

लोक सेवा आयोग
नेपाल टेलिकम, प्राविधिक, टेलिकम, सार्तौं, टेलिकम इन्जिनियर (इलेक्ट्रोनिक्स एण्ड कम्युनिकेशन)
पदको आन्तरिक तथा खुला प्रतियोगितात्मक लिखित परीक्षा
२०८२१०३१२९

पत्र : प्रथम

समय : २ घण्टा १५ मिनेट

पूर्णाङ्क : १००

विषय : **General Awareness, Management and Institutional Awareness Test**

Subjective

Time : 1hr 30min

50 Marks

1. Discuss the importance of product planning in a public telecom enterprise like Nepal Telecom. 5
2. Give the concept of Management Information System. Write down its advantages in managerial decision making. 2+3=5
3. What is quality management? Discuss the key principles of Total Quality Management (TQM). 2+3=5
4. Write a note on project monitoring and evaluation with its significance. 5
5. Mentioning the plan formulation process in Nepal Telecom, suggest measure for making it more effective. 3+2=5
6. What is the Digital Nepal Framework? Write its features. 2+3=5
7. Describe the activities Nepal Telecom has been carrying out under its Institutional Social Responsibility (ISR) program and suggest some practical reforms that could make the program more effective and impactful. 5+5=10
8. What does service delivery mean? Evaluate the service quality provided by Nepal Telecom. And, what initiatives are needed to improve the services of Nepal Telecom? Explain. 2+4+4=10

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