

*A Handbook for*

# Letter Writing



Informal Letters  
Formal Letters  
Letters to the Editor  
Application Writing  
Business Letters  
Correspondence to Banking  
Insurance/Railway  
Letters of Apology  
Condolence Letters  
Complaint Letters  
Covering Letters  
E-Mailing  
Circular & Memorandum  
Press Release

**SC GUPTA**

 **arihant**

*A Handbook for*  
**Letter  
Writing**

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Application Writing, Business Letters, Correspondence to Banking,  
Letters of Apology, Condolence Letters, Complaint Letters,  
E-Mailing, Press Release

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# Preface

Letters are an important medium of communication. Drafting a letter requires many skills which are to be acquired. Letter writing is nothing less than an art. It needs a lot of practise to write an effective letter. The use of correct words at the correct place is mandatory while writing a letter. The language used in a letter very clearly depicts the writer's personality. So words must be considered and chosen carefully before putting it to paper.

This book is very exhaustive and thus helpful. I have tried my best to incorporate all kinds of letters in it. Simple and easy language with the latest pattern is followed so that the readers can easily develop the skill of letter writing.

In addition to this, a very significant feature i.e. basic knowledge of emails has been incorporated as emails is a very common medium of communication nowadays .

Although, I have put my best efforts in preparing this book, but if any error or omission is found, that will be rectified in next edition.

Apart from all those who helped me in preparing this book, a special note of thanks goes to Amit Verma (Publishing Manager), Karishma Yadav (Project Manager) and Aleena Zaidi (Project Coordinator) for their restless efforts and valuable suggestions. With the hope that this book will be of great help to the students, I wish great success to my readers.

SC Gupta



# Contents

## CHAPTER 1

---

### AN INTRODUCTION OF LETTER WRITING 1-9

#### Types of Letter

1. Informal Letters
2. Formal Letters

#### Main Elements of a Letter

- Senders' Address
- Date
- Receivers' Address
- Subject
- Salutation
- Body
- Concluding Line
- Complimentary Closure
- Signature Line
- Key Points of Better Letter Writing
- Addressing an Envelope
- Envelope Format

## CHAPTER 2

---

### INFORMAL LETTERS 10-56



Purpose of Writing an Informal Letters

How to Begin an Informal Letter?

How to End an Informal Letter?

Tips for Writing an Informal Letter

Format of Informal Letter

## I. Personal Letters

### (a) Family Letters

- Letter from a father giving advice to his son who has taken admission in a college abroad
- Letter from a son to his father expressing dislike of his present job
- Letter from a son to father, giving reasons for not getting married soon
- Letter to younger brother advising him to take part in evening games
- Letter to a father asking him for some money
- Letter to your mother telling her about your journey in a general compartment
- Letter to a father, who is away from home
- Letter to your father telling him about your plan to go to a village with a group of students to teach illiterate villagers
- Letter to your mother expressing your concern and happiness on improvement in her health
- Letter to your father about your sister's result and how about of other family members
- Reply from a father to his son for above
- Letter to your father in response to his concern about your job and life at a new place
- Letter from a brother to his newly married sister

### (b) Letters to Relatives

- Letter to a cousin informing him about your future plans of action
- Letter to a younger cousin brother who has fallen into bad company
- Letter to your aunt asking her about your cousin's result
- Letter to your uncle thanking him for the birthday gift you have received from him
- Letter to your cousin from Mohali where you have joined ISB (Indian School of Business) for pursuing your MBA
- Letter to your uncle on his 75th birthday

### (c) Letters to Elderly People

- Letter to your grandmother enquiring about her health and telling about your school dance
- Letter to your grandfather who has just been discharged from the hospital
- Letter to your uncle who recently retired as an army personnel



(d) Love Letters

- Letter to wife
- Letter to your brother expressing your love and concern about him
- Letter to father/mother expressing your love on Fathers'/ Mothers' day

II. Social Letters

(a) Letters to Friends

- Letter to a friend telling him about the importance of Civil Services and how to make preparation for English paper
- Letter to a friend telling him about your plan of establishing your own factory, after completion of your BE (Bachelor of Engineering)
- Letter to a friend describing the Annual Day celebrations in your school
- Letter from a student to his friend, telling him about his first impression of the college
- Letter to your friend from the hostel, telling him about an interesting weekend that you spent at your friend's house recently
- Letter to your friend about the futility of exploding crackers on Deepawali
- Letter to your friend telling him about the sports tournament arranged by your club
- Letter to a friend inviting him to your village during summer vacations
- Letter to a friend inviting him to join a picnic
- Letter to a friend describing a visit to a hill station
- Letter to a friend about the advantages of stamp-collection
- Letter to a friend abroad describing the festival of colours-Holi

(b) Invitations

Informal Invitations

- Letter of invitation to a dinner party
- Letter of invitation to a picnic
- Letter for accepting the invitation
- Letter of invitation on marriage of daughter
- Letter of invitation to your son's birthday party



### Formal Invitations

- Letter of invitation to parents on Annual Day function
- Letter of invitation for inauguration of cooperative store
- Letter of invitation for inviting a person of repute as judge for a competition in the school
- Letter for inviting a team of students and teachers for competition/workshops

### (c) Congratulatory Letters and Letters Conveying Good Wishes

- Letter to a friend who has passed with first division
- Letter for congratulating a friend on getting a scholarship
- Letter for congratulating a friend on passing CAT examination

### (d) Letters of Apology

- Letter of apology for a late reply to an invitation
- Letter of apology for thoughtlessness about personal and business image
- Letter of apology to neighbour for breaking of window glass by his son
- Letter of apology to a colleague for misunderstanding an act of generosity
- Letter of apology to your sister

### (e) Letters Offering Condolence and Expressing Sympathies

- Letter to a friend consoling him on the death of his mother
- Letter to a friend who has recently lost his father
- Letter offering your support to someone who has just lost his spouse
- Letter of condolence on the death of an army personnel
- Letter of sympathy to a friend who has lost his job
- Letter of sympathy to a friend on failure in an interview

### (f) Thank You Letters

- Letter of thanks to a friend for a favour
- Letter to a friend thanking for doing something thoughtful
- Letter of thanks to a friend for the congratulatory message on wedding anniversary
- Letter of thanks for New Year greetings
- Letter of thanks to a friend for financial help
- Letter of appreciation for the services rendered





## CHAPTER 3

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### FORMAL LETTERS

57-61

#### Parts of a Formal Letter

- Heading
- Inside Address
- Use of 'Messrs' (M/s)
- Subject
- Greeting
- Body
- Complimentary Closure (Subscription)
- Signature Line
- Enclosures
- Postscript

#### Purposes of Writing Formal Letters

## CHAPTER 3 (a)

---

### LETTER TO THE EDITOR

62-91

#### Points to be Kept in Mind

#### Format of Letter to the Editor

##### (a) Social Issues

- Letter to the Editor of a newspaper about very irregular and short water supply in your locality
- Letter to the Editor giving suggestions for Cleanliness Awareness Programme
- Letter to the Editor regarding need of Educational Counsellors
- Letter to the Editor highlighting the problem of road rage and suggesting some solutions
- Letter to the Editor expressing views on the issue of mindless violence spreading in the society today
- Letter to the Editor about evoking awareness for the use of solar energy
- Letter to the Editor on media's changing role in India
- Letter to the Editor about the problem of female foeticide still prevalent in India
- Letter to the Editor about the misuse and poor maintenance of a public park in your area



- Letter to the Editor regarding frequent call drops and extra charges in use of mobile phones
- Letter to the Editor regarding implementation of odd/even scheme to control traffic hazards and pollution
- Letter to the Editor of Dainik Bhaskar drawing attention of the authorities to the serious problem of street lights in your colony
- Letter to the Editor regarding forceful polling and illegal campaigning by political parties during state elections
- Letter to the Editor of The Hindustan Times drawing attention of the government officials to the problem of unavailability of a bus stop near your colony
- Letter to the Editor of a daily about the poor and pathetic condition of roads

(b) Political Issues

- Letter to the Editor regarding women's reservation
- Letter to the Editor about our fight against corruption and fate of Tainted Ministers
- Letter to the Editor about abuse of Human Rights and Freedom of Expression in India
- Letter to the Editor about Consumer Movement against black marketing and adulteration

(c) Economical Issues

- Letter to a national daily about the misuse of funds and neglect of priceless historical monuments in and around your city
- Letter to the Editor about misuse of funds to hold Indian festivals
- Letter to the Editor regarding reduction of interest rates for schemes affecting senior citizens

(d) Health and Medical Issues

- Letter to the Editor to publish information regarding the fatal disease-Cancer
- Letter to the Editor for information regarding supsurge of seasonal fevers
- Letter to the Editor about increasing cases of Diabetes in India
- Letter to the Editor regarding health hazards caused by junk food
- Letter to the Editor regarding creating awareness towards health and hygiene among rural people



## CHAPTER 3 (b)

---

### COMPLAINT AND SUGGESTION LETTERS

92-107

- Letter to the Superintendent of Police about the unauthorised construction of a block of three shops adjacent to the public park
- Letter to the Police Commissioner (Traffic) about inadequate parking facility in the Connaught Place area of New Delhi
- Letter of complaint to the Electricity Department against excess billing
- Letter of complaint about wrong parking of vehicles
- Letter of complaint to Municipal Council for removal of a dead buffalo
- Letter of complaint to the CMHO, Cortisal Hospital, New Delhi in respect to the uncleanliness prevailing in the hospital
- Letter of complaint to the General Manager, Transport Authority, complaining about rude and irresponsible behaviour of drivers and conductors
- Letter to the District Collector, drawing his attention to the nuisance caused by loudspeakers in the city during examination days
- Letter to the Municipal Corporation of your city complaining about the miserable condition of roads in your locality
- Letter of complaint about a defective television set
- Letter to the Chief Executive of DMRCL for complaining inconvenience caused due to Metro construction
- Letter of complaint regarding a news channel
- Letter to DTH Operator against unethical practices
- Letter to the President of Resident Welfare Association for complaining theft of motorcycle from parking area
- Letter of complaint to an E-commerce company



## CHAPTER 3 (c)

---

### APPLICATION WRITING

108-131

Points to be Kept in Mind

Different Purpose of Application Writing

Format of Application Writing

Parts of an Application

(a) Application to Principal/HOD

- Letter of application for TC (Transfer Certificate) to be issued
- Letter of application for issuance of the Character Certificate
- Letter of application for fee concession to the headmaster of your school
- Letter of application to the Principal complaining about the leakage in water coolers and requesting for new ones

(b) Leave Applications

- Application for leave, your father is not well. Your mother requires you to remain at home. Write an application to your Principal for a week's leave
- Letter to your employer requesting to grant you leave
- Letter to your college Principal applying for leave
- Letter to the Head of the Department (Sales) to apply for two days leave
- Letter from parents to school Principal for his/her child's leave

(c) Job Applications

- Letter of application to apply for the post of Manager in Marketing as advertised in the Indian Express
- Letter of application to apply for the job of System Administrator in response to your advertisement
- Letter of application to apply for the post of Program Coordinator
- Letter of application to apply for the position of Assistant Editor
- Letter of application for the post of Chief Chef in a 5-Star Hotel. Apply for the job with complete bio-data
- Letter of application for the post of Assistant Manager in Alpha Tech (Private) Limited, Moradabad



- (d) Correspondence with College/Universities
  - Letter to University for issuance of duplicate marksheet
  - Letter from the University, on issuance of duplicate marksheet to an alumni
  - Letter to the University for migration certificate
  - Letter to the University for submitting migration certificate
- (e) Letter Responses to Matrimonial Advertisements
  - Letter in response to a matrimonial advertisement
  - Reply of the groom's father

## CHAPTER 3 (d)

---

### BUSINESS LETTERS

132-207

Points to be Kept in Mind

Format of Business Letter

Parts of Business Letter

- (a) Enquiries (Goods Payment), Quotations and their Responses
  - Calling quotations for electrical bulbs and tubes
  - Calling quotation for crockery
  - Query letter from a new customer
  - Supplier's request for payment of goods
- (b) Orders and Execution of Order
  - Letter to supply goods on credit on the buyer's request
  - Letter of supplier asking for references of goods
  - Letter to Publication for supply of books
  - Letter of buyer expressing his inability to settle the account
  - Letter from a cement company demanding 50% amount in advance and two references to supply the cement required
  - Letter from a distributor to the dealer regarding increase in the supply rates due to strike of transport operators
  - Letter to grant request for extension of time to clear the dues
  - Letter to the supplier for an early delivery of goods (DC



- Motors) ordered
  - Reply of the supplier to the buyer about goods (DC Motors) ordered
  - Reply of the buyer confirming the receipt of letter and conveying thanks for considering early delivery of goods (DC Motors) ordered received
- (c) Cancellation and Complaints Regarding Order
- Letter from the client claiming the deduction and for rectification of the mistake done
  - A reply satisfying the client
  - Letter of acknowledgement of goods returned for necessary repairs
- (d) Bank Correspondence
- Letter to open a current account with a bank
  - Letter confirming the telephonic instructions to stop the payment of a cheque
  - Letter to the bank for non-crediting the proceeds of the cheque
  - As manager of a bank, write a letter to a customer informing him that his cheque has been dishonoured
  - Letter from bank, sending a cheque book
  - Letter from a customer, acknowledging receipt of the cheque book
  - Letter of request for sanction of advance under Personal Loan Scheme for pensioners
  - Letter of authority given by a pensioner for recovery of loan
  - Letter of authority given to the bank for a loan against hypothecation of assets
  - Letter to a Bank Manager claiming balance in the account of a deceased customer (when nomination is made)
  - Reply of the Bank Manager for the above
  - Letter to Bank Manager requesting overdraft facility
  - Reply of the Bank Manager for above
  - Letter informing a customer about expiry of an overdraft facility
  - Letter from the bank advising the customer to maintain minimum balance
  - Letter to the Bank Manager to make nomination in FDR account



(e) Insurance Correspondence

- Letter to LIC Manager to get insurance policy
- Reply of LIC acknowledging and acting upon your request
- Letter to Manager for sending insurance policy by post to the client
- Letter to LIC regarding survival benefit
- Letter from LIC Manager regarding transfer of policy from one branch to another
- Letter to LIC Manager for sending a cheque for Insurance Premium
- Letter to an insurance company seeking information about surrender value of the policy
- Requesting for insurance of goods against all risks
- Letter to Manager to apply a loan against insurance policy
- Reply to the above
- Letter to an insurance company for settling claims on husband's death

(f) Tenants Letters

- Letter to Property Dealer for office premises on lease
- Letter to tenant for late payment of rent for this month
- Letter from landlord to the tenant for increasing rent
- Letter from tenant in reply to the above
- Letter from the landlord to the tenant to vacate the premises
- Letter from tenant to vacate the occupied premises
- Letter to tenant to pay the overdue rent
- Letter from tenant to landlord
- Letter from tenant to landlord seeking permission to share one room

(g) Railway Correspondence

- Letter of complaint to the Railway authorities regarding the quality of food served to the passengers
- Complaint letter about non-receipt of consignment in time
- A letter to the Claims Superintendent claiming damages for a parcel lost in transit
- Letter to the Railway authorities regarding the delay in refund for seat cancelled in advance
- Letter to the Railway authorities regarding loss incurred due to mishandling of consignment
- Letter to the Railway authorities regarding late arrival of a train
- Letter to Railway authorities requesting redirection of consignment



(h) Correspondence with Post Office

- Letter to the Postmaster complaining about non-receipt of the parcel by your sister, sent by you two months ago
- Letter to the Postmaster complaining about the broken post box in your area
- Letter to the Postmaster complaining about the delay in receiving letters
- Letter to the Post Office Manager to enquire about various fixed deposit schemes being offered
- Letter to the Postmaster complaining about the negligent attitude of the Postman
- Letter to Postmaster regarding wrong delivery of letter

(i) Condolence Letters (Business Relations)

- Letter of condolence on the death of a business associate
- Letter expressing sympathy on major loss in stock market
- Letter expressing sympathy on loss/damage due to theft

(j) Apology Letters (Business Concern)

- Letter of apology for the inconvenience caused by the Inverter
- Letter of apology for delay in supplying the goods
- Letter of apology for the damaged goods
- Letter of apology for the delay in refunding money
- Letter of apology for supplying more than the ordered quantity
- Letter of apology for a defective item

(k) Miscellaneous Letters

- Letter to a NGO for helping a senior citizen
- Letter to Event Management Company
- Letter to a news channel
- Letter to director of a coaching centre for coaching for TOFEL competition
- Letter to school management about recurring issues
- Expert comments acknowledged by the publisher and forwarded to the author to enable him to interact with the expert for requisite action
- Letter for sending a catalogue and price list to a new customer
- Letter of request for signing the Balance Confirmation Certificate
- Letter from a company for annual maintenance contract
- Letter to a Manager of a hotel to get a room reserved
- Reply of the Hotel Manager for the above
- Letter to refund application money
- Expression of Interest inviting Event Management Company for World Tourism Week-2016





## CHAPTER 3 (e)

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### OFFICIAL LETTERS

208-223

#### 1. Circular

- As the Head of your office, draft a circular for the staff, outlining the need and value of punctuality in keeping office hours and quick disposal of writs and other work
- Draft a circular from the State Government, Department of Civil Supplies, addressed to all District Supply Officers advising the steps to be taken for proper distribution of essential commodities from fair price shops
- Draft a circular from the Finance Secretary, Government of Rajasthan, to all Departments, District Officers and Commissioners requesting them to adopt measures of financial austerity

#### 2. Memorandum

- As Sales Executive of a Textile firm, write a memorandum to the Dy General Manager, suggesting therein some incentives for dealers to increase the sales
- As Deputy General Manager of a Private Limited Company, write a memo to the General Manager informing him about the damage caused by fire in the factory
- As Deputy Secretary in the Ministry of Home Affairs, Central Government, New Delhi, write a memorandum to be sent to all the State Home Ministers, expressing the Government's concern about police excesses in the states

#### 3. Notification

#### 4. Press Release

#### 5. Endorsement



## CHAPTER 4

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### REFERENCE/ RECOMMENDATION LETTERS

224-231

#### Sample Reference/Recommendation Letters

- Letter of reference about a company
- Letter of thanks for a reference
- Positive recommendation letter
- Reference letter from an employee's boss/ supervisor
- Academic recommendation letter
- Reference giving an actual report
- Letter requesting for a reference
- Reference letter from a manager with whom you have worked

## CHAPTER 5

---

### EMAIL

232-238

#### Why do We Need Emails?

#### Is an Email or Letter the Same Thing?

#### Elements of an Email

#### Sample Emails

- Enquiry regarding purchase of accounting software
- Enquiry regarding subscription to an academic website
- Reply Email for the above
- Email to a friend updating her about the new country and college you've shifted to
- Email to a cousin enquiring about his/her health as he/she met with an accident recently
- Email to family sharing the news of your promotion
- Email to a friend congratulating her on her wedding



# 1

## An Introduction to Letter Writing

With the advent of emails and modern technology, the concept of writing letters has taken a back seat but the style persists and people use it while writing emails. Drafting letters demands meticulous attention. One should be careful about what is being written.

*Following are some objectives of letter writing*

- A letter bridges communication gap between two or more parties.
- A letter can create awareness, inform or provoke a thought in the receiver or the mass.
- A well-written letter is a good way to express one's feelings.
- A heartfelt letter acts as a personal memoir and may be preserved by the receiver.

