



THE COMPLAINT DESK

A Pure Comedy 2-Character Screenplay in Hinglish

Written by
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LOGLINE: Pranav arrives ready to shout about a defective product, but Geeta keeps calmly redirecting his anger into increasingly absurd troubleshooting steps. By the end, he discovers the appliance isn't broken at all—he has been using it exactly wrong for six months, and she has been enjoying the call logs.

CAST / CHARACTERS: FORMAT: 2-Character Short Film (Duo Cast) | Character 1: Pranav (32)

LOCATION: A small electronics service center counter with bright white lighting, stacked boxes, posters, and a buzzing fan. The space is functional and slightly chaotic, ideal for a rapid-fire complaint comedy.

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INT. ELECTRONICS SERVICE CENTER - DAY

Bright white lighting. A small, slightly chaotic service counter with stacked boxes, posters, a buzzing fan. Only two people present.

PRANAV (32), office wear, frustrated, stands clutching a broken appliance and a receipt.

Behind the counter, GEETA (45), bright sari blouse, headset on, smiling with weaponized patience.

PRANAV

Madam, yeh product defective hai. Do din mein kharab.
Six months se bas problem hi problem.

Geeta takes the receipt, glances at the appliance, then at Pranav.

GEETA

Ji sir. Pehle complaint form fill kar dete hain. Aur
appliance yahan rakh dijiye. Gusse mein cheezein aur
kharab ho jaati hain.

Pranav exhales sharply, takes the form.

PRANAV

Main naya liya tha. Bill hai, receipt hai, sab hai.

GEETA

Wonderful. Toh case strong hai. Fault ka nature?

PRANAV

Fault hai. Bas fault hai.

GEETA

Hmm. Exact sound aata hai?

PRANAV

Sound? Yeh kaam hi nahi karta.

GEETA

Toh sound kaise aayega, sir?

Pranav stares. Geeta calmly ticks a box.

GEETA (CONT'D)

Basic troubleshooting karte hain. Unplug kijiye.
Phir plug kijiye.

Pranav obeys, irritated.

GEETA (CONT'D)

Ab reverse direction mein rakh ke dekhiye.

PRANAV

Reverse direction? Kya matlab?

GEETA

Sir, kuch appliances ko attitude pasand hota hai.

Pranav glares.

PRANAV

Aap log bas time pass karte ho! Product bechne ke baad service ke naam pe drama!

Geeta lifts the screwdriver, still calm.

GEETA

Drama? Sir, aap toh regular actor nikle.

PRANAV

Kya matlab?

Geeta flips the complaint form open, points at previous entries.

GEETA

Pichhle six months mein teen complaints. Teenon mein same line: "device not working."

PRANAV

Haan, kyunki kaam hi nahi karta.

Geeta picks up the appliance, presses a button.

A small CLICK. The appliance lights up.

Pranav freezes.

PRANAV

...Kya?

Geeta turns the receipt around, reads it, then looks at him.

GEETA

Sir, yeh appliance broken nahi hai.

PRANAV

Nahi... aisa nahi ho sakta.

GEETA

Aap isko ON karke OFF samajh ke use kar rahe the. Aur OFF ko ON samajh ke. Six months se.

Pranav is stunned.

PRANAV

Main hi galat tha?

GEETA

Credit lene mein koi burai nahi. Bas aapne itne confidence se galat kiya ki humein laga product villain hai.

Pranav looks at the appliance, embarrassed.

PRANAV

Aur aap itna calm kaise rehti ho?

Geeta smiles, adjusts her headset.

GEETA

Training. Aur entertainment. Aap jaise customers se
free show milta hai.

Pranav laughs despite himself.

PRANAV

Six months...

GEETA

Agla complaint karne se pehle manual padh lena. Ya
seedha yahin aa jana. Repeat audience ko priority
dete hain.

Pranav shakes his head, defeated but smiling, and exits with the appliance
and receipt.

Geeta watches him go, amused, then marks the form CLOSED.

FADE OUT.