No. of Printed Pages : 4 **BEE–003**

ADVANCED CERTIFICATE IN POWER DISTRIBUTION MANAGEMENT (ACPDM)

Term-End Examination

December, 2024

BEE–003 : MANAGEMENT OF POWER DISTRIBUTION

Time : 3 Hours *Maximum Marks : 100*

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

Section—A

Note **:** *Answer any* ***ten*** *questions.* *10×3=30*

1. List some of the sources of conflict.

2. What are the methods for customer satisfaction measurement ?

3. List some of the important factors which can improve the motivation of employees.

4. What are the types of change in an organisation ?

5. Outline the basic issues for implementing any kind of change in an organisation.

6. What should you do for interpersonal communication to be more effective ?

7. List at least *three* advantages of power factor improvement.

8. Define pay back period.

9. What are the tips of effective e-mail ?

10. What is voltage regulation ?

11. Explain in brief the Debt Service Coverage Ratio.

12. Why is money not always motivating factor in an organization ?

Section—B

Note* : *Answer any* ten *questions. *7×10=70*

13. Explain in detail why organisations design and redesign in order to be efficient and effective.

14. Discuss the process of investment evaluation in respect of financial analysis of projects.

15. Why is informal channel of communication called a grapevine ? Should managers use grapevine or rely on formal channels ?

16. Why should accounting practices be standardised ? Explain with examples.

17. What is meant by closing stock ? Show its treatment in final accounts.

18. Explain why customer survey is important and how it is conducted.

19. Discuss the 'ADKAR' model in change management.

20. Discuss different types of organisational structures. Which type fits the best ?

21. Explain in detail the 'Benchmarking'.

22. Differentiate between preventive maintenance and corrective maintenance.

23. Explain the concept of Merger and Acquisition.

24. What is corporate governance ? How does it enable organisation to adhere to business ethics ?

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