

MANAGEMENT MODULE

1. TRAI stands for **Telecom Regulatory Authority of India**.
2. TRAI was formed in the year **1997**.
3. The main role of TRAI is to protect **consumer interest**.
4. TDSAT stands for **Telecom Dispute Settlement Appellate & Tribunal**.
5. TDSAT was formed in the year **2000**.
6. UASL stands for **Unified Access Service Licence**.
7. NTP stands for **National Telecom Policy**.
8. BSNL realized maximum revenue through **Mobile** Services during the financial year 2008-09.
9. According to Mckinsey 7 S frame work, the basic premise of the model focuses on **7** Nos of internal aspects of an organization, that need to be aligned, if it is to be successful.
10. Soft Elements are no as important as the hard elements , if the organization is going to be successful. [**FALSE- They are also important in order that the organization is successful**].
11. SWOT stands for **STRENGTH, WEAKNESS, OPPORTUNITY & THREAT**.
12. Project **Vijay** aims at improving sales and distribution for mobile business to capture more market share.
13. The project aimed at tapping and strengthening PCO business is called **Dosti**.
14. The project that concentrates on improving landline and broadband business is called **Udaan**.
15. Project **Kuber** aims at revenue assurance and key customers.
16. The project that concentrates on saving of fuel cost and inventory management is called **project sanchay**.
17. **Projects at a glance:-**
 1. **Project vijay..... Consumer Mobility**

- | | | |
|--------------------|-------|--|
| 2. Project Udaan | | Broadband & Landline |
| 3. Project Kuber | | Outstanding collection, Revenue Assurance, Billing |
| 4. Project Dosti | | PCO Business |
| 5. Project Sanchay | | Operation, efficiency (Savings) |

18. TMO stands for **Transformation Management Office**.
19. Project Vijay is for improving **Mobile services**.
20. Consumer Mobility is associated with Project **Vijay**.
21. For improving broadband business and landline, BSNL has created a project called Project **Udaan**
22. PCO retention is the main aim of project **DOSTI**.
23. Project Kuber-I ensures timely billing of **Leased Circuits**.
24. Project Kuber-II focuses on **bad debts** recovery.
25. Saving on fuel cost is achieved by **Project Sanchay**.
26. PSRA stands for **PCO Service Relationship Agency** Concept.
27. The degree of inter-personal relations may be divided into three categories namely, **Powerful, Mild and Poor**. { remember this sequence as an abbreviation viz **PMP** while answering multiple choice questions)
28. Conflicts must be handled using **discussion** mode.
29. Different types of groups are **Formal, Informal, Interest, Friendship & Reference**.
30. Basic stages of Group Development are **Forming, Storming, Norming and Transference**. (Remember this in the form of an abbreviation as **F S N T P**)
31. ISO stands **for International Organization for Standardization**.
32. Latest version of ISO standard is **ISO 9001:2008**.
33. Quality is not **absolute, unique, static and by chance**.
34. Quality must be defined and be **measurable**.
35. There are **eight** management principles on which the quality management system standards of the ISO 9000 series are based.

36. A methodology widely used for process improvement is **PDCA**.
37. PDCA stands for **PLAN, DO, CHECK AND ACT**.
38. In ISO, NC stands for **Non-Conformity**.
39. The non-conformities are graded into two categories by the auditors as **Major or Minor**.
40. QMS stands for **Quality Management System**.
41. Where a major non-conformity is found, the recommendation for certification is deferred until corrective action on the same is verified through a **follow up audit**.
42. **ALTTC** was the first unit of BSNL to obtain ISO 9001 certification in 2001.
43. As part of Aspiration Driven Transformation, it was decided to restructure BSNL setup for realizing its shared dream by the year **2013**.
44. ADT stands for **Aspiration Driven Transformation**.
45. The new designation of Director (Operations) BSNL CO, is **Director (CFA)**.
46. The new designation of Director (C & M) BSNL CO, is **Director (Enterprise)**.
47. The new designation of Director (HRD) BSNL CO, is **Director (HR)**.
48. **CFA** unit will control all PSTN, data switches as well as fixed access media.
49. **Consumer Mobility** Unit will control the BTS, BSC, MSC etc.
50. **Enterprise (Business)** unit is responsible for the wholesale business undertaken on BSNL's NLD & ILD network.
51. **Enterprise Business (EB)** controls the BSNL's core network i.e. transmission media assets like OFC, microwave etc.
52. There will be an Executive Director, responsible for the core network within the business unit of **Enterprise Business**.
53. Passive infrastructure sharing and leveraging BSNL's real estate assets to earn additional revenue are coming under the business unit **New Business**.
54. NLD stands for **National Long Distance** Network.
55. SOHO stands for **Small Office Home Office**
56. Executive Director Corporate Affairs (ED-CA) directly reports to **CMD BSNL**.
57. Chief Vigilance Officer (CVO) BSNL, directly reports to **CMD BSNL**.

