

# How to handle public grievances as a representative of Public Works Department like water supply

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If I were to ask you, what is your purpose of [learning English](#), what will your answer be? In order to stand out within your peers, do better in your career, gain confidence, communicate in a better way – the reasons can be many, but the bottom-line is, you cannot do well in life unless you learn and improve your [spoken English](#).

No matter which profession you are in, there will be many instances which require you to communicate in fluent English. Moreover, there are many professions which rely completely on your English communication skills. One such profession is as a public relations representative. A PR representative does not need to be only good in spoken English, but also needs to be tactful, politically correct and good in relaying information accurately.



For this blog, let us see how you can handle a given situation as a PR representative.

Let's practice



Let's take a hypothetical situation. You are a PR representative of the Water department with the municipal corporation. There has been very low water supply in your ward for the past few weeks. People from your ward have come to the municipal office to voice their grievance and demand answer for the same. Being the PR representative, you need to handle their queries and give them an explanation. This is how you can do it.

**Situational Conversation:**

**People's representative:** Why has there been such low water supply for the past week, in spite of the fact

that there has been ample rain in the past month?

**You:** I understand your problem and apologize for the same. The pipeline, that carries water from the municipal tank to your area, had busted and is undergoing repair. The water you are receiving right now is being transferred via a makeshift pipe, which cannot handle large amount of water flowing through it. Please bear with us for just two more days. The original pipe will be repaired and you will start receiving proper water supply.



**People's representative:** Why were we not notified of this earlier? If we were sent a notice, we wouldn't have had to come all the way to your office. Isn't it your job to keep your citizens and tax payers notified and informed?

**You:** I agree with you completely. We did send out a circular regarding this issue, notifying the whole ward of the impending water cut. We had sent the circular to each individual housing society. However, it is not possible for us, nor our duty, to distribute such circulars to each and every flat. Please check with the co-operative society office of your building and inquire whether they had received the circular or not.

**People's representative:** Okay, will do that. By when will you restore proper water supply?

**You:** The pipeline will be repaired within two days, and then you can expect proper water supply. Can I help you with anything else?

**People's representative:** No. That is all. Thank you.

Now, get a friend and practice this above conversation to [improve your spoken English!](#)

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**- By Chander Madan**

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