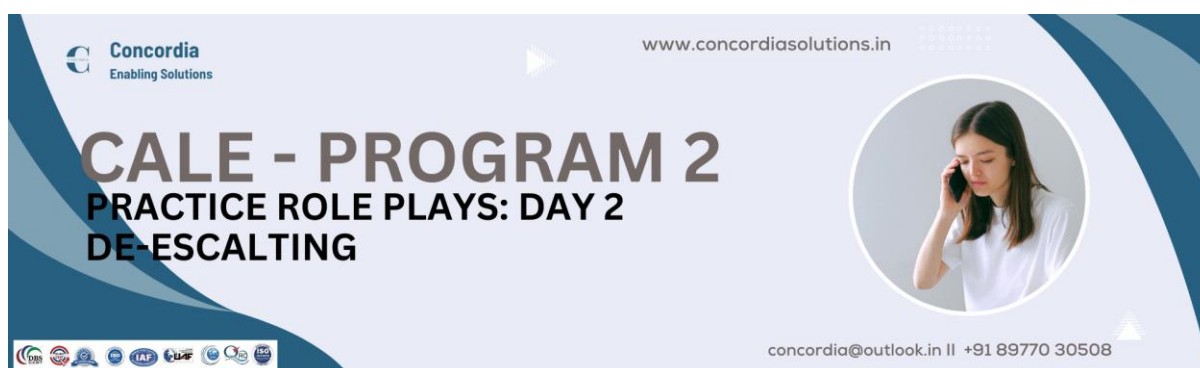




5 Real-Life Based Grievance Scenarios – Kolkata Se Inspired

(Ye scenarios role-play ke liye hain – jahan goal hai gusse mein aaye logon ko shaant karna aur unka issue samajhna.)

Scenario 1: 3 Din Se Kachra Nahi Uthaya (Ward 66 – Tollygunge Area)

Citizen: “Ye teesra din ho gaya, koi bhi kachra uthane nahi aaya! Puri gali mein badbu hai! Kya hum municipality ke liye gayab hain? Hum bhi tax dete hain!”

Background:

Is zone mein kaafi sanitation staff bimaar ho gaye hain, isliye shortage ho gaya. Rotation plan public ko nahi bataya gaya tha.

Role-Play Objective:

Citizen ko shaant karo, wajah samjhao, aur solution ya clear time batao kab tak kaam ho jayega.

Scenario 2: School Ke Paas Streetlight Band Hai (Behala Sakherbazar)

Citizen: “School ke gate ke bahar wali light 2 hafton se kharab hai! Bacche aadhe andhere mein ghar ja rahe hain. Humne do baar aapke office call kiya, lekin koi action nahi liya gaya!”

Background:

Repair ka request daala gaya tha, lekin main technician available nahi tha isliye kaam delay ho gaya.

Role-Play Objective:

Concern ko seriously lo, delay ka reason batao, immediate steps aur repair kab tak hoga, yeh assure karo.

Scenario 3: Baarish Mein Paani Jama Ho Jata Hai (Ballygunge Place)

Citizen: “Thodi si baarish hoti hai aur road swimming pool ban jaata hai! Har saal monsoon mein promises karte ho, ab kyun maan lein aapki baat?”

Background:

Saaf-safai ka kaam kiya gaya tha, lekin paas mein ek construction ne drain ka exit block kar diya.

Role-Play Objective:

Shant raho jab blame aaye, calmly samjhao kya hua, aur agla step kya hoga – wo batao.

Scenario 4: Pension Ka Kaam Delay Ho Raha Hai (Salt Lake – Bidhannagar Municipality)

Citizen: “Main teen baar sab papers de chuka hoon. Har baar aake bolte ho ‘ek aur paper laiye’. Kitni baar aana padega?”

Background:

Ek form galat ho gaya tha digital entry mein. Verification officer chhutti par hain.

Role-Play Objective:

Dhyan se suno, frustration ko samjho, process ko simple shabdon mein samjhao, aur personally follow-up karne ka vaada karo.

Scenario 5: Fogging Van Hamari Gali Mein Nahi Aayi (Jadavpur – Ward 100)

Citizen: “Fogging van hamari gali ko phir skip kar gaya! Pichle saal meri beti ko dengue ho gaya tha. Agar is baar bhi hua toh main media ke paas jaunga!”

Background:

Ek urgent reroute ki wajah se van us din aapki lane tak nahi pahunch payi. Fogging kal ke schedule mein hai.

Role-Play Objective:

Citizen ke gusse ko shaant karo, clearly sorry bolo, kal ki visit confirm karo, aur agar kuch ho toh contact karne ke liye number do.