58. Restructuring Exercise is a **TOP-DOWN** approach.
59. KRA stands for **Key Responsibility Area**.
60. Designing **Service Level** Agreement (SLA) is a Key Responsibility Area.
61. KPI stands for **Key Performance Indicator**.
62. E & WS stands for **Enterprise Whole Sale**.
63. Three different styles of leadership are **autocratic, participative and free-rein (delegative)**.
64. Yelling, using demeaning language, leading by threats and abuse of power are not categorized as **authoritarian** style but it is an abusive, unprofessional style of leadership.
65. When employees are involved in decision making, it is known as **Participative** leadership.
66. When the leader allows the employee to make the decision, then the leadership is known as **delegative (free-rein)**.
67. GPMS stands for **Group Performance Management System**.
68. The three main parameters to measure the group's performance in GPMS are **Financial, Customer/Market & Operational**.
69. Evaluation of the Territorial Circles will be done by the **Management Committee**.
70. Evaluation of non-territorial circles will be done by the respective **Directors/Executive Directors of Corporate** Office.
71. KPIs are defined as per **functional activities** of an entity.
72. IPMS stands for **Individual Performance Management System**.
73. IPMS will be on the lines of GPMS and to start with only **DGM and above** rank officers are covered.
74. The GPMS sequence should flow from **top**.
75. The performance parameters chosen for GPMS scorecards should be **measurable** and not subjective.
76. The No. of KPIs should be kept at maximum.
- [**FALSE – IT SHOULD BE KEPT AT MINIMUM**]
77. Good teams always go through a **Form, Storm, Norm & Perform** period. [clue- remember this as an abbreviation i.e. **F S N P** while answering multiple choice questions]

78. The 7 Ps of Marketing are Product, Pricing, Promotion, Place, People, Process and Physical Evidence.

79. FMA stands for First Mover Advantage.

80. FMA is the advantage gained by the initial occupant of a market segment.

81. FMA can arise from

- a) Technological leadership
- b) Preemption of scarce assets
- c) Switching cost/buyer choice under uncertainty.
- d) All the above

[answer – (d) – all the above]

82. NAM stands for National Account Manager.

83. KAM stands for Key Account Manager.

84. Three categories of Enterprise Customers are Platinum, Gold and Silver.

85. The unit responsible for revenue on account of BSNL's NLD/ILD Network is Career Whole Sale.

86. The recommendations of the CET are

- a) Essentially internal document.
- b) Essentially external document.
- c) Both internal and external
- d) Non of the above.

- Correct answer is a) – Essentially internal document.

87. CET stands for Committee for Evaluation of Tender.

88. NIT stands for Notice Inviting Tender.

89. EOI stands for Expression of Interest.

90. The issue of Limited Tender for procuring sophisticated equipment (with approval from TEC), should have the

- a) concurrence of Financial Adviser

- b) personal approval by the head of the unit
- c) only the personal approval by the head of the unit.
- d) None of the above.

Correct answer is a) and b).

91. Open tender is also called **Competitive Tender or Public Tender**.

92. EOI may be resorted to when

- a) BSNL proposes to induct new technology/equipment/new service
- b) The specifications of the new technology/service/equipment are not firmed up.
- c) All the above.

Correct answer is C- all the above.

93. SOR stands for **Schedule of Requirements**.

94. AMC stands for **Annual Maintenance Contract**.

95. When there is a discrepancy between the unit price and total price

- a) Unit price shall prevail
- b) Total price shall prevail
- c) Only unit price shall prevail.

Correct answer is C)

96. When there is a discrepancy between words and figures, the amount in

- a) Words shall prevail
- b) Figures shall prevail
- c) Non of the above

Correct answer is a)

97. If the estimated value of the tender is Rs 3 crores and above, level of Bid Opening Officer will be of the rank of

- a) D.E or equivalent
- b) SDE or equivalent

- c) DGM or equivalent
- d) None of the above

Correct answer is a) DE or equivalent.

