

**ACPDM**

# **Assignment Booklet**

**Advanced Certificate in Power  
Distribution Management**

**ACPDM**

**Course Code**

**BEE-001**

**BEE-002**

**BEE-003**



**School of Engineering and Technology**  
**Indira Gandhi National Open University**  
Maidan Garhi, New Delhi – 110 068

## Dear Student,

This booklet contains the assignments of ACPDM programme for the courses of BEE-001 BEE-002 & BEE-003. It is for your kind information that each course has one assignment, which is based on course material. You are advised to **write your responses in your own words**. This will improve your comprehension skills. Further, you may note that in case the Coordinator / Counselor may summarily reject your assignment response happens to be a copy of assignment response sheet submitted by another student, your assignment **and/or your marks might be made null and void**. Therefore, you are strongly advised not to allow any other student to copy it. **Your assignment marks carries 30%weightage in your Term End Examination (TEE).**

This to inform that minimum duration of this programme is 6 months and maximum duration is 2 years. Please note that if you fail to submit the assignment of any course in the registered session of 6 months then same set of assignment is valid for one year, after one year you have to upload fresh set assignment of current year for submission.

ou need to submit the assignments as under:

**In January Session- By 30<sup>th</sup> April/May (For June TEE) ;**

**In July Session- By 30<sup>th</sup> October/November (For December TEE)**

### ***You can submit your assignment-***

At your concern **Study Centre/Regional Centre** on or before the due date (in person).

**Student are advised to get the acknowledgement/receipt while submitting assignment** at Study Centre/Regional Centre concerned in order to fill up assignment submission details in your term end examination form.

**We strongly feel that you should retain a photocopy of your assignment answer sheet duly acknowledged by the office of the Coordinator/Local Study Centre (LSC)/ Regional Centre (RC) to avoid any unforeseen situation.**

### **For Formatting Your Assignments**

- **On the top of the first page of your Tutor Marked Assignment (TMA) answer sheet,** please write the details exactly in the following format :

Regional Centre (RC) Code:	Date: _____
Local Study Centre (LSC) Code:	
Enrolment No. _____	Course Code : _____
Name: _____	Course Title : _____
Address: _____	
_____	E mail: _____
Signature:	Mobile No.: _____

- Please follow the above format strictly to facilitate evaluation and avoid delay.
- Use only foolscap size writing paper (but not of very thin variety) for writing your answers.
- Leave 3 cm margin on the left, top and bottom of your answer sheet.
- Your answer should be logical and coherent.

# TUTOR MARKED ASSIGNMENT

**COURSE CODE: BEE-003**

**MANAGEMENT OF POWER DISTRIBUTION**

**Maximum Marks: 100**

**Weightage in TEE: 30%**

**Note:** All questions are compulsory and carry equal marks.

- Q.1 (a) In the context of your own organization, analyse statement 'Customer relationship management has become an important area for public utilities'.
- (b) What do you understand by Supply Chain Management?
- Q.2 (a) Why is effective communication important to the managers?
- (b) Discuss the reliable methods of communication.
- Q.3 (a) Describe Performance Management System with the help of example.
- (b) How can a utility implement Franchisee scheme to increase revenue collection and provide better customer care?
- Q.4 (a) Explain turnkey contracts in power distribution. Make comparative statement of benefits of turnkey contracts vis-à-vis unit rate contracts.
- (b) Distinguish between fixed assets and current assets.
- Q.5 (a) Explain the importance of customer satisfaction survey and explain how it is conducted.
- (b) Explain the basic process of communication. What purposes are served through vertical communication?
- Q.6 (a) What do you understand by the cost-volume-profit analysis.
- (b) Explain the process of DPR preparation.
- Q.7 (a) Discuss the models of conflict process with examples.
- (b) Explain the various methods of resolving conflicts in an organization.
- Q.8 (a) Discuss the important factors for motivating employees in an organization.
- (b) In your opinion, what should the role of a change leader be in facilitating the changes being brought about due to the power distribution reforms?
- Q.9 (a) Define the objective of budgeting and budgetary control.