

CAPITAL BUDGETING & REVENUE BUDGETING

- 1) RE – Revised Estimate
- 2) BE – Budget estimate
- 3) **Planning** is essential for every enterprise and is a passport to its success.
- 4) The **Budget operationalises** the plan and lays down the path to be followed for the achievements of the planned objectives.
- 5) Budget contains **quantitative, financial as well as non financial** results to be expected in future.
- 6) Budget classified on the basis of the nature of activities can be capital or revenue.
- 7) **Capital Budget relates to planning for the acquisition or constructions of infrastructure like buildings, machinery and projects having a longer life.**
- 8) **Planning for activities of a recurring nature for the purposes of maintenance of the infrastructure is covered by revenue budget.**
- 9) The two main budgets in BSNL are (1) Capital budget (2) Revenue budget
- 10) RE & BE should reach corporate office by **15th Sept** every year.
- 11) RE = Actual expenditure from April to August and anticipated from Sept to March (5+7) of the same financial year
- 12) BE = Budget estimate for the ensuing financial year (April to March)
- 13) The term RE is used for both Revenue & Capital budgeting
- 14) Figures should be shown in the statement in **Thousands of Rupees for working expenses and Lakhs of Rupees for Revenue Receipts.**
- 15) Estimates should be projected on realistic basis to avoid savings at the year end.
- 16) Estimates for License fee and Spectrum charges payable is to be exhibited separately
- 17) Provisions in the FR should be applied for calculating pension contribution and leave salary contribution
- 18) There is no scope for additional fund allotment at RE stage for working expenses
- 19) In case of OTA, no additional funds be sought.
- 20) No provision for Honorarium may be made in the RE&BE for general purpose.
- 21) Allotment for Honorarium can be sought for (1) Election duty for membership verification (2) setting of question papers for department examinations (3) Completion departmental enquiries (4) Arbitration cases.
- 22) In order to have proper estimate of Revenue, it is necessary that in addition to the trend of Actuals which is usually taken into consideration, the estimates of Revenue are worked out on the basis of number of telephone lines, WLL lines and CMTS working as well as proposed to be given and by applying average Revenue per such line. The target for additional telephone, WLL lines and CMTS for each year is provided by the BSNL corporate office and the likely expansion of these services would be available with the circles/units.
- 23) Keeping in view the BSNL accounting policy, the estimates in prescribed formats should be framed duly supported by a statement showing the detailed calculation separately for urban/rural, CMTS and other schemes to show how the revised estimates for the current year and budget estimates for the next year have been worked out.

- 24)** Capital Budget should be prepared component wise such as Land, Building, A&P, MVL, Cables, Lines & Wires, Subscriber Installations, Telephone equipments, office equipment and machinery electrical fittings and electrical appliances, furniture fittings, computer and M&A.
- 25)** RE & BE for the capital works should be sent to the Planning branches of BSNL CO viz LTP, Switching, Core network, CMT, Building works, BB etc. in the month of OCTOBER.
- 26)** These planning branches of BSNL CO assess/recommend and project a consolidated demand in respect of all the circles to the capital budget section of BSNL CO for allotment of funds.
- 27)** Capital works programme shall be compiled only for works costing Rs.20 crores and above instead of Rs.5 crores and above (Previously). The details are to be submitted to BBF division of BSNL CO by the respective circles every year in the prescribed format.
- 28)** Monitoring of physical targets fixed for capital expenditure on quarterly basis.
- 29)** The DFG/CWP numbers may be mentioned in scheme/service wise/chronological order.
- 30)** The proposals for RE&BE have to be finalized in consultation with the planning cell of the circle/unit and closely scrutinized by the internal financial advisor in order to ensure realistic provision of funds. IFA has to issue a certificate in this regard.
- 31)** The RE demand should be commensurate with the service-wise requirement of funds for achieving the targets.
- 32)** Cash flow statement and cash budget are two important tools used in financial planning and cash projections. The concept of cash budget is futuristic in approach whereas cash flow statement is based on historical (past) data.
- 33)** Budget allotments are taken as base for determining of cash draws and will be regulated equivalent to proportionate allotment in each period of drawl especially under working expenses.
- 34)** 60% of gross pay and allowances is taken as net pay
- 35)** Expenditure under working expenses other than salaries and wages will be restricted to proportionate periodical allotment unless specified for unusual demand.
- 36)** 5% of telephone revenue will be earmarked for service tax payment
- 37)** Authorization under payment of Loans and Advances including HBA will be restricted to budget allotment to each circle/unit
- 38)** Two fold controls over expenditure has been prescribed at various stages viz CO level, Circle level and SSA level. Fund requirement for the should be projected in two stages. Requirement for 1st to 15th and 16th to 30th.
- 39)** DDOs not authorized to incur expenditure out of the revenue collected
- 40)** Revenue collected should be deposited in the collection account and transferred to CO on day to day basis through local bank branch to nodal branch of the bank at Delhi where the amount is credited in the account of BSNL.
- 41)** For operation expenditure, cash will be transferred by BSNL CO based on the fund requirement projected to the Operation Account of the units.
- 42)** 10% cut on conducting seminars and conferences
- 43)** Holding of exhibitions/seminars/conferences abroad is strongly discouraged except in the case of exhibitions for trade promotion.
- 44)** Complete ban on holding meetings and conferences at five star hotels.

- 45) No first class air travel; air travel only in economy class.
- 46) Proposals for participation in study tours, workshops/conferences/seminars/presentation of papers abroad at government cost will not be entertained except those that are fully funded by sponsoring agencies.
- 47) Purchase of vehicles except for operational requirement of the defense forces, central paramilitary forces and security related organizations will not be permitted.
- 48) Fleet card introduced from 01-10-2009 for purchase of fuel in all circles. Card fee is Rs.100/- and will be valid for 3 years. Pay & Accounts Officer will hold the master card and will arrange to issue user cards to their indenting units based on bonafide requirement for purchase of fuel.

COMMUNICATION SKILLS

- 1) What makes some people better than others in getting results from their interaction is their art of communication.
- 2) Communication is the method by which people share their ideas, information, opinions and feelings.
- 3) Communication is a two way activity between two or more people.
- 4) Person to person – face to face, reading a letter, making a phone call
- 5) In a small group – planning, problem solving, decision making, written reports, memos, notice boards
- 6) In a meeting – presenting, bargaining, negotiating agreements
- 7) Using mass media – speaking in public, on radio or television, writing for print media such as newspapers and journals, books, advertising
- 8) Others – training, teaching, entertaining.
- 9) Mode of communication – Verbal, Non verbal & Written
- 10) Verbal communication is when a person puts across a message by speaking. The message can be sent to an individual, a team or a group through person, intercom, over the phone etc.
- 11) The message should be clear so that the receiver is able to understand and act, if required on the message. Message may not be received as the sender intended due to a range of factors including lack of attention or interest.
- 12) Verbal communication breakdown occurs when the sender's message does not get through to the receiver or the receiver misunderstands the sender's message.
- 13) Examples for breakdown –
- 14) (a) Inattention – the receiver is not concentrating or is not interested in the sender's message
(b) physical barriers – the message is not received due to noise, poor eyesight/hearing etc.
- 15) (c) poor expression – The sender has expressed himself/herself poorly therefore the message has not been interpreted as intended
- 16) (d) premature evaluation - The receiver only hears part of the message, rather than listening to it