98. If the estimated value of the tender is less than Rs 3 crores, level of Bid Opening Officer will be of the rank of

- a) D.E or equivalent
- b) AE or equivalent
- c) DGM or equivalent
- d) None of the above

Correct answer is b) AE or equivalent.

99. Any change in the constitution of the committee would need the approval of CGM/DDG (MM).

100. In all cases, it should be ensured that the bid opening is completed on

- a) The same calendar day
- b) Next calendar day
- c) None of the above

Correct answer is a)

101. A responsive bid is a bid if :-

- a) It meets all the major technical clauses
- b) It meets commercial clauses.
- c) The offer is accompanied by a bid security deposit on the prescribed proforma as indicated in the bid document and valid for 30 days beyond the validity of the bid.
- d) All the above

Correct answer is d) – all the above.

102. The validity of security bid as per current tender documents is 210 days from the date of bid opening.

103. Vetting of the comparative list will be done by the **Finance** representative on CET.
104. In Normal purchase procedure, the P.O will go in favour of the **lowest acceptable** bidder for the full quantity.
105. ERP stands for **Enterprise Resource Planning**.
106. **ERP** is a system that can integrate data and processes of an organization into one single system.
107. Development centre for ERP is being set up at **ALTTC, Ghaziabad**.
108. POC stands for **Proof of Concept**.
109. CTMS stands for **Computerised Training Management System**.
110. SME stands for **Subject Matter Expert**.
111. SRS stands for **System Requirement Specification**.
112. BIS stands for **Business Information System**.
113. SCM stands for **Supply Chain Management**.
114. USOF stands for **Universal Service Obligation Fund**.
115. VPT stands for **Village Panchayat Telephone**.
116. RAS stands for **Remote Access Server**.
117. VCC stands for **Virutal Calling Card**.
118. SDCA stands for **Short Distance Charging Area**.
119. CMTS stands for **Cellular Mobile Telecom Service**.
120. ATD stands for **Acceptance of Transfer Debit**.
121. POI stands for **Point of Interconnectivity**.
122. CSD stands for **Circle Stores Depot**.
123. FRS stands for **Fault Repair Service**.
124. IVRS stands for **Interactive Voice Response System**.

125. CRMS stands for **Cable Record Management System**.
126. HRD stands for **Human Resource Development**.
127. PTCC stands for **Power Telecom Coordination Committee**.
128. Goodwill, trade mark, computer software, patents etc are **intangible** assets.
129. Cable pairs are **inventory** to BSNL.
130. Partitions valued upto **Rs 2 lakhs** should be charged to P & L Account and a separate register for such assets is to be maintained.
131. 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**.
132. In BSNL, depreciation is calculated on **written down value** method.
133. The depreciation rate for cables in BSNL is **15.33 %**.
134. Scrapping is to be done through **Metals & Scrap Trading Corporation (MSTC)**.\
135. RTI Act was enacted in June 2005 in India.
136. Assets are classified into Fixed and Current assets.
137. **Depreciation** means a fall in quality, quantity or value of an asset.
138. If an equipment is installation but it is not commissioned, it comes under **"Works in Progress."**
139. 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.
140. What are the two major factors of marketing?
1. **Acquisition of new customers**
2. **Retention and expansion of relationship with existing customers.**
141. On **14-9-1949**, Hindi was declared as Official Language of India and script is in Devanagari.
142. According to **article 343**, Hindi is the official language.
143. RTI stands for **Right To Information Act**.

144. Time limit to get the information is **30 days**.
145. 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**.
146. PIO stands for **Public Information Officer**.
147. Appellate Authority has to decide the case in **30-45 days** as per RTI Act.
148. No reason for seeking the information under RTI Act, needs to be specified in the application. **[TRUE]**
149. There is no fee for the first hour of inspection under RTI Act. **[TRUE]**
150. After the first one hour, one has to pay **Rs 5/** for every subsequent hour or fraction thereof.
151. No fee is charged from people living below the poverty line. **[TRUE]**
152. Applicant must be provided the information **free of cost**, if the PIO fails to comply with the prescribed time limit.
153. PIO is given **30 days** to process and dispose the RTI application.
154. APIO has to forward the requests/appeals within **5 days** to the appropriate authority.
155. Even the exempted information can be disclosed if public interest **overweighs** the secrecy benefits.
156. Failure to provide information within the specified period is a deemed **refusal**.
157. Information Commission (IC) at the Centre and State has the power to impose the penalty on PIO for non-compliance. **[TRUE]**
158. The IC can recommend disciplinary action against an erring PIO. **[TRUE]**
159. Good governance has **8** major characteristics.
160. The **misconduct** of an employee of BSNL is defined under Rule 5.
161. 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**.

