# **BSES** draws most grievances

Rakesh Ranjan New Delhi

ublic grievance against power distribution company BSES has shown an upward trend with 82 per cent of the complaints registered against it in contrast to distribution companies.

Figures of the public grievance (PG) cell of Delhi plaints related to Tata Government suggest that out of a total of 48,318 complaints registered with the cell, nearly 40,000 complaints pertain to Reliance Energy owned power utilities BRPL and BYPL during the period from January 2007 to January 2010.

On the other hand, slightly more than 8,000 grievances were received against NDPL. Of these complaints, 20,288 cases were reported in the area of BYPL whereas the number of cases in the BRPL area was 19,417.

According to the figures of the PG Cell, the maxi-

mum number of cases related to the power supply followed by the complaints of overbilling. A total of 16,908 complaints were received against discoms for irregular power supply in various areas.

However, 15,894 of the total grievances were against BSES (8,009 against BRPL and 7,864 against BYPL) whereas only 1,014 comowned NDPL.

A majority of 7,074 cases

were also registered relating to electricity connection with maximum of them being against NDPL. While complainants approached the PG cell against the NDPL, the figures stood at 2,155 and 2,222 against BRPL and BYPL, respectively.

Interestingly the number of meter related complaints stood on the lower side with just 4,225 cases being registered during the last three years. Of these complaints, 1,880 complaints were against BRPL whereas

Staff Reporter New Delhi

ollowing the latest

Pollution Control Board that

the river is full of so much

excreta that its water resem-

bles that of a drain. Union

Environment and Forests

Minister S Jairam Ramesh

has called a high level meet-

ing on Tuesday to review the

status of the projects relat-

ed to cleaning of the

Yamuna. The 22-km stretch

between Palla (where the

river Yamuna enters Delhi)

and Okhla is the most pol-

cleaning of Yamuna project,

say all environmental clear-

ances have been obtained

from the concerned author-

Rakesh Ranjan New Delhi

The Delhi Transport

been running into revenue

losses, is all set to crack

down on ticketless trav-

ellers. In order to curb the

practice of ticketless travel-

ling aboard its buses, the

DTC has constituted flying

squads with fast and sophis-

ticated vehicles that would

be conducting surprise

checks on DTC buses any-

these squads will be differ-

ent from the existing ticket

checking teams. "The mem-

bers of these squads will be

able to stop any bus along

the route and carry out

checking of the passengers.

The flying squad will be pro-

cars for their quick move-

ment across the city," the

procuring four such cars.

The cars have been fitted

with Global Positioning

System and wireless sets in

order to facilitate commu-

nication between members

The DTC will initially be

official said.

with Tavera

A DTC official said that

where along their routes.

Corporation, which has

Officials engaged in

luted in the Capital.

report of the Central

7864 16,908 Power Supply Billing Related 2892 1752 1460 6146 Meter Related 1601 688 4225 1880 1957 4347 1042 7405 Street Lights Power Theft 1701 766 Source - Public Grievance Cell (Department of Power, Government of

1601 cases against BYPL. Also 688 complaints were against NDPL. According to the report of the PG cell, illfunctioning of the street lights remained another area of major concern with more than 7,400 complaints being registered in this regard. BSES Yamuna topped this category as well with 4347 complaints (more than 50 per cent) received in the BYPL areas

Delhi as on March 8, 2010).

BRPL and NDPL followed it with 1,957 and 1,042 complaints. A total of 3981 grievances pertaining to power theft were also reported during these three years with 1,701, 1,479 and 766 cases against discoms BYPL, BRPL and NDPL respectively.

According to the report, 741 cases related to vigilance that included corrupt practices and misconduct on part of the officials were reported with the PG cell.

The report suggests that a total of 48,318 cases were received by the cell of which 47.064 cases were claimed to have been solved. The Public Grievances cell conducted 1913 public hearing daily and also 2352 meters were tested on daily basis, the report said.

The total number of complaints last year stood at 32,239 with 29,864 cases

The BSES, on the other hand, said that it conducted regular Special Lok Adalats to provide quick grievance redressal to its customers. "BSES had organized Lok Adalats in March and September last year for on-the-spot settlement of power theft cases, relating to both direct theft and dishonest abstraction of energy wherein over 90 percent of the cases were resolved",

said a BSES spokesperson. The BSES will also organize a special Lok Adalat on March 13 in association with Delhi High Court Legal Services. Consumer grievances and cases relating to power theft will be taken up by the Lok Adalat which will be held at the premises of the Delhi High Court.

"The initiative is aimed at providing BYPL consumers a one-time opportunity to settle the power theft cases," said Ramesh Narayanan, Chief Executive Officer of BYPL.

