

# Activists ask for feedback on bus stops, BEST enraged

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## UNINVITED CRITICISM

A NON-GOVERNMENTAL organisation (NGO) on its website recently asked the public whether they thought any bus stop in the city should be moved to a more appropriate spot. And raised a storm in a teacup.

Far from being grateful for the suggestions people made in response to the post on the Karmayog website, the Brihanmumbai Electric Supply and Transport (BEST) undertaking that runs the bus service was slighted and demanded an explanation.

"Who is this NGO to encroach on our territory," asked Sanjay Potnis, chairman of the Brihanmumbai Electric Supply and Transport Committee. "We have not authorised anyone to act on our behalf. We are capable of handling commuters' grievances and such an act is unwarranted."

The Karmayog survey urged people to make suggestions to the Brihanmumbai Electric Supply and Transport on the relocation of bus stops to more convenient or safer spots.

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**SANJAY POTNIS**  
Chairman, Brihanmumbai Electric Supply and Transport Committee

Potnis said the website gave the false impression that the undertaking had sought the suggestions.

Defending his initiative, Karmayog trustee Vinay Somani said in the last few years the city had witnessed a sea change, like new flyovers, streetlights, roads and also new constructions, in light of which there were changes required that were best suggested by the people.

The initiative comes at a time when

the Brihanmumbai Electric Supply and Transport is on a major exercise to beautify 4,386 bus stops, the ones that have shelters as well as those simply marked by poles.

It would be a lot of money down the drain if after beautification it were felt the bus stop was better off at a different spot.

"There is no such mechanism where citizens can register their suggestions and hence I started this post," Somani said. "The city has undergone a lot of development and there is a need to relocate some bus stands and the citizens should determine it."

The bus stop beautification plan includes comfortable seating arrangement for commuters, maps of bus routes and bus arrival timings. Private players are to handle the scheme in its entirety, from construction of shelters to maintenance, and in return have been allowed advertising rights.

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