162. BSNL will allocate **0.75%** of its net operating profits for CSR activities.
163. 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.
164. 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}**
165. CSR stands for **Corporate Social Responsibility**.
166. **Rule 5** of BSNL CDA Rules 2006, is related with misconduct.
167. **Rule 15** of BSNL CDA Rules 2006, is related with Gifts.
168. **Rule 21** of BSNL CDA Rules is related with movable, immovable and valuable properties.
169. The appointing authority of SDE/Sr SDE is **Director (HR)**.
170. The disciplinary authority for minor penalty in respect of SDE/Sr SDE is **GM/Equivalent Officer dealing with HR**.
171. The disciplinary authority for major penalty in respect of SDE/Sr SDE is **CGM/Equivalent Officer dealing with HR**.
172. **Article 16** of the constitution provides for equality of opportunity in matters of public employment for all citizens.
173. **Article 355** is related with claims of SC/STs to services and posts.
174. Reservation for SC/ST/OBC put together, not to exceed **50%** of vacancies in a year.
175. Reservation for SC/ST/OBC put together, not to exceed 50% of the **cadre**.
176. The reservation of jobs for the backward classes sc/st/obc should apply to **posts** and not to **vacancies**.
177. The funds for carrying out welfare activities will be allocated to the circle staff welfare board on **pro rata** basis.

178. The circle will have to manage within the annual grant for that particular year and no further grant will be sanctioned. (TRUE)
179. Scholarship is allowed only to 2 children of an employee.
180. A financial assistance of Rs 15000/- is granted to the dependents of the deceased employee as immediate relief.
181. 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.
182. 1st, 2nd and 3rd position holders in All India BSNL Tournament for two consecutive years are entitled for cash award. (True)
183. The complaints committee against sexual harassment must be headed by a woman.
184. The complaints committee must include a 3rd party representative from an NGO/any other agency, conversant with the issue of sexual harassment. (TRUE)
185. GPMS is a combination of quantitative and qualitative measurement.
186. In GPMS, marks achieved for rating below fair, will be zero.
187. Achievement between fair & good and between good and excellent, would be linearly scaled.
188. Inspection report should be submitted withindays?
a) 15 days b) 10 days c) 7 days d) 30 days
189. What is the objective of inspection?
a) To check whether rules and norms are being followed
b) To identify shortcomings which inspected section's person may not visualise
c) Fear of inspection refrains people to commit irregularity
d) All of these
190. The interpersonal relation may be divided in following three categories. (tick the right option)
a) Powerful, good and poor c) Powerful, mild and poor
b) Powerful, nice and poor d) Powerful, mild and good
191. Full form of SWOT analysis is
a) Strengths, weakness, opportunities and threats
b) Strengths, weakness, opportunities and thrusts
c) Strengths, weakness, operation and threats
d) Strengths, weakness, opportunities and theories

192. Quality has following characteristics
a) Must be defined b) Be measurable c) Be achievable d) **All of these**
193. There are Quality management principles on which the quality management system standards of the ISO 9000 series are based
a) Five b) Six c) Seven d) **Eight**
194. First unit of BSNL who obtained ISO 9001 certification
a) Maintenance region b) **ALTTC** c) Civil wing d) Telecom factory
195. Customer value management is
a) Right customers b) Right relationship c) Right retention d) **All of these**
196. Steps to build customer orientation are
a) Customer need assessment b) Competitor analysis
c) Customer segmentation d) **All of these**
197. Groups types are
a) Formal b) Informal c) Interest d) **All of these**
198. Current version of ISO 9001
a) 2000 b) 2001 c) **2008** d) 2010
199. An effective group is
a) Flexible b) High degree of communication
c) Able to initiate d) **All of these**
200. When a leader involves one or more employees in decision making process then he is following leadership style known as
a) Delegative b) Authoritarian c) **Participative** d) None of these
201. Conflict is a problem when it
a) Hampers productivity b) Lowers morale
c) Causes more and continued conflicts. d) **All of these**
202. In GPMS, if achievement is less than the fair target, the score will be
a) 40% b) 50% c) 60% d) **Zero**
203. 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
204. ERP stands for