### Types of Letter

*Letters are categorised into two types*

#### 1. Informal Letters

These are also known as personal letters, usually written to family, friends, relatives, neighbours or to acquaintances. These letters may or may not have a concrete reason of writing. They may be written just to share an experience, enquire about someone's how about, updating someone with a general incident etc. In these letters we cover personal letters (letters to family, letters to relatives, love letters and letters to elderly people) and social letters (letters to friends, social invitations, congratulatory/apology letters, letters of condolence/sympathy, thank you letters).



## 2. Formal Letters

These letters are written to discuss business, apply for services, make requests, file/register complaints etc. The foundation of these letters and categorisation depends upon what is being discussed in the letter. The letters are short and to the point. The formulation of formal letters is not difficult but it does need to follow professional standards. In formal letters, our book covers business letters, letters of application, official letters and letters to the Editor.

### Main Elements of a Letter

A letter is composed of various elements that may change depending upon nature of the letter. *The main elements of a letter are given below*

#### Senders' Address

Senders' address is the mailing address of the sender. It is an essential part of both, formal and informal letters. It is also known as the return address as it acts as a back up address in case the letter gets damaged or unaccepted.

It is omitted only if the letter, is being written/typed on a letterhead or stationery already imprinted with the same.

Senders' address follows a typical format of writing as given below that consists of the designation of the sender (optional) followed by the name of the organisation, building number, street/area, state/town, pincode and name of the country (if corresponding internationally).

In case of a business letter, a reference number may also be included depicting that the letter is written in response to a particular enquiry, letter, file, record etc.

**Note** *Designation of the sender, name of the organisation and reference number are not included in the formation of senders' address of informal letters for obvious reasons.*

**Line 1** Designation of the sender (optional) (formal letters)

**Line 2** Name of the organisation (formal letters)

**Line 3** Building number, street/area (formal letters)

**Line 4** State/town (pincode-optional)

**Line 5** Country (if corresponding internationally)

**Line 6** Reference number (if applicable)

Formal letter	Informal letter
The Manager ABC Pvt Ltd 23, Wazirpur New Delhi-110005 India Ref no 229/3A/20XX	23, Wazirpur New Delhi-110005 India

**Date**

Succeeding the space after the return address comes the date on which the letter is written/sent. One may opt any format out of the two stated below to record the date in the letter.

DD/MM/YYYY : 24th August, 20XX

MM/DD/YYYY : August 24th, 20XX

**Receivers' Address**

Receivers' address is the corresponding address of the person to whom the letter is being sent. It is placed after the date in formal letters. Since personal letters are sent to acquaintances or known people, receivers' address is only mentioned on the envelope carrying the letter.

If the letter is being addressed to someone whose title/post/name of the official and name of the organisation is known, then the sender must start with the receivers' designation and name of the organisation followed by the building number, street/area, state/town, pincode (optional) and country (if corresponding internationally) as formatted below.

**Line 1** Name of the official/professional title

**Line 2** Name of the organisation

**Line 3** Building number, street/area

**Line 4** State/town (pincode-optional)

**Line 5** Country (if corresponding internationally)

The Manager Ecotech Pvt Ltd 19/B2 Pitampura New Delhi - 110077 India
--



## Subject

A subject determines the purpose of writing in brief. It helps the recipient to deal successfully with the aim of your letter. It is preceded with the word subject and is placed directly after the receivers' address.

It is a part of formal business letters which are written either in reference to an earlier correspondence or to someone with whom the sender is usually in contact. You must have written a subject atleast once while applying for leave, concession, filing a complaint, executing a deal etc. It should clear, concise not more than 10 words.

## Salutation

The salutation is a customary greeting to the recipient of the letter. It varies depending upon the intimacy/relationship between the sender and the receiver. It usually begins with the word 'Dear' followed by the title (Ms/Mrs/Mr/Dr) if known and the first name of the person.

Incase the gender and name of the recipient is not known, you must address the person as Dear Sir/ Dear Madam, since the salutation is professional in formal letters. The salutation used in personal or informal letters is friendly.

You may greet the receiver as 'Dear/Dearest' followed by their first name/nick name. It is advisable to greet your elders with respect such as Dear Grandma/Dear Grandfather etc and not use their names.

## Salutation for Informal and Formal Letters

### For Informal Letters

(a) For Blood Relations (Older)	— Respected
(b) For Blood Relations (Younger)	— My dear, dear
(c) For Intimate Friends and Relatives	— Dear, My dear

### For Formal Letters

(a) Editors, Post Masters, Police Officers	— Sir/Madam
(b) Government officials etc	— Sir/Madam
(c) Principals and Head of Institutions	— Respected Sir/Madam
(d) Present or Prospective Employer	— Sir/Madam
(e) Shopkeeper, Businessmen, Manager	— Sir/Madam
(f) Strangers and Acquaintances	— Dear Sir/Madam or Dear Mr/Dear Ms



## Body

The body is the most important element of the letter. It can be said to be the destination of a journey as it lays the reason behind your writing. It includes the message the sender wants to convey. While the body of a personal letter can be long and detailed containing as many feelings, experiences, advices, news etc on a personal front but in formal letter it is best to use short, clear, logical paragraphs to state your subject.

There can be three sub-parts of the body of a formal letter for better drafting as follows, an **introductory paragraph** stating the main point, **middle paragraph** justifying the importance/need of writing with supporting points and a **concluding paragraph** restating the purpose and requesting for some action. The paragraphs of the body must be indented depending upon the style chosen.

Be sure to skip a line between the salutation and introductory paragraph and also between the concluding paragraph and closure. Margins must be left on all four sides of the letter. It creates attractive appearance of the letter.

## Concluding Line

It comes at the end of the body of the letter, always begin as a new paragraph. It is determined by the writer's relation with the addressee.

(a) For friends	'With best regards', 'With best wishes'
(b) For parents and elders	'With love and respect', 'With respect and affectionate regards'
(c) For younger relatives	'With love', 'Best wishes', 'With best wishes'
(d) For official letters	'Thanking you', 'With best regards'

## Complimentary Closure

It is a polite way to end your letter with respect. The traditional rule of etiquette in Britain is that a formal letter starting with 'Dear Sir/Madam' must end with 'Yours faithfully', while a letter starting with 'Sir/Madam' must end with 'Yours sincerely'.

In informal or personal letters, you may close the letter with 'Yours lovingly', 'Yours truly', 'Yours affectionately' so on and depending upon your relation with the receiver.



## For Informal Letters

- |                                   |  |
|-----------------------------------|--|
| (a) For friends and acquaintances | 'Yours sincerely', 'Sincerely yours'       |
| (b) For relatives and friends     | 'Yours affectionately', 'Yours loving' etc |

## For Formal Letters

- |   |                                   |
|---|-----------------------------------|
| (a) Principals, Headmasters etc   | 'Yours obediently'                |
| (b) Editors, Government officials, shopkeepers, private firms etc                     | 'Yours faithfully', 'Yours truly' |
| (c) Strangers   | 'Yours faithfully'                |
| (d) For employment, from one official to another, complaints or requests to officials | 'Yours faithfully'                |

**Note** Only the first letter of the first word in the complimentary closure is capitalised and all the other words are written/typed in small case.

## Signature Line

It is the last part of the letter where the sender signs off with his/her first and last name. The signature line may also include a second line in formal letters for the title/post of the sender, if appropriate.

## Key Points of Better Letter Writing

- 1. Selection of Correct Words** Words are the writer's tool and the writer need to put the right word and right expression with precision. It should however be remembered that right words become relevant only in the right context. For example an emotional or flowery language has to be fully avoided in a business letter.
- 2. To the Point Content** Nothing more is harmful to good communication than confused state which may result in not conveying the exact point. Before writing a letter one should be sure of what one wants to convey. All the facts and information should be arranged logically and methodically. One should not be vague about one's objective.
- 3. Conciseness** Formal letters must be concise. In formal letters specially one must not write unnecessary sentences. To the point information or enquiry is prerequisite of a business correspondence. Long illustrations and elaboration must be avoided at all costs.





4. **Courtesy** A letter reveals its writer's personality and character. One must remain totally professional while writing a letter. Even while writing a complaint letter, care should be taken that it is couched in polite and civilised language. Good judgement determines what and how a point has to be conveyed.
5. **Correct Use of Punctuation Marks** Use of punctuation marks, use of capital letters, commas or colons is must to make our writing effective. Sometimes placement of comma or full stop at a wrong place may change the meaning of the sentence altogether. A badly punctuated sentence can steal the effectiveness of a good letter. Hence utmost attention should be paid to punctuation while writing.
6. **Style** The conversational style is the most suitable one for letter writing. It is best to write in a simple, clear style maintaining a logical sequence of ideas. Every sentence should grow out of the preceding one. There should be no abrupt jumping from one idea to the another.

## Elements of a Letter at a Glance

### Informal Letters

1. Senders' address
2. Date
3. Salutation
4. Content required, can be long and detailed
5. Concluding line
6. Complimentary closure
7. Signature line

### Formal Letters

1. Senders' address
2. Date
3. Receivers' address
4. Subject
5. Salutation
6. Content-specific, to the point
7. Concluding lines
8. Complimentary closure
9. Signature along with designation or title



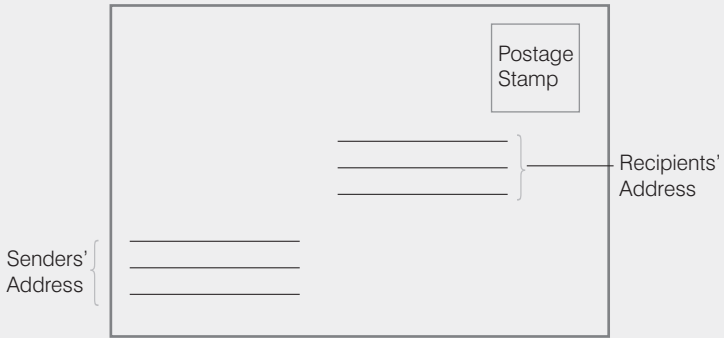
## Addressing an Envelope

Addressing an envelope is important for those people who write letter, yet it is not part of letter writing. Writing address properly in cover of envelope will help you to deliver your envelope properly to the destination.

**Postage** and **Address** are two main elements of addressing an envelope. Here envelope format is also given for your better understanding.

### Envelope Format

- The picture shows how an addressed envelope should look like. The horizontal lines represent lines of address.



## SAMPLE OF ENVELOPES

### Informal





## Formal

	
	The Placement Executive ABC Consultants 78, Safdarjung Enclave New Delhi-56
From	
Mr Kaman Singh	
132, Aakash Apartments	
Hauz Khas	
New Delhi	

## Postage

- The postage goes in the upper right hand corner of the envelope.
- Make sure that the stamp is positioned properly so that its cancellation does not affect the address.
- Be sure that the envelope is sufficiently stamped as per norms.

## Address

- The name and address of the recipient should be written at the centre of the envelope.
- If you are using envelopes with windows, make sure the address is visible clearly through the window.

# Informal Letters

Letters written to friends and relatives are called informal letters. They are also known as personal letters. They are usually written in an informal language. The tone and style are usually familiar and intimate, depending upon the level of intimacy you have with the person you are writing to. Here, one should not use formal and elaborate sentences, instead short and loosely connected sentences should be used, that will give the letter a natural look. You may also use conversational idioms and colloquial expressions. Contracted forms like won't, can't, I'll etc are also very common in personal letters.

An informal letter expresses the personality of the person who writes it. It should have a friendly tone and the reader should be able to feel the sentiments and feelings as he/she goes through it.

*In informal letters we have covered following categories*

- I. **Personal Letters** (family letters, letter to relatives, letters to elderly people, love letters are covered in this category).
- II. **Social Letters** (letter to friends, invitations, congratulatory letters and letters conveying good wishes, letters of apology, letters offering condolence and expressing sympathies, thank you letters are covered in this category).

## **Purpose of Writing an Informal Letters**

*The main purposes of writing an informal letters are*

- to express feelings and emotions.
- to stay in contact with family and friends.
- to send invitations, replies, thanksgiving etc.
- to make personal complaints.
- to communicate by expressing sympathy, feeling sorry, congratulating someone etc.



## How to Begin an Informal Letter?

*You can begin a letter with any of the following sentences if appropriate*

- I received your letter yesterday and was delighted to know that.
- I have just received your letter and noted the contents.
- I got your letter and was delighted to know that you are coming here on the next Sunday.
- Everyone here was delighted to receive your much awaited letter yesterday. Your mother was filled with joy on receiving your letter yesterday.
- Your delayed letter has been received by us just now and has removed our anxiety about your well being.

## How to End an Informal Letter?

*You may use any of the following sentences as a closing line, if appropriate*

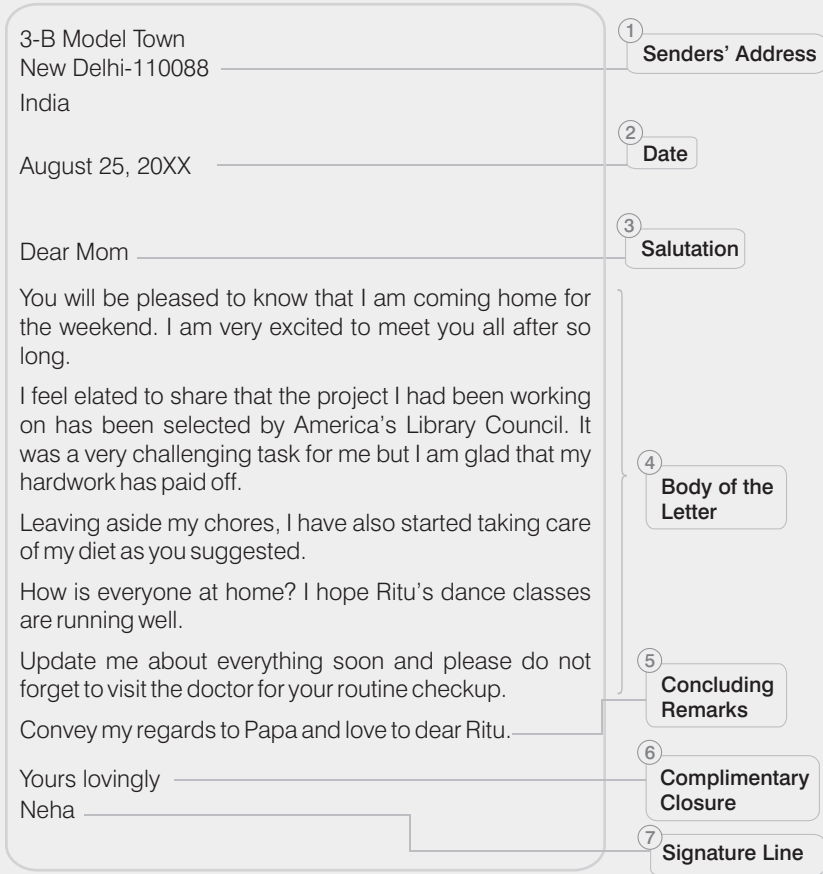
- Please do write regularly.
- Hope to get your reply soon.
- Take care of your studies and do write every week without fail.
- Rest is fine. Convey my regards to Mom.
- I expect you to write regularly in future.

### **Tips for Writing an Informal Letter or How To Write an Effective Informal Letter**

*While drafting an informal letter, observing the following tips may be beneficial*

- Write as if you are speaking to the reader in person.
- Do not hesitate in adopting your personal style while writing to close/intimate friends or relatives.
- Add 'Mr/Mrs/Ms' post the word 'Dear' when writing to an acquaintance.
- Always start with a good/interesting news you want to share so that the reader feels positively associated with you.
- As there is no defined or set length for informal letters, try to keep it upto a page or a page and a half.
- Maintain a logical order while expressing ideas or replying to someone's queries.

# FORMAT OF INFORMAL LETTER



## Parts of Informal Letter

- 1. Senders' Address** It includes house number, street/area, pincode and country.
- 2. Date** It includes the date on which the letter is written.
- 3. Salutation** It is a customary greeting to the reader depending upon the intimacy between the writer and the reader.
- 4. Body of the Letter** It includes the text that embodies the purpose of writing. It may consist one or more paragraph. Each paragraph focuses on a different idea/query/event.
- 5. Concluding Remarks** This part indicates that the letter is going to end. A concluding remark like 'love you' or 'missing you' words can be written in this part.
- 6. Complimentary Closure** It is a warm subscription for the reader. It is also followed by the name of the writer. The first word in the complimentary closure always starts with capital letter.
- 7. Signature Line** It mentions the name of the writer. The handwritten signature goes above this line, below the closure.

# I. Personal Letters



## (a) Family Letters

These include letters which a person writes to his blood relations. Such letters generally include letters from home to children who are away or letters from relatives who are away and write it for people who are at home. Generally the letters are about well-being, or asking for money or permission or expressing your love and concern for your blood relative.

- Letter from a father giving advice to his son who has taken admission in a college abroad

1/42, Aravali Vihar  
Rajgarh (Alwar)

July 14, 20XX

My dear son

This is the first letter I am writing to you after you left for your higher studies. You are at the threshold of making and shaping your career. If you remain sincere towards your studies, you will get what you desire. These four years of sincerity and devotion may mould your career for good. You are venturing into a new phase of life where you will have to take your own decisions. There is no one to tell you to study or play or watch TV. You have to manage all your time by yourself.

I know that you will not disappoint me as far as your studies are concerned. But I want you to be careful as you are young and know little of the temptations and allurements that may come your way. Indulging in these distractive activities may not only deviate you from your path but will also destroy the hopes of your parents.

Companions influence ones' character greatly : good companions make ones' character and bad companions depolarise ones' career. Choose friends who are sincere, honest and encouraging. Education plays very important role in the formation of character. Morals are of greater importance in life than material gains.

Being a wise boy, you know that the heights reached and kept, by great men, were not attained by sudden flight but they, while their companions slept, were toiling upwards in the night. Write to me regularly and unreservedly. Always look upon me as your best friend, hiding nothing, not even your mistakes or faults.

Your mother conveys you her fondest love.

Your affectionate father  
RP Gupta



- Letter from a son to his father expressing dislike of his present job

18, Link Road  
Bhubaneswar

August 18, 20XX

Dear Father

I received your letter yesterday asking me how I like my present job.

I hope you will take my reply in a positive way. Frankly speaking, I do not like my job. It is a routine clerical type work where no intelligence is required.

I have completed more than six months here and I find it as little to my taste as on the first day. I have tried my best to adjust to this work, but I feel quite unchallenged. I can't adjust myself to this type of work.

I would rather like the work that challenges my intellect, polishes my skills and refines me as a team worker and a leader. I have applied for jobs at New Delhi in two MNCs and I think I'll bag a new one soon.

Please don't worry about all this. I'll manage everything.  
Love to all at home.

Your loving son  
Hemant



- Letter from a son to father, giving reasons for not getting married soon

101-E, Harinagar Colony  
New Delhi

September 23, 20XX

My dear father

Received your letter day before yesterday. I am glad to know that Mom has recovered completely from fever.

It is clear that you want to free yourself from the responsibility of getting me married. But, if I am not misunderstood, I must say that I don't want to get married right now.

I've just got a job and I'm also preparing for MBA. Getting married at this stage will not only ruin my career but will not be good for the bride as I'll not be in a position to devote time to the new relationship.

I am not against marriage and I know whichever girl you will select for me will be the best, but getting married at this stage will be a very wrong decision. Please understand my position and give me one more year to shape my career.