#### Students happy with Class XII Chemistry paper Staff Reporter ■ New Delhi

Students of Science stream of Class XII came out of their exam centres on Monday with cheerful mood and claimed that Chemistry question paper was quite similar to the sample papers issued by CBSE.

"I was a bit tensed as Chemistry is a tough subject but everything in the paper was from with in the syllabus. During my preparation, I had solved the sample papers issued by the CBSE and the question paper contained most of the questions that were there in the sample papers," said Sakshi Jain, student of class XII of Vivekanand School.

The students found the question paper easy with straight forward questions. "I am very happy that I solved all the questions. I was not expecting such an easy paper in a tough paper like Chemistry," said an elated Aakash Sundriyal, class XII Student of Ramjas School.

the Yamuna by the time it

reaches Nizamuddin was

mainly because of the num-

ber of drains that join it,

throwing in untreated

sewage and industrial efflu-

ent. The total pollution load

discharged through 25 drains

in river Yamuna during the

ten rounds of monitoring

from January to October

was between 174 tonnes per

day to 330 tonnes per day.

been spent on cleaning of

Yamuna but the river is still

dirty in the Capital. Beside

spending such huge amount.

the funds for the Yamuna

Action Plan — Rs 624 crore

for three states and Rs 327

crore for Delhi, over a peri-

Over Rs 1,800 crore have

# **Did DUTA play** a role in DTU students' stir?

Abhishek Anshu New Delhi

he agitation by students of Delhi Technological University over lack of faculty and infrastructure seems to be misplaced as facts reveal a different scenario. In the past 11 months of its existence, DTU has only supplemented the faculty and infrastructural strength of the erstwhile Delhi College of Engineering.

Students of DTU have protested shortage of faculty but the reality is that during the current academic session, 56 faculty members have been hired. Further, interviews have been going on for the post of 93 permanent faculty positions.

Students have also alleged that the University has not been able to enhance the infrastructural strength of DTU. But, according to the DTU authorities, the University has improved its infrastructural strength following conversion to DTU.

"We have done all the necessary things to enhance the infrastructure of the University. Buildings, labs and classrooms have been constructed in order to make it a world class university," Rashmi Sablania, spokesperson of DTU, said.

According to sources in DTU, some members of Delhi University Teachers Association (DUTA) have a role in the protest. "Conversion of DCE to DTU has been considered as a jolt by some of the members of the DUTA as they feared that this might dent their vote bank. Some members of DUTA are not happy with the autonomy granted to DTU," added the source.

The source also added

The university has, according to authorities, upgraded infrastructure following conversion. They also maintain that DCE was never a constituent institute of DU

that students agitating in the University are not clear about the basis of their agitation According to DTU authorities students say that due to the autonomy granted to the University, they are suffering as DTU is no longer affiliated to Delhi University. Students are also saying that this will also hamper their placement chances. But DTU authorities are saying that the students do not know the reality as DTU was affiliated to DU for the purpose of its academic programmes only and, administratively, was never under DU.

Regarding placements, DTU authorities said that they are assured that students will be placed as over 100 leading companies have already visited the campus in the current academic session.

Nearly 800 students of DTU had recently protested outside the university objecting its upgrade from the erstwhile DCE, which used to be a premier engineering college under DU. However, DTU authorities have made it clear that the students protesting are not well aware of the facts and by no stretch of imagination, either Delhi Polytechnic, the earlier avatar of the erstwhile DCE or DCE could be considered a con-

### **Delhi Govt** to amend **Plastic Act**

Staff Reporter New Delhi

Plastic bag users might soon be fined on-thespot with the Delhi Government planning to amend the Plastic Act to rid the city of the hazardous item. "On-the-spot fine is being proposed to ensure success of the antiplastic drive in the city as officials are presently facing difficulties in the implementation of the law," a senior official from the Environment Department said.

He said as the power to challan currently lies only with the Environment

Secretary and Chairman Control Committee (DPCC), it takes a long time to prosecute the defaulters, thus failing the purpose of the anti-plastic drive.

At a meeting held recently under chief secretary Rakesh Mehta, it was agreed the Delhi Plastic Act needs to be amended to give power to compound the offences, as in the antismoking Act, to avoid lengthy legal battle. "On-thespot fine will deter the offenders from using plastic bags," the official added.

So far, only 164 challans have been slapped against mall-owners and shopkeepers while three have been prosecuted by the court since the enforcement of the law early last year, under which violators can face action including imprisonment of up to five years and/or a fine of up to Rs 1 lakh. Officials also pointed out that non-cooperation by the local agencies was also the main cause of the failure of the drive to ban plastic bags. Local bodies were urged to carry out frequent enforcement drives especially in wholesale markets in the Sadar Bazar as well in the main local market and shop keepers would be told to keep eco-friendly bags available at affordable rates, the official said.

