

# BPO job leaves scars to last a lifetime

By Gitesh Shelke/TNN

Pune: Jan. 31, 2005 is a date 22-year-old Pune BPO employee Neha Malaviya will never forget. Till that day, Neha was like any other bubbly youngsters who wanted to stand on her own feet, and a BPO job at Mphasis seemed the best bet. She was working at Wipro's Hinjewadi call centre but shifted to Mphasis in Kalyaninagar for better prospects.

Ten days into her new job, a cabbie from her previous company emerged from nowhere and threw acid on her at Kalyaninagar, all because she rejected his advances and refused his marriage proposal. That day was January 31, 2005. The acid attack incinerated her face, scalp, shoulders and thighs. Her smile vanished and she remains silent most of the time.

While the cab driver, Kailash Sitaram Adagale (25) of Pandavnagar, Thergaon, was arrested by the Yerwada police, Neha has undergone several operations in the past six months. She

## Cop arrested for making dirty calls

**Thiruvananthapuram:** He used his boss's phone to talk dirty to women. Dilshad, police driver with a former DGP, was one of the three youths the police nabbed for nagging women on phone.

The other two, Prasanth and Rajesh, are employees in the TechnoPark. What helped police track them down were the frequent calls they made from certain phones.

Dilshad used to punch numbers from the DGP's cellphone when the latter would get down from the car on business. Also, he would call himself "circle inspector".

The trio have been remanded to police custody now. TNN

wears a face mask, gloves on her hands and covers her face with her *dupatta* every day before leaving for work.

She continues to work at the new BPO she had joined and her mother records the name of the cab driver who picks her up and the time of the cab's arrival at their residence.

Facing life bravely, Neha says she still trusts cabbies and does not see all of them negatively as "every individual is different".

The second-year BCom student avoids guests, relatives, parties and functions. "I just want to avoid the sympathies offered by people," she says. Though Neha does not have any concrete plans for her future, she wants to continue with her job as it is helping her and her younger sister's studies.

"My daughter has changed after the incident; she is not the real Neha," her mother said.

"The culprit deserves the stiffest punishment."