

01646

**ADVANCED CERTIFICATE IN POWER
DISTRIBUTION MANAGEMENT**

Term-End Examination

June, 2010

**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 Section-C.*

SECTION-A

1. State whether the following statements are *true* or *false* : **10x1=10**
- (a) As 7 relates to construction contracts.
 - (b) Increase in expenses is applied to credit on account.
 - (c) Depreciation appears in profit and loss account.
 - (d) In horizontal organisation, control is less due to decentralisation.
 - (e) According to traditional view, all conflicts are harmful.
 - (f) A project is a mission to be implemented within the constraints of Time, Quality and Cost.

- (g) Gantt chart is a good tool for quality management.
- (h) To the receiver's mind, a communication gets tied up with the personality of the source. This is called halo effect.
- (i) Evolution is the kind of change that comes as natural process.
- (j) Net worth is defined as reserves and surpluses.

SECTION - B

Answer *any ten* questions :

10x3=30

2. List some of the sources of conflict.
3. What is IRR of a project ?
4. What are the methods for customer satisfaction measurement ?
5. What skills a project manager should possess ?
6. List some of the important factors which can improve motivation of employees.
7. List the major cost components which should be incorporated in a DPR.
8. Categorise the changes which occur in an organisation.
9. What do you mean by Book Value ?
10. Explain in brief the Debt Service Coverage Ratio.
11. Outline the basic issues for implementing any kind of change in an organisation.
12. What problems are encountered in verbal communication ?
13. Discuss the ways in which you can involve the consumers in your area to contain revenue losses.
14. Why do organisations need to have a statement of vision and values ?

SECTION - C

Answer *any ten* questions :

10x6=60

15. What strategies would you devise to manage the negative responses of employees to organisational change ?
16. Explain the concept of Merger and Acquisition.
17. What do you mean by 'TQM' ?
18. Explain in brief about communication barriers.
19. What are the avenues for consumer participation and care in power distribution area ?
20. How does performance management system improve the organisational culture ? Give suitable examples.
21. What preparatory work is required before the implementation of a project ? Explain with an example.

22. Distinguish between capital expenditure and revenue expenditure.
 23. Differentiate between trial balance and balance sheet.
 24. Discuss the pros. and cons. of having internal and external agents.
 25. What is corporate governance ? How does it enable organisations to adhere to business ethics ?
 26. Explain supply chain management system with the help of suitable examples.
 27. Explain various conflict management styles.
 28. What is meant by 'Operating Leverage' and 'Financial Leverage' ?
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