### 22 km between Palla, Okhla is dirtiest

Jairam calls meet on status of Clean Yamuna

ities including ministry and State Environmental Impact Assessment Authority for the inceptor projects which cost Rs 2400 crore.

The project is being implemented by Engineers India Limited (EIL) and work would start soon on this project.

The EIL has conducted a study for the Yamuna channelisation project, under which three big canals with interceptors will be used so that sewage water does not flow into the river, said officials.

Besides, major works pertaining to the river cleansing has moved beyond

**DTC** flying squads ready to

book ticketless passengers

said that these vehicles

would be white in colour

create fear in the minds of

people traveling in DTC

buses without ticket. The

objective is also to encour-

age them to travel with valid

tickets," the official added.

The project is likely to com-

Corporation is expecting this

initiative to boost up the

poor health of its existing

squads. Sources in the

department said that the

average number of ticketless

travelers in the past few

months have come down to around 250 from

shortage of ticket checking

staff who are at times absent

on several routes leading to

revenue loss to the

last year doubled the penal-

ty for ticketless traveling

from Rs 100 to Rs 200, yet

The DTC had in October

This is mainly due to the

nearly 1,000.

corporation.

The Delhi Transport

mence by next month.

The initiative aims to

with prints in blue.

of the squads. The official the collection has come

said that the vehicles would down drastically. While the

also be equipped with sirens average collection before

as those in the PCR vans. He the fare hike last year

files. Works on the two Sewage Treatment Plants -Keshopur and Okhla and sewer trunk lines-Ring Road, Bela Road and Wazirabad new has begun.

The Delhi Jal Board (DJB) is also working on augmentation of Sewage Treatment Plants at Kondli and Wazirabad. The works on cleaning on river front are going at a slow pace due to certain reasons. The Ministry of Environment has taken several months to give clearance of the inter-

It would be noted that CPCB's 10-month-long mon-

amounted to nearly Rs one

lakh everyday, the collection has come down to less than

Sources in the depart-

ment revealed that the fall

in revenue collection was

due to the poor strength of

ticket checkers. Ticket

checking is irregular on sev-

eral routes in trans-Yamuna

areas, where ticketless trav-

eling is a frequent phenom-

enon. Also, the strength of

staff, the sources said, is the

poorest in the East

region, where the maximum

number of such cases is

cial, cars for the flying

squads have been purchased

keeping in view the poor

strength of the ticket check-

ing staff. The vehicles would

also enable them to carry

out the checking more

extensively especially on the

longer routes. The official

said that the vehicles have

also been equipped with

GPS to ensure that they

are not misused.

According to a DTC offi-

Rs 40,000 per day.

Nizamuddin revealed that the lowest level of fecal coliform in the water was 4.4 lakh per 100ml, measured on May 4, 2009.

That's almost 100 times above the level considered safe for bathing. According to stipulated standards, water can be made potable with treatment if fecal coliform is less than 500 per 100ml and it's fit for bathing if the number is less than 5,000 per 100ml. Fecal coliform are bacteria that originate in excreta. Coliform levels reached as high as 1.79 crore per 100ml on

The alarming rise in the

### **Women protest** Bill fiasco, detained

Staff Reporter ■ New Delhi

A round 20 women activists were detained by Delhi Police for blocking traffic near Parliament while protesting delay in the passage of Women's Reservation Bill on Monday evening. The protestors converged at the Parliament Gate around 5 and blocked traffic demanding the imme-

diate clearance of the Bill, which will pave the way for 33 per cent reservation for women in Parliament and State legislatures. The slogan shouting

activists were immediately detained by police personnel who took them to nearby Parliament Street police station. "Staging protest near Parliament is unacceptable and it is violation of Section 144. We have detained them," a senior police officer said.

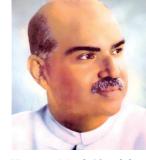
The protest came as the Government sources indicated that there could not be voting as per schedule on the Bill, which was tabled in Rajya Sabha on Monday afternoon.

# Civic Centre to be named after Jan Sangh founder

he Civic Centre — the Municipal Corporation of Delhi's new headquarters on Jawaharlal Nehru Marg will be named after Jan Sangh's Svama Prasad Mookerjee. It has also been decided that five blocks of the city's tallest structure will be known as Ganga Block, Yamuna, Saraswati, Narmada and Godavari Block.