- 17) (e) Emotions – when the message is expressed with strong emotions, whether it be angry, fearful etc., the meaning of the message may be misinterpreted
- 18) (f) gatekeeper – the sender/receiver's message is communicated through a third party when may result in breakdown or misinterpretation of the message
- 19) (g) Communication chain – the message is sent via a number of parties and relies on the message being unchanged by these parties eg A sends message to B, which sends to C which sends it to D
- 20) (h) Denial – the receiver does not want to hear the message, therefore there could be a barrier to the sender's message. The receiver may be fearful of change, they may not want to do a task etc.
- 21) (i) Lack of questioning – the receiver does not understand the message and does not ask the sender for clarification etc.
- 22) Only one third of a message is sent in a person-to-person exchange in words alone.
- 23) Examples of Non Verbal communication: - Yawn, tears, frown, crossing arms, averting eyes.
- 24) Non verbal communication is divided into six types: - body language, physical characteristics, and appearance, voice, space, environment, time. Silence can be a type of non-verbal communication.
- 25) Body language is the way that we communicate by the use of the body.
- 26) The face is the most commonly used channel of communication.
- 27) Raising eyebrow means surprise, lips pursed means anger
- 28) A nod means agreement, moving the head up and down communicates interest to the speaker.
- 29) Legs are crossed to communicate discomfort, feet may act as pointers to the person we are communicating with.
- 30) Physical appearance influence people
- 31) Four vocal cues – (1) Qualifiers – tone, rate, pitch and volume of speech (2) fillers – words used to fill conversations i.e. "okay" "well" "um" "ah" (3) differentiators – vocal sounds that help us communicate i.e. giggles, yawn, sighs (4) Qualities – the way the voice is used i.e. ky, firm, questioning etc.
- 32) Space – There are 4 distances within which communication can take place (1) Public – distance in a public meeting (2) Social – distance when speaking to strangers including work colleagues (3) Personal – distance when speaking to someone of equal status (4) Intimate – distance when allowing personal, contact and closeness.
- 33) Environment – arrangement of the room, the colour, temperature, ventilation and smells affect communication both positively and negatively.
- 34) Time – In business "time is money". An individual's treatment of time communicates attitudes. If a worker is constantly late for work they may communicate lack of commitment to the organization.
- 35) Writing – Written communication is a record for future. It is permanent and makes a lasting impression. Letters, memos, email, minutes of meetings, reports, instructions, diagrams, maps, other pictorial aids etc. are examples of written communication.
- 36) Written communication is cheaper than face to face meetings.

- 37) Muddled messages – muddled messages are a barrier to the communication because the sender leaves the receiver unclear about the intent of the sender.
- 38) Stereotyping – Stereotyping is a barrier to communication when it causes people to act as if they already know the message that is coming from the sender or worse, as if no message is necessary because “everybody already knows”.
- 39) Wrong channel – simple rules for selection of a channel cause more problems than they solve. In choice of a channel, the sender needs to be sensitive to such things as the complexity of the message ; knowledge, skills and abilities of the receiver, and immediacy of action to be taken from the message.
- 40) Language – Each employee needs to be taught the language of the company. Until the company’s language is learned it can be as much a barrier to communication as a foreign language. For example in BSNL, various terms such as CDNP, NDT, CDMA, STM etc.
- 41) Lack of feed back – Feed back is the mirror of communication. Feedback mirrors what the sender has sent. Feedback is the receiver sending back to the sender the message as perceived. Without feedback, communication is one way.
- 42) Interruptions are barrier to communication.
- 43) Physical distractions – Physical distractions are the physical things that get in the way of communication. Examples include the telephone, a pick up truck door, a desk, an uncomfortable meeting place and noise.

Communication is a

- a) One way activity
- b) Two way activity
- c) None of the above

Correct answer is b)

18. Problem solving or decision is a method of communication. [True]

19. Lack of feedback is a cause of communication. [False, it is an oneway communication]

20. Written Communication provides a record for the future. [True].

21. Body language indicates about the progress of communication. [True].

249. Communication is a activity.

- a. One way
- b. Two way
- c. None

Correct ans is b) two way

250. Problem solving or decision making is a method of communication . [TRUE]

***251. Methods of communication includes**

- a. Planning
- b. Problem solving
- c. Decision making
- d. All the above

Correct answer is d) all the above

251. Lack of feedback is a cause of communication. [False]

252. Silence can be a type of non-verbal communication. [True]

253. Barriers to communication are

- a. Muddled messages
- b. Stereotyping
- c. Wrong channel
- d. Language
- e. All the above

Correct answer is e) all the above

254. Body language indicates about the progress of communication . [True]

255. Written communication is a record for future . [True]

256. Yawn and tears is a part of non-verbal break down. [True

GENDER ISSUES

- 1) Protection of Human Right Act 1993.
- 2) "Human Rights" mean the rights relating to life, liberty, equality and dignity of the individual guaranteed by the constitution or embodied in the international covenants and enforceable by courts in India.
- 3) It was in 1997 that sexual harassment was for the first time recognized by the Supreme Court as human rights violation and gender based systemic discrimination that affects women's Right to Life and Livelihood.
- 4) Mandatory guidelines known as VISHAKA GUIDELINES for resolution and prevention of sexual harassment at workplace.
- 5) VISHAKA GUIDELINES applies to all work sectors and to all women whether working part time, contract voluntary/honorary capacity.
- 6) Important preventive measure is to adopt a sexual harassment policy, which expressly prohibits sexual harassment at work place and provides effective grievance procedure, which has provisions clearly laid down for prevention and for training the personnel at all levels of employment.
- 7) Sexual harassment is any unwelcome sexually determined behavior such as Ⓢ1) Physical contact and advances (2) A demand or request for sexual favors (3) Sexually colored remarks (4) Showing pornography (5) Any other physical, verbal or non-verbal conduct of a sexual nature.
- 8) The employers or other persons responsible in work places or other institutions to prevent or deter the commission of acts of sexual harassment and to provide the procedures for the resolution, settlement or prosecution of acts of sexual harassment by taking all steps required.
- 9) Preventive steps:- (a) Express prohibition of sexual harassment at workplace should be notified, published and circulated in appropriate ways (b) Rules of government/Public sector bodies relating to conduct and discipline should include rules/regulations prohibiting sexual harassment and provide for appropriate penalties ins such rules (c) Private employers to include the aforesaid prohibitions in the standing orders under the Industrial Employment Act 1946 (d) No hostile environment at work places.
- 10) Complaint mechanism: Complaint mechanism should be created in the organization for redress of the complaint made by the victim. Complainants or witnesses should not be victimised or discriminated against while dealing with complaints.
- 11) Complaints committee:- (1) Minimum three members (2) The complaints committee should be headed by a woman (3) Not less than half of its members should be women (3) Should have a third party, either NGO or other body who is familiar with the issue of sexual harassment.
- 12) Procedure for complaint:-
 - (a) Any person aggrieved shall prefer a complaint before the complaints committee at the earliest point of time and in any case within 15 days from the date of occurrence of the alleged incident
 - (b) The complaint shall contain all the material and relevant details concerning the alleged sexual harassment including the names of the contravener and the complaint shall be addressed

(c) If the complainant feels that she cannot disclose her identity for any particular reason the complainant shall address the complaint to the head of the organization and hand over the same in person or in a sealed cover.

13) Conducting enquiry by the complaints committee:

a) Upon receipt of a complaint the head of the organization shall retain the original complaint with him and send to the complaints committee a gist of the complaint containing all material and relevant details other than the name of the complainant and other details, which might disclose the identity of the complainant.

b) The complaints committee shall take immediate necessary action to hold an inquiry.

14) Additional practices to be undertaken by the complaint committee:

a) The complaint committee must make an annual report to the government department concerned of the complaints and action taken by them.

(b) It should ensure prominent display of names and contact numbers of the members of the complaints committee.

©If the conduct amounts to a specific offence under the Indian Penal Code or under any other law, the employer shall initiate appropriate action in accordance with law by making a complaint with the appropriate authority.

(d) Appropriate disciplinary action should be initiated by the employer

(e) Issue of sexual harassment should be discussed at workers meeting and at employer – employee meetings.

(f) Prominently notify the guidelines for creating awareness of the rights of female employees.

(g) Third party harassment – The employer and the person in charge should take all steps necessary and reasonable to assist the affected person in the case of third party harassment.

(h) BSNL CO (Welfare & Sports cell) vide letter no.6-1/2005-SG dated 15-07-2005 issued guidelines in this regard.

