

CUSTOMER SATISFACTION INDEX

Turbulence: Raja Bhoj airport slips from 5th to 18th position

OUR STAFF REPORTER
BHOPAL

Raja Bhoj airport has slipped from 5th position to 18th position in the Customer Satisfaction Index (CSI) released by the Airports Authority of India. The International Airport Council conducts the survey at every six months.

Last time, it was given 4.62 points out of 5 on the basis of a survey conducted from January to June 2020 and now, it has got 4.6 out of 5 points. So, it is a devaluation in the facilities by 0.02 points. Similarly, Jabalpur and Gwalior, too, lost their rankings. Jabalpur has



been given 33rd rank and Gwalior has managed to get 41st rank.

Director, airport, Anil Vikram Singh, said, "Last time when it had grabbed 5th ranking, all airports

weren't included in the survey to access the Customer Satisfaction Index. But, this time, all airports in the country were covered. This is of last six months' report and the po-

CUSTOMER SERVICE

- Customer service is playing a larger role in the management of airports
- It is a core value for airports
- Understanding and meeting customer needs and expectations are the key to operating and managing an airport successfully

AIR TRAVEL IS CHALLENGING

- Nowadays, air travel can be challenging for passengers
- From parking vehicles and checking bags to clearing security, customers want a seamless travel experience
- Airports are working hard to improve these facilities and bring convenience to travellers

sition fluctuates. We try to maintain and ensure all facilities that are meant for the passengers."

POLICE DEPARTMENT TRAINING SESSIONS IN 2020

24 per cent of trainers feel they have failed in the job

OUR STAFF REPORTER
BHOPAL

In the year 2020, the police department had organised training sessions for its personnel and, in the feedback, 24 per cent of the trainers feel that they failed in implementing the training methodology while imparting training to the personnel.

Various police training centres and institutes have organised online training sessions because of the corona guidelines. At the training sessions, more than 9,000 participants were involved. After the training, feedback was taken in which some of them said they had found it useless.

More than 10 per cent of the trainers feel that the training was partially successful. More than 20 per cent did not use the audiovisual techniques while imparting training. More than 24 per cent of the trainers had not used the 'training lesson planning', before the training. More than 24 per cent also did not use the participatory learning method. More than 10 per cent of the trainers had not even taken feedback from the participants.

When the trainee police personnel were asked 'Did you learn any new skills?'



around 10 per cent did not agree.

Several of them denied that their knowledge level had increased, whereas more than 40 per cent agreed.

When it was asked whether the training had upgraded their knowledge about law and its procedure, many of them said 'No', whereas around 31 per cent said 'Yes'. Only 28 per cent of them agreed that these training sessions had changed their behaviour and several of them denied.

The training observers had also participated in the feedback and only 18 per cent of them found that the trainees had learnt the skills. Only 24 per cent of them felt that the trainees had upgraded their knowledge through the training session. More than 16 per cent of the observers are adamant that the trainees did not use their skills and knowledge practically.

Cong protesters create a ruckus at Kangana film shoot in Betul

The controversy occurred because Ranaut called the farmers agitating at Delhi's borders 'terrorists and agents of China' in her tweets

Shooting for 'Dhakad', Kangana Ranaut's new film, is now going on in the Sarni area of Betul district

OUR STAFF REPORTER
BHOPAL

Congress leaders created a ruckus in the Sarni area of Betul district where Bollywood actress Kangana Ranaut's shooting was scheduled on Friday. The police used water cannons and made a light lathicharge on the Congress leaders led by Congress MLA Nilay Daga.

The controversy occurred because Ranaut called the farmers agitating at Delhi's borders "terrorists and agents of China" in her tweets. Twitter had recently deleted some of Kangana Ranaut's controversial tweets over the farmers' protest.

The Congress protesters reached the spot where the shooting was scheduled. MLA Daga said, "We worship farmers. If she has called them terrorists and agents of China, a case should be registered against her."

The police asked the demonstrators to leave the place, but when the Congress leaders did not move from the spot, the police used water cannons on them and, later, made a light lathicharge.

The Congress leaders were asking the police to register a case against the actress and also told them that she should apologise for her tweets. The police assured them that they would talk to the actress.

The Congressmen gave a 48-hour ultimatum to the police for Kangana to make an apology and said that, if she failed to do so, they would again protest against her. State Congress Sewa Dal secretary Manoj Arya and Chicholi Block Congress Committee presi-



dent Nekram Yadav on Wednesday submitted a memorandum to a tehsildar in Betul. If Kangana Ranaut did not apologise by Friday evening for her comments against the on-going farmers' protest at Delhi's borders, she would not be allowed to shoot at Sarni, it said.

