual performance.

## SECTION B

Answer any **ten** questions.

10×3=30

2. Define management and briefly explain the basic principles of management.
3. Explain the significance of values in an organisation.
4. Discuss the meaning of customer relationship management.
5. Explain the need to promote customer participation.
6. List the sources of conflict.
7. Describe the different forms of employees' resistance to change.
8. List the key actors involved in the change process.
9. Differentiate between mergers and acquisitions.
10. Enumerate the project implementation tools.
11. What is halo effect in communication ?
12. Identify the barriers in project management.
13. How does power theft affect genuine customers ?

## SECTION C

Answer any *ten* questions.

10×6=60

14. Mention important factors which can improve motivation of employees of an organisation.
15. Differentiate between Fixed assets and Current assets, with the help of examples.
16. What strategies would you devise to manage the negative responses of employees to organisational change ?
17. What is meant by Operating leverage and Financial leverage ? Explain their utility.
18. Distinguish between Capital expenditure and Revenue expenditure.
19. Describe the major cost components which should be incorporated in a DPR.
20. Discuss in detail the role of TQM in power sector.
21. Suppose your organisation requires restructuring. Which type of structure would you choose and why ?
22. What is meant by closing stock ? Show its treatment in the final accounts.
23. Describe the media and channels of organisational communication.
24. Explain the various evaluation criteria for investment decisions.
25. What is corporate governance ? How does it enable organisations to adhere to business ethics ?