Despite stiff resistance from the opposition, BJP, the ruling party in MCD on Monday passed a resolution in this regard. However, recently, to end the controversy over the naming of the Civic Centre, Delhi L-G Tejender Khanna suggested the building should simply be christened as 'New

Dr Kanwar Sain, Delhi Mayor said a resolution has been passed in the Ad Hoc Naming Committee meeting on Monday, which would be introduced in the House meeting on March 16. "There is no doubt. It is final. The Civic Centre will be known as Syama Prasad Mookeriee Nagrik Suvidha Kendra. The proposal would be presented in the



House on March 16 and thereafter being passed it formally, we will also inaugurate it within two three days," Sain said.

Denying that any communiqué from the L-G was received by him, the BJP leader further said on Monday, "We approved the proposal pertaining to the name of the block. However, the building (Civic Centre) would be named after Mookerjee, as has been decided earlier."

"The MCD has power to name it under the provisions of DMC act. I believed L-G have been misled. Those who have written to him, did not narrate entire facts. A decision has been taken about it long ago...And moreover L-G has

just made a recommendation, we are not blind to that," the The 112 metres high new

Civic Centre built at the cost of Rs 550 crore has been bone of contention between Congress and BJP. The Congress wanted it to be named after father of nation-Mahatma Gandhi. Though, L-G Khanna suggest ed the structure to be called 'New Town Hall" after Congress leaders registered their protest against the move of the ruling party. Soon after the meeting of the naming Committee, Congress councillor Shalu Malik said the resolution is totally unconstitutional. "The supreme House of democracy does not have any name, it is called Sansad Bhawan. Similarly, other statutory buildings in Capital are called Vidhan Sabha and Delhi Sachivalya. Then why are the new headquarters of the civic body to be named after a person?" she said.

Over the last few years, names of various political leaders - from Sonia Gandhi to former Prime Minister Atal Behari Vajpayee — have been suggested for the building.

# Great new look for Hanuman temple complex in CP

Hanuman Vatika in place, bangle market refurbished Staff Reporter ■ New Delhi

he Hanuman Mandir L he Hanuman Manada Complex on Baba Kharak Singh Marg in Connaught Place has been given a facelift. Following the redevelopment work of the complex area, a vatika (Hanuman Vatika) with an underground court has also

been installed. In the newly constructed area, dedicated spaces for a food court, flower seller stalls, mehandi stalls and sweet shops beside an exclusive space for shoes and prasad distribution have been

worked out. At the lower plaza of the temple complex six additional shops has been constructed.

been constructed.

inaugurated the complex in the presence of Parimal Rai, Municipal Council and its vice-chairperson Tajdar Babar. On the occasion, Karan Singh Tanwar, member of the council including senior officials were also present.

Soon after revealing the

The façade of shops and stalls of the bangle market situated in the vicinity has also been refurbished. With seating arrangements, walkways and ramps, a plaza in the front of the main temple building has also

Delhi Chief Minster Sheila Dikshit on Monday Chairperson, New Delhi



examined the entire com-

of Connaught Place will pound including market and return once the entire project praised the efforts of the for renovation of the CP is has been improved beside

The drainage, sewerage and water supply system

completed," she said.

around the temple complex. It took almost two years to complete the development work at whopping cost of Rs 5.40 crore. The Mandir complex is connected with a subway through the lower plaza and from Baba Kharak Singh Marg through the upper plaza.

On Monday, the CM also inaugurated Yusufzai Market on the outer circle of Connaught Place. In view of

forthcoming Commonwealth Games-2010, NDMC has taken up façade improvement of various Municipal Markets in its area.

six-decade-old The Yusufzai market has 106 shops and has an aesthetic facade similar to Connuaght

ornamental lighting facilities Place at a cost of Rs 1.20 crore. Under this renovation, the uniform circular column, glass show window, circular false ceiling, CFL light fittings, jails (perforated concrete slab), and column pedestal in granite has been

Later, Dikshit also distributed chip-based smart cards among hawkers and vendors. These biometric smartcards will serve as identity cards, which contain data regarding personal information of each and every vendor. The chip-based identity card-cum-biometric smartcard will curtail unauthorised squatters sitting with fake papers or tampered documents. These smartcards can be read and verified by the smartcard readers.

#### MCD focuses on garbage collection

New Delhi: To improve the waste management in the Capital, the MCD will launch door-to-door garbage collection system in unauthorised colonies in the city for which smaller and easily maneuverable vehicles will be used.

The civic body on Monday started auto-tipper services for waste management in colonies situated in Nangloi and Baprolla areas in west Delhi.

Subhash Arya, Leader of the House in MCD and Municipal Commissioner KS Mehra inspected the colonies before inaugurating the service. Officials said the auto-tippers will have one driver and two other workers.