Moreover, I need sufficient money to maintain a happy life. You have already spent a lot of money on my education and I would not like to put more burden on you.

I am sure you will agree with me. Excuse me for explaining my situation so plainly and frankly.

Convey my regards to Mom and love to Chunnu.

Your affectionate son  
Praveen





- Letter to younger brother advising him to take part in evening games

12, South West Block  
Alwar

February 15, 20XX

My dear Tapan

I met your class teacher yesterday. I was glad to learn from him that you stood first in the class. But he also told me that you have become a bookworm. You do not take part in any kind of games. It is not good. It will affect your health.

I suggest you to take part in evening games of your choice. You must study but not at the cost of your health.

Playing games will refresh your mind and keep you physically fit. It will also help you in your studies. Maintaining a balance between studying and playing is important in order to achieve more and stay healthy.

With love!

Yours affectionately  
Sapna

- Letter to a father asking him for some money

415, Lajpat Nagar  
Alwar (Rajasthan)

February 23, 20XX

My dear father

I hope this letter finds everybody at home in the best of health and happiness. I am well here. You might have received my progress report from the school.

You will be glad to know that I have secured first position in my terminal examination.

I assure you that I will maintain this position in the Annual Examination too. As you know my fees for the next quarter is due. Therefore, kindly send me ₹ 11000/- by bank draft at the earliest.

Please pay my respects to dear mother and convey my love and affection to Sanya and Rajiv.

Your loving son  
Harsh



- Letter to your mother telling her about your journey in a general compartment

23, Pratap Nagar, Chittorgarh

January 23, 20XX

My dear mother

You will be pleased to know that I reached here safe and sound yesterday. I reached the station at 7 pm. I had to wait for three hours, before the train arrived as it was late. As soon as the train stopped, I rushed towards it.

The atmosphere was noisy. There was a great crowd of passengers in front of all the general compartments, pushing and elbowing one another to board the train.

I pushed myself into a compartment with great difficulty but could not get a seat. For most of the journey, I had to keep standing. At Tundla, I got an upper berth and finally got some rest for a while. It was not at all easy to travel in a general compartment but as I had to make this journey in an emergency, I had no other option. Anyway, I will write again soon.

With regards to dear papa.

Your loving son  
Ashish

- Letter to a father, who is away from home

114-B, Panchsheel Marg, Udaipur

May 15, 20XX

My dear father

I just received your letter. We all are happy to know that you are well. You will be glad to know that Manu has passed his B.Sc Examination in first division.

Sangeeta Didi has been blessed with a son. Both, the mother and the baby, are quite well. Bobby has been ill since you left for Mumbai. He is under the treatment of Dr RP Gupta, who says that he will recover soon. So, there is no cause for anxiety. Mom is fine and busy taking care of all of us.

Kindly write to us when you are coming back home. We all are looking forward to your return.

Your loving son  
Utsav



- Letter to your father telling him about your plan to go to a village with a group of students to teach illiterate villagers

1215, Qutub Enclave  
New Delhi

April 22, 20XX

Dear Daddy

I received your affectionate letter a couple of days ago, but I was busy with my examination and so I could not reply.

I am very happy to know that Sonu has been selected in IIT with a very good rank. Please, congratulate him on my behalf. He deserves the kudos.

As I informed you earlier, my annual examinations would be over on 29th April. On 30th April, I, as a part of a team of ten students, am planning to go to a nearby village Hatina, to teach the illiterate villagers.

The team will be headed by our professor Dr Pannikaran. We will teach them how to read and write Hindi. We will also train them to write their signatures.

Illiteracy is a curse in our society. Many problems and hardships faced by the poor villagers are because of their illiteracy. Our tour will not only help them, but it will also be beneficial for us to get a first hand knowledge of rural problems. I will write to you about our detailed programme later on. Everything is fine at my end. I am preparing well for my annual examinations too.

Convey my deep regards to mom and congratulations to Sonu once again.

Your loving daughter  
Anchal



- Letter to your mother expressing your concern and happiness on improvement in her health

15, Prem Kuteer  
Near Bus Stand  
Jabalpur (MP)

November 3, 20XX

My dear mom

Your letter dated 29th October is in hand. I am delighted to know that you are now quite fit and healthy. I was very worried about your health.

I'd like to request you to take care of yourself. Your health is more important than any other thing for all of us. So please don't neglect your health. I am fine. Richa is good too. She conveys her deep regards to you. We are planning to visit you during winter vacation. How is Papa? What about his promotion? Convey my regards to him.

Please do write regularly without fail.

Your loving son  
Piyush

- Reply from a mother to her son for above

9/B, Mathura Gate  
New Delhi-110031

November 14, 20XX

Dear Piyush

I was in receipt of your letter dated 3rd November. I noted your concern about my health. I am quite well now and taking full care of my health. I have started taking 'Yoga' classes at a 'Yoga' Institute, opened recently near your fathers' office. It has given me great relief and confidence to lead my life in a healthy manner. So relax and enjoy your life. Your father and me both go for a walk in evening. It keeps us fit.

Your father is expecting a promotion near the financial year ending. We are keeping our fingers crossed.

Do write about your exact programme of coming here. Looking forward to it. Love to you and Richa.

Your loving mom  
Kumkum



- Letter to your father about your sister's result and how about of other family members

15/B, Manastalla Lane, Kidderpore  
Kolkata 700023

July 18, 20XX

Dear Daddy

I've just got your letter. In fact, I had been anxiously waiting for news from home for last two days. I was worried about Shruti's result of class XII. I am delighted to know that she has secured 2nd position in the district and got the highest marks in Social Studies in the CBSE board.

How is mom doing? I hope she is regularly attending her yoga classes and both you and mom are going for an evening walk.

How is dear grandfather? I hope he is keeping good health and goes for morning laughter club regularly?

What is Shruti's future plan? Is she interested in pursuing her fashion designing course or attend normal college?

I will be visiting home during autumn break. Oh! I forgot to share one good news. I have secured highest marks in English in first semester and I have been selected as a member of English Literary Society of my college.

My regards to all the elders and love to Shruti.

Your loving son  
Aayushman

- Reply from a father to his son for above

Jay Palace, Mandir Marg  
Jaipur, Rajasthan

December 23, 20XX

My dear Aayushman

I received your letter yesterday. Everyone here is delighted to know that you've secured highest marks in English in the University in the first semester. You have kept your promise and shown your worth. Congratulations to you. You really deserve it. Keep it up.

Your mom and Shruti are fine. Shruti is more interested in pursuing fashion designing career and she is preparing for its entrance test which is really competitive.

Your grandfather is doing fine and is sending his blessings to you. Your mom and I may be visiting you in the coming month for two days. I will let you know our exact programme. Take care of your studies and health. With blessings from all of us.

Your father  
Suresh Mittal

- Letter to your father in response to his concern about your job and life at a new place

21



A Handbook for Letter Writing

16/J Ansari Road, New Delhi

January 21, 20XX

My dear papa

I have just received your letter and without any further loss of time I am replying to the same.

First of all, I am sorry for not writing to you for the last one and a half months. I am extremely apologetic for such a lapse and assure you that this shall not repeat in future under any circumstance.

Actually, I have been keeping very busy in a new assignment here. I've found it to be very interesting and it suits my taste as well. There is a lot to learn here.

I had started to write to you twice but failed. Whatever may be the reason, it is my fault for not writing to you.

Everything else is fine. All are good and very cooperative here.

I miss you all a lot. Convey my regards to Mom and Sharma Aunty.

Yours affectionately  
Surabhi



- Letter from a brother to his newly married sister

29, Columbia Road  
Nagpur

August 29, 20XX

Dear Shanu

Hope this letter finds you and Jijajee in the best of health. Ever since you left for Mumbai along with Jijajee, no news from your side. I hope you are fine and have adjusted to the new surroundings and new responsibilities. Please do inform us about your new place and do write to us regularly as all of us miss you so much.

I would like to know what has kept you so busy that you did not get time to write to us for such a long time. We all miss you a lot. I hope you have adjusted well in your new life. Do write without any further delay. Blessings from mummy and papa.

Your loving brother  
Sanjeev

- Reply from a sister to her brother

164/B Rana Pratap  
New Delhi

September 1, 20XX

My dear brother

I am very much delighted to receive your first letter just now. First of all, I apologise for my inability to write any letter. Actually, after our arrival in Mumbai, we became very busy in shopping for our necessities for the new home, visiting various places in Mumbai and in attending dinners hosted by the friends of your Jijajee.

But it is indeed my mistake that I couldn't write any letter. How can I forget my family-mom, papa and you? I also miss you all. I promise to write regularly now.

Rest is fine here. Your Jijajee takes full care of me. He conveys his regards to Mom and Dad and love to you.

Your loving sister  
Shanu





## (b) Letters to Relatives

- Letter to a cousin informing him about your future plans of action

13, Meera Lane  
Bani Park  
Jaipur

July 10, 20XX

My dear brother

I am glad to receive your letter. You have asked me about my future plans after completing my Sr Secondary. My examination result is going to be declared soon. I hope to pass with a good percentage. I want to join the army. I like military service. There, I can serve my motherland. So after my Sr Sec I'd like to attempt NDA examination, for which I have already started my preparations.

Regards to Aunt and Uncle.

Yours affectionately  
Mohit

- Letter to a younger cousin brother who has fallen into bad company

119, Gurunanak Pura  
Raja Park, Jaipur

July 15, 20XX

Dear Aditya

I've come to know that you are not serious about your studies. Sharma Uncle told me that you have been wasting your time in gossiping and wandering here and there. It seems that you have fallen into company of some bad students. I was stunned to know all this. One rotten apple can spoil the whole lot. Do not waste your time. Time once lost can't come back. This is the time to make your career. If you lose it, you will repent later.

Hard work alone can bring success. Your father will be very sad if he has to listen to such a complaint again. I advise you to leave the bad company at once and concentrate on your studies with full dedication and devotion. Write to me soon.

Yours affectionately  
Shikhar



- Letter to your aunt asking her about your cousin's result

334, Janakpuri  
New Delhi

March 2, 20XX

Dear Aunt

I hope you find my letter in the best of health and happiness. How are you all doing? How is Vinny?

I could not wait to write to enquire about Vinnys' graduation result. How was it? I am sure he must have aced the grades. I am glad to share that Sheena has passed her first semester with distinction in four subjects. I know you will be proud of her as we all are here.

Please plan to visit us sometime next month. It has been very long and we must meet soon. Please do write to me.

Regards to uncle and love to Vinny.

Yours lovingly  
Pranav Gidwani

- Letter to your uncle thanking him for the birthday gift you have received from him

105, Mangal Vihar  
Bokaro

February 28, 20XX

My dear uncle

Thank you for sending your warm wishes on the occasion of my birthday yesterday. I received many gifts, but yours was the best. I thank you very much for such a lovely gift. I loved the wrist watch you sent me.

Your gift is very precious to me. I often get late for my school but now I'll be punctual. This watch will help me during my examination days as well. The watch is a token of your love for me. I'll always keep it with me.

With best regards

Yours lovingly  
Harsh



- Letter to your cousin from Mohali where you have joined ISB (Indian School of Business) for pursuing your MBA

Chetak Hostel  
ISB Campus  
Mohali  
Chandigarh

March 28, 20XX

Dear Ankit

It has been a long time since we wrote to each other. You know I got admission in ISB and I joined the campus immediately. Everything is new here, surroundings as well as friends and hostel life.

But I am finding the place interesting. Last week our seniors gave us a welcome party, no ragging only we were made to sing or dance. It was fun.

My classes have started and everything is being done in a professional manner.

It is a well-known institution for pursuing MBA. The professors here are very knowledgeable and talented. We are about 35 students in our class in which ten are girls. Everyone seems to have taken their studies in the right earnest. I have Piyush as my roommate who was with me while doing graduation, so I do not feel lonely.

We all have a busy schedule. Classes are held regularly from 9 am till 4 pm afterwards we sit in the campus library and do our assignments. Hostel life is good and I have made many good friends.

Sometimes I feel homesick and want to be at home and go for a long walk along the stream with you. But I know it is a matter of bright career lying ahead, so I try to manage things in the best possible way.

Please do acknowledge my letter and write to me. How are you doing in your B-tech course? Convey my regards to Aunty and Uncle. Write soon.

Your loving cousin  
Venketesh



- Letter to your uncle on his 75th birthday

212/B Patel Complex  
Jeevan Jyoti Apartments  
Mumbai-400164

April 2, 20XX

Respected Uncle

Congratulations and my best wishes to you on your 75th birthday today! We all are very thrilled to have you in our family as a very enlightened and adventurous person which you are. To start with wish I with the old greeting : many happy returns of the day Uncle! I hope you are blessed with a healthy and energetic life for many more years to come.

I take this opportunity for thanking you from the bottom of my heart for all the advice and knowledge you have imparted to me from time to time. You are a role model for all of us. I was very happy to hear from father that you are still maintaining your health routine and go for a 3 km long walk every day.

I am sending you a book which I think you will like. You were always a great reader and I am glad that I could find a good book for you.

I am getting on well in my life and in my job with all elders' blessings including yours. Hope to hear from you very soon. Once again a very happy birthday to you!

With love and best regards

Your loving nephew  
Abhijeet



## (c) Letters to Elderly People

- Letter to your grandmother enquiring about her health and telling about your school dance

328 B, Phase I  
Bandra  
Mumbai

August 19, 20XX

Dear Grandma

How are you? We are good here. I have been missing you a lot since last week so thought to write to you. How is your health? I hope the new medicines have relieved you from the knee pain you were suffering from.

You will be glad to know that I have enrolled for kathak classes in my school. I know it is your favourite dance form. I remember the time when you used to practice some moves and teach the basic steps. I miss you every time I go for the class. I have told mom that I want to meet you and grandpa. She has promised me to plan a visit after my exams. I am already very excited to show you my dance abilities.

I hope grandpa is doing great. Love you both.

Yours lovingly  
Prachi

- Letter to your grandfather who has just been discharged from the hospital

191 Z, Indirapuram  
New Delhi

November 6, 20XX

Dear Grandpa

I just learned that you've been discharged from the hospital. I am very happy to know that you've now recovered from the viral fever you were suffering from. I hope you are feeling better. I suggest you to please follow your doctors advice regularly. It is for your betterment only. I advice you to eat healthy food and take rest properly.

We all have booked our tickets to Dehradun for the next week. We will be coming to see you. Please let us know if you wish us to get something for you from here or otherwise.

Lots of love. Get well soon!

Yours lovingly  
Shweta



- Letter to your uncle who recently retired as an army personnel

32/6B, Rohini  
New Delhi

May 19, 20XX

Dearest Uncle

I hope you find my letter in the best of health and happiness. I am writing it to congratulate you on your retirement. I know it must be a very emotional time for you but you should be grateful that you got a chance to serve your country with the best of your abilities. Though your services are ceased, the patriotism in your heart is immortal.

We all are really proud of you. You are my idol. I look upto you with respect and always try to acquire all the possible traits you possess. I wish you good luck for future. You may also find us standing beside you irrespective of anything.

With Best Wishes!

Yours lovingly  
Rohan Nagpal

- Letter to an aunt in your neighbourhood who you feel misses her grandchildren

99 BW, Shalimar Bagh  
New Delhi

August 13, 20XX

Dear Mrs Kharbanda

I hope you are healthy and fit. I am Rajat, a resident of the same building where you live. I see you every evening sitting in your balcony gazing at me and my friends. I don't know why but I somehow feel that you miss Archit and Swaliha, your grandchildren, who are away from you right now.

I cannot truly understand your emotions but just want to tell you that I really respect your love for them. If you ever wish to talk to me, I am just a ring away. It will be a pleasure and a blessing to spend some time with you.

Wishing you good health.

Yours obediently  
Rajat Jain



## (d) Love Letters

- Letter to wife

24-3, Quarter  
Wagha, Punjab  
July 2, 20XX

Dear Abha

It has been very long since I last wrote to you. I have been very busy here. I wish I could share my achievements with you but I hope that you will understand that my duty bounds me to keep my work confidential.

Enough about me, tell me how are you? My memories of you and Prachi have started to faint now. I miss you both a lot. I've also applied for leave so that we can celebrate Deepawali together.

I am sorry for closing it now. Take care of your health and my pretty daughter. With love and care.

Yours only  
Rahul

- Letter to your brother expressing your love and concern about him

H No 27, Civil Lines, New Delhi  
January 3, 20XX

Dearest Pulkit

I don't know where to start from. Since you've left for your higher studies, it feels as if light has gone from my life. Home feels so lifeless without you. I miss you already.

We used to fight for more space in the room and now that I've it all by myself, I don't need any. Everything seems boring without you by my side.

Anyway, how are you? Have you settled down now? I hope you make good friends there so that it gets easy for you to adjust in the new country.

Mom and dad miss you a lot too. They are sending their blessings to you. Please write to us soon. Take care

Your loving twin  
Yash



- Letter to father/mother expressing your love on Fathers'/Mothers' day

29, Mayur Vihar, New Delhi

August 19, 20XX

My dear Father/Mom

Today is Father's/Mother's Day and this day gives me a chance to express to you how much your love and affection over the years have meant to me and how lucky I am to have a dad/mom like you. You have been my friend, philosopher and guide. You have been my staunch supporter for as long as I can remember, and not once have you ever let me down.

I remember almost all your teachings about the importance of moral and ethical values in life. You have always guided my pathways. Wherever I stand today, it is because of you.

I just want to tell you that I am proud to be your son. I love you and miss you a lot.

A very Happy Father's/Mother's Day to you!

With regards to everyone at home.

Your affectionate son  
Puneet



## II. Social Letters



### (a) Letters to Friends

These types of letters are written in simple language. These letters are addressed to your friends. Here, you do not write exclusively about yourself. There are certain issues and problems, which you might want to discuss with your friends. You are sure that your friends will understand the problem and sometimes help you in finding a solution to it. This type may also include description of a place or visit to a friend's house in which your friend may be interested.

- Letter to a friend telling him about the importance of Civil Services and how to make preparation for English paper

129, Civil South West Block  
Alwar

October 18, 20XX

Dear Rajesh

I am in receipt of your letter today. You have asked my views about the Civil Services and how to prepare for English paper for this examination.

In my opinion, Civil Services provide you an excellent and challenging career. You get a respectable status and recognition in society. As an administrator, you can render valuable service to the society. You can help the poor and the neglected sections of the society. You can initiate actions to eradicate so many evils prevailing in our conservative society.

An administrator is responsible for the overall development of his area of jurisdiction. So if you are thinking of preparing for the Civil Services, you are on the right track.

As far as preparing for the English paper is concerned, I'd like to suggest you to polish your Grammar first. Strong and enriched vocabulary will help you in writing correct English. For English, it being a foreign language, you can't depend on cramming. You have to do regular practice. I think you will find my advice proper and useful.

How are your parents? Please convey my regards to them.

Your loving friend  
Ravi



- Letter to a friend telling him about your plan of establishing your own factory, after completion of your BE (Bachelor of Engineering)

C-125, Pratap Nagar  
Chittorgarh (Raj)

November 15, 20XX

Dear Jai

How are you? How are the things at your end?

I am thinking to establish my own factory after completing my BE. Getting a Government job has become almost impossible nowadays and the present slump in the market has made getting private jobs a difficult task too.

I have talked to my parents. They have advised me to establish my own unit of manufacturing 'Steel Nuts'. One of our relatives already has such a unit. I can learn a lot about this business from him.