DO'S & DON'TS

- 1) Women's rights are human rights
- 2) Women have a right to equal treatment, equal justice with dignity and honour
- 3) Create and sustain conducive environment for work
- 4) Ensure adequate personal security for employees specially women

DON'TS

- 1) Do not treat women employees as sex objects

- 2) Do not outrage or insult the modesty of female employees and colleagues
- 3) Do not make sexual advances to women at work places. If you do, you will be liable for disciplinary proceedings

BSNL

- 1) BSNL conducts special trainings on sexual harassment awareness training at its various training centres.
- 2) In long duration courses, BSNL includes a chapter on gender issues.

187. The Court defined sexual harassment very clearly and issued mandatory guidelines, known as**Guidelines**, for resolution and prevention of sexual harassment at workplace.

- a) Vishaka
- b) Vikasa
- c) Viswas
- d) None of the above

Correct answer is a) Vishaka

188. Vishaka guidelines apply to

- a) both organized and unorganized work sectors
- b) all women whether working part time, on contract or in voluntary/honorary capacity.
- c) all the above

Correct answer is c)

189. Mandatory Pre-requisites of the Complaints Committee includes the following:-

- a) Minimum Three members.
- b) The Complaints Committee should be headed by a woman.
- c) Not less than half of its members should be women
- d) All the above.
- e) Correct answer is d)

214. BSNL CDA Rules came into force from **10.10.2006**.

215. **Rule 4** relates to maintenance of integrity, devotion to duty.

216. **Rule 5** relates to misconduct on the part of employees.

217. **Rule 15** is related to Gifts.

218. **Rule 16** is related to Dowry.

219. Rule 21 is related to **Movable and immovable property**.

220. **Rule 30** is related to suspension.

221. **Rule 31** is related to subsistence allowance.

222. **Rule 33** deals with the list of penalties.

223. Rule 35 is related to **Minor** Penalties and Rule 36 is for **major** penalties.

RIGHT TO INFORMATION ACT

64. In **June 2005**, India enacted the RTI Act.

165. The objective of RTI Act is to

- A) Make government machinery Accountable
- B). Contain Corruption
- C). Promote Transparency

D) All the above

166. Deemed PIO is responsible for delay or with holding of information and the onus of proving it lies on PIO.

167. APIO has to forward all requests/appeals within **five** days to appropriate authority.

168. Time limit to get the information is 30 days.

169. If the information is concerning the life and liberty of a person the time limit is 48 hours, if a third party is involved the time limit is 40 days.

170. PIO stands for Public Information Officer.

171 Appellate Authority has to decide the case in 30-45 days as per RTI Act.

172. No reason for seeking the information under RTI Act, needs to be specified in the application. [TRUE]

173. There is no fee for the first hour of inspection under RTI Act. [TRUE]

174. After the first one hour, one has to pay Rs 5/ for every subsequent hour or fraction thereof.

175. No fee is charged from people living below the poverty line. [TRUE]

176 Applicant must be provided the information free of cost, if the PIO fails to comply with the prescribed time limit.

177 PIO is given 30 days to process and dispose the RTI application.

178. APIO has to forward the requests/appeals within 5 days to the appropriate authority.

179. Even the exempted information can be disclosed if public interest overweighs the secrecy benefits.

180. Failure to provide information within the specified period is a deemed refusal.

181. Information Commission (IC) at the Centre and State has the power to impose the penalty on PIO for non-compliance. [TRUE]

182. The IC can recommend disciplinary action against an erring PIO. [TRUE]

212. . CPIO shall dispose the RTI request not later than _____ days from the date of request.

- a) 30 days
- b) 45 days
- c) 10 days
- d) 35 days

Correct answer is a) 30 days

213. The APIO shall forward the RTI application/appeal to concerned CPIO/A.A within

- a) 5 days
- b) 7 days
- c) 10 days
- d) 14 days

274. Under RTI act, PIO stands for ... **Public Information Officer**

BSNL CDA RULES

183. Sleeping while on duty, is a misconduct. [TRUE]
184. Withholding of promotion is a minor penalty (T/F)--- [TRUE]
185. BSNL CDA rules came into force w.e.f 10th October 2006. (T/F) – [TRUE]
186. Censure is a **minor** penalty.
197. **Rule 5** of BSNL CDA Rules 2006, is related with misconduct.
198. **Rule 15** of BSNL CDA Rules 2006, is related with Gifts.
199. **Rule 21** of BSNL CDA Rules is related with movable, immovable and valuable properties.
200. The appointing authority of SDE/Sr SDE is **Director (HR)**.
201. The disciplinary authority for minor penalty in respect of SDE/Sr SDE is **GM/Equivalent Officer dealing with HR**.
202. The disciplinary authority for major penalty in respect of SDE/Sr SDE is **CGM/Equivalent Officer dealing with HR**.
203. **Article 335** is related with claims of SC/STs to services and posts.
204. Reservation for SC/ST/OBC put together, not to exceed **50%** of vacancies in a year.
205. Reservation for SC/ST/OBC put together, not to exceed **50%** of the **cadre**.
206. The reservation of jobs for the backward classes sc/st/obc should apply to **posts** and **not to vacancies**.
214. BSNL CDA Rules came into force from **10.10.2006**.
215. **Rule 4** relates to maintenance of integrity, devotion to duty.
216. **Rule 5** relates to misconduct on the part of employees.
217. **Rule 15** is related to Gifts.
218. **Rule 16** is related to Dowry.
219. Rule 21 is related to **Movable and immovable property**.
220. **Rule 30** is related to suspension.
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222. **Rule 33** deals with the list of penalties.
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WELFAARE

190. To become eligible for book award, the children should have secured at least 75% marks in the respective annual examination of the previous year (T/F)---- [TRUE]
- 191 . Scholarships are given to the wards of employees studying in the Technical/ Professional Degree Course (4 Year' and above duration) (T/F) - [TRUE]
193. In no circumstances the minimum eligibility criterion for giving away the assistance form Welfare Fund, as circulated by BSNL CO. can be relaxed by the Circle (T/F) - [TRUE]
194. Reservation does not apply to transfer on deputation/transfer (T/F) - [TRUE]
195. The number of points in the rosters shall be equal to the number of posts in the cadre (T/F) -[TRUE]
196. The reservation of jobs for the backward classes SC/ST/OBC should apply to posts and not to vacancies. [TRUE]
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204. Reservation for SC/ST/OBC put together, not to exceed 50% of vacancies in a year.
205. Reservation for SC/ST/OBC put together, not to exceed 50% of the cadre.
206. The reservation of jobs for the backward classes sc/st/obc should apply to posts and not to vacancies.
207. The funds for carrying out welfare activities will be allocated to the circle staff welfare board on pro rata basis.
208. The circle will have to manage within the annual grant for that particular year and no further grant will be sanctioned. (TRUE)
209. Scholarship is allowed only to 2 children of an employee.
210. A financial assistance of Rs 15000/- is granted to the dependents of the deceased employee as immediate relief.
211. In cases of serious illness/major operations to an employee, the Head of the circle is empowered/competent to sanction upto Rs 15000/ to the employee, in such cases.

QUALITY ASSURANCE

34. The ISO certificate is valid for a period of

- a) 3 years
- b) 2 years
- c) 4 years

Correct answer is a) 3 years.

35. Two categories of NCs (non conformities) are

- a) Major
- b) Minor
- c) Both

Correct answer is c) both.

36. Exclusions for ISO are possible only in

- a) section 7
- b) section 6
- c) section 8
- d) none of the above

Correct answer is a) section 7

37. **ALTTC** was the first unit of BSNL to obtain ISO 9001 certification in 2001.

38. ISO 9001 third revision was done in

- a. 1994
- b. 2000**
- c. 2008
- d. None of the above

39. Which is the 5th clause of ISO 9001:2008?

- a. **Management Responsibility**
- b. Management of Resources
- c. Product Realisation
- d. None of the above

Correct answer is a) Management Responsibility

40. Total mandatory ISO procedures are

- a. 1
- b. 3
- c. 6
- d. 8**

Correct answer is d) 8

41. Internal Audit is clause _____ of ISO 9001:2008

- a. 4.1
- b. 5.2
- c. 7
- d. 8.2.2**

Correct answer is d) 8.2.2

282. NC in ISO stands for... **Non Conformity**

71. „Hey, we did a good job there“, says the boss.
„Yes, things are really going well for us now“, says the subordinate.
This is an example of

(I'm OK, you're OK)

72. „Your work is not up to the standard I need in this department!“ says the boss.
This is an example of

(I'm OK, you're not OK)

73. „I wish I could keep on top of things the way you can“, says the subordinate.
This is an example of

(I'm not OK, you're OK)

74. „Well, I don't know what to do and you don't know what to do. What a mess!“ says the boss.