Shooting for 'Dhakad', Kangana Ranaut's new film, is now going on in the Sarni area of Betul district.

Reacting to the Congress demonstration, BJP leader and state home minister Narottam Mishra said on Thursday that the government would ensure that Kangana Ranaut faced no problems while shooting. Narottam Mishra said state Congress chief Kamal Nath should dissuade his party workers from disrupting the shoot.

Will provide security: Mishra

"I had a talk with the Betul superintendent of police over the telephone. The law will take its own course and will be adhered to. I'm trying to contact behan-beti (sister and daughter) Kangana. She won't face any problems"

— NAROTTAM MISHRA, BJP leader and state home minister

MLA Jitu Patwari says security for Kangana is okay, but...

'Let govt provide security for those fighting mafia'



OUR STAFF REPORTER
BHOPAL

If the government wants to provide security to actress Kangana Ranaut, it is not a problem, but the government should also provide security to the people who are involved in facing the mafia in the state, said the Congress's state media president and MLA Jitu Patwari while addressing the media here on Friday.

The MLA raised several issues against the state government and blamed that the government for running a 'transfer industry' in the state. Bollywood actress Ranaut is shooting for a movie in the Sarni area of Betul district and Congressmen are opposing her presence because she had criticised the ongoing farmers' movement in New Delhi.

2-yr girl consumes rat poison, dies

She was playing with her elder sister while parents were busy in work at farming land

OUR STAFF REPORTER
INDORE

A two-year-old girl died after she reportedly consumed some poisonous substance while playing in the Kanadiya area on Thursday. She was playing at the farming land while her father and mother were busy in some work at the time of the incident.

Investigating officer SI Prem Singh Tagore said that the deceased has been identified as Diya (2), a resident of Upadinatha village under Kanadiya police station jurisdiction. Her father Arjun is a caretaker at a farming land. He lives there in a

house with wife and his two daughters. His daughters were playing outside their accommodation while Arjun and his wife were working in farming land when younger daughter Diya consumed some poisonous substance kept in a pouch.

Her condition deteriorated when elder daughter informed her parents after which the girl was rushed to the hospital where she died during treatment late on Thursday. According to SI Tagore, preliminary investigation revealed that the girl had consumed rat killer powder while playing outside the house. However, further investigation is underway and the statements of parents are being taken by the police. Police said that Arjun hails from Sardarpur town in Dhar district and he was employed as a caretaker at a farming land.

Donations to IGRMS are now tax-exempt

OUR STAFF REPORTER
BHOPAL

Donations to the Indira Gandhi Rashtriya Manav Sangrahalaya (IGRMS), Bhopal, have been exempted under 80G of the Income-Tax Act.

The museum has been registered in the special category by the Income-Tax Department for conducting its major activities, due to which any department, institution, company and so forth providing financial assistance to the museum under CSR or other schemes will get income-tax rebate under Section 80G of the Income-Tax Act.

पंजाब नैशनल बैंक
punjab national bank

Circle Office - Ujjain, 1st floor, 13/1 & 2, Mahakal Vaniya Kendra, Nanakheda, Ujjain 456010, Email: coujain@pnb.co.in

Notice to Customers and locker holders

All general public and esteemed customers are hereby informed that after amalgamation, e,UNI Branch office Dewas (145620) is going to be merged with PNB Branch office Dewas (150500), 235, Bajrangpura, Dewas (M.P) on 15.03.2021. So all are requested to please contact our PNB branch, 235 Bajrangpura, Dewas on wards for all banking works.

Date : 13.02.2021 Circle Head

ADITYA BIRLA CAPITAL

PROTECTING INVESTING FINANCE ADVISING

Aditya Birla Housing Finance Limited

Registered Office: Indian Rayon Compound, Veraval, Gujarat 362 266
Branch Office: 01st Floor, 101/102, Shiv Om Building, M.G.Road, Indore- 452001, Madhya Pradesh

Possession Notice (Appendix IV)

Rule 8 (1) of the Security Interest (Enforcement) Rules, 2002

Whereas, the undersigned being the authorised officer of Aditya Birla Housing Finance Limited having its branch office at 101, 102, 1st Floor, Shiv Om Building, 578, M.G. Road, Indore - 452001, under the Securitization and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 [54 of 2002] and in exercise of powers conferred under Section 13(12) read with rule 3 of the Security Interest (Enforcement) Rules, 2002 issued a demand notice dated 10-07-2020 calling upon the Borrower Govinda Bajaj and Co-Borrower Heena Bajaj to repay the amount mentioned in the notice being Rs. 17,22,703/- (Rupees Seventeen lakhs twenty-two thousand seven hundred three only) and Rs 59,843/- (Rupees Fifty-nine thousand eight hundred forty-three Only) within 60 days from the date of receipt of the said notice.