Though there is competition everywhere, yet with quality products and fair dealings we can achieve success. My education will also be very helpful in this new venture. Hard work, of course, is the main ingredient of any venture.

What do you suggest? If you like, you may also join me in this new venture.

Convey my regards to your parents and love to Sonu.

Yours sincerely  
Piyush

- Letter to a friend describing the Annual Day celebrations in your school



23, Ram Nagar  
New Delhi

January 10, 20XX

Dear Sakshi

The annual function of my school was held on Tuesday, the 2nd of January. A stage was built up. Three big 'Shamianas' were fixed. The Education Minister was our Chief Guest. A cultural show was organised in which one-minute plays, folk dances and songs were presented.

After the cultural show, the Principal read the Annual Report. The Chief Guest distributed prizes to the meritorious and the best performers. He praised the efforts made by our school in preparing the students for the annual function.

The function ended after a tea party. It was a nicely arranged and well managed function.

With lots of love to you and Kiaan.

Yours sincerely  
Varun



- Letter from a student to his friend, telling him about his first impression of the college

215, Aravali Vihar  
Near Jain Temple  
Alwar (Raj) 301001

October 18, 20XX

Dear Shankar

As you know, I got admission in Rajasthan Commerce College, New Delhi this year. The atmosphere and the environment of the college is entirely different from that of our school. The discipline in the college is not as strict as it was in our school.

There is no boundation of wearing a uniform. The professors treat us in a very friendly way. Professors just come in the class, deliver the lectures and generally do not bother to ask any questions from the students. They are not worried whether the students follow them or not. All kinds of facilities like library, sports, games, canteen are available in this college.

Students enjoy the freedom of college life. Everyone is at liberty to go wherever he likes, to do whatever he likes, and to speak what he has in his mind within certain limits.

I can't afford to waste my time in useless things and have started making notes by consulting the library books for the last one week. I have to do a lot of hard work to obtain good marks. Tell me about yourself.

Convey my regards to your parents.

Yours lovingly  
Dinesh

- Letter to your friend from the hostel, telling him about an interesting weekend that you spent at your friend's house recently



Subhash Hostel BTR School  
New Delhi

March 30, 20XX

Dear Mohan

I have been thinking to write to you for the last several days about my short but enjoyable stay at my friend's house. As you are aware, I am well settled in the hostel now. I have made very good friends here. I have written to you earlier about my friend Pankaj, who belongs to Kolkata. As the school was closed for winter vacation, Pankaj took me with him to Kolkata.

His father is an Executive Engineer in PHED. He owns a big farmhouse. Kolkata is a large metropolitan city. We visited National Library, Victoria Memorial, and New AC Market. We also travelled in a tram, a small train with two coaches. It was really thrilling to visit the zoo and the Birla Planetarium there. I also visited Bara Bazaar, a commercial market. I purchased two shirts and a wristwatch from the Madaan Market at very economical prices.

I really enjoyed my stay with Pankaj. His parents are very generous and amiable. Every family member gave me love and affection which shall always remain in my mind.

What about you? When are you going to London? Please write to me your exact programme, so that I may plan to visit you accordingly.

Your loving friend  
Hemant



- Letter to your friend about the futility of exploding crackers on Deepawali

1876 Mount Villa  
Mount Abu

May 24, 20XX

Dear Rina

Hope you are happy and enjoying the leisure time after examination. You know the festival of Diwali is approaching fast. I would like to inform you that in our town, I, along with my four friends, have decided to make the people aware of the futility of using crackers on Diwali.

I do not find any reason for wasting so much money on fireworks and exploding crackers, which not only pollutes the atmosphere but also causes outbreak of fire on many occasions. Many times the fire caused by the crackers endangers human lives and destroys huge properties. We have decided to collect fifty rupees from every house and to distribute sweets and clothes to the poor. I think in this way, we will be celebrating this festival in real sense as it may lighten up someone's life. Do share your plans and opinion about our unique way of celebrating Diwali.

Convey my regards to your parents.

Your loving friend  
Seema

- Letter to your friend telling him about the sports tournament arranged by your club

212 Shivalik Nagar  
Dehradun

December 25, 20XX

Dear Maneesh

For the last ten days I have been very busy in the district tournament organised by our club in the school playground. All volleyball clubs of the state were invited but only twenty three clubs participated.

There was a very tough competition for the district shield. Our club won the shield cup and the Jaipur Pinkcity Club won the 'Best Club Award'.

The District Collector was the Chief Guest. He distributed the prizes. The prizes were given on the closing day. A cultural programme was also organised in which all the clubs participated.

It was a very nice and entertaining programme. Everyone appreciated and enjoyed it.

When are you coming here? Do inform me about your plans.

Your loving friend  
Kriti





- Letter to a friend inviting him to your village during summer vacations

B-121, Anand Colony  
Rampur

May 15, 20XX

Dear Samar

I earnestly desire that you should come to my village during the summer vacations. We both shall enjoy ourselves here and I am sure that you will certainly like the village life. It will be a delightful change for you. Rampur is famous for mountains, lakes, rivers, green forests and for its natural beauty. There are many beautiful picnic spots near my village. Kali Ghati, Bhujang Shiv, Jharna, etc are some of them which are famous for waterfalls and natural beauty.

City life is full of hustle and bustle, and has become very polluted. You will find the village life very peaceful, with clean air and greenery all round. You will feel as if you are at a hill station.

Please confirm your date of arrival.

Yours sincerely  
Suresh

- Letter to a friend inviting him to join a picnic

12 Defence Colony  
New Delhi

November 25, 20XX

Dear Maneesh

As I wrote to you earlier, my three friends from Mumbai have arrived here in the morning today. We are going on a picnic to Amber in Rajasthan on 30th November. We shall go there by taxi. We will start at 6 am and come back by 8 pm the same day. As you know, Amber has a beautiful palace with a great historical significance. I'll be very happy and insist upon you to join us positively. It'll be a great pleasure to have you in our company.

Convey my regards to your parents.

Yours sincerely  
Sohan



• Letter to a friend describing a visit to a hill station



15 Shastri Nagar  
New Delhi

November 27, 20XX

My dear Jeet

As you are aware, I had not been enjoying good health for some time. Therefore, my father thought, and our family doctor also advised, that a stay in the hills for about two months was necessary for my health. So, as soon as my examinations were over, I came to Shimla to stay with my uncle here. My mother is also here with me. I feel much better here than in Delhi and feel much refreshed and full of energy. I am enjoying my stay in the hills and breathing the fresh, invigorating mountain breeze.

There are not many hotels here. I am lucky to stay with my uncle especially as his house is situated very near to the Mall Road which gives a splendid hill view. I have already climbed to the top of Jaku Hills near the Hanuman temple. I have also visited Kufri, a place famous for skiing.

I am now used to stroll along the mall in the evening and take horse rides also. I have visited many nearby scenic places and enjoyed climbing to various small hills. Shimla is indeed a beautiful hill station. I am having a pretty good time and enjoying my stay in this beautiful valley. Write to me about you and about your programme after graduation.

With fond memories and love.

Your loving friend  
Zaina



- Letter to a friend about the advantages of stamp-collection

B-242, Safdarjung Enclave  
New Delhi-110049

April 5, 20XX

Dear Piyush

I hope you are enjoying after your examination got over a week ago. You had asked me about pursuing a hobby in your free time. I am suggesting 'stamp collection' as this hobby is not only keeps us busy but also has many advantages.

We can have a lot of friends from collecting stamps. By attending the meeting for filatelist, we can meet people of varying background and different age-groups. Getting a lot of money is another advantage that we can get from collecting stamps. The rare stamps like first day covers may fetch very good price if you need money.

One basic advantage of stamp collection is to acquire lots of patience and carefulness. The impatient person cannot be a good filatelist. Carefulness is also required for collecting stamps. So the lessons of patience and carefulness can come handy in our future life as well.

I hope I have been able to put across advantages of stamp-collection and start pursuing this hobby. Please convey my regards to Aunty and Uncle.

Your loving friend  
Ashima

• Letter to a friend abroad describing the festival of colours-Holi



123/Shivalik Nagar  
Panchsheel  
New Delhi

March 27, 20XX

Dear Minnie

How are you? Very recently I celebrated Holi festival along with my family and friends. It is also called a festival of colours as people smear 'Gulal' of various shades on each other's face. Small children fill coloured water in their balloons and start the day by bursting these on others. 'Thandai' is a sweet drink which is prepared on this occasion. Some people mix 'bhang' also in this thandai which is not a good practice.

Lots of snacks like gunzias, samosas and pakoras are served to people who visit our house. People embrace each other and try to forget and forgive even the enemies. Some people spoil the fun of this festival by drinking too much or indulging in quarrels. If played in right spirit, this festival of colour can uplift our mood and make us enjoy the life around us.

When do you plan to visit India please do inform me, I would love to come and meet you and spend sometime gossiping with you.

Yours lovingly  
Manasi



## (b) Invitations

Invitations are of two kinds : formal and informal. A formal invitation is generally written in third person, and contains no heading, no salutation, and no complimentary close. The writer's name should appear in the body of the invitation. The address of the writer and the date should be written on the left, below the communication.

### Informal Invitations

- Letter of invitation to a dinner party

12, Alka Marg  
New Delhi

July 15, 20XX

Dear Mariam

I hope you find my letter in the best of health and happiness. I am very pleased to request the pleasure of your company at a get together organised by our family to celebrate and cement the bond we share.

I look forward to see you, along with your entire family at Jai Palace, Jaipur on 24th July, 20XX at 8 pm. Please confirm your presence at 9838116XXXX for the same.

Yours lovingly  
Chawlas



- Letter of invitation to a picnic

13-A, Sadiq Nagar  
New Delhi

February 20, 20XX

Dear Prerna

Rishi and I have planned a picnic to 'Bhadkal lake' Faridabad on Saturday, 23rd February, 20XX. We would like you to accompany us. We will enjoy together. Please confirm.

Yours sincerely  
Minni & Rishi Malhotra

- Letter for accepting the invitation

Dear Minni

Thank you so much for the picnic invitation. I was free on this Saturday and looking for something different. The sweet memories of last year's picnic are still fresh in our mind. I will reach your home by 7:30 am along with some snacks.

Yours sincerely  
Prerna

- Letter of invitation on marriage of daughter

49, Manu Marg  
Kalkaji, New Delhi

October 1, 20XX

Dear Mr Pathak

I am glad to invite you and your family on the auspicious occasion of my daughter's marriage on 4th October, 20XX at City Park Green Resorts (Alipur, New Delhi), 7 pm onwards. I will be grateful if you grace the occasion with your presence and shower blessings upon the couple.

I hope to see you along with your family. You will find a map enclosed for your reference to the venue.

Yours lovingly  
Mrs & Mr Javed



- Letter of invitation to your son's birthday party

6C, Model Town  
New Delhi

August 12, 20XX

Dear Prerna

I feel elated to invite you to my residence on the occasion of my son's 20th birthday on 23rd August (Saturday) at 9 pm. Please assure your presence and oblige Rahul with your blessings.

He will be really glad to celebrate his birthday with you.

Hope to see you on time.

Your friend  
Swati Chhabra

## Formal Invitations

Formal Invitations relate to larger social functions such as wedding and dinner and social functions as Chief Guest at a function or act as a judge in a contest. Normally formal invitations are engraved. There are two types of formal invitations. The first has the generalised phrase 'request the pleasure of your company.' The second type has a blank in which the name of the guest is written by hand.

- Letter of invitation to parents on Annual Day function

Bal Bharti School  
Alaknanda, New Delhi

November 12, 20XX

Dear Parents

You are cordially invited to celebrate the Annual Day Function on November 15, 20XX in the school at 6:00 pm. Please grace the occasion with your benign presence. We request you to please be seated by 5:30 pm.

Spreading knowledge and love to all.

Yours sincerely  
Principal & Staff



- Letter of invitation for inauguration of cooperative store

Nagpal Cooperative Store  
Kailash Colony  
New Delhi

October 9, 20XX

Dear Resident

We take pride in announcing the opening of our new establishment, Nagpal Cooperative Store, in KC Market on October 15, 20XX at 12:00 pm by Dr Gaurav Mittal. You are requested to grace the occasion and avail the inaugural discount of 10% on all readymade garments, cosmetics and electrical items.

We await your presence in the celebration. With best compliments and regards.

Manisha Nagpal

- Letter of invitation for inviting a person of repute as judge for a competition in the school

St Martin's Public School  
Rajnagar 'C' Pocket  
Ajmer

April 10, 20XX

Mr Kamal Sudama  
Madhya Pradesh (Ajmer)

**Subject** Invitation for Being a Judge in Inter-school  
Competition

Respected Sir

We shall be obliged if you could spare some time from your busy schedule to act as one of the judges for our silver jubilee One Act Play Competition 'Rang Manch' to be held on 22nd April, 20XX in school auditorium at 11:30 am.

Kindly confirm your acceptance by 15th April, 20XX.

Yours sincerely  
Namrata Rana  
(Principal)



- Letter for inviting a team of students and teachers for competition/workshops

The English Literary Society  
Delhi Public School  
Vaishali  
Ghaziabad

April 20, 20XX

The Principal  
SDS Public School  
Rajchowk  
Muradnagar

**Subject** Invitation for Workshop on 'Change in the  
Syllabus-20XX-XX

Respected Sir

The English Literary Society of DPS, Vaishali has arranged for a two day workshop on the topic mentioned above on 27th and 28th April 20XX. Professor Dr Vijay Laxmi, eminent linguist and Professor (Delhi University) has kindly consented to conduct the workshop.

Kindly depute a team of four teachers of your school to attend the workshop and send their names to us latest by 23rd April, 20XX.

Looking forward to a prompt reply.

Sheeshmani  
(Secretary)  
The English Literary Society





## (c) Congratulatory Letters and Letters Conveying Good Wishes

- Letter to a friend who has passed with first division

H No 506 Gopal Bari  
Kolkata

July 10, 20XX

Dear Rakesh

I was delighted to hear from your sister yesterday that you passed your BA examinations with distinction in two subjects.

You really worked very hard. You indeed deserved it. This is the result of your dedication, devotion and hard work. I am indeed proud of your success. I hope you will keep it up in future also.

What are your plans now? Write to me soon.

Convey my regards to your parents.

Yours lovingly  
Rajendra

- Letter for congratulating a friend on getting a scholarship

2/12 Shalimar Bagh  
New Delhi

May 3, 20XX

Dear Kavita

I am very happy to learn that you have been awarded the Birla Scholarship for higher studies. It is not just the money that matters, but the recognition involved with the scholarship which is the most valuable thing. Congratulations for such a great achievement. May God grant you all the success in your life and may you get many such great recognitions in future also!

Your loving friend  
Sudhir



- Letter for congratulating a friend on passing CAT examination

14/3 Ashok Vihar  
New Delhi

October 1, 20XX

Dear Suraj

It was indeed pleasing to hear from Dinesh that you have passed the CAT examination with 99 percentile and are expecting to get admission in one of the IIMs. Please accept my heartiest congratulations on this achievement. You really deserved it. Your hard labour and perseverance have paid you dividends. Tell me about your counselling and good luck for your interview.

Congrats again

Yours lovingly  
Ravi

### (d) Letters of Apology

- Letter of apology for a late reply to an invitation

Kabir Sadan  
345/2, Godaulia  
Varanasi (UP)

October 5, 20XX

Dear Mrs and Mr PK Shrivastava

Thank you for the invitation to your anniversary party.

I would very much like to attend your party and hope that you can accept my response at this late date. However, please accept my apologise for this late reply.

Again, thank you so much for the invitation.

Yours sincerely  
Shreyans P Jain



- Letter of apology for thoughtlessness about personal and business image

137, Granary Road  
Patna (Bihar)

May 24, 20XX

Dear Pawan

I am writing this letter to apologise to you formally for my thoughtlessness. It was immature and foolish of me to talk about you and your business with someone else, in such a reckless manner, though unintentionally. I am extremely sorry for such a foolish act. I realise, I've hurt your feelings and hope you will forgive me as it was actually an inadvertent mistake. I assure and promise you that I will never let this happen again.

With regards

Yours sincerely  
Kunal Goswami

- Letter of apology to neighbour for breaking of window glass by his son

K-8, Raja Surajmal Vihar  
Bhiwani (Haryana)

February 20, 20XX

Dear Ms Hooda

I came to know that my younger son has broken one window glass of your house with the cricket ball, while playing in the street. I apologise for the damage caused by my son. I request you to please send me the bill for the repairs.

Also, I assure you that such incidence will not take place again, as I have taken my son to task and scolded him to be very careful in future. If there is anything else I can do for you, please let me know.

Yours sincerely  
BS Choudhary



- Letter of apology to a colleague for misunderstanding an act of generosity

A-356, Ayanavaram  
Near Daya Sadan Home  
Kunnor High Road  
Chennai (TN)

August 23, 20XX

Dear Mr Raghavana

I realise that we have had a bit of misunderstanding regarding the favour shown by you to Mr Kapil Bhatia. I am sorry for contributing to this misunderstanding. I just misunderstood your notion of generosity. With a little patience on my part, this whole mess could have been avoided.

I am very sorry if I have hurt your feelings or caused you undue stress over this situation. I hope that you will forgive me. I have learnt lesson from this incident and will try to prevent occurrence of similar problems in future.

Please accept my sincere apologise.

With regards

Yours sincerely  
R Kumaraswami

- Letter of apology to your sister

F-36, Kankaria  
Akbar Road, New Delhi

July 20, 20XX

Dear sister

I am thankful to God for blessing me with such a lovely and wonderful sister who is so considerate and caring. You are so important to me that I can't imagine a day without you.

I have no hitch in accepting and apologising for my rude behaviour in the party last night. I don't know what got over me but no excuse or reason can justify my mistake. I know that I become unreasonable and irrational at times but I promise to try my best not to repeat such a thing again.

Please accept this apology and forgive your kiddish sister. Sorry.

Yours lovingly  
Taruna



## (e) Letters Offering Condolence and Expressing Sympathies

- Letter to a friend consoling him on the death of his mother

B-147 Haripur Colony  
New Delhi

October 12, 20XX

My dear Shrawan

I am very grieved to hear from Ramesh about the death of your dear mother, and I can well imagine how greatly you must be missing her every minute.

You have one consolation, however, that of having been the best son to her, and of having given her the most devoted care during her long illness.

At such a time as this, little can be said to comfort you, and time alone will lighten your sorrow for the loss.

I feel that I have lost a great well wisher in her, and indeed all who knew her cannot forget her as she was so kind and selfless.

Please accept my heartiest condolences on this tragic happening. I shall be meeting you very soon.

Your affectionate friend  
Kushal

- Letter to a friend who has recently lost his father

10 Barkat Nagar  
Jaipur

May 4, 20XX

My dear Mahesh

It is really a sad news that you have lost your dear father. I knew your father had been suffering from some illness but was not aware that the illness was so serious.

He was very kind and friendly. He always advised and cared for me as if I were his own son. He was indeed a very noble and kind hearted gentleman.

Words, I know, can't soothe the wounds. May God give you strength to bear this loss with courage and fortitude!

Yours lovingly  
Vinay



- Letter offering your support to someone who has just lost his spouse

13, Gulabi Bagh  
Meerut

January 19, 20XX

Dear Mr Madhvan

I understand that this must be an extremely difficult time for you. We all know how special your wife was as a person and how close you both were to each other.