This is an example of

(I'm not OK, you're not OK)

87. GPMS stands for

- a) Group Performance Management System
- b) General Performance Management System
- c) Group Personal Management System
- d) None of the above

Correct answer is a) Group Performance Management System.

88. KPI stands for

- a) Key Performance Indicator
- b) Key Personal Indicator
- c) Key Patent Indicator
- d) None of the above

Correct answer is a) Key Performance Indicator

89. BBSC concept was adopted by BSNL in

- a) 2005
- b) 2006
- c) 2007

Correct answer is b) 2006

90. GPMS was introduced in the year

- a) 2007
- b) 2008
- c) 2009

Correct answer is c) 2009

91. GPMS Score cards are designed to consist KPIs to measure the group performance on
.....,, & parameters

- a) Financial
- b) Customer/Market
- c) Operational
- d) All the above

Correct answer is d) all the above..

92. IPMS will be on the lines of GPMS and to start with only and above rank officers are covered.

- a) GM
- b) DGM
- c) DE

Correct answer is b) DGM.

93. GPMS flow sequence is

- a) Top to bottom
- b) Bottom to top
- c) None of the above

Correct answer is a) Top to bottom.

94. In GPMS the achievement level of excellent has a score of

- a) 100
- b) 80
- c) 60

Correct answer is a) 100

95. In GPMS the achievement level of good has a score of

- a) 100
- b) 80
- c) 60

Correct answer is b) 80

96. In GPMS the achievement level of fair has a score of

- a) 100
- b) 80
- c) 60

Correct answer is c) 60

97. In GPMS, the score for performance achieved for rating below fair will be

- a) 60
- b) 80
- c) 0
- d) None of the above

Correct answer is c) 0

98. The three theories of motivation are

- a) Maslow theory
- b) Hygiene theory
- c) Expectancy theory
- d) Above all

Correct answer is d) above all.

99. Hunger, thirst, shelter etc are classified as needs.

- a) Physiological
- b) Safety
- c) Love

Correct answer is a) Physiological

100. Status recognition and attention are classified as Needs.

- a) Esteem
- b) Safety

c) Love

Correct answer is a) Esteem

101. Two type of assets are

a) Current assets

b) Fixed assets

102. Cash in hand, amount receivable from other organization and bank balance areassets which are shown in the Balance sheet.

a) Current

b) Fixed

c) None of the above

Correct answer is a) Current

103. Land, Building, Plants and Apparatus, Computer, Office Machinery etc are assets.

a) Fixed

b) Current

Correct answer is a) Fixed

104. Two types of fixed assets are

a) Tangible

b) Intangible

c) Both a and b

Correct answer is c) both a and b

105. The physical verification of fixed assets is the responsibility of

a) JTO

b) SDE

c) DE

d) Management

Correct answer is d) Management

106. Whenever the de-commissioned asset are finally disposed off, if the sale proceeds is more than the depreciated value or Net Realizable Value (NRV) it will be treated as

.....

a) Income

b) Loss

c) None of the above

Correct answer is a) Income.

107. In BSNL depreciation is based onmethod.

a) Written down value

b) Fixed value

c) Constant value

Correct answer is a) Written Down Value

108. The depreciation rate for Plants and Apparatus is

a) 5%

b) 10%

c) 15.33%

Correct answer is c) 15.33%

109. The depreciation rate for cables is

a) 5%

- b) 10%
- c) 15.33%

Correct answer is c) 15.33%

110. The depreciation rate for computers is

- a) 5%
- b) 10%
- c) 15.33%
- d) 40%

Correct answer is d) 40%

111. ERP stands for

- a) Enterprise Resource Planning
- b) Equipment Resource Planning
- c) Enterprise Reserve Pool
- d) Enterprise Resource Pool

Correct answer is a) Enterprise Resource Planning

112. POC Phase of ERP implementation does not cover

- a) STP
- b) STR
- c) ALTTC

Correct answer is a) STP

113. There are around modules in ERP.

- a) 13
- b) 14
- c) 15

Correct answer is b) 14

114. Two types of budgets in BSNL are

- a) Capital Budget
- b) Revenue Budget

115. In REBE statement for Working Expenses, the figures should be shown in **thousands** of rupees.

116. Capital Works Programme shall be compiled only for works costing Rs. _____ and above.

117. In REBE statement Revised Estimate is for **current** financial year and Budget Estimate for **next** financial year.

118. Cash Flow statement is based on historical (past) data. **[TRUE]**

119. Any cash payments made through Imprest/Temporary Advance towards purchase of fuel after 1-10-2009 are to be disallowed by DDOs. **[TRUE]**

120. Drawing & Disbursing Officers (DDOs) are authorised to incur expenditure out of the revenue collected. **[FALSE, NOT AUTHORISED]**

121. Budget allotment are taken as base for determining cash drawal. **[TRUE]**

122. As a part of expenditure control BSNL has introduced cash less purchase of **diesel / petrol** through Fleet card.

123. Under economy measures, holding of exhibitions in abroad is strongly discouraged except in case of exhibition for **trade promotion**..

124. Capital Works Programme shall be compiled only for works costing Rs. **20** crores and above.

125. Franchises will be covered under which of the following —Pl of marketing

- a) Product
- b) Promotion
- c) Place
- d) Price

226. GPMS is a combination of quantitative and qualitative measurement.

227. In GPMS, marks achieved for rating below fair, will be zero.

228. Examples of intangible assets are:-

- a) goodwill
- b) trade mark
- c) patent
- d) Computer software
- e) all the above

Correct answer is e)

229. Rate of depreciation of cables is 15.33%.

230. Whenever the decommissioned assets are finally disposed off, and the sale proceeds are more than the depreciated value or Net realisable value it will be treated as income, if the sale proceeds are less than the depreciated value or Net Realisable Value it will be treated as loss and accordingly necessary entries will be done in the accounts.

231. Service Marketing triangle is made by

- a) The company
- b) Employees
- c) Customers
- d) All the above

Correct answer is d)

232. TRAI was formed in the year

- a. 1995
- b. 1996
- c. 1997

Correct answer is c) 1997

233. TDSAT was formed in the year

- a. 1997 b. 1996 c. 2000

Correct answer is c) 2000

127. Which of the following is an example of Pull Marketing
- a) Product
 - b) **Promotion**
 - c) Place
 - d) Price
128. Which of the following is not in popular 4P's of Marketing
- a) Product
 - b) Price
 - c) Place
 - d) **Partner**
129. In context of BSNL marketing, the —Place means
- a) Sales promotion
 - b) **Point of sale or retailing,**
 - c) setting price of a product
 - d) None of these.
130. What is the full form of CRM in the field of Marketing
- a) Correct Research Method
 - b) Customer Research Method
 - c) **Customer Relationship Management**
 - d) Central Resource Monitoring
131. Channel Partners of BSNL come under which of 4P's of Marketing Mix
- a) Price
 - b) **Place**
 - c) Promotion
 - d) Product
132. In BSNL, CIC stands for
- a) Commercially Interesting Customers
 - b) Commercially Important Company
 - c) Commercially Interesting Company,
 - d) **Commercially Important Customers**
133. Brand name of BSNL broadband service is
- a) Sancharnet
 - b) Data One
 - c) **BSNL Broadband**
 - d) None
134. BSNL Brand Ambassador at present is
- a) Ms. Deepika Padukone
 - b) Mrs. Preeti Zinta
 - c) **Mr. Abinav Bindra**
 - d) None of these.
135. Write True or False
7P's are commonly used in service marketing
- a) **True**
 - b) False
136. Hoardings will be covered under which of the following —Pl of marketing
- a) Product

- b) Place
- c) Promotion**
- d) Price

137. Marketing section of BSNL started functioning in the year

a) 2000

- b) 2002
- c) 2003
- d) 2006

138. Internal marketing includes

- a) Recruitment
- b) Training
- c) Productivity
- d) All the above**

139. Customer service is the provision of service to customers before, during and after a purchase.

140. **Touch Point** is any point of interaction where a customer (prospective as well as existing) can form positive or negative opinion about the company.

