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CALE - PROGRAM 2

CITIZEN GRIEVANCE

CASE SHEET 3





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Yeh real-life cases dikhate hain ki communication ki dikkat confusion, gussa, ya trust tootne ka reason ban sakti hai. Har team ek case padhegi, samjhegi ki kya galat hua, aur sochegi ki situation ko behtar kaise handle kiya ja sakta tha.

Case Sheet 3: Flood Relief Camps – Bihar (2017)

Team Instructions:

- Group mein milkar case padho.
- Ek member notes likhega, doosra present karega.
- Chart paper ya slides par apne answers likho.
- Jab bola jaye, tab poore group ke saamne apna response share karo.

Kya Hua Tha:

Bihar mein tez baadh ke dauraan sarkar ne relief camps lagaye. Lekin jinko madad chahiye thi, unhe yeh pata hi nahi tha ki kaunse camps open hain. Ek camp mein bheed lag gayi, jabki paas ke do camps khaali the. Field officers ke paas bhi sahi info nahi thi.

Kya Galat Hua:

Team ke Questions:

Kaunse updates se citizens ko camps dhoondhne mein madad milti?

Aap ground par kaam kar rahe officers ko kaise inform karte?

Kaunse visuals (jaise maps, signs) sabse zyada helpful hote?

Ek simple info board draw karo jo camp ke baahar lagaya ja sake:
