

## Prelim Bits 03-09-2022 | UPSC Daily Current Affairs

### Sentosa Island

*Sentosa Island is celebrating golden jubilee year (1972-2022).*

- Sentosa Island is a tiny island off the coast of Singapore.
- It is best known for its largely man-made beaches, scarce natural beauty and unexpected water sports.
- Its location between China and India turned the island into a haunt for merchant sailors and pirates.
- The island was then known as Pulau Blankang Mati, which means "island of death behind" in Malay because of its bloody reputation.
- During World War II, Sentosa Island was transformed into a Japanese prisoner of war camp when the British colonial forces surrendered.
- The island was renamed Syonan-to, which means "light of the south."
- The Sentosa Development Corporation has given space to local artisans to display their craft, which draws a steady flow of visitors during weekends.
- It has a Museum of icecream, where you can learn about the world's most loved summer treat, and play in a cheery "sprinkle pool."

#### Reference

1. <https://www.thehindu.com/life-and-style/a-speed-boat-at-sentosa/article65533104.ece>
2. <https://www.bbc.com/travel/article/20141201-surfing-the-waves-of-a-man-made-island>
3. <https://www.bustle.com/p/what-is-sentosa-island-singapores-former-pirate-hangout-now-hosts-foreign-leaders-tons-of-tourists-9351952>

### Vizhinjam Port Project

*The fisherfolk is demanding to stop the construction of Vizhinjam International Seaport project. According to fisherfolk, the port work has aggravated the coastal erosion along the coast of Thiruvananthapuram.*

- Vizhinjam is an all-weather port that lies south of Thiruvananthapuram, Kerala. It is the international shipping line just one nautical mile off Vizhinjam coast.
- Vizhinjam International deep water Multipurpose Seaport is a **Greenfield port**. It is known as the '**Port of the Future.**'
- The Kerala Government has formed a separate company, viz. Vizhinjam International Seaport Limited (**VISL**) as a special purpose Government company (fully owned by Kerala Government) to develop the port.
- **Advantages of Vizhinjam** - Availability of 20m contour within one nautical mile from the coast.
- Minimal littoral drift along the coast, hardly any maintenance dredging required.
- Links to national/regional road, rail network.
- Flexibility in design and expansion being a Greenfield project.

- Proximity to International shipping route.
- **Significance** - The Vizhinjam port is located on the southern tip of the Indian Peninsula.
- It is just 10 nautical miles from the major international sea route and east-west shipping axis, and with a natural water depth of more than 20 m within a nautical mile from the coast.
- It has more advantages compared to Colombo port and if developed can harbour even Panamax class and futuristic vessels. It also satisfies the physical and hydrographical parameters of modern seaports.

## Reference

1. <https://www.thehindu.com/news/national/kerala/why-fishermen-want-to-stop-kerala-vizhinjam-international-port-construction-explained/article65830874.ece?homepage=true>
2. <https://www.vizhinjamport.in/aboutproject.php>
3. [https://www.vizhinjamport.org/index.php/cms/why\\_vizhinjam](https://www.vizhinjamport.org/index.php/cms/why_vizhinjam)

## Grievance Redressal Index

*The Grievance Redressal Index for the month of August 2022 has been published by the Department of Administrative Reforms and Public Grievances (DARPG).*

- In this report, the Unique Identification Authority of India (UIDAI) has topped amongst all Ministries/ Departments for resolving Public Grievances.
- The UIDAI has been a top performer in resolution of cases received through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS).
- The UIDAI has a robust grievance redressal mechanism in place comprising of UIDAI HQ Divisions, Regional Offices, Technology Centre and engaged Contact Centre partners.
- **CRM** - The organization is dedicated to further strengthen its Grievance Redressal Mechanism and is going to launch State-of-the-art Open Source Customer Relationship Management (CRM) solution soon.
- The new CRM solution has been designed with advanced features that shall enhance UIDAI service delivery to residents.
- This solution shall have the capability to support multi-channels like Call, Email, Chatbot, Portal, Social Media, Letter and Walk-in through which the grievances can be lodged, tracked and resolved effectively.

## Reference

1. <https://pib.gov.in/PressReleasePage.aspx?PRID=1856333>
2. <https://www.timesnownews.com/business-economy/companies/uidai-tops-grievance-redressal-index-in-august-2022-article-93954571>