The borrower having failed to repay the amount, notice is hereby given to the borrower and the public in general that the undersigned has taken Physical Possession of the property described herein below in exercise of the powers conferred on him under sub-section (4) of section 13 of the said Act read with rule 8 of the Security Interest (Enforcement) Rules, 2002 on this 11th day of February of the year 2021.

The borrower in particular and the public in general is hereby cautioned not to deal with the property and any dealings with the property will be subject to the charge of the Aditya Birla Housing Finance Limited for an amount of Rs. 17,22,703/- (Rupees Seventeen lakhs twenty-two thousand seven hundred three only) and Rs 59,843/- (Rupees Fifty-nine thousand eight hundred forty-three Only) and interest thereon.

The borrower's attention is invited to provisions of sub section (8) of section 13 of the Act, in respect of time available, to redeem the secured assets.

DESCRIPTION OF THE IMMOVABLE PROPERTY: -

All that part and parcel of the property consisting of "Flat No. 304, 3rd floor, built up on plot No. 58-A, Gokul vihar apartment, Gopal bagh colony, Indore Madhya Pradesh - 452001."

Boundaries
East - Flat No. 303 West - Open Land
North - Stair & common passage South - Other House

Date: 13-02-2021
Place: Indore

Authorized Officer
(Aditya Birla Housing Finance Limited)

MADHYA PRADESH vaccination drive

Health dept is inviting FLWs beyond session site capacity

OUR STAFF REPORTER
BHOPAL

The health department is inviting frontline workers (FLWs) beyond the capacity of session sites, or the permitted level, and, if all start approaching, it will become problematic for session sites from the point of view of timing.

Overall, Madhya Pradesh had a target of 123,860 at 712 session sites with 173 beneficiaries estimated at each session site. The Centre's guidelines permit 100 beneficiaries per session site for inoculation. Vaccinators take five minutes to administer a shot. So, the time taken will be 8 hours for vaccination of 100 beneficiaries at each session site. In this scenario, if all FLWs happen to turn up, how will the vaccinators accommo-

According to the National Health Mission (NHM), as beneficiaries are not turning up for vaccination in good numbers, the number of beneficiaries has been increased. Just because of overshooting the target, the percentage of vaccine per cent of FLWs is quite low in Madhya Pradesh. However, the strategy of increasing the number of beneficiaries at session sites has yielded good results as the total number of vaccine beneficiaries has increased even after the low percentage of vaccination.

If all FLWs happen to turn up, how will the vaccinators accommodate them in a limited amount of time?



was 1,962. So, there were 245 beneficiaries at each session site. Datia had six session sites and the target was 1,373. So, there were 228 beneficiaries per session site.

It is apparent that the number of beneficiaries per session site was much higher than the fixed

number of 100. In Gwalior, there were 36 session sites, while the target was 5,878. So, there were 163 beneficiaries per site. In Ujjain, there were 26 session sites and the target was 3,888. So, there were 150 beneficiaries at each session site. Panna had six session sites and 1,038 beneficiaries were invited. So, there were 173 beneficiaries per site. In Indore, there were 82 session sites and the target was 15,605. So, there were 190 beneficiaries at each session site. Jabalpur had 33 session sites and the target was 6,047. So, there were 183 beneficiaries per site.

The scene is almost the same at all the districts of Madhya Pradesh.

SYMBOLIC POSSESSION NOTICE

ICICI Bank Branch Office: ICICI Bank Ltd., Office Number 201-B, 2nd Floor, Road No 1 Plot No- 63, WIFI IT Park, Wagle Industrial Estate, Thane, Maharashtra- 400604

Whereas The undersigned being the Authorized Officer of ICICI Bank Limited under the Securitisation, Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 and in exercise of the powers conferred under section 13 (12) read with Rule 3 of the Security Interest (Enforcement) Rules 2002, issued demand notices upon the borrowers mentioned below, to repay the amount mentioned in the notice within 60 days from the date of receipt of the said notice.