141. Which of the following are Expectations of modern customers :

- a. IVRS
- a. Single window Call center
- b. DSA- Sales Personnel
- c. All**

142. Framework of customer care depends on :

- a. Technology
- b. Process
- c. People
- d. all of the above**

143. Normally a service organization consists of two groups of people. They are :

- a. Front end
- b. Back end c. middle d. **a and b**

144. A successful CRM strategy requires a holistic (Looking at the whole picture) approach.

- a. true**
- b. false

145. Using CRM, a business can

- a. Provide better customer service
- b. Increase customer revenues
- c. Discover new customers
- d. all of the above**

146. The CSC's in BSNL are classified as

- a. Level 1,
- b. Level 2
- c. Level 3.
- d. All of the above**

147. The helpline no for For MPLS & Other Data service **1800-425-1957**

148. The helpline no. for Managed Network Service is : **1800-233-3334**

149. Enterprise Sales is to generate high volume of Business . **[TRUE]**

150. Enterprise sales is win win approach [TRUE]
151. Enterprise customer looks for higher high scalability [TRUE]
152. Enterprise customer looks for simplicity of deal [TRUE]
153. Evolution of Enterprise sales setup in BSNL started in 2001
154. ED(Core Network) is a part of New set up in BSNL [TRUE]
155. Under new set up in BSNL All circles have GM(Enterprise)
156. Customers are segmented as Platinum/Gold/Silver [TRUE]
- 157 . BSNL have Channel Partners FOR CAPTURING SILVER CUSTOMERS.
158. Proposal writing is a selling skill for enterprise team. [TRUE]
159. Sales is a process which involve buying and selling processes. [TRUE]
159. People purchase benefits of the products
160. Sales management is a process involving
- A) Establish,
 - B) Direct &
 - C) coordinate
 - D) ALL
161. Selling skills include
- A) Knowledge skills
 - B) Administrative skills
 - C) Communication skills
 - D) Strategies or game plan
- E) ALL
- 162.Strategies or game plan includes
- a) Building long-term relationship,
 - b) Sensing customer reactions,
 - c) Managing customer perception and expectations

ERP

272. POC phase of ERP implementation does not cover:
- a) ALTTC
 - b) BSNL CO
 - c) STP
 - d) STR

290. ERP is a system that can integrate data and processes of an organization into one single system.

***291. Development centre for ERP is being set up at ALTTC, Ghaziabad.**

***292. POC stands for Proof of Concept.**

ASSET

293. Goodwill, trade mark, computer software, patents etc are **intangible** assets.

*294. Cable pairs are **inventory** to BSNL.

*295. Partitions valued upto **Rs 2 lakhs** should be charged to P & L Account and a separate register for such assets is to be maintained.

296. Whenever de-commissioned assets are finally disposed off, if the sale proceeds is more than the depreciated value or net realizable value, it will be treated as **income**.

297. In BSNL, depreciation is calculated on **written down value** method.

298. The depreciation rate for cables in BSNL is **15.33 %**.

*299. Scrapping is to be done through **Metals & Scrap Trading Corporation (MSTC)**.

RTI Act was enacted in June 2005 in India.

300. Assets are classified into Fixed and Current assets.

301. Depreciation means a fall in quality, quantity or value of an asset.

302. If an equipment is installation but it is not commissioned, it comes under “**Works in Progress**.”

303. Physical verification of fixed assets is the responsibility of the management and the periodicity is **once** in year. In case of buried cables it may be once in **3** years.

304. What are the two major factors of marketing?

1. **Acquisition of new customers**

2. **Retention and expansion of relationship with existing customers.**

* 305. On **14-9-1949**, Hindi was declared as Official Language of India and script is in Devanagari.

* 306. According to **article 343**, Hindi is the official language.

307. RTI stands for **Right To Information Act**.

308. Time limit to get the information is **30** days.

309. If the information is concerning the life and liberty of a person the time limit is **48 hours**, if a third party is involved the time limit is **40 days**.

310. PIO stands for **Public Information Officer**.

311. Appellate Authority has to decide the case in **30-45** days as per RTI Act.

312. No reason for seeking the information under RTI Act, needs to be specified in the application. [**TRUE**]

313. There is no fee for the first hour of inspection under RTI Act. [**TRUE**]

314. After the first one hour, one has to pay **Rs 5/** for every subsequent hour or fraction thereof.

315. No fee is charged from people living below the poverty line. [**TRUE**]

316. Applicant must be provided the information **free of cost**, if the PIO fails to comply with the prescribed time limit.

317. PIO is given **30** days to process and dispose the RTI application.

318. APIO has to forward the requests/appeals within **5** days to the appropriate authority.

319. Even the exempted information can be disclosed if public interest **overweighs** the secrecy benefits.

320. Failure to provide information within the specified period is a deemed **refusal**.

321. The **misconduct** of an employee of BSNL is defined under Rule 5.

- *322. For implementing the various schemes under Corporate Social Responsibility at SSA level, and for identifying the beneficiaries, a 3 member committee can be formed by **SSA heads**.
- *323. BSNL will allocate **0.75%** of its net operating profits for CSR activities.
- *324. The members of BSNL CSR Board and circle CSR Board is
 - a) For a term of 2 years
 - b) for a term of 3 years
 - c) for a term of 1 year
 - d) none of the above**Correct answer is a) 2 years.**
- *325. The unspent fund at the end of the year with the central and circle board will be carried over to the next financial year. **{TRUE}**
- *326. CSR stands for **Corporate Social Responsibility**.
- 327. **Rule 5** of BSNL CDA Rules 2006, is related with misconduct.
- 328. **Rule 15** of BSNL CDA Rules 2006, is related with Gifts.
- 329. **Rule 21** of BSNL CDA Rules is related with movable, immovable and valuable properties.
- 330. The appointing authority of SDE/Sr SDE is **Director (HR)**.
- 331. The disciplinary authority for minor penalty in respect of SDE/Sr SDE is **GM/Equivalent Officer dealing with HR**.
- 332. The disciplinary authority for major penalty in respect of SDE/Sr SDE is **CGM/Equivalent Officer dealing with HR**.
- *333. **Article 16** of the constitution provides for equality of opportunity in matters of public employment for all citizens.
- *334. **Article 355** is related with claims of SC/STs to services and posts.
- 335. Reservation for SC/ST/OBC put together, not to exceed **50%** of vacancies in a year.
- 336. Reservation for SC/ST/OBC put together, not to exceed **50%** of the **cadre**.
- 337. The reservation of jobs for the backward classes sc/st/obc should apply to **posts** and not to **vacancies**.
- 338. The funds for carrying out welfare activities will be allocated to the circle staff welfare board on **pro rata** basis.
- 339. The circle will have to manage within the annual grant for that particular year and no further grant will be sanctioned. **(TRUE)**
- 340. Scholarship is allowed only to **2** children of an employee.
- 341. A financial assistance of Rs **15000/-** is granted to the dependents of the deceased employee as immediate relief.
- 342. In cases of serious illness/major operations to an employee, the **Head of the circle** is empowered/competent to sanction upto Rs 15000/ to the employee, in such cases.
- *343. 1st, 2nd and 3rd position holders in All India BSNL Tournament for two consecutive years are entitled for cash award. **(True)**
- 344. The complaints committee against sexual harassment must be headed by a **woman**.
- 345. The complaints committee must include a 3rd party representative from an NGO/any other agency, conversant with the issue of sexual harassment. **(TRUE)**
- 346. GPMS is a combination of **quantitative and qualitative** measurement.
- 347. In GPMS, marks achieved for rating below fair, will be **zero**.