Her untimely death has shaken everyone around but being a father of two kids, you must have the courage to face the cruel reality of the mortal world.

I am always with you and you can depend on me for any assistance and help.

Please, accept my deepest sympathy on the loss of your partner.

Yours sincerely  
Yogita Jain

- Letter of condolence on the death of an army personnel

23A Villa Lane  
Punjab

June 23, 20XX

Dear Sunita

I am terribly shocked to know about the sudden death of your husband in Kargil war. Everyone here is deeply grieved at his death. He was a brave soldier and a fine gentleman.

May God give you strength to bear this irreparable loss. May his soul rest in peace. Please don't hesitate to ask me for any assistance.

Yours sincerely  
Pranita

- Letter of sympathy to a friend who has lost his job

53



B-3 Bharat Vihar  
Kolkata

June 17, 20XX

Dear Suresh

I am upset to hear that you have lost your job at the Institute of Technology. You were, otherwise, quite excited about the prospect of working there.

I hope that this change, while an upsetting one, will turn out to be a blessing in disguise, and that you will come through this difficult time with flying colours. Wish you good luck in finding a new job.

Remember, being my bosom friend, please let me know if there is anything I can do for you.

Don't lose hope and take care of yourself.

Yours lovingly  
Aditya

- Letter of sympathy to a friend on failure in an interview

26, DLF Estate  
Gurgaon

June 11, 20XX

Dear Bharat

I am quite disappointed to learn that you haven't been able to secure your name in the final list of successful candidates in the civil services.

This was your first chance, yet you were able to get an interview call. I think you should not feel depressed or frustrated. Failures are the stepping stones to the success.

Analyse your weaknesses, and start preparing again with double vigour; you will positively get success.

With best wishes.

Your loving friend  
Rachit



## (f) Thank You Letters

- Letter of thanks to a friend for a favour

2 Narayan Society  
New Delhi

November 13, 20XX

Dear Pawan

I, hereby convey my hearty thanks to you for the valuable help extended to me in procuring licence for settling the claims of the bank.

Without your active help, it would have not been possible at all. Reciprocating your kindness is not possible, yet I would like to assure you that you'll always find me at your service. I'm just a call away. Thank you again!

With regards

Your loving friend  
Ritesh

- Letter to a friend thanking for doing something thoughtful

B9 Karol Bagh  
New Delhi

December 30, 20XX

Dear Ganesh

I'd like to convey my sincere thanks to you for your recent thoughtfulness. It was so kind of you to speak so favourably about me to my chief that I'd never forget it.

It was just what I needed ! You always seem to know the perfect thing to say or do. I am truly touched by your generosity and willingness to go out of your way to help me.

You are a true friend. I am indeed lucky to have someone like you in my life. Thank you again for being so thoughtful.

Your loving friend  
BL Bhargava





- Letter of thanks to a friend for the congratulatory message on wedding anniversary

1A Indirapuram  
New Delhi

February 2, 20XX

Dear Prakash

Thank you very much for the congratulatory message sent by you on my wedding anniversary. My wife also conveys her thanks to you for sending wishes and love across the border.

Your blessings will surely help us in leading our life with happiness and in a peaceful manner.

Thank you again!

Yours lovingly  
Pankaj

- Letter of thanks for New Year greetings

1Z-39 Dadra lane  
New Delhi

September 18, 20XX

Dear Pushkar Ji

Thank you very much for the New Year greetings which I heartily reciprocate. It was nice to know that you still remember us.

Thank you again!

Yours sincerely  
Piyush



- Letter of thanks to a friend for financial help

C-32, Ashok Vihar  
New Delhi

September 4, 20XX

My dear Ganesh

I'm very thankful to you for the timely financial assistance at this hour of need. With this money I'll be in a position to ensure proper medical treatment of my son. You are really a true friend.

Thank you again!

Your loving friend  
Pradeep

- Letter of appreciation for the services rendered

Lions Club International  
Punjabi Bagh  
New Delhi

May 21, 20XX

Dear Mr MP Jain

I'd like to express my appreciation for the remarkable service rendered by you as an active and dynamic member of the Lions Clubs International. The contributions you made to the club over the past one year were indeed very valuable and worthy to be followed by others.

Wish you all the best!

Yours sincerely  
SP Jha  
(*President, Lions Clubs International*)

# Formal Letters

Formal letters are letters written to officials, business associates, organisations etc to correspond with them regarding issues and concerns related to business profession or law and order. It includes business letters (from one business organisation to another, to government offices etc) letter of application (to apply for job, apply for leave etc) and official letters (letters of apology, reference or recommendation and letters to/from employees).

*Formal letters are further divided into following categories*

- (a) **Letters to the Editor** Letters written to the Editor are generally associated with newspapers or magazines. These letters are written by a common man regarding general issues concerning the public.
- (b) **Complaints and Suggestions Letters** A letter of complaint is normally written to deal with a problem situation when other attempts (i.e. phone contacts, emails etc) have failed to rectify the situation.
- (c) **Letters of Application** These are letters written to either make a request or apply for a service. It also includes applications written on school level, to the teacher/principal.
- (d) **Business Letters** A business letter is usually a letter from one company to another or between such organisations and their customers, clients and other external parties. A business letter is sometimes useful because it produces a permanent written record and may be taken more seriously by the recipient than other forms of communication.
- (e) **Official Letters** These are letters written to/regarding the employees, to file a complaint and to apologise for something. These letters do not discuss business but are professional and respectful in tone.



- (f) **Miscellaneous** These are written for any special purpose like letter to NGO for help or letter to school management or letter of enquiry etc.

## Parts of a Formal letter

*Usually, there are following parts in business letter*

### Heading

The heading of a business letter contains the return address with the date on the last line. If the stationery is imprinted with the return address, then the return address may be omitted. Sometimes, a line after the address and before the date may include a phone number, a fax number, an email address or the like.

Sometimes, it may be necessary to include a line after the address and before the date for a phone number, fax number, email address or something similar.

Often a line is skipped between the address and date. If you are using stationery with the return address already imprinted, you need not write return address above the date.

Lacme Stores  
140-B Ganesh Apartment  
Mansarovar, Jaipur  
(0141) 2760795  
July 18, 20XX

### Inside Address

This is the address you are sending your letter to. It should be complete and should include titles and names if you know them. This is always on the left margin. If an 8½" x 11" paper is folded thrice to fit in a standard 9" business envelope, the inside address can appear through the window in the envelope.

An inside address also helps the recipient to route the letter properly and is of much help, should the envelope be damaged and the address become unreadable.



Skip a line after the heading before the inside address. Skip another line after the inside address before the greeting.

Dr Govind Raghvan  
 Cross Country Coach  
 Dept of Athletics  
 University of Jodhpur  
 Jodhpur (Rajasthan)

### Use of 'Messrs' (M/s)

Messrs is normally prefixed to a company's name that includes that name(s) of a person or persons.

For example

Messrs Ratnakar and Sons Ltd  
 Messrs P Krishna and Brothers Ltd

If the firm has an impersonal title, that is, when it does not include the name of any person 'Messrs' should not be prefixed. For example

The Dhanlakshmi Bank Ltd  
 The Pink City Cables Ltd

### Subject

It precedes the salutation and is placed in the centre of the page. The subject clearly indicates the purpose of the letter. For example:

**Subject** Placing an Order for Books

### Greeting

Also called the salutation. The greeting in a business letter is always formal. It normally begins with the word 'Dear' and always includes the person's last name.

It normally has a title such as Mr, Mrs, Dr or a political title. Use a first name only if the title is unclear. The greeting in a business letter may end in a colon or comma.



## Body

The body is the main letter. It is written as text. A business letter is usually typed. Depending on the letter style you choose, paragraphs may be indented. Regardless of format, skip a line between paragraphs. The first line of a new paragraph is indented in the semiblock style. The block and modified block style have all lines of the body to the left margin.

Skip a line between the greeting and the body. Skip a line between the body and the close.

## Complimentary Closure (Subscription)

This short, polite closing ends with a comma. It is either at the left margin or its left edge is in the centre, depending on the style that you use. It begins at the same column the heading does. The complimentary closure begins with a capital letter and ends with a comma.

## Signature Line

Skip two lines and type out the name to be signed. This, customarily, includes a middle initial, but doing it is not necessary. Women may indicate how they wish to be addressed by placing Miss, Mrs, Ms or similar title in brackets before their name.

The signature line may include a second line for a title, if appropriate. The term 'By direction' in the second line means that a superior is authorising the person who signs. Sign the name in the space between the close and the signature line, starting at the left edge of the signature line.

For example

Sincerely	Sincerely yours
(Signature goes here)	Jitesh Jha
(Mrs) Kritika Sharma	By Direction
Director of Acquisitions	General Manager

- The signature should start directly above the first letter of the signature line in the space between the close and the signature line. Use blue or black ink.
- Business letters should not contain postscripts.



## Enclosures

Often some documents are also attached to business letters. A mention of all these enclosures should be made immediately below the date of the letter, which is written on the left hand bottom corner of the letter.

For example

- Encl. 1. Resume
2. Xerox copy of the salary slip

## Postscript

As far as possible the use of the postscript (PS) should be avoided, as it mars the beauty of the letter. They are at times used to give prominence to certain important announcements.

For example

PS : NO LEGAL ACTION WILL BE INITIATED ON PAYMENT OF DUES BY NOVEMBER 25, 20XX.

## Purposes of Writing Formal Letters

*The main purposes of writing a formal letters are*

- to voice your opinion in case of Letter to the Editor.
- to get your problems addressed.
- to complain about or against someone. Many complaints are validated by recording the facts in letters.
- to place an order, seek information, enquire, send reply, sell products etc.

### How to Write an Effective Formal Letter

*While drafting a formal letter, observing the following tips may be beneficial*

- Be polite and formal.
- It should start by introducing yourself and describing the purpose of writing.
- Briefly describe about what you want to convey through the letter, give complete information along with necessary details like date, reference number etc.
- Conclude with a hope/appeal/warning/ suggestion, as required.
- If you are writing to an authority about a problem in your area, briefly give its details and seek or suggest a solution.
- In Letters to the Editor, do not ask the Editor to solve your problem. He/she can only give voice to your opinion, views, suggestions etc.

# Letter to the Editor

Letter to the Editor is written by the readers of the publications on a topic of general concern. They are mostly associated with newspaper and magazines.

The subject matter of letters to the Editor may vary diversely from local environmental issue to responses to legal actions regarding global peace. It is a useful exercise and way to lend voice to your feedback, comment, suggestions and opinions.

Letter to the Editors, if published, can serve to put forward the message you want to convey, persuade and stimulate the thoughts of the audience.

Formulating a letter to the Editor is a crucial task. Thus, the following keypoints may help you draft an effective letter that outstands the offer.

*In this category we covered letters on following topics*

- (a) Social Issues
- (b) Political Issues
- (c) Economical Issues
- (d) Health and Medical Issues

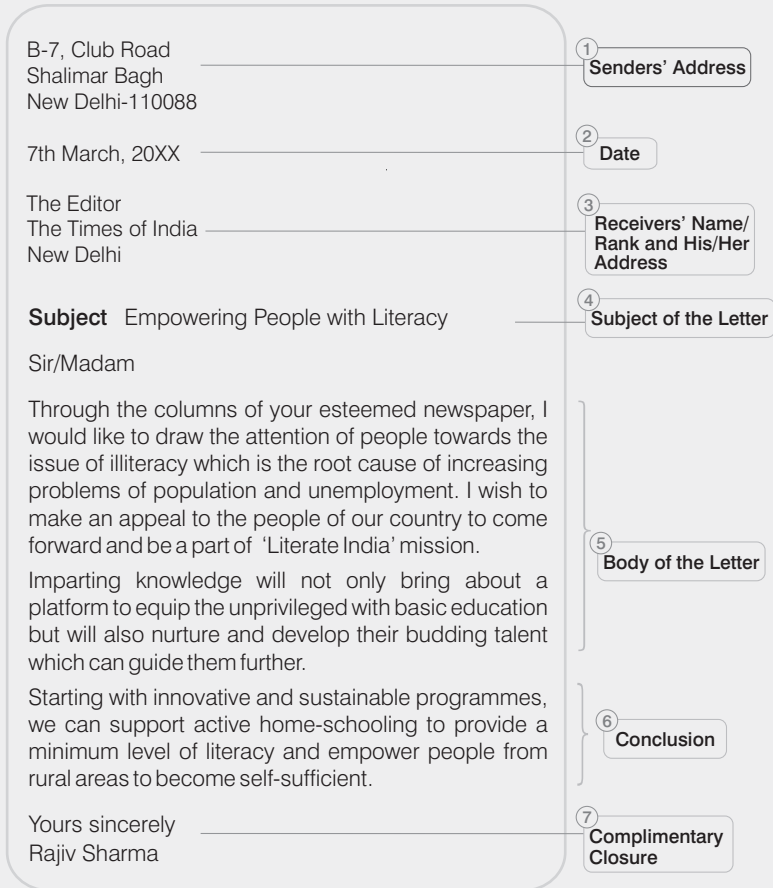
## Points to be Kept in Mind

*Following points should be kept in mind while writing a letter*

- Be polite and formal at all times. Go through the question again to understand it thoroughly.
- Write down the key points for establishing good content and make sure your letter's body is in sync with the main theme.
- Avoid using long sentences. Avoid going overboard at explaining a single point.
- Strictly avoid short forms or slangs.



# FORMAT OF LETTER TO THE EDITOR



## Parts of Letter to the Editor

1. **Senders' Address** Writer's address is written here. Never put His/Her name here.
2. **Date** The date appears directly below the address after leaving a line
3. **Receivers' Name/Rank and His/Her Address** It includes the designation (if known), name of the organisation (if appropriate) followed by the street/area, state/town and country (if writing internationally) of the person to whom the letter is being sent.
4. **Subject of the Letter** It indicate the theme of the letter here.
5. **Salutation** It is a customary greeting with which the sender opens the letter.
6. **Body of the Letter** It includes the main text of the letter. It puts forward the message that the writer wants to convey. It emsodies introduction and purpose.
7. **Complimentary Closure** It includes name and designation of the sender.



## (a) Social Issues

- Letter to the Editor of newspaper, complaining against the increasing nuisance of beggars in the city

417, Kabir Colony  
New Delhi

April 7, 20XX

The Editor  
The Hindustan Times  
New Delhi

**Subject** Rising Nuisance of Beggars

Sir

I would like to draw the attention of the local authorities towards the increasing nuisance of beggars in our city. This is a dark spot on the social image of our country.

Nowadays, the number of beggars has abruptly increased. You will find them everywhere in the city, markets, parks, outside a restaurant and even in streets. The pity is that most of them have made begging their profession despite of being physically fit.

Some of them seems to be involved in other offences also and some suffer from highly infectious diseases such as leprosy, TB etc. It is necessary to ensure that such cases are taken care of and be treated in General Hospital, and other able-bodied beggars be taken to task.

I am sure the authorities will positively act upon this, at the earliest.

Yours truly  
CK Jaiswal

- Letter to the Editor of a newspaper about very irregular and short water supply in your locality



C-59/B  
Central Road  
New Delhi-110031

November 8, 20XX

The Editor  
The Hindustan Times  
New Delhi

**Subject** Irregular Water Supply

Sir

I crave the hospitality of the columns of your esteemed newspaper to draw the attention of local authorities, particularly the 'Water Supply Department', towards the problem of water supply in our locality.

For the last seven days, the water supply in our colony has become very irregular. Water was supplied for just three days and that too for one hour per day.

When contacted, the Assistant Engineer concerned replied that the problem has reaped due to some electricity issue. I was not satisfied with the cause stated. It appears that the concerned official is not taking the problem seriously.

I hope you will be kind enough to publish this letter in your daily, so that the higher authorities can steer to solve this acute problem immediately.

Yours truly  
Rasik Lal



- Letter to the Editor giving suggestions for Cleanliness Awareness Programme

145, A/2  
Saket  
New Delhi  
29th April, 20XX

The Editor  
The Hindustan Times  
KG Marg  
New Delhi

**Subject** Implementation of Cleanliness Awareness Programme

Sir

Through esteemed columns of your newspaper I would like to give suggestions towards Cleanliness Awareness Programme.

Cleanliness cannot be brought about by starting 'an Abhiyaan' as it slows or dies down very fast. Habits of cleanliness have to be imbibed right from childhood and school is the best platform where students can learn and imbibe the habit of keeping their areas clean. School education department should organise interschool awareness programmes for students as well as for staff members to pay attention to cleanliness in and around the school. Moreover through different competitions like making greeting cards, posters, essay writing, students should be invited to come out with more suggestions on how to keep our cities clean. In villages NGOs and volunteers should spread the message of cleanliness and personal hygiene. Village panchayats and municipal corporation should provide ample dustbins to dispose of garbage.

I feel that if students are taught about the need to maintain basic sanitation and cleanliness, they can influence their parents and society at large.

Yours sincerely  
Rohan Singh

● Letter to the Editor regarding need of Educational Counsellors



48, Agra Fort  
Agra - 282004

9th March, 20XX

The Editor  
The Times of India  
Agra-282001

**Subject** Need of Educational Counsellors

Sir

Through the columns of your esteemed daily, I would like to bring to notice the dilemma that every student is confronted with while appearing for the secondary school examination. After passing the secondary school examination, a candidate has to make a difficult choice from a number of streams available to him for further study at the senior school level. Students appear to be totally helpless and sometimes even end up selecting the wrong choice of subjects, which they regret later. As there is no valid mechanism to assess the suitability of a candidate for a particular stream, the system is flawed. Students select subjects, forced by peer pressure or parental pressure, without realising their own capabilities. Hence, I feel that there is a need of educational counsellors for guidance that can show the students the right path.

Educational counsellors can help the students to bring out their hidden qualities. So, they need to be present in every school. Schools can also have career counselling workshops for the students on a regular basis. Parents and teachers can also play a very important role in shaping the young minds.

Thanking you

Yours faithfully  
Vinita



- Letter to the Editor highlighting the problem of road rage and suggesting some solutions

A-61 Shantikunj, Saki Naka  
Mumbai - 400072

19th July, 20XX

The Editor  
Deccan Chronicle  
Mumbai

**Subject** Increasing Cases of Road Rage

Madam

Being rather concerned, I am writing this letter on the behalf of the RWA, Shantikunj, to highlight the matter of road rage.

Our colony is situated on the main road and hence every day we witness cases of violence on the road. Last week, ten such incidents were reported, in which six were of serious nature. It seems that people have lost all civic sense. Not only this, but every now and then we observe people fighting over parking space.

The situation can be aptly associated with the exponential rise in the population, which in turn has led to the rise in the number of vehicles.

A bit of awareness and a check on the number of vehicles on the road, accompanied with new parking spaces, is needed to tackle the situation.

Yours sincerely  
Harman  
(President RWA, Shantikunj)

- Letter to the Editor expressing views on the issue of mindless violence spreading in the society today

H No 163, Gopiganj  
Gaya - 823009

8th May, 20XX

The Editor  
The Times of India  
Bihar

**Subject** Mindless Violence Spreading in the Society Today

Sir

As a concerned citizen of India, I would like to highlight the issue of mindless violence spreading in the society today.

There is hardly any day that goes past by when we don't hear about violent incidents. The appalling thing behind such incidents is that, nearly always, our own citizens are behind them. Misguided by some people having their personal agenda, they take arms against their own brothers.