As the borrower failed to repay the amount, notice is hereby given to the borrower and the public in general that the undersigned has taken symbolic possession of the property described herein below in exercise of powers conferred on him/her under Section 13(4) of the said Act read with Rule 8 of the said rules on the below-mentioned dates. The borrower in particular and the public in general is hereby cautioned not to deal with the property and any dealings with the property will be subject to the charge of ICICI Bank Limited.

Sr. No.	Name of the Borrower/ Loan Account Number	Description of Property/ Date of Symbolic Possession	Date of Demand Notice/ Amount in Demand Notice (Rs.)	Name of Branch
1.	Yakub Khan, Irfan Khan & DMB Developers - LBIND00002037556 & LBIND00002037557	Plot No 56, Kharsa No. 26/7 Kalprivikah Kh No 4-1, 4-2, 4-5, 5-1, 5-2, 5-5, Village Kolar, Ph No 124/5, Ric, Teh. Abhanpur, Dist. Raipur - 493661/ February 10, 2021	October 10, 2017 / Rs. 48,77,211.00/-	Indore

The above-mentioned borrowers(s)/ guarantors(s) are hereby given a 30 day notice to repay the amount, else the mortgaged properties will be sold on the expiry of 30 days from the date of publication of this Notice, as per the provisions under the Rules 8 and 9 of Security Interest (Enforcement) Rules 2002.

Date : February 12, 2021
Place : Indore

Authorized Officer
ICICI Bank Limited

REVENUE UP BY 75% PAT UP BY 111% EBITDA UP BY 78% PBT UP BY 108%

KEY HIGHLIGHTS FOR QUARTER

D. P. ABHUSHAN LIMITED

CIN: L74999MP2017PLC043234
Regd. Office: 138 Chandani Chowk, Ratlam 457 001, Madhya Pradesh, India
Phone: +91-7412-490966, 408900; E-mail: cs@dpjewellers.com; Website: www.dpjewellers.com

UNAUDITED FINANCIAL RESULT FOR THE QUARTER ENDED ON DECEMBER 31, 2020

Sr. No.	Particulars	STANDALONE		CONSOLIDATED	
		Quarter Ended on 31/12/2020	Quarter Ended on 31/12/2019	Quarter Ended on 31/12/2020	Quarter Ended on 31/12/2019
1	Total Income From Operations	41,429.48	23,614.91	41,429.48	23,614.91
2	Net Profit / (Loss) for the period (before Tax, Exceptional and/or Extraordinary Items)	1,175.17	563.19	1,175.17	563.19
3	Net Profit/(Loss) for the period before tax (after Exceptional and/or Extraordinary Items)	1,175.17	563.19	1,175.17	563.19
4	Net Profit/(Loss) for the period after tax (after Exceptional and/or Extraordinary Items)	872.36	414.39	872.36	414.39
5	Total Comprehensive Income for the period (Comprising Profit / (Loss) for the period (after tax) and Other Comprehensive Income (after tax))	872.36	414.39	872.36	414.39
6	Equity Share Capital	2,225.49	2,225.49	2,225.49	2,225.49
7	Reserves (excluding Revaluation Reserve as per the audited Balance Sheet of the previous year)	-	-	-	-
8	Earnings Per Share (of Rs. 10/- each) (for continuing and discontinued operations)	-	-	-	-
	Basic: (not annualized for the quarter ended)	3.92	1.86	3.92	1.86
	Diluted: (not annualized for the quarter ended)	3.92	1.86	3.92	1.86

(1) The above financial is an extract of the detailed format of quarterly Financial Results filed with the National Stock Exchange of India limited under Regulation 33 of the SEBI (Listing Obligation and Disclosure Requirements) Regulation, 2015. The full format of the quarterly Financial Results is available on the Website of NSE at www.nseindia.com and Company's website at www.dpjewellers.com.

(2) The statement has been prepared in accordance with the Companies (Indian Accounting Standard) Rules, 2015 (Ind AS) Prescribed under section 133 of the Companies Act, 2013 and other Indian Generally Accepted Accounting Practices and Policies to the extent applicable.

(3) The above results have been reviewed by the Audit Committee and approved by the Board of Directors in their respective meeting held on February 11, 2021.

(4) The previous financial period figures have been regrouped/rearranged wherever considered necessary.

For, D. P. Abhushan Limited
Santosh Kataria (Whole Time Director)
DIN 02855088

Date: February 11, 2021
Place: Ratlam