348. Achievement between fair & good and between good and excellent, would be **linearly scaled**.

*349. Quality must be defined

- a) Absolute b) unique c) static d) measurable d) **all these**

350. Current version of ISO 9001

- a) 2000 b) 2001 c) **2008** d) 2010

351. First unit of BSNL who obtained ISO 9001 certification

- a) Maintenance region b) **ALTTC** c) Civil wing d) Telecom factory

*352. Customer value management is

- a) Right customers b) Right relationship c) Right retention d) **all**

*353. Customer orientation is

- a) Competitor focus b) Business focus c) Customer focus d) **all**

354. In GPMS, if achievement is less than the fair target, the score will be

- a) 40% b) 50% c) 60% d) **Zero**

*355. While preparing GPMS for SSA, the parameter "BTS availability" will be in dimension

- a) Financial (b) Customer/marketing (c) **Operations** (d) None of these

*356. Development center of ERP is being set up at:

- a) IT Project Circle Pune. b) Hyderabad.
c) **ALTTC**. d) Kolkata.

357. Which of the following is an intangible asset?

- a) Building** (b) Exchange (c) Cable network (d) **Trademark**

358. Depreciation method in BSNL is

- a) Written down value method**
b) Fix percentage method
c) Ceiling method
d) None of above

*359. Which Category in Enterprise Customer segmentation is Platinum Customer?

- a) With Indicative Turn over more than 500 Cr. per annum.**
b) With Indicative Turn over more than 50 to 500 Cr. per annum.
c) With Indicative Turn over more than 10 Cr. per annum.
d) With Indicative Turn over more than 100 Cr. per annum.

360. In BSNL owned sales setup which is not correct about CSEs.

- a) CSEs are supposed to be single window
b) CSEs are open from 8 am to 8 pm.
c) Cash Transaction are done till closing hour.
d) CSEs need not to be smart, courteous and knowledgeable about BSNL.

361. For ensuring timely billing project name is :

- a) **Kuber** b) Sanchay c) Udaan d) Dosti

362. KPI Stands for ... **Key performance Indicator**

363. GPMS Stands for **Group Performance Management System**

.....

364. In FY 2008-09 BSNL earned maximum revenue from which of the following services:

- a) Landline b) **Mobile** c) Broadband d) Circuits

365. In Phase I of the Project Shikhar, the initiative focusing on fuel cost saving has been nicknamed as:

- a) **Project Sanchay** b) Project Dosti c) Project Kuber d) Project Udaan

366. POC phase of ERP implementation does not cover:

- b) ALTTC b) BSNL CO c) STP d) STR

367. Under WDV method of depreciation calculation, Depreciation in second year for an asset costing Rs 50,000/- at a depreciation rate of 10% would be:

- a) Rs 5,000/- b) Rs 4,000/- c) Rs 5,500/- d) Rs 4,500/-

368. When Decommissioned Assets are finally disposed off, the Net Sale Proceeds are more than depreciated value, it is treated as:

- a) Loss b) New Asset c) Income d) Provision

369. NC in ISO stands for... **Non Conformity**

370. CP in sales management stands for ... **Channel Partner**

371. Quality has following characteristics

- b) Must be defined b) Be measurable c) Be achievable d) **All of these**

372. There are Quality management principles on which the quality management system standards of the ISO 9000 series are based

- b) Five b) Six c) Seven d) **Eight**

*373. Steps to build customer orientation are

- b) Customer need assessment b) Competitor analysis
c) Customer segmentation d) **All of these**

374. While preparing GPMS for SSA, the parameter “Call drop rate” will be in dimension

- a) Financial (b) Customer/marketing (c) **Operations** (d) None of these

375. As per Project Shikhar, BSNL wants to be a leader in India by

- b) **2013** b) 2011 c) 2015 d) None of above

376. As part of Project Shikhar, the Project Sanchay is concerned with

- b) **Fuel cost** b) Ensure timely billing of circuits
c) PCO service relationship agency concept d) None of these

377. POC phase of ERP implementation does not cover:

- c) ALTTC b) BSNL CO c) **STP** d) STR

378. In Phase I of the Project Shikhar, the initiative focusing on Revenue Assurance and Key customers has been nicknamed as

- a) Project Sanchay b) Project Dosti c) **Project Kuber** d) Project Udaan

379. By dialing 12555, a landline subscriber can have the following services;

- (a) Latest Bollywood songs.
(b) Cricket News.
(c) Horoscope.
(d) **All above services**

*380. The function of Alternator in Engine alternator is:

- A. To convert chemical energy into mechanical energy

B. To convert mechanical energy into electrical energy

C. To convert chemical energy into Electrical energy

D. To convert electrical energy into mechanical energy

*381. The market share of BSNL via all others as on 31-08-2010 is

a. **15.74**

b. 15.47

C.both

d.None of the above

*382. The massive transformation exercise has been taken up in BSNL in consultation with

a. **M/s BCG**

b. M/s BGC

c. both

d. None of the above.

*383. The acronym for BCG is

a. **Boston Consulting Group**

b. Boston Committee Group

c. Both of the above

d. None of the above.

384. The SWOT stands for

a. **Strength, Weakness, Opportunities & Threat**

b. Strength, Weakness, opportunities & Team

c. Both of the above.

d. None of the above.

*385. Based on SWOT analysis and after identifying various issues it was decided to launch aspiration driven information process in 2008 titled as

a. Project Vijay

b. **Project Shikhar**

c. Both of the above

d. None of the above.

*386. The Project Shikhar activity divided in to

a. One phase

b. **Two phases**

C. Three phases

D. None

*387. The existing circles have been categorized as big, medium and small based on the

a. Infra structure

b. Man power

c. **Both of the above**

d. None of the above.

*388. In categorization of the circle, the Tamilnadu comes under

a. Small

b. Medium

C. **Large**

d. None of the above.

*389. The acronym for KRA is

a. Key Remainder Areas

- b. Key Reset Areas
- c. **Key Result Areas**
- d. None of the above.

390. The acronym for KPI is

- a. **Key Performance Indicator**
- b. Key Performance Instructor
- c. Key Priorities Indicator
- d. Key Priorities Instructor

391. The acronym for GPMS is

- a. Group Performance Management Service
- b. **Group Performance Management System**
- c. Group Preference Management Service
- d. Group Preference Management System

*392. In the core team structure, Project champion will be one who is responsible for driven the project

- a. **CGM/PGM/GM level officers in the corporate office**
- b. Director
- c. Executive Director
- d. None of the above.

*393. In the Corporate office, ----- is responsible for providing overall guidance and direction

- a. Director
- b. Executive Director
- c. **Both of the above**
- d. None of the above.

*394. In the core team structure Project coaches will be

- a. GM/DGM level officers in Circle Office
- b. **GM.DGM level officers in Corporate office**
- c. Both of the above
- d. None of the above

*395. TMO means

- a. Transmission Maintenance Office
- b. **Transformation Management Office**
- c. Transformation Mission Office
- d. None of the above.

396. TMO has been set up under.....at BSNL corporate Office.

- a. Director (Restructuring)
- b. **GM (Corporate Restructuring)**
- c. Executive Director (Restructuring)
- d. CGM (Restructuring)

397. As per the findings of BCG, the reason for lack of focus of the people was mainly because of

- a) Too broad structure,
- b) Large infrastructure
- c) Lack of shared vision.

- d) Inefficient processes
- e) **All the above**

398. ADT stands for

- a. Aspiration Development Transmission
- b. Aspiration Driven Transmission
- c. **Aspiration Driven Transformation**
- d. None of the above.

