

**ADVANCED CERTIFICATE IN POWER  
DISTRIBUTION MANAGEMENT**

**Term-End Examination**

**December, 2010**

**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.*

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**SECTION-A**

1. State whether the following statements are True or False : 10x1=10
- (a) As 10 relates to accounting of fixed assets.
  - (b) Decrease in stocks is applied to debit account.
  - (c) All the assets of a balance sheet are reflected on left hand side of Balance Sheet.
  - (d) According to behaviouralists, conflict is an unavoidable outcome but at the same time they believed that conflict need not always be detrimental.
  - (e) Primavera is a good tool for quality management.

- (f) IDC is 2nd major component of cost for a project after basic equipment cost.
- (g) Just - in - time management is an effective project management.
- (h) In vertical organisation, there is too much centralisation.
- (i) Revolution is the kind of change that comes as natural process.
- (j) ROI is determined by dividing the gross profit by capital invested (employed).

## SECTION - B

Answer *any ten* questions :

10×3=30

2. List different billing maladies in power distribution area.
3. What are the potential benefits of inter - group conflicts ?
4. What are the barriers that prevent effective communication ?
5. What are the factors which demotivates the employees ?
6. What information should DPR provide ?
7. Identify the forces of change in an organisation.
8. What do you mean by dividend payout ratio ?  
What does it signify ?
9. What are the barriers of project management ?
10. What is noise in communication ? What factors in the organisational environment cause noise ?

11. How is NPV derived ?
12. Distinguish between 'Fixed Asset' and 'Current Asset'.
13. Describe atleast five key drivers for developing a successful scheme for power distribution in your area.
14. Outline the reasons for resistance to change in an organisation.

## SECTION - C

Answer *any ten* questions :

10x6=60

15. What are different financial statements and what are the objectives for its analysis ?
16. What are the differences between 'Profit and Loss account' and Balance Sheet' ?
17. What is marginal costing ? Describe the features of marginal costing ?
18. Differentiate between work ethics and organisational ethics.
19. Can conflict be disadvantageous or useful ? Illustrate your response with examples.
20. If your organisation requires restructuring, which type of structure would you choose and why ?
21. What should be the role of a change leader in facilitating the changes being brought about due to power distribution reforms ?
22. What are the advantages of turnkey contract ?

23. What are the activities involved in DPR preparation ?
  24. List some of the best practices in complaint handling.
  25. Explain the different elements of customer relationship management.
  26. What steps should organisations take to internalize their core values ?
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