A divide has been created in the society giving rise to groups such as Naxalites. Nothing is being done to learn why they have drifted away from society. Nevertheless, violence will not help them in being heard.

It is time to involve them in the mainstream; only then such incidents will stop.

Yours sincerely  
Gautam





- Letter to the Editor about evoking awareness for the use of solar energy

B1/139, Vijay Nagar  
New Delhi

29th March, 20XX

The Editor  
The Times of India  
New Delhi

**Subject** Evoking Awareness About Solar Energy

Sir

Through the esteemed columns of your newspaper, I wish to make the people aware of the growing need and demands of solar power. We all know that our mother Earth is showing signs of declining health. It is due to excessive pollution and excessive use of resources that is leading to this. Man has a desire to lead a luxurious life and for that he is overusing electricity.

To find a better solution we should switch over to use of solar energy like solar cookers, solar lanterns, solar water heaters, solar panels to light up houses. These are available in the market and the government should provide them at subsidised rates so that more and more people switch over to this option.

I am sure that by using alternate energy we shall be able to cut down the pollution level and make Earth a better place to live in.

Yours sincerely  
Damini



## • Letter to the Editor on media's changing role in India

71



House No 1176  
Sector A, Pocket C  
Vasant Kunj  
New Delhi

30th March, 20XX

The Editor  
The Indian Express  
New Delhi

**Subject** Changing Role of Media

Respected Sir

Through the columns of your esteemed newspaper, I would like to put forward my views regarding the role of media these days. In a democratic country like ours, media plays a very essential role. It is media that acts as a guiding force to both people and the government.

Different media, like print, electronic etc play a constructive role in shaping the society and nation as a whole.

However, recently, the media has been going wayward. Due to the desire to stay on the number 1 position, media has started publishing and showing absolutely absurd things. Also, they have learnt to sensationalise every news, be it a celebrity's marriage or about some kid's rescue from a ditch.

These days, media has also come with a new trend of coverage of the latest episodes of the TV serials, instead of picking on the more important issues that are taking place in the nation.

It is very clear that the media has been exploiting the freedom given to them, in recent times. All they are doing is, using cheap ways to gain popularity.

It is suggested therefore that media should stop worrying about the ratings, try to bring out true facts. It can also make people aware of so many social ills prevailing in society. I hope my plea would be considered by the people concerned.

Yours sincerely  
Anupam Rastogi



- Letter to the Editor about the problem of female foeticide still prevalent in India

A - 478, Aakash Apartments  
Mayur Vihar Phase II  
Delhi—110092

The Editor  
The Hindu  
New Delhi

**Subject** Female Foeticide-Undoing of Humanity

Sir

Through the columns of your newspaper, I wish to share my concern about the killing of the girl foetus before birth in my country.

Undoubtedly in the Post-Independence era, Indian woman has altered her image of being vulnerable and illiterate. Still the male dominated society is still indulging in female foeticide, leading to alarming decrease in the number of females.

In states like Haryana and Rajasthan the situation is really dismal where brides are bought from other states for marriage as girls are no where.

If this unnatural trend continues, the day is not far off when the situation will change from bad to worse. It is time to take strict measures to check this killing of the girl child.

I hope the society wakes up from its deep slumber and starts respecting females be it foetus or a grown up.

Yours sincerely  
Anuja

- Letter to the Editor about the misuse and poor maintenance of a public park in your area



1029, D-6  
Netaji Nagar  
New Delhi - 110023

4th April, 20XX

The Editor  
The Times of India  
New Delhi

**Subject** Misuse and Poor Maintenance of Public Parks

Sir

Through the columns of your esteemed daily, I wish to draw the attention of the authorities concerned towards the poor maintenance of a public park in our area.

Public parks are the lungs of the localities where residents come and refresh themselves. But to my utter dismay, park in our area is not maintained at all. Moreover it has become a den of miscreants who sit and gamble and broad daylight. Many rowdies create disturbance and do not help in the upkeep of the park. It is frequented by stray cattle also.

It is very difficult to sit in this park. The senior citizens are at a loss where to go and relax or share dialogues with other fellows.

If no immediate action is taken, the park will turn into a devil's den and cause nonstop nuisance to the people of my area.

I hope that the concerned authorities will wake up and take immediate steps in the matter.

Yours sincerely  
Disha



- Letter to the Editor regarding frequent call drops and extra charges in use of mobile phones

26/C 1, Summer Palm Apartments  
Greater Faridabad  
Haryana

The Editor  
The Hindustan Times  
KG Marg  
New Delhi

**Subject** Frequent Call Drops and Extra Charges

Sir

Through the esteemed columns of your daily, I wish to draw the attention of the concerned authorities towards call drops. In this age of mobile technology used by large number of people in the country, call drops and extra charges by the service provider has become a matter of concern. A dropped call directly affects the quality of service, that is expected to be maintained in a mobile wireless network.

In addition to the inconvenience caused to the user due to call drop, the service provider charges extra for making calls again. The user is the sufferer whether he pays on a per minute pulse rate or per-second scheme, monetary loss is there for the user as the user will spend more time during the follow up call to compensate for the interrupted conversation.

Call drops can typically be avoided if service providers take some measures such as optimal balancing of traffic among the different frequency layers, minimising interference and congestion and maximising the service area.

There is a need to improve network infrastructure and deploy technological solutions to minimise the call drops problem.

I hope the mobile service provider will take some concrete steps to overcome this problem at the earliest.

Yours truly  
Avantika

- Letter to the Editor regarding implementation of odd/even scheme to control traffic hazards and pollution



24, Mall Road  
Delhi

5th April, 2016

The Editor  
The Times of India  
New Delhi

**Subject** Pollution and Traffic Jams and Odd/Even Scheme

Sir

Through the columns of your esteemed daily, I wish to draw attention towards the problem of pollution and traffic jams prevalent in our capital city, Delhi. Roads are ever congested due to more and more people buying their own vehicles as they find it convenient to travel by their own transport. Severe traffic congestions in cities cause a loss of huge amount of money per annum as well as resulting in pollution and its negative effects on health.

In January 2016 Delhi Government began implementing an odd even scheme that restricts the use of cars allowing those with an even last number to ply on even dates and vice-versa.

Almost everyone in Delhi has been touched by this two week experiment. Some people cribbed about travelling in public transport but more people applauded the jam free roads. Moreover a reported fall in the level of pollution was also noticed in some parts of city during this tenure.

I request the Delhi government to implement this scheme more often or on regular basis to Delhites so that we face less traffic jam as well as less pollution.

At the same time more numbers of public transport and increased frequency will certainly encourage people to use public transport.

Thanking you

Yours truly  
Akash Nanda



- Letter to the Editor of Dainik Bhaskar drawing attention of the authorities to the serious problem of street lights in your colony

43, Indira Nagar  
Jaipur

January 11, 20XX

The Editor  
Dainik Bhaskar  
Jaipur

**Subject** Provision for Street Lights on the Main Road

Sir

Through the columns of your esteemed newspaper, I want to draw the attention of the authorities concerned towards the provision of street lights on the main road leading to Indira Nagar. I want to apprise that Indira Nagar is a posh colony of JDA with more than 1500 flats on both sides of the road.

The electricity board has installed poles on either side of the road to supply light to the residents, but in vain. During these days of winter, it is pitch dark after seven. In addition to accidents, cases of thefts and robberies can also not be ruled out. Darkness may lead to any kind of mishappenings.

It may also be stated that many residents return to their homes during late hours in the night. The residents pay house tax to the municipality regularly but facilities of street lights are denied to them.

The matter has been taken up with the authorities time and again; but every time mere assurances were given and the problem persists as before. I hope this letter shall awaken the authorities from their slumber and the problem will be finally solved.

Thanking you

Yours truly  
Prakash Sharma

- Letter to the Editor regarding forceful polling and illegal campaigning by political parties during state elections



B 8/13 Vikas Colony  
New Delhi

September 29, 20XX

The Editor  
The Times of India  
New Delhi

**Subject** Complaint Regarding Polling and Illegal Campaigning

Sir

Through the columns of your esteemed daily, I would like to put some light on the wrong-doers who wish to lead the masses. As the state elections are round the corner, political parties are campaigning all over the city to influence people under good light. But there are certain parties that are bribing the poor and forcing the common man to vote for them lest the results.

It is against the law and order of our country. We all are the citizens of democratic India and we have the right to poll for the leaders of our choice. As filed during last elections as well, I want to request the authorities to please take care of the illegal campaigning and act against the culprits so that the common man can act upon its will for a better future.

Thanking you

Yours sincerely  
Prachi Gupta



- Letter to the Editor of The Hindustan Times drawing attention of the government officials to the problem of unavailability of a bus stop near your colony

271, Aparna Apartments  
Mayur Vihar  
New Delhi

September 23, 20XX

The Editor  
The Hindustan Times  
New Delhi

**Subject** Need of Bus Stops Near the Colony

Sir

Through the esteemed columns of your prestigious newspaper, I would like to draw the attention of the government towards the problem of the lack of bus stop in the Mayur Vihar, near Aparna Apartments.

These apartments are spread upto a radius of at least 4 km and are situated on the main road of Mayur Vihar. One can notice the buses running on the main road for all places in Delhi/New Delhi at every five minutes.

But, it is rather strange to note that the government has not provided enough bus stops to cover all the apartments and colonies on the road. The residents have to walk more than 2 km to catch a local bus. Hiring a rickshaw or a three-wheeler is costly for a common man. The chilly or the hot rough weather often puts the passengers in a great problem. This also wastes time, energy and stamina of the residents.

Moreover, for lady passengers, it is not advisable to walk long distances from the safety point of view. No financial burden will be passed on to the government by making more bus stops keeping in view the necessity and the convenience of the residents. Since the crowned government is working towards the betterment of economy and infrastructure, providing a bus stop is a basic step. Being a fully residential area, it is necessary to provide bus stops after appropriate intervals.

I hope the authorities would definitely consider our difficulty and provide enough stops for the convenience of the passengers.

Yours truly  
Mayank Bhojpuri



- Letter to the Editor of a daily about the poor and pathetic condition of roads



57 Daryaganj  
New Delhi

May 19, 20XX

The Editor  
The Times of India  
New Delhi

**Subject** Poor Condition of Roads

Sir

I would like to draw the attention of the public towards the worsening condition of roads in Daryaganj, New Delhi. The roads are covered with deep pits and broken speed breakers. The manholes are left uncovered which pose danger for the passengers, vehicles and pedestrians.

The problem aggravates in the monsoon season when water gets collects in the pits and holes instead of passing through the drainage system.

The broken roads also lead to traffic all the time as vehicles have to halt and pass to avoid accidents. In spite of repetitive complaints and requests, the voice has been neglected.

I hope that you will publish this letter in the columns of your daily so that the authorities rise from their slumber and solve the problem.

Thanking you

Yours sincerely  
Prakash Narang



## (b) Political Issues

- Letter to the Editor regarding women's reservation

79, Patel Nagar  
Delhi

2nd April, 20XX

The Editor  
The Hindustan Times  
New Delhi

**Subject** Women's Reservation

Sir

It is unfortunate that in a country where women have occupied very high positions of office, Women's Reservation bill is yet to be ratified by the parliament. When the bill was passed by Rajya Sabha in 2010, Mrs Sonia Gandhi was the chairperson of UPA, Mrs Meira Kumar was the Lok Sabha speaker and Sushma Swaraj was the leader of opposition. Despite of these political heavy weights and a strong support for the bill across all sections of the society, the bill could not be passed by Lok Sabha owing to reluctance and opposition by some political parties. Every political leader talks very high about women power but do not support a bill which is intended for political elevation of women in the country. The mindset of the politicians that women are considered to be inferior and can be taken for granted as far as politics is considered, should change. Women are no less than but infact are surpassing men and have shown their immense potential in almost every field in the country.

I wish that this bill is passed so that more women are able to shine in this field of politics and show their abilities.

Yours truly  
Divya Mathur

• Letter to the Editor about our fight against corruption and fate of Tainted Ministers

81



550/A, Safdarjung Enclave  
New Delhi - 110023

The Editor  
The Indian Express  
New Delhi

**Subject** Fight Against Corruption by the Government

Sir

Through the esteemed columns of your daily I would like to draw the attention of the people towards rampant corruption found in every area of administration. In spite of tall claims by our respected Prime Minister Narendra Modi to eliminate corruption from the root, nothing substantial seems to be done. The ministers involved in any scam are still holding to their position. No concrete steps have been taken to punish these Tainted Ministers or to stop them from holding the position in their respective office.

If leaders are corrupt and still holding their office what do we expect from the common public? There can be no eradication of the problem of corruption unless our leaders become role models, set aside their greed and show true qualities of a leader. Today unfortunately every leader is busy in making money, adhering to wrong practices in money laundering.

I wish we had the leaders like Gandhiji or Sardar Patel to inspire people and to root out corruption from our society.

Yours sincerely  
Vandana



● Letter to the Editor about abuse of Human Rights and Freedom of Expression in India

435, Sector - 17  
Chandigarh

The Editor  
The Tribune  
Chandigarh

**Subject** Freedom of Expression in India and Abuse of Human Rights

Sir

Through the esteemed columns of your daily, I wish to throw light on present political scene as witnessed in many parts of our country. Human rights permit freedom of expression—dissent and protests in a peaceful manner. Constructive dissent and criticism is vital for reaching consensus in a vibrant democracy.

However, destructive dissent and criticism, based on appeasement of caste and communal vote bank politics, provoking violence is contra unity, integrity and security of society and nation.

Leaders, particularly when out of power, indulge on all sorts of acts to depict the ruling party in a bad light.

Today, it is common practice for leaders out of power to express dissent with ruling regimes policies and make incendiary speeches to incite and excite their followers to turn protests into violent arson. Recently, looting and destroying public and private properties, besides gang raping of women has been experienced on a large scale.

To save these people under the shelter of civil liberties is not right. The guilty should be punished and compensation should be charged from these guilty people who were engaged in destroying public property. Our Indian laws are very flexible, weak and guilty, people get away without being punished.

I hope our politicians start taxing their brains and realise the amount of harm they are incurring to the society.

Yours sincerely  
V Laxman

● Letter to the Editor about Consumer Movement against black marketing and adulteration

83



A/355, Sarvpriya Vihar  
New Delhi

June 25, 20XX

The Editor  
The Hindu  
New Delhi

**Subject** Consumer Movement Against Black Marketing

Sir

Through the esteemed columns of your newspaper I wish to bring the attention of the concerned authorities towards the continuous price rise and black marketing.

So many times we face that some essential items disappear from the shelves when the shopkeepers anticipate a price hike. But the same item may be available in the black market if one is able to pay more money.

Adulteration is another problem that has become the habit of traders in absence of stringent laws. Almost everything milk, pulses, spices, medicines are adulterated without bothering about the safety of human lives.

There is an absolute need for people to come together and form a consumer association. This association can aware people of their rights as consumers. The Consumer Movement should take the responsibility to inform the concerned authorities against such shopkeepers who indulge in black marketing and selling adulterated food items.

We must also protest against governments apathy towards such issues and pester the policy makers to think about the welfare of its people.

I hope the concerned authorities will wake up and take some concrete actions.

Yours sincerely  
Devansh Sharma



## (c) Economical Issues

- Letter to a national daily about the misuse of funds and neglect of priceless historical monuments in and around your city

B-12, Adarsh Colony  
New Delhi

August 10, 20XX

The Editor  
The Times of India  
New Delhi

**Subject** Poor condition of Historical Monuments

Sir

I, being a responsible citizen of democratic India, consider it my duty to attract public attention, through the esteemed columns of your prestigious newspaper, to the neglectful and miserable condition of historical monuments which are symbols of our past glory and grandeur. They are priceless records of our past history, but have fallen victims to the criminal neglect by the officials. I had also brought it to the notice of the Archaeological Survey of India, Government of India, but there was no response. This callous indifference on the part of political authorities concerned has compelled me to approach you through this letter.

If you personally visit some of the monuments like the Humayun Tomb, Tughlak Kila, Qutub Minar etc you will realise that they are losing their shape and are getting dilapidated day by day with the passage of time. Their walls are mouldering, roofs are getting cracked, bricks and stone pieces are losing plaster and the top corners of walls have already crumbled. All this is due to the lack of proper maintenance.

I was shocked to see the deteriorating condition of our national heritage. Despite of being well funded for the maintenance, the leaders and the authorities neglect the restoration of the heritage of the country. They, instead, misuse the budget and fall into the trap of corruption. I request you to oblige me by publishing this letter in your paper, so that the concerned authorities are awakened in time and the priceless Historical Monuments are saved and preserved.

Yours truly  
Shambhu Kaushik

● Letter to the Editor about misuse of funds to hold Indian festivals

85



G - 34, Azad Apartments  
Hauz Khas  
New Delhi - 110019

March 30, 20XX

The Editor  
The Hindustan Times  
New Delhi

**Subject** Misuse of Funds by Government Agencies

Sir

Through your columns I wish to share my views regarding misuse of funds (large amount) by government agencies. In a country where majority of the people are groaning under the weight of poverty, hunger and disease, the festivals that are held at different places are nothing but a gross misuse of national funds. Crores of rupees worth foreign exchange were doled out to hold Indian festivals in the UK, France, USA, Japan and Sweden. The government has lamely tried to justify these in the name of the growth of tourism, and awareness of India's rich cultural heritage, nobody is fooled by these explanations.

We seem to have enough money to waste on extravaganzas like Apan Utsav or World Cultural Festival, when millions live below poverty line. It is very easy to talk of austerity sitting in an ivory tower. The government is totally apathetic to the plight of its people. It simply denies all logic as to how the government can waste large sums on such festivals, when our people are dying of hunger.

Moreover only very elite class get the opportunity to witness such events. Our millions of poverty ridden people perhaps sleep without food or commit suicide as they are unable to bear the burden or debt.

I request the concerned authorities to wake up to the reality and do something for those millions who had voted them to power with tremendous hope, confidence and faith.

Yours truly  
Vaibhav Aggarwal



- Letter to the Editor regarding reduction of interest rates for schemes affecting senior citizens

676/B, Vishal Enclave  
Kondli  
Delhi

May 23, 20XX

The Editor  
The Times of India  
New Delhi

**Subject** Reduction in Interest Rates of Bbanks

Sir

With the recent proposal by Government of India to reduce the rate of interest from 9.3% w.e.f. 1-4-20XX on 5 years term deposit under Senior Citizens Savings Scheme (SCSS) will affect heavily the senior citizens survival.

The employees retired from Public sectors get a pension of ₹ 1,428/- per month. Hence the retired employees survive on the interest by depositing (Max limit of ₹ 15 lakhs) their hard earned terminal benefits either in Post Offices or in Nationalised Banks. Hence for them the monthly pension is only the interest so earned with the recent decision of reducing interest rate, with the present cost of living (going-up day by day) it would be very difficult to survive, for the aged, retired personnel, above 60 years.

Hence the Government of India has to reconsider the decision at least in respect of senior citizens.

Yours sincerely  
SN Suri



## (d) Health and Medical Issues

- Letter to the Editor to publish information regarding the fatal disease-Cancer

29 Kamla Nagar  
New Delhi

August 15, 20XX

The Editor  
The Times  
New Delhi

**Subject** Rise in Cases of Cancer

Sir/Madam

This is to revise with you that the cases of cancer are on a rise in our country. As surveyed by Rajiv Gandhi Cancer Institute, it was found that approximately 290 people are diagnosed with cancer each day.