- a) Enterprise Recruitment Planning b) **Enterprise Resource Planning**
- c) Enterprise Revenue Planning d) None of these
205. Which of the following is a tangible asset?
a) **Building** b) Software c) Goodwill d) Trademark
206. Depreciation method in BSNL is
a) **Written down value method** b) Fix percentage method
c) Ceiling method d) None of these
207. Which ratio is not used for sales performance?
a) Contact Ratio b) Proposal Ratio c) Closing Ratio d) **Quick List Ratio**
208. Customer orientation is
a) Competitor focus b) Business focus c) **Customer focus** d) all
209. In BSNL owned sales setup which is not correct about CSCs.
a) CSCs are supposed to be single window
b) CSCs are open from 8 am to 8 pm.
c) Cash Transaction are done till closing hour.
d) **CSCs need not to be smart, courteous and knowledgeable about BSNL.**
210. As per Project Shikhar, BSNL wants to be a leader in India by
a) **2013** b) 2011 c) 2015 d) None of above
211. Decision strategies are
a) Authority decides b) majority Vote c) consensus d) **all**
212. Good teams always go through
a) **form, storm, norm, perform**
b) storm, norm, perform, form
c) norm, perform, form, storm
d) perform, form, storm, norm
213. In FY 2008-09, BSNL earned maximum revenue from which of the following services
a) Landline b) **Mobile** c) Broadband d) Circuits
214. As part of Project Shikhar, the Project Sanchay is concerned with
a) **Fuel cost** b) Ensure timely billing of circuits
c) PCO service relationship agency concept d) None of these

215. The leader allows the employees to make the decisions. This leadership Style is known as
a) Authoritarian b) **Delegative** c) Participative d) None of these
216. Which one of the following is not a valid Conflict Management Style:
i. Accommodating Teddy Bear b) **Avoiding Owl**
c) Forcing Shark d) None of these.
217. POC phase of ERP implementation does not cover:
a) ALTTC b) BSNL CO c) **STP** d) STR
218. Under WDV method of depreciation calculation, depreciation in third year for an asset costing Rs 1,00,000/- at a depreciation rate of 10% would be:
a) Rs 8,000/- b) **Rs 8,100/-** c) Rs 8,200/- d) Rs 8,300/-
219. Under RTI act, PIO stands for ... **Public Information Officer**
.....
220. 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
221. Tender Evaluation Committee should hold a preliminary meeting within three days of handing over of tender documents. **FALSE**
222. Vetting of the comparative statement of the bids and commercial evaluation statement is to be done by finance representative of CET. **TRUE**
223. Shared aspiration for BSNL is targeted by the year:

a) 2012 b) **2013** c) 2014 d) 2015
224. As per the data available for Sep 2009 the overall market share of BSNL is:
A) 15 % b) 16 % c) **17 %** d) 18 %
225. The interpersonal relation may be divided in following three categories. (tick the right option)
b) Powerful, good and poor c) **Powerful, mild and poor**
c) Powerful, nice and poor d) Powerful, mild and good

226. Full form of SWOT analysis is
 a) **Strengths, weakness, opportunities and threats**
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238. While preparing GPMS for SSA, the parameter "BTS availability" will be in dimension

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

239. Development center of ERP is being set up at:

a) IT Project Circle Pune.

b) Hyderabad.

c) **ALTTC.**

d) Kolkata.

240. Which of the following is an intangible asset?

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

241. Depreciation method in BSNL is

b) Written down value method

c) Fix percentage method

d) Ceiling method

e) None of above

242. Which ratio is not used for sales performance?

b) Contract Ratio b) Proposal Ratio c) Closing Ratio d) **Quick List Ratio**

243. 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.

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

e) CSEs are supposed to be single window

f) CSEs are open from 8 am to 8 pm.

g) Cash Transaction are done till closing hour.

h) CSEs need not to be smart, courteous and knowledgeable about BSNL.

245. For ensuring timely billing project name is :

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

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

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

248. In FY 2008-09 BSNL earned maximum revenue from which of the following services:
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i) None of the above.
252. POC phase of ERP implementation does not cover:
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253. 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:
254. Rs 5,000/- b) Rs 4,000/- c) Rs 5,500/- d) **Rs 4,500/-**
255. Which is not a decision Strategy for a group:
a) Authority decides b) Majority vote c) Consensus d) **Contemplating**
256. 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
257. NC in ISO stands for... **Non Conformity**
258. CP in sales management stands for ... **Channel Partner**

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