

**ADVANCED CERTIFICATE IN POWER  
DISTRIBUTION MANAGEMENT**

**Term-End Examination**

00458

**June, 2016**

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

*Time : 3 hours*

*Maximum Marks : 100*

*Note : Section A is compulsory. Answer any ten questions each from section B and section C. All questions should be answered in English .*

**SECTION A**

1. Fill in the blanks by choosing the appropriate word/phrase from the choices given below :  $10 \times 1 = 10$

[environment, communication, turnkey, noise, compensation, scheduling, intervening, paradigm, PERT, capacitors]

- (a) KVAR control can be done by appropriate placement of \_\_\_\_\_ device.
- (b) A project is to be implemented within the constraints of Time, Quality, Cost and \_\_\_\_\_ .
- (c) Outlining the time required to complete activities of a project is called \_\_\_\_\_ .

- (d) Power utilities should provide LT \_\_\_\_\_ on distribution transformers.
- (e) Single point responsibility is ensured in a \_\_\_\_\_ contract.
- (f) \_\_\_\_\_ network is a planning tool for project management.
- (g) Accuracy of the message communicated is affected by \_\_\_\_\_ .
- (h) Successful change in an organisation follows three steps : Unfreezing, \_\_\_\_\_, Refreezing.
- (i) When new information about an event, object, behaviour and image is integrated and leads to the emergence of a new belief, the change is called \_\_\_\_\_ change.
- (j) \_\_\_\_\_ is the transfer of meaning and understanding between two parties.

## SECTION B

Answer any *ten* questions.

10×3=30

2. Define Load factor.
3. What is IRR of a project ?
4. What are the methods for customer satisfaction measurement ?
5. What is Franchisee scheme ?
6. Define "Turnkey Contract".
7. What do you understand by Forward and Backward integration ?
8. What demotivates an employee ?
9. What are the positive consequences of conflict ?
10. What problems are encountered in vertical communication ?
11. What do you mean by "Degree of Operating Leverage" ?
12. List different billing methods in power distribution areas.
13. Categorise the changes that occur in an organisation.

## SECTION C

Answer any *ten* questions.

10×6=60

14. Briefly write about communication barriers.
  15. What are the best practices in complaint handling ?
  16. Explain 'Benchmarking'.
  17. Suppose your organisation requires restructuring. Which type of structure would you choose and why ?
  18. Outline the basic issues to be borne in mind by any change implementer while implementing any kind of change in an organisation.
  19. Differentiate between Fixed Assets and Current Assets.
  20. Define Diversity factor.
  21. Mention the benefits of AMR.
  22. Differentiate between Preventive maintenance and Corrective maintenance.
  23. What preparatory work is required before the implementation of a project ? Explain with an example.
  24. Explain the process of investment evaluation in respect of financial analysis of projects.
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