*399. The ADT was focusing for the year

- a. 2010
- b. **2008**
- c. 2009
- d. 2007

*400. The initiative result of ADT is known as

- a. Project Udaan
- b. Project Smile
- c. **Project Shikar**

401. The improving the marketing of mobile services was focused through

- a. Project udaan
- b. **Project Vijay**
- c. Project Shikar

*402. In the new restructure, the long distance network are brought under

- a. **Director CFA**
- b. CGM
- c. PGM
- d. EB cell

403. Savings on operational expenses on infrastructure monitored through

- a. Project Vijay
- b. **Project Sanchay**
- c. Project shikar

404. Project Vijay stands for

- a. Landline
- b. Broadband
- c. Mobile
- d. **A & B**

405. Project Udaan stands for

- a. Landline
- b. Broadband
- c. Mobile
- d. **A & B**

406. Project Dosti stands for

- a. Landline
- b. Broadband
- c. **A & B**

d. Billing and collection service for PCO

407. The new Structure has been implemented and the functional Directors on BSNL Board

have been re-designated for Director(Operations) as

- a. **Director (consumer Fixed Access)**
- b. Director (Enterprise) c. Director (Consumer Mobility) d. Director (HR)

408. The new structure has been implemented and the functional directors on BSNL have been redesignated as for Director (P & NS) as

- a. Director (consumer Fixed Access)
- b. Director (Enterprise)
- c. **Director (Consumer Mobility)**
- d. Director (HR)

409. The new structure has been implemented and the functional directors on BSNL have been redesignated as for Director (C&M) as

- a. Director (consumer Fixed Access)
- b. **Director (Enterprise)**
- c. Director (Consumer Mobility)
- d. Director (HR)

410. The new structure has been implemented and the functional directors on BSNL have been redesignated as for Director(HRD) as

- a. Director (HR & Admin)
- b. **Director (HR)**
- c. Director (Admin)
- d. None of the above.

411. CFA stands for

- a. Customer Fixed Assets
- b. Customer Fixed Access
- c. **Consumer Fixed Assets**
- d. Consumer Fixed Access

412. CM stands for

- a. **Customer Mobility**
- b. Consumer Mobility
- c. Customer Movement
- d. Consumer Movement

413. In which of the following which one is the shared functions to enable the smooth functioning of the entire organization;

- a. **HR** b. CFA c. CM d. EB

414. No. of Business Unit in BSNL are

- a. Two
- b. Three
- c. **four**
- d. None of the above.

415. From the following Officers who is directly reporting to CMD

- a. CGM
- b. PGM
- c. **Vigilance (CVO)**
- d. Director

416. From the following Officers who is directly reporting to CMD

- b. PGM

- c. **Company Secretary**
- d. Director

417. From the following Officers who is directly reporting to CMD

- a. CGM
- b. PGM
- c. **ED(corporate affairs)**
- d. None of the above

418. From the following Officers who is directly reporting to CMD

- a. CGM
- b. **GM(Co – ordination & Monitoring)**
- c. PGM
- d. None of the above.

419. How no. of distinctive sections may have one Circle?

- a. 12
- b. 10
- c. 4

d. 13

420. What is the management tool used for monitoring the performance of a unit:

- a) BBSC,
- b) IPMS,
- c) KRA,
- d) GPMS**

421. The Transformation Management Office at BSNL HO is headed by:-

- a)GM(CA),
- b)GM(TR),
- c) **GM(Restructuring),**
- d) GM(SR)

422. Project Kuber stands for

- a. Mobile
- b. Landline and Broadband
- c. **Billing and collection of Leased Line**

423. Project Sanchay stands for

- a. **Savings**
- b. Landline & BB
- c. Mobile
- d. Customer care.

424. Project Smile stands for

- a. Savings
- b. Landline & BB
- c. Mobile
- d. **Customer care**

425. New Telecom Policy introduced in the year

- a. 2000
- b. 2001
- c. 1991

d. **1998**

426. NTP stands for

- a. New Transmission Policy
- b. **New Telecom Policy**
- c. New Transformation Policy
- d. None of the above.

427. FOS stands for

- a. **Feet on Street**
- b. Focus on Subscriber
- c. Friend Office Street
- d. None

428. The Project for PCO promotion is

- a. **Project Dosti**
- b. Project Smile
- c. Project Shikar
- d. Project Kuber

429. The Project for revenue realization and Leased line is

- a. Project Dosti
- b. Project Smile
- c. Project Shikar
- d. **Project Kuber**

430. The Vision of BSNL for 2013 is

- a. **Be the leading telecom service provider in India with global presence**
- b. To become the largest telecom Service Provider in Asia
- c. Both of the above
- d. None of the above.

431. The acronym for BBSC is

- a. Business Balanced Score card 5
- b. **Balanced Business Score card**
- c. Balanced Business Subscriber card
- d. Business Balanced Subscriber card

432. For indentifying and introducing the desired change , an international consultantwas appointed.

- a. M/s HCL
- b. M/s ITI
- c. **M/s BCG**
- d. None

433. BSNL had appointed M/s BCG inyear

- a. **2008**
- b. 2009
- c. 2007
- d. None

434. Strength iselement.

- a. **Internal**
- b. External
- c. a&b

d. None

435. Weakness iselement.

a. **Internal**

b. External

c. a&b

d. None

436. Opportunities is.....elements.

a. **External** b. Internal c. a&b d. None

437. Threats iselements.

a. **External**

b. Internal

c. a&b

d. None

438. Vision of the BSNL for the year 2007 is.....

a. To become the largest telecom service provider in India.

b. **To become the largest telecom service provider in Asia.**

c. a&b d. None

439. Vision of BSNL by the year 2013 is based on

a. **ADT**

b. M/s BCG recommendations

c. a&b

d. None

440. Vision of BSNL for the year 2013 is

a. **To become the largest telecom service provider in India.**

b. To become the largest telecom service provider in Asia.

c. a&b d. None

441. Based on ADT 2008, outline key implications on operations and customer service to support various business is called

a. **Business Process Reengineering**

b. Business drive

c. a&b

d. None

442. FOS stands for

a. **Feet On Street**

b. File On Street

c. a&b

d. None

Note:

Sl.no	Project Name	Area
01.	Project Udaan	Land line and Broad band
02.	Project Kuber	Revenue realization, ensure proper billing and collection
03.	Project Sanchay	Savings and expenditure

04.	Project Smile	Customer care
05.	Project Dosti	For PCO promotion

443.results can also be used as a tool to reward outstanding performers.

- a. Leadership
- b. Team building
- c. a&b
- d. **Performance measurement.**

444. PMS stands for

- a. Performance Manger System
- b. Performance Maintenance System
- c. **Performance Management System**
- d. None

445. PMS is not only a HR tool but also as a

- a. Leadership tool
- b. Manger tool
- c. a&b
- d. **Management tool**

446. GPMS stands for

- a. Group Performance Manager System
- b. **Group Performance Management System**
- c. A&b d. None

447. GPMS is an initiative under

- a. Project vijay
- b. Project smile
- c. **Project shikhar**
- d. a&b

448. KPI stands for

- a. **Key Performance Indicator**
- b. Key Performance Initiator
- c. A&b d. None

449. GPMS is the new performance measurement system with an implementation approach similar with that of

- a. BSBC
- b. **BBSC**
- c. a&b
- d. None

450. BBSC stands for

- a. Business Balanced Score card
- b. **Balanced Business Score card**
- c. A&b
- d. None

451. BBSC concept was adopted by BSNL in

- a. 2005
- b. 2010
- c. **2006**

d. 2007

452. GPMS concept was adopted by BSNL in

a. 2006

b. 2007

c. 2008

d. 2009

453. KPIs to measure the group's performance on

a. Financial

b. Customer

c. Market & Operational parameters

d. all above

454. The evaluation for groups at the corporate office would be done by the

a. Director

b. CGM

C. CMD

d. a&b

455. Evaluation of the territorial circles will be done by

a. CMD

b. CGM

c. a&b

d. Management committee

456. MC stands for

a. Managerial committee

b. Management Core

c. Management committee

d. None

457. Evaluation of SSAs will be done by the

a. Respective circle Heads

b. Respective GMs

c. a&b

d. None

458. Evaluation of non-territorial circle will be done by the respective

a. Corporate office directors

b. Executive directors

c. a&b

d. None

459. KRA stands for

a. Key Responsibility Area

b. Key Receive Area

c. Key Remitting area

d. None

460. For implementation of GPMS in BSNL, all executives have been structured along

a. 18 groups

b. 17 groups

c.19 groups

d. none

461. In order to make GPMS effective, BSNL has also devised

a. IPMS

b.FPMS

c. **a&b**

d. None

462. IPMS stands for

a. Independence Performance Management System

b. Individual Performance Managerial System

c. **Individual Performance Management System**

d. None

463. FPMS stands for

a. **Field Performance Management System**

b. Field Performers Management System

c. Field Performance Managerial system

d. None

464. Best Sales Team within circle award for sales team for

a. Project Dhosti

b.**Project Udaan**

c. Project Smile

d.None

465. Best sales tem award Rs.

a. 5000/-

b.10,000

c.**25,000**

d. None

466. Less than 1000 working Lines, then Category will be

a. **A**

b.B

c.C

d.D

467. 1001 to 4000 working lines, then category will be

a. A

b.**B**

c.C

d.D

468. 4001 to 10,000 lines working, then category will be

a. A

b.B

c.**C**

d.D

469. More than 10,000 lines working, then category will be

a. A

b.B

- c.C
- d.D**

470. Award for CSC Case of Category A,B,C

- a. Certificate of Merit
- b. rolling trophy
- c. a&b**
- d. None

471. Award for exchanges case of category A,B,C and D

- a. Certificate of merit
- b. rolling trophy
- c. a&b**
- d. None

472. For CM Operational team award

- a. Certificate of merit
- b. rolling trophy
- c. a&b**
- d. None

473. CM operational teams for Highest score, the padak will be

- a. Swarna Padak**
- b. Rajat padak
- c. Kansya padak
- d. none

474. CM Operational teams, 2nd highest score, the padak will be

- a. Swarna Padak
- b. Rajat padak**
- c. Kansya padak
- d. none

475. CM operational team, 3rd highest score, the padak will be

- a. Swarna Padak
- b. Rajat padak
- c. Kansya padak**
- d. none

476. The final decision on awards at the circle level as far as Consumer mobility is concerned should be made by the

- a. PGM
- b. GM
- c. PGM/GM**
- d. None

477. GPMS nodel designates ingroups

- a. 5
- b. 6
- c. 7**
- d. None

478. If target is 100 crores, then performance level isif 50crores achieved

- a. Fair**

- b. Good
- c. Excellent
- d. None

479. If target is 100 crores,if 75 crores achieved then performance level is

- a. Fair
- b. **Good**
- c. Excellent
- d. None

480. If target is 100 crores, if 100 crores achieved then performance level is

- a. Fair
- b. Good
- c. **Excellent**
- d. None

481. BBSC suggests that we view the organization fromperspective

- a. Two
- b. Three
- c. **Four**
- d. None

482.is an initial project under Project Shikhar of BSNL.

- a. IPMS
- b. **FPMS**
- c. GPMS
- d. None

483.is the new performance measurement systems with an implementation approach similar with that of BBSC.

- a. IPMS
- b. **GPMS**
- c. a&b
- d. None

484.concept was adopted by BSNL in 2006.

- a. **BBSC**
- b. IPMS
- c. GPMS
- d. FPMS

485.concept was adopted by BSNL in 2009.

- a. BBSC
- b. **GPMS**
- c. IPMS
- d. Noe

486. Financial, customer, market and operational are parameters of

- a. **KPI**
- b. KRA
- c. a&b
- d. None

487. The evaluation for..... at the corporate office would be done by the CMD.

a. Individual

b. Groups

c. a&b d. None

488. The evaluation of the will be done by Management committee.

a. Big circle

b. Small circle

c. Territorial circle

d. Non territorial circle

489. Evaluation of will be done by the respective circle heads.

a. **SSA**

b. circle

c. a&b

d. None

490. Evaluation of will be done by the respective corporate office directors and executive directors.

a. Big circle

b. Small circle

c. Territorial circle

d. Non territorial circle

491. Best sales person within circle award for sales team for project udaan is Rs. 5000 for

a. **Quarterly**

b. Monthly

c. Bi monthly

d. Annually

492. Best sales person within circle award for sales team for project udaan for

a. Highest leads

b. Highest connections

c. a&b

d. None

493. In CM operational teams, for the first highest score, the awarding padak will be

a. **Swarna**

b. Rajat

c. Kansya

d. None

494. In CM operational teams, for 2nd highest scores, the awarding padak will be

a. Swarna

b. Rajat

c. Kansya

d. None

495. In CM Operational teams, for the third highest scores, the awarding padak will be

a. Swarna

b. Rajat

c. Kansya

d. None

496. If target is 100 crores, then the performance level is fair if

a. Achievement is 100 crores

b. **Achievement is 50 crores**

c. Achievement is 75 crores

d. None

497. If target is 100 crores, then the performance level is good if

a. Achievement is 100 crores

b. Achievement is 50 crores

c. **Achievement is 75 crores**

d. None

498. If target is 100 crores, then the performance level is excellent if

a. **Achievement is 100 crores**

b. Achievement is 50 crores

c. Achievement is 75 crores

d. None

499. In 2009, an improved performance management version in the forms of has been introduced.

a. **GPMS**

b. BBSC

c. a&b

d. None

500. will be assessed through a customer survey administered by an external third party agency.

a. Customer orientation

b. Customer focuses

c. **Customer satisfaction**

d. None

501. For circles which do not have any external customers.....would be doing the evaluation.

a. Internal customers

b. Stakeholders

c. **a&b**

d. None

502. KPA/KPS are identified and defined on the basis of new..... structure of BSNL in consultation with top executives of the respective Business Units.

a. **Business Unit**

b. Business cycle

c. a&b

d. None

503. Number of KPIs have been keptto have focused measurement of key performance area.

a. **Less**

b. More

c. a&b

d. None

504. Fin stands for

a. **Finance**

b. Fine

- c. a&b
- d. None

505. C/M stands for

- a. **Customer/marketing**
- b. Customers/marketing
- c. a&b
- d. None

506. Opn stands for

- a. **Operation**
- b. Opposition
- c. a&b
- d. none

507. E&WS stands for

- a. **Enterprise & Wholesale**
- b. Enterprise & Water
- c. a&b
- d. None

508. LL stands for

- a. **Land line**
- b. Large line
- c. a&b
- d. None

509. BB stands for

- a. **Business Branch**
- b. Broad band
- c. a&b
- d. None

510. TCH stands for

- a. **Traffic channel**
- b. Traffic control
- c. a&b
- d. None

511. Opex stands for

- a. **Operation expenditure**
- b. Operations
- c. a&b
- d. None

512. The formula for liner scaling:

- a. **Score = Score (Lower) + 20 X T (achieved) – T(lower)/T(Upper)-T(lower)**
- b. Score = Score (higher) + 20 X T(achieved) – T(higher)/T(lower)-T(higher)
- c. A&b
- d. None

513. T upper is

- a. **Good or excellent**
- b. Poor or good
- c. a&b
- d. None

514. T lower is

- a. Good or excellent
- b. **fair or good**
- c. a&b
- d. None

515. The balanced score card is a

- a. **Management system**
- b. Business unit
- c. a&b
- d. None

516. The balanced score card suggests that we view the organization fromperspectives.

- a. **4** b.3 c.5 d.6

517. The perspective by which we view the organization are

- a. Learning & growth perspective
- b. Business process perspective
- c. **Customer perspective**
- d. Financial perspective
- e. All

518.....constitute the essential foundation for success of any knowledge worker organization.

- a. **Learning & growth perspective**
- b. Business process perspective
- c. Customer perspective
- d. Financial perspective
- e. All

519.refers to internal business process.

- a. Learning & growth perspective
- b. **Business process perspective**
- c. Customer perspective
- d. Financial perspective
- e. All

520.are leading indicators.

- a. Learning & growth perspective
- b. Business process perspective
- c. Customer perspective
- d. Financial perspective
- e. All

521.are defined as per functional activities of a group.

- a. **KPI**
- b. KRA
- c. a&b
- d. None

522. Awards are to be givenin a ceremony at circle & SSA level.

- a. Monthly
- b. **quarterly**
- c. annually
- d. none