Though there are few kinds of cancer that are curable but the chances of its revival are also very high. Medical science has not yet discovered a permanent cure for cancer. Cancer has become one of the common killer disease now. It is claiming more and more innocent lives with each passing day. The causes of cancer are not well-known. No particular information is laid on common platforms for a common man to know.

I request you to please apprise the public with information about cancer through the columns of your esteemed daily.

Thanking you

Yours faithfully  
Neeraj Vadhok





- Letter to the Editor for information regarding supsurge of seasonal fevers

26, Dalton Ganj  
Kolkata

10th April, 20XX

The Editor  
The Times of India  
Kolkata

**Subject** Request for Information about Seasonal Diseases and Fevers

Sir

Using your esteemed medium I would like to draw attention of the general public as well as the government agencies towards dangerous seasonal diseases and fever that occur from time to time.

All of us are aware that hundreds of people die every year due to seasonal fevers like dengue, swine flu or ebola diseases. Main reason is that people are not aware of symptoms of these and preventive measures that can be taken to protect oneself from the disease.

I request the concerned authorities at centre as well as state levels to publish information about these diseases so that people become aware of the symptoms. Wide scale publicity about the preventive measures should be given so that timely action may prevent many casualties. Public hoardings and advertisements can be used for this purpose.

I hope that these thoughts will find some space in the Reader's Speak Column.

Yours sincerely  
Ashwin Majumdar

• Letter to the Editor about increasing cases of Diabetes in India



House No 2, X block  
Sundar Nagar  
New Delhi

The Editor  
The Indian Express  
New Delhi

**Subject** Indians are Topper in Cases of Diabetes

Sir

Through the columns of your esteemed daily, I wish to throw light on some facts which are scary but not taken enough care of. India tops the list for the highest number of cases of Diabetes Mellitus in the world. The non-communicable chronic disease has become a major public health problem for the country. All these days government has been giving more importance to the infectious diseases which was apt but due attention has not been given to DM. The National Programme for non-communicable diseases which includes DM also is still in incipient stage. The disease is a major risk factor for cardiovascular diseases, tuberculosis, kidney failure, blindness and non-traumatic amputations. There is substantial delay in diagnosis or detection after its onset; on an average 10 years.

Therefore its high time that an aggressive campaign for prevention, detection and treatment of DM should be launched in India. Major emphasis should be on prevention as it is simple, easy and cost-effective; which should target settings like schools, colleges and workplaces. If we fail to control the epidemic at this stage then it will lead to more and more secondary health problems, increased number of deaths and increased healthcare cost not only for people (out of pocket expenditure) but also for the government which will eventually lead to decreased productivity of the nation as a whole.

I hope the concerned authorities wake up and take remedial measures to stop this diseases taking its toll.

Yours truly  
Subbulaxmi



● Letter to the Editor regarding health hazards caused by junk food

591, Ashok Vihar  
Delhi

25 April, 20XX

The Editor  
The Times of India  
New Delhi

**Subject** Health Hazards Caused by Junk Food

Sir

Through the columns of your esteemed newspaper I would like to express my views about health hazards caused by junk food. Health is wealth. Nowadays, the people are tarnishing their own health by eating what we now call as junk food. People are stealing wealth from their own hands by eating such foodstuff.

Why is the fast food known as junk food? It is because junk = trash = rubbish. We are mingling this trash in our wealth to ruin our health. It is said that healthy mind resides in a healthy body but when the unhealthy body is there, then what? No healthy mind then?

Every person has a fervor of having pizzas, burgers etc but what about the homemade food? Is it a toxic which when consumed will become lethal? We are least concerned about our health. By eating junk, people get deprived of the nutrients they get from home cooked food. The cold drink, which is being drunk, contains pesticides, these very cold drinks dissolve calcium and enamel also from our body.

Eating junk food causes many problems like obesity as the food contains innumerable amount of fats along with extra carbohydrates and salts. This even results in problems like high blood pressure, cholesterol, anemia and many such detrimental problems. Eating fast food increases the possibility of cardiac problem in children also.

People relish such trash food and forget that they are jeopardising their health. They trust the chefs preparing such foodstuff without even realising their consequences.

The youths of today must realise that junk food is good in taste but it is not good for our health. They must understand that by eating junk food very often, they are inviting troubles. Eating junk food in very moderate amount and at long gaps may not harm that much but as youth of today indulge in devouring junk foods very often will certainly result in spoiling their health.

I hope my letter will give a wake up call to parents as well as youngsters against the too much intake of junk food.

Yours truly  
Ankita Bajaj

• Letter to the Editor regarding creating awareness towards health and hygiene among rural people

91



51, Mahveer Nagar  
Binny Complex  
Jaipur

5th April, 20xx

The Editor  
The Hindu  
New Delhi

**Subject** Creating Awareness Towards Health and Hygiene

Sir

Through the columns of your newspaper, I wish to draw the attention towards the negligent attitude of people towards basic health and hygiene in our villages. The villagers are mostly uneducated and pay no attention towards sanitation and personal hygiene. This results in frequent ill health for most of our rural folks.

The government should organise health camps where the villagers can be made aware of the importance of sanitation and how to avoid getting infections. Health check ups by specialists can enlighten them about such chronic diseases as cardiac arrest, diabetes, cholera, jaundice etc. A small dispensary with a doctor should be set up in every village for their regular check ups. The villagers must be taught the importance of cleanliness.

Construction of personal toilets in each house must be insisted and helped by state agencies to prevent open defecation which causes many diseases.

During summer and winter break volunteers from school visit different villages to teach them the importance of personal hygiene and awareness about several vaccinations.

I hope through these efforts we can improve the health issues among our rural folks.

Yours sincerely  
Madhav

**3b**

# Complaint and Suggestion Letters

A complaint letter is the part of written communication. These letters are written to civic authorities such as Police Superintendent, Municipal Corporations, electric supply, water supply etc.

If you write a letter which shows a lack of understanding of the issues, that could make the situation worse and your letter could be used against you in the future. Look at the complaints policy (if any) of your local authority before you write the letter.

## **Points to be Kept in Mind**

*Following points should be kept in mind while writing complaint and suggestion letters*

- Make sure you have a valid reason to complain.
- Keep your letter short and to the point.
- Explain why you feel that the action regarding the issue is to be taken.
- List clearly the issues you are complaining about, in date order, with as many factual details as you can.

*Some examples of Complaint Letters are as follow*

- Letter to the Superintendent of Police about the unauthorised construction of a block of three shops adjacent to the public park

129-South West Block  
Green Park  
New Delhi

December 15, 20XX

The Superintendent of Police  
Green Park  
New Delhi

**Subject** Unauthorised Construction Adjacent to the Public Park

Sir

I want to lodge a complaint against Mr Ram Nath who has constructed a block of three shops adjacent to the Nehru Park in our colony. These shops were found decorating the park area today morning.

This has laid a bad example for others to occupy the government land, in any way one likes. There is complete hooliganism in this area. It would not be out of place to mention that "Might is Right" here. Residents opposed this illegal construction, but instead of listening to them, he threatened them with dire consequences. An atmosphere of fear and complete chaos is not farsighted if this state of affair continues.

Please take immediate action and safeguard the park from such anti social elements.

Yours sincerely  
Jatin Sahnii  
(Member, Resident Welfare Association)





- Letter to the Police Commissioner (Traffic) about inadequate parking facility in the Connaught Place area of New Delhi

125 Akbar Road  
New Delhi

August 20, 20XX

The Commissioner  
Municipal Corporation  
Central Block  
New Delhi

**Subject** Inadequate Parking Facility in Connaught Place

Sir

You are well aware that Connaught Place is the heart and soul of our capital. It is the busiest place of the city. It attracts a large number of businessmen, foreigners and tourists daily. Being the centre of trade, there is a great rush in the market.

During the peak hours, one cannot park his/her car at a safe place because the parking facilities are only in name.

For parking a car one has to ensure proper safety and availability of a parking place. If a suitable spot is available by chance, it becomes difficult to get one's vehicle back because of the shortage of space.

Under such circumstances, it is imperative on the part of the authorities to make sufficient facilities available for parking the vehicles. I hope that your department will act fast and take suitable steps to lessen the inconvenience caused to public.

Thanking you

Yours truly  
Pralay Kumar



• Letter of complaint to the Electricity Department against excess billing

95



159, Naraina 'Block B'  
New Delhi

May 15, 20XX

Customer Care  
TPDDL, Naraina  
New Delhi

**Subject** Complaint Against Excess Billing

Sir

I am quite shocked to receive the electricity bill of ₹ 18,300/- for my house for the last two months.

It is just not possible to have used so much of electricity in the last two months as I was out of station for twenty days with my family and the house was vacant.

There seems to be a mistake in recording the reading of the metre for the last month. According to the bill, the usage of last month is 21328, whereas the meter is currently running at 20599.

Please look into the matter and rectify the mistake so that I can pay the actual amount.

Thanking you in anticipation.

Yours sincerely  
Azhar Khan



- Letter of complaint about wrong parking of vehicles

H No 90 C Block, Janakpuri  
New Delhi

January 15, 20XX

H No 93, C Block, Janakpuri  
New Delhi

**Subject** Improper Parking

Dear Mr Jha

I hope you will not mind my writing to you about the improper parking of cars and two wheelers by you and your guests. Your vehicles are usually parked in such a way that the front passage to the park is totally blocked and there remains no room to enter the park. You can very well understand that the gate of park is not a proper place for parking and it is also prohibited to park your vehicles in front of it.

I humbly request you to ensure that your vehicles not obstruct/block the entrance of the park.

With regards

Yours sincerely  
Ramesh Chaudhary

• Letter of complaint to Municipal Council for removal of a dead buffalo



H No 59-X Block, Saket  
New Delhi

February 20, 20XX

The Commissioner  
Municipal Council  
New Delhi

**Subject** Removal of Dead Buffalo from our Colony

Dear Sir

I regret to bring to your kind notice that a dead buffalo has been lying in our residential colony for the last two days. I lodged a complaint yesterday in your office but it has been of no avail.

The foul smell emitted from the dead body has made it difficult for us to breathe properly.

You are requested to remove the body of the buffalo from the colony as soon as possible. Moreover, the officials who didn't take action in time must be suitably instructed for the future.

Yours faithfully  
SK Jain



- Letter of complaint to the CMHO, Cortisal Hospital, New Delhi in respect to the uncleanliness prevailing in the hospital

112, Adarsh Nagar  
New Delhi

September 15, 20XX

The CMHO  
Cortisal Hospital  
New Delhi

**Subject** Uncleanliness and Negligence of the Staff in the  
Cortisal Hospital

Sir

I want to draw your attention towards the unhygienic environment and negligent attitude of nursing and housekeeping staff Cortisal Hospital, New Delhi.

The nursing and housekeeping staff of the hospital hardly perform their duties well. The toilets lie unclean and wet. One can always experience the foul smell in the restrooms. Even the pharmacy is highly unorganised and lacks in maintaining proper stock of even the most common medicines prescribed by the doctors.

I request you to please take immediate steps to improve the indifferent attitude of the hospital staff for the betterment of the patients and their attendants.

Thank you

Yours faithfully  
Pranav Gidwani



- Letter of complaint to the General Manager, Transport Authority, complaining about rude and irresponsible behaviour of drivers and conductors

H.No. 110, Raja Park  
New Delhi

June 25, 20XX

The General Manager  
Transport Authority  
New Delhi

**Subject** Complaint against Rude and Irresponsible Behaviour  
of Drivers and Conductors

Sir

I want to draw your kind attention towards the rude and irresponsible behaviour of both drivers and bus conductors towards the commuters. They treat the passengers with indifference and behave very strangely and absurdly with them. They lack etiquettes and use filthy language.

The bus drivers do not stop the bus at the fixed stops. They seem to disdain the passengers and stop before or after the stop forcing the passengers to run after the bus. The passengers hardly get into the bus, when it starts. As a result, many commuters fall, and get injured.

No less irresponsible is the behaviour of conductors. They do not bother to see whether the passengers have got into the bus or not, and blow the whistle. The bus moves while passengers have only one foot on board.

They have forgotten the elementary duties of good conductors and behave indecently. No courtesy and sympathy is shown towards the senior citizens and ladies.

It is my humble suggestion that during their training, they must be taught how to deal with the passengers. They must be instructed and advised suitably to mend their ways.

Yours faithfully  
Dipti Sharma



- Letter to the District Collector, drawing his attention to the nuisance caused by loudspeakers in the city during examination days

41, Sainik Farms

Saket

New Delhi

April 3, 20XX

The District Collector

Saket

New Delhi

**Subject** Nuisance Caused by Loudspeakers

Sir

I wish to draw your kind attention to the problem of growing nuisance created by loudspeakers in my city. It has been seen that the religious places like temple, gurudwara or mosques have started vying with each other to outdo the other in the use of loudspeakers. The frequent Jagrans and recitation of scriptures early morning or late night do not let people have a restful sleep during the night. The elderly and sick people get more disturbed as they are not able to relax due to sound pollution.

During the examination students suffer the most due to noise they are not able to concentrate and their precious time gets wasted.

There is an order which prohibits the loudspeakers being used after 11 pm but its implementation is very poorly done. Influential people make use of loudspeakers for as long as they want. The police just does not appear at such places putting common public at discomfort.

It is requested therefore to look into the matter seriously and take stringent measures to stop this nuisance.

Thanking you

Yours faithfully

Major Dhawan

- Letter to the Municipal Corporation of your city complaining about the miserable condition of roads in your locality



33, Lajpat Nagar  
New Delhi

February 10, 20XX

The Commissioner  
Municipal Corporation of Delhi  
New Delhi

**Subject** Miserable Condition of Roads

Sir

I would like to bring to your kind notice the miserable condition of roads in my locality, Lajpat Nagar, Delhi. The roads and speedbreakers are broken at many places forming deep pits which makes it difficult for the vehicles to move smoothly.

The buses, trucks, cars, three-wheelers and two-wheelers have to halt after every five to six seconds just to avoid mishappenings. It has been repeatedly brought to the notice of PWD, but all in vain.

The first showers of monsoon will put the things in its worst shape. The residents are in deep distress on this account and they have repeatedly expressed their resentment through the Press as well as through written complaints but nothing has so far been done.

People had also staged demonstrations last month and the authorities assured them of necessary action in the matter. I request you to get the roads repaired and constructed without any further delay lest the problem may aggravate.

Yours sincerely  
Jessina Gogna



- Letter of complaint about a defective television set

189, Mall Road  
Delhi-110009

15th April, 20XX

The Manager  
Service Section  
Vipul Tech Square  
Old Golf Road  
Gurgaon-122002

**Subject** Complaint Against a Defective Television Set

Sir

I bought a Samsung LCD 36" colour TV from M/s Pankaj Electronics, Model Town, Delhi a vide bill no 1081 dated 20th February, 20XX. The television worked properly for about one month but after that it started giving troubles. Main problems which I experience are its sound is not very clear, sometimes the picture changes into black and white. Even its remote is not functioning and I have to operate the TV set manually.

I had contacted you local service engineer and he gave me a prompt visit. He could settle the problem only temporarily. After a thorough examination he revealed to me that the picture tube is not functioning properly due to some manufacturing defect.

As per the terms and conditions given in the warranty, I am entitled to get this piece replaced. I therefore request you to look into the matter urgently and do the needful at the earliest.

Yours truly  
Ankush Sharma





• Letter to the Chief Executive of DMRC for complaining inconvenience caused due to Metro construction

254/B Anand Lok Society  
Mayur Vihar Phase-I  
Delhi

31st March, 20XX

The Chief Executive  
DMRC  
New Delhi

**Subject** Inconvenience Caused Due to Metro Construction

Sir

Metro in Delhi has been a blessing for its people but I would like to bring to your kind notice the inconvenience which is caused to people where metro construction work is going on.

Since construction is extended over long periods of time, congestion of roads have often led to a choc a block situation on the already overcrowded Delhi roads.

At some places barricading is done in such a way that it creates hurdles for vehicular movements. A two lane area is reduced to a small patch at some places due to this barricading. Diversions result is another type of problem. People have to travel to a long distance to reach their destinations due to these diversions.

At some places the noise created by the construction work disturbs the residents specially very small and elderly people.

Though Metro has been running very successfully in Delhi, I feel construction work should have gone on a fast speed to reduce the miseries of the people travelling by roads. Lack of feeder buses is another issue. At some metro stations we do not find feeder buses at all. Most of the feeder buses are overcrowded also. I request the authorities to arrange for more feeder buses so that people really enjoy metro ride and journey back home.

I hope that the management will certainly look into these issues and do the needful.

Thanking you

Yours truly  
Aruna Dixit



- Letter of complaint regarding a news channel

A/122, Defence Colony  
New Delhi

3rd April, 20XX

The Production Head  
Zee News  
New Delhi

**Subject** Distortions of News at Your Channel

Sir

As you are heard all over the world it is your duty to present news with facts of late the news broadcast on your channel are distorted or sensationalised.

A news channel should be neutral and should not have any leanings towards the ruling government. But I am sorry to say that your channel speaks too much in favour of present Modi government.

Are you scared in present facts? Are you scared your business profit will come down? Come on show some courage and integrity of character. Have enough courage to speak truth. And please stop repeating the same news for 24 hours. We, as viewers, get fed up by repetition of same news again and again

I hope you will take some action very soon and show a positive change in the presentation of news. You owe a moral responsibility to the people of India to present facts and not spread lies.

Yours truly  
Bhushan Mittal

• Letter to DTH Operator against unethical practices



890/E  
Sarita Vihar  
New Delhi

April 8, 20XX

The Chief Manager  
Tata Sky (DTH operation)  
New Delhi

**Subject** Complaint Against Unethical Practisers

Sir

I have been using Tata Sky since long time and I have a pile of complaints against you.

Every time I recharge my account, I start getting network problem. After a few reminders, your agent comes and sets it all right but to my dismay visiting charges are deducted from my account for every visit. It was no fault of mine. Why should network problem arise at all. Moreover before the start of T20 cricket matches I have requested you to provide one sports channels specially Star Sports. I have been charged extra for providing this channel. But to my dismay, Star Sports channel was still blocked. When I tried to call at your office, nobody picked up the phone. In spite of my trying again and again still Star Sports channel is not there in my pack.

It is a matter of shame that you claim to provide the best services among the DTH operators but resort to cheating people.

I request you for the last time to either refund my amount or start the Star Sports channel immediately otherwise I may have to book a complaint against you in the Consumer Court.

Thanking you

Yours truly  
Deepika Bahuguna



• Letter to the President of Resident Welfare Association for complaining theft of motorcycle from parking area

House No 739  
Pocket 5 DDA flats  
Mayur Vihar Phase-I

March 2, 20XX

The President  
Resident Welfare Association  
Pocket 5  
Mayur Vihar Phase-I  
Delhi

**Subject** Theft of Motorcycle from Parking Area Pocket 5

Respected Sir

This is to bring to your kind notice that there has been a deliberate theft of a bike 'Passion Plus Hero Honda' model 2013 motorcycle registration No: DL7SAR1758. on 20th March, 20XX at 8 : 05 pm in the evening. The most shocking thing is that it has happened within the society premises which was parked right below our block of flat no.739 pocket 5 Mayur Vihar Phase-I. This is not the first time that such incident is happening, this is the third bike that has been stolen from our very block of 20 flats, and this has been happening at an interval of every 6 months. I am highly disappointed with the security system of the area. Security of our possessions being under the security system provided by the Residents Welfare Association has been incapable of catching or stopping such thefts. The gate nearest to our block has no security guard and is open till 10 pm everyday, hence people from outside can enter any fine time and go out without any prohibition and hence our houses and vehicles are at a constant threat of being stolen.

It is really high time that we take action against such acts and therefore either close this gate to stop entry of people from outside or put a guard here who could register entry and exit to people coming within the block.

Today such an incident has happened to people of my block including me. We need to stop it from happening to another member, our deliberate silence and inaction is nothing but our consent to such acts of theft and an encouragement to thieves. This incident is happening in every six months. If not taken any strong action it won't take long for it to happen every day.

I hope my letter has been able to convey my concern and a need for a strong action for security of our society and people living within the premises and that you and the committee will do best of their efforts to ensure that no such incident ever repeat itself.

Thank you  
Regards  
Anil Dhodi

- Letter of complaint to an E-commerce company

107



H530, Luxmibai Nagar  
New Delhi

22nd April, 20XX

The Manager  
Customer Care  
Snap Deal  
New Delhi

**Subject** Shipment of Different Goods

Dear Sir

I had ordered a set of two 100% cotton bedsheets as advertised by you from your company on 16th April, 20XX. The delivery was based on cash system. I received the delivery in time and paid the cash for it. The amount was ₹ 999 + ₹ 65 shipment charges. After opening the box I found that the bedsheets were quite crumpled. To my shock and surprise the bedsheets are not 100% cotton. On its cover also it is mentioned that bedsheets are 60% cotton and 40% polyester. I never expected such a deal from your company of repute.

It is requested, therefore that either the bedsheets be replaced with 100% cotton ones or the amount should be refunded to me at the earliest.

Thanking you

Yours truly  
Sarita Rawat

# Application Writing

Application writing is an art. You may require to send application to many places for many kinds of requirements. You may need to apply for leave, for character certificate, to make a complaint or for any other purpose.

To make the application effective, and as per norms, one must be aware of the art of writing an application.

An application comprises the following parts, in the order as stated :

- (i) The address of the sender
- (ii) The date of application
- (iii) The name and address of the prospective receiver
- (iv) The salutation
- (v) The opening paragraph
- (vi) The body of the application
- (vii) The concluding paragraph
- (viii) The subscription
- (ix) The signature

All parts of the application, except the printed letter head, are aligned with the left margin. A letter/application in this form (the complete-block style) saves more time because indentation is not required for any part.

Generally, open punctuation is followed in this form. The language of the application must be submissive, clear and respectful. It should not be difficult for the recipient to understand the purpose of the application.



## Points to be Kept in Mind

*Following points should be kept in mind while writing application*

- Applications should be brief and to the point. You should take care to avoid unnecessary trivialities and irrelevant information.
- The reason for asking for any information should be clearly stated.
- The date or dates when the leave is required should be given clearly.
- It should be neither too aggressive nor too apologetic.
- The subscription is 'Yours faithfully', 'Yours obediently', 'Yours sincerely'.

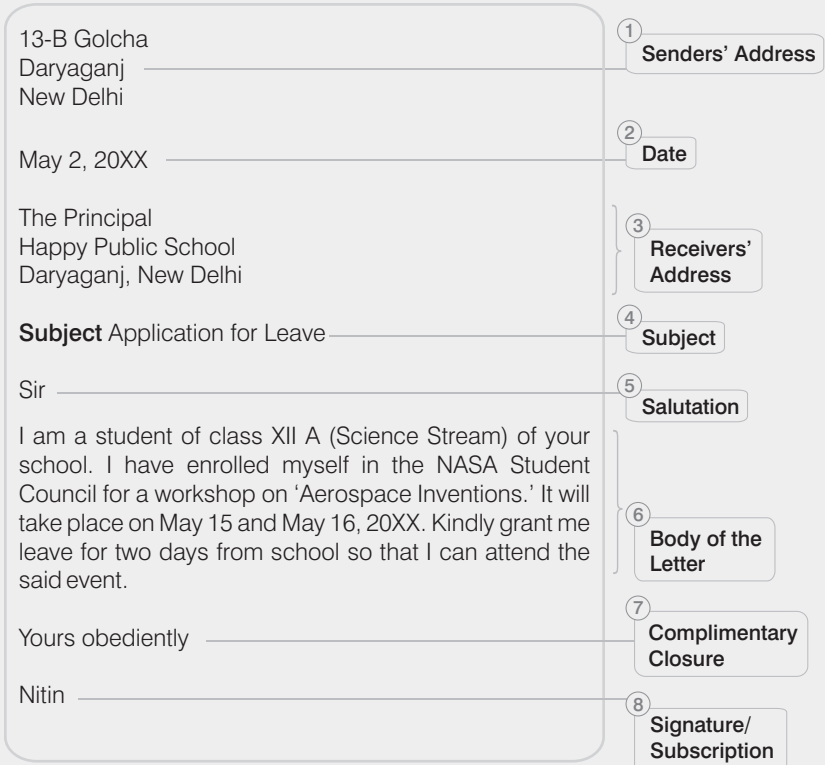
*Here we discussed about following categories*

- (a) Application to Principal/HOD
- (b) Leave Applications
- (c) Job Applications
- (d) Correspondence with College/Universities
- (e) Letter Responses to Matrimonial Advertisements

## Different Purpose of Application Writing

Applications may be written for various purposes. An application for job (also known as Cover letters) is enclosed with resume. It is always useful to send a cover letter alongwith the resume as it highlights the key attributes of the candidate. Although, the format of applications is same but the mailing address and contact number of the sender may be included in the job for application for reference of the employer.

# FORMAT OF APPLICATION WRITING



## Parts of an Application

1. **Senders' Address** It includes the house number, street/area, state/town and country (if writing internationally) of the person writing the letter.
2. **Date** It appears directly below the address after leaving a line on which the letter is being written.
3. **Receivers' Address** It includes the designation (if known), name of the organisation (if appropriate) followed by the street/area, state/town and country (if writing internationally) of the person to whom the letter is being sent.
4. **Subject** It is a brief regarding the purpose of writing the letter of application.
5. **Salutation** It is a customary greeting to the person to whom the letter is addressed.
6. **Body of the Letter** It includes the main text of the application. It puts forward the message that the writer wants to convey. It embodies introduction and purpose.
7. **Complimentary Closure** It is just like a greeting to the addressee.
8. **Signature/Subscription** It includes the name of the sender and the designation if appropriate.





## (a) Application to Principal/HOD

Letter of application to Principal/HOD is written by students, teachers (staff) parents or alumni. These may be written for document release, register complaint, enquiry, confirmation, requests, intimation of leave/changes etc.

- Letter of application for TC (Transfer Certificate) to be issued

16/18 B Kamla Nagar  
Jaipur

August 15, 20XX

The Principal  
Govt Sr Sec School  
Malviya Nagar  
Jaipur

**Subject** Application for Issuing Transfer Certificate

Sir

My father is in a government job and has been transferred to Ajmer and we have to leave by the 20th of this month. So, I shall have to discontinue my studies at your school.

I shall be grateful if you could issue me a transfer certificate by tomorrow.

Thanking you in anticipation.

Yours obediently  
Abhishek Sharma  
Class X-A



- Letter of application for issuance of the Character Certificate

71-B Phase 11  
Rohini  
New Delhi

July 4, 20XX

The Principal  
Govt Sr Sec School  
Bharatpur

**Subject** Application for Issuing a Character Certificate

Sir

I was a student of class X-B of your school. I passed the Secondary School Examination 20XX and secured II rank in the school.

I was the captain of the Cricket Team and an NCC cadet who was awarded the 'Best Cadet' badge.

Presently, I want to join an ITI Course. Hence, I am in need of a Character Certificate. I request you to issue the same at the earliest.

Thanking you

Yours obediently  
Atul Sharma  
Class X-B

- Letter of application for fee concession to the headmaster of your school



H No 102, Keshav Puram  
New Delhi

July 19, 20XX

The Headmaster  
Govt Sr Sec School  
East of Kailash  
New Delhi

**Subject** Application for Fee Concession

Sir

I am a student of class X in your school. I passed class IX and secured first place in all the sections.

My father is a poor shopkeeper. He has a big family to support. My grandparents are also dependent on his income which is not sufficient to support the family. He is not in a position to pay my fees.

Taking my behaviour and academic performance into consideration, kindly grant me full fee concession. Otherwise, I will not be in a position to continue my studies further. Please consider my case sympathetically.

Thanking you

Yours obediently  
Amit Yadav



- Letter of application to the Principal complaining about the leakage in water coolers and requesting for new ones

62, Radha Puram  
New Delhi

August 10, 20XX

The Principal  
Govt Sr Secondary School  
Indrapuram,  
New Delhi

**Subject** Request for Getting New Water Coolers Installed

Madam

With due respect, I would like to bring to your notice that six water coolers installed on the second floor of our school have rusted to leakage. This often leads to impure drinking water and wet floors. Kindly get these replaced with new water coolers for the students at the earliest.

Yours obediently  
Amita Sharma  
Class X-A



## (b) Leave Applications

Leave applications are letters written by students and teachers to their Principals and employees to their employers asking for leave of absence due to some reasons when their schools and offices or factories are functioning. Most of these letters are written in a particular form.

### Points to be Kept in Mind

*While drafting a leave application, one should keep in mind the following points*

- Keep the application short and to the point.
- It should be neither too aggressive nor too apologetic.
- In case the reason need to be mentioned in leave application, state it clearly.
- Always thank the addressed person at the end.
- Make sure to submit the application in time so that it serves the purpose and no aesthetic loss is incurred.

- **Application for leave, your father is not well. Your mother requires you to remain at home. Write an application to your Principal for a week's leave**

24/B Rohini  
New Delhi

September 14, 20XX

The Principal  
Govt Sec School  
Rajgarh

**Subject** Application for Leave

Respected Madam

I want to state that my father is not well. He is suffering from viral fever. There is nobody, except my old aged mother, to look after him. She needs my help. Therefore, I will not be able to attend school for one week. Kindly grant me leave from September 15 to September 22, 20XX.

Thanking you in anticipation.

Yours obediently  
Ashish Yadav  
Class XI-C



- Letter to your employer requesting to grant you leave

42G Shalimar Bagh  
New Delhi

7 July, 20XX

HR Manager  
Pricetek Ltd  
Naraina, New Delhi

**Subject** Application for Leave

Sir

This is to bring to your notice that I have been advised to take rest for a week due to my poor health condition. I request you to please grant me casual leave from July 8 to July 14, 20XX so that I can restore my health at the earliest. I am attaching my prescription and a medical certificate for your kind perusal for the same.

Thanking you

Yours sincerely  
Rajiv Chaudhary

- Letter to your college Principal applying for leave

36C Paschim Vihar  
New Delhi

October 15, 20XX

The Principal  
Shri Ram National College  
University of Delhi

**Subject** Application for Leave

Sir

This is to notify you that I, Shweta Khurana, student of Bachelor of Commerce (Prog) of your college will not be able to attend classes from November 2 to November 6, 20XX. Since I will be going to visit my parents in my home town, I request you to please grant me leave for the above mentioned dates.

Thanking you

Yours sincerely  
Shweta Khurana  
B.com (Prog)



- Letter to the Head of the Department (Sales) to apply for two days leave

66-N Mahendru Enclave  
New Delhi

December 13, 20XX

Head of Department (Sales)  
INOX Solutions  
Wazirpur, New Delhi

**Subject** Application for Leave

Sir

I request you to grant me a two days leave for December 19 and December 20XX of the following week due to unavoidable personal work. I will resume my duty from December 21, 20XX.

Thanking you

Yours sincerely  
Nakul Satija

- Letter from parents to school Principal for his/her child's leave

349, Arun Vihar  
Sector 37  
Noida

22nd April, 20XX

The Principal  
Summer Field's School  
Sector-24  
Noida

**Subject** Grant of Leave to My Ward

Sir/Madam

My son Pulkit is a student of class II-A in your school. While playing his cycle in the evening, he fell down and got injured. The doctor has advised him three day's rest. Kindly allow him to avail leave from 22nd April to 24th April, 20XX. Enclosed please find the doctor's prescription and a certificate.

Thanking you

Yours sincerely  
Poonam Purohit



## (c) Job Applications

(Applications for Employment Recruitment)

Writing a letter to apply for a job is one of the most important aspect of letter writing. The essential elements of a job application may brighten up the chances of being selected. The crucial art can be mastered by formulating the letter with certain standards.

An application for job is a kind of cover letter usually attached with an enclosure of the writer's (candidate) resume or curriculum vitae. The cover letter should be so well formulated that it stimulates the employer to consider you for the position.

### Points to be Kept in Mind

*While drafting a job application one should keep in mind the following points to increase the chances of selection*

- The application must highlight your traits that match the profile.
- It should be written in a polite and professional tone.
- The presentation and punctuation should be revised properly.
- Always mention the date and name of the published paper if your letter is in response to an advertisement.
- Abstain from repeating the same sentence and keep your point forward firmly. Write modestly but frankly.
- If a handwritten application has been asked for, never send a typed application.
- Do not send an application by registered post unless otherwise asked.





**Curriculum Vitae** or **CV** is also known as bio-data or resume. **ACV** should contain full personal details (name, address, email, date of birth, marital status, contact no etc.) along with information on educational qualification and past experience.

*A specimen CV is given below*

Name	— Ravi Das Chatterjee
Date of Birth	— 3-11-1989
Address	— 130, Alipore Road, Kolkata
Phone	— 033/26281735
Educational Qualification	— Passed AISSE in 20XX with 84% marks. Graduated from Kolkata University in B.com (stream) with 80% marks. Acquired MBA degree from 'Symbiosis', Pune (Maharashtra) in 20XX.
Job Experience	— Working as a Asstt. Manager with Tata Consultancy Services in Pune.
Special Qualification	— One year certificate course in Computer application and Programming from Aptech, Mumbai.
Hobbies	— Reading, travelling, cooking







• Letter of application to apply for the position of Assistant Editor

123



VK Agarwal  
151, Qutub Enclave  
New Delhi  
Pin Code 110019  
Phone 011-27241842  
Mobile 98292467141  
E-mail v\_aggarwal@hotmail.com

October 23, 20XX

Sh BL Sachdeva  
Editorial Director  
Sachdeva Printers & Publications  
7/29 Daryaganj, Ansari Road  
New Delhi 100012

**Subject** Application for the Position of Assistant Editor

Dear Mr Sachdeva

In response to your advertisement in The Hindustan Times dated 15th October, for the position of an Assistant Editor, I would like to submit my resume for your kind consideration.

As you can see from my enclosed resume, I have written for three local publications as a freelance contributor (writing samples are enclosed) and I also have a two years part time editorial experience with 'The Awakening', a weekly college magazine with a circulation of six thousand monthly copies.

I am also well familiar with the Desktop Publishing work that will help me a lot in carrying out my work as an Assistant Editor smoothly.

You may kindly see that my qualifications, experience and skills are in matching commensuration with the requirement of the job.

I am looking forward to positive response from your side. Thanking you in advance.

Yours sincerely  
VK Agarwal

Enclosure(s)    1. Resume  
                      2. Photocopy of experience certificate  
                      3. Writing samples



- Letter of application for the post of Chief Chef in a 5-Star Hotel. Apply for the job with complete bio-data

14, Model Town  
Delhi-110009

12th August, 20XX

The HR Manager  
Hotel Meridian  
10, Raisina Road  
New Delhi-110001

**Subject** Application for the Post of Chief Chef

Sir

In response to your advertisement in 'The Hindu' dated 10th August, 20XX, I wish to apply for the post of Chief Chef.

I am having 3 year Diploma in Hotel Management from the Pusa Institute, one of the best institutions of the country in this line. In addition, I have a total of 10 years' experience in various 5-Star Hotels. Currently I am working as Dy Chief Chef in another 5-Star hotel.

I am enclosing my bio-data, one testimonial and attested copies of my certificates.

Yours faithfully  
Anand Singh Sidhu

Enclosed : Bio-data, testimonial, attested copies of certificates

### Bio-data

<b>Name</b>	Anand Singh Sidhu
<b>Father's Name</b>	Sandeep Sidhu
<b>Address</b>	14, Model Town, Delhi-110009
<b>Date of Birth</b>	2nd October, 19XX
<b>E-mail</b>	anands1986@gmail.com
<b>Marital Status</b>	Unmarried

Name of Exam	College/Board/University	Year	Percentage/Grade
Dip. Hotel Mgmt. (3 yrs)	Pusa Institute, Delhi	20XX	CPI-8.9/10 with honours
Higher Secondary (Class XII)	Delhi Board	19XX	87%
Secondary School (Class X)	CBSE	19XX	92%, First Division



### Work Experience

Name of Employer	Post held	From	To	Nature of Duties
Hotel Taj Palace, Delhi	Dy Chief Chef	Nov 20XZ	Current	Assisting the Chief Chef in all operations
Hotel Maurya, Delhi	Sr Chef	Feb 20XW	Nov 20XZ	Specialist chef for Non-veg dishes
Hotel Oberoi Intercontinental, Delhi	Shift Incharge Chef	July 20XY	Feb 20XW	Kitchen Incharge in various shifts

**Languages Known** English, Hindi, Punjabi

**Strengths** Highly developed sense of smell, crisis management

**Reference** Mr Sandeep Khurana Chief Chef, Hotel Maurya, Delhi  
Mobile no 88024XXXXX

- Letter of application for the post of Assistant Manager in Alpha Tech (Private) Limited, Moradabad

2, Court Road  
Moradabad-244001

12th August, 20XX

The Personnel Manager  
Alpha Tech (Private) Limited  
7, Mall Road  
Moradabad-244004

**Subject** Application for the Post of Assistant Manager

Respected Sir

In response to your advertisement in 'The Indian Express', I wish to be considered for the post of Assistant Manager. I feel my qualifications and experience are suitable for the post mentioned above.

I am enclosing my bio-data, a testimonial and attested copies of my certificates.

I look forward to receive a positive response from your company.

Yours faithfully  
Niraj Bhardwaj

Enclosed : Bio-data, testimonial, attested copies of certificates



### Bio-data

**Name** Niraj Bhardwaj  
**Father's Name** Nishant Bhardwaj  
**Address** 2, Court Road, Moradabad-244001  
**Contact Telephone no** 0591-246839X  
**E-mail** nirajb1987@ yahoo.com  
**Date of Birth** 2nd October, 1987  
**Health Status** Medically fit  
**Marital Status** Unmarried

### Educational Qualifications

Name of Exam	College/Board/University	Year	Percentage
High School	CBSE	2004	75%
SSCE	CBSE	2006	72%
BA (Honours)	DCP College, Delhi	2009	62%
MBA (Marketing)	College of Business Management, Kolkata	2011	68%

**Work Experience** Working as Senior Sales Executive with Tri-Tech since July, 2011  
**Languages Known** English, Hindi, French  
**Strengths** Good time management  
**References** (i) Dr S Kumar (998764321X)  
 HOD Economics  
 DCP College  
 New Delhi  
 (ii) Mr BS Yadav (96438927X)  
 General Manager  
 Rico Private Limited, Moradabad  
**Testimonial From** Mr Karim Khan, Director, College of Business Management, Kolkata





## (d) Correspondence with College/ Universities

These letters of applications are written to communicate with current/previous college or university for various reasons. One may write these letters for certificate release, duplicate copy of documents, to enquