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**ADVANCED CERTIFICATE IN POWER
DISTRIBUTION MANAGEMENT**

Term-End Examination

June, 2011

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

Time : 3 hours

Maximum Marks : 100

SECTION - A

1. State whether the following statements are True or False. 10x1=10
- (a) Planning is needed for committing and allocating the organisation's resources towards achieving its objective in the best possible manner.
 - (b) A good CRM is by creating opportunities for restricting the regular information flow between the consumers and the power utility.
 - (c) Power thefts and illegal connections would increase the tariff for the genuine consumers, result in poor voltages.
 - (d) An internal resource persons should be skilled in Human Process facilitation which may not require Intensive training programs.

- (e) Resistance to change is a forced phenomena.
- (f) Organisational change includes strengthening of those human processes in organisation which in turn improve the functioning of the organic system.
- (g) Power utilities should provide LT capacitors on distribution transformers.
- (h) The conceptual differences between unit rate contracts and turnkey contracts lies basically in sharing of associated risk.
- (i) Develop and use organisational structures which maximize the chances of filtering the communication.
- (j) Cash Flow Statement depicts the change in cash position from one period to another.

SECTION - B

Answer *any ten* questions.

10x3=30

2. Define the following terms.
 - (a) Outstanding expenses.
 - (b) Prepaid expenses.
 - (c) Accrued income.

3. Explain the meaning of the term 'Variance Analysis'.

4. Why is effective communication important to Manager ?

5. List out the environmental barriers in developing communication skills.

6. What are the basic objectives of project planning and management ?

7. Explain the meaning of turnkey contract.

8. What are the factors to be kept in mind while preparing DPR's ?

9. What are the types of change in management processes ?

10. How will you define organisational change ?
11. What are the key elements manager need to address ?
12. List out three advantages of Spaghetti organisation.
13. What are the objectives of utility maintenance ?
14. What is the number of legal consumers that you utility caters to ?
15. What measures can be taken by your utility to improve its consumers interface ?

SECTION - C

Answer *any ten* questions.

10x6=60

16. What is corporate governance ? How does it enable organisation to adhere to business ethics ?
17. What practices can be adopted to provide better consumer care in the area of utility ?
18. Discuss and compare contemporary models of people change management.
19. Describe at least five key drivers for developing a successful scheme for power distribution.
20. Explain the process of DPR preparation.
21. Discuss morale in terms of the relationship of satisfaction to productivity.
22. Write short note on Variable Overhead Efficiency Variance.
23. Calculate (1) Operating leverage (2) Financial leverage and (3) Combined leverage from the following data.
Sales 1,00,000 units @ Rs. 2 per unit = Rs. 2,00,000
Variable cost unit @ Rs. 0.70.
Fixed cost :- Rs. 1,00,000
Interest charges Rs. 3.668.

24. What is marginal costing ? Describe the features of marginal costing.
 25. What problems are encountered in vertical communication ?
 26. What preparatory work is required before the implementation of scheme/ project ? Explain with example.
 27. Explain Reactive Power Control in distribution system.
 28. What are the advantages of turnkey project ?
 29. Explain trading account and how it is prepared in financial statement ?
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