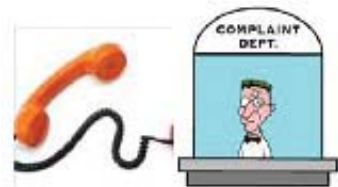


LESSON 30

Complaints

(i) Making a complaint - telephone



Complaints Asst. : Complaints, *namaskar*.
Ravi : My telephone has been out of order for the past two days.
Complaints Asst. : Your number please?
Ravi : It's 2571284.
Complaints Asst. : I've made a note and the complaint number is 246.
Ravi : Please treat it as urgent. Someone in the house is seriously ill.
Complaints Asst. : Yes, I'll send the linesman over today.
Ravi : Thank you.
Complaints Asst. : You're welcome.

Word

Meaning

- | | |
|-------------|---|
| 1. urgent | very important |
| 2. linesman | a man employed to repair and maintain electrical or telephone lines |

(ii) Making a complaint - electricity



Ravi : I'm Gupta calling from house number C-509.
Secretary of Residents' Society : Yes, Mr. Gupta, how can I help you?
Ravi : The residents of C Block have been complaining about voltage fluctuation. I have also sent two written complaints but no action has been taken so far.
Secretary : I have contacted the Electricity Department and they have promised to send their linesman to check the transformer and the supply line. We are

hopeful that it should get rectified today.

Ravi : Thank you. Please look into it urgently as our appliances may get damaged due to this fluctuation in voltage.

Secretary : Sure, Mr. Gupta and don't worry, I am working on this.

Word	Meaning
1. fluctuation	rising and falling, changing irregularly
2. complaint	statement showing dissatisfaction
3. rectified	repaired, set right

(iii) Making a complaint - water

Ms. Sharma : Hello. Is it the Essential Services, Chirag Delhi?

Officer : Yes, this is the service section. Your complaint, please.

Ms. Sharma : A leaking cistern needs to be repaired and a tap has to be replaced.

Officer : Please let me know your name, address and telephone number.

Ms. Sharma : I am Madhu Sharma calling from B-126 Greater Kailash and my telephone number is 2528067. Please treat this as urgent as a lot of water is being wasted.

Officer : I have noted your complaint Ms. Sharma. I will send the plumber tomorrow at 10:30 am.

Word	Meaning
1. cistern	water storage tank
2. plumber	person who repairs taps