



Role-Play Scenarios – Tension Mein Bhi Shaant Rehna Sikhiye

In scenarios ka use karke aap practice kar sakte hain ki tense situations mein kaise calmly aur effectively baat karni chahiye. Har case mein citizen emotional hoga – aapko samajhna, shaant karna, aur action lena hoga.

Scenario 1: Ghar Mein Paani Bhar Gaya – Family Phans Gayi

Location: Garden Reach, Kolkata – Baarish se bahut jaldi paani bharne wala area

Context: Bhari baarish ke baad ground floor flood ho gaya hai. Ek citizen ne panic mein call kiya hai.

Citizen (Hinglish):

"Paani ghar ke andar aa gaya hai! Mere maa aur behen upar ke kamre mein phans gaye hain! Koi help karega ya nahi? Bijli bhi chali gayi hai!"

1. Is call ka aapka main objective kya hoga?

(Emergency response team bhejna, caller ko shaant karna, aur safety instructions dena)

2. Aap is caller ko kaise respond karenge?

(Caller ko calmly bataiye ki help aa rahi hai, unhe safe jagah pe rukne boliye, aur light ka use na karne ki salah dijiye.)

Scenario 2: Electric Pole Mein Sparking – Bacche Khel Rahe Hain

Location: Ultadanga – Residential area, ek park ke paas

Context: Baarish ke baad ek electric pole spark kar raha hai.

Citizen (Hinglish):

"Ek pole se spark nikal raha hai! Bachche khel rahe hain paas mein! Jaldi koi bhejo warna kuch ho jayega!"

1. Is call ka aapka main objective kya hoga?

(Danger se bacchon ko door rakhna, technical team ko immediately inform karna, aur caller ko guide karna)

2. Aap is caller ko kaise respond karenge?

(Caller se kahiye ki sabko distance banaye rakhein, team ko inform kar diya gaya hai, aur area secure kiya jaa raha hai.)

Scenario 3: Gas Leak Ki Shanka – Blast Ka Dar

Location: Dum Dum, Kolkata – Densely populated slum

Context: Gas leak ki smell aa rahi hai, log dara hua mehsoos kar rahe hain.

Citizen (Hinglish):

"Gas ki smell aa rahi hai. Koi cylinder leak ho gaya hai. Agar blast ho gaya toh sab jal jaayenge! Aap log kuch karte kyun nahi?!"

1. Is call ka aapka main objective kya hoga?

(Area evacuate karwana, fire department ko notify karna, aur panic control karna)

2. Aap is caller ko kaise respond karenge?

(Caller se bolo ki sab log open area mein chalein, bijli band karein, aur team raste mein hai – shaant rahein.)

Scenario 4: Domestic Violence Ki Report – Padosi Ne Kaha

Location: Gariahat, South Kolkata – Ek residential flat

Context: Caller ne pados se violent sounds suni hain.

Citizen (Hinglish – whispering):

"Mujhe lagta hai kisi aurat ko maar rahe hain pados mein. Chillane ki awaaz aa rahi hai. Aap please police ko bhej dijiye. Main naam nahi dena chahta."

1. Is call ka aapka main objective kya hoga?

(Police ko inform karna, victim ki safety ensure karna, aur caller ki anonymity protect karna)

2. Aap is caller ko kaise respond karenge?

(Caller ko bolo ki unka naam confidential rahega, aap ne police ko alert kar diya hai, aur help raste mein hai.)

Scenario 5: Buzurg Akelay Hain – Chest Pain Hai

Location: Tala Park, Kolkata

Context: Ek senior citizen ne call kiya – unhe saans lene mein dikkat hai.

Citizen (Hinglish – weak voice):

"Beta...saans lene mein dikkat ho rahi hai...main akela hoon...ambulance bula do..."

1. Is call ka aapka main objective kya hoga?

(Ambulance bhejna, unhe baat karte rakhna, aur nearby help ko inform karna)

2. Aap is caller ko kaise respond karenge?

(Unhe gently bolo ki ambulance aa rahi hai, aap line pe bane rahiye, zyada movement mat kijiye, hum help kar rahe hain.)

✓ **Participant Guidelines: Crisis Mein Bhi Kaise Baat Karein**

In points ko yaad rakhein jab aap kisi bhi scenario ko handle kar rahe ho:

- **Shaant aur focused rahiye** – Awaaz mein ghabrahat na ho
- **Pehle suno, beech mein mat bolo** – Caller ko apna concern puri tarah bolne do
- **Emotion samjho** – Gussa, dar, ya pareshani ko acknowledge karo
- **Intent clear karo** – Poore dhyan se samjho caller kya chahta hai
- **Open-ended sawal poochho** – Details samajhne ke liye rush mat karo

Ye scenarios aapki emotional intelligence, presence of mind, aur fast decision-making improve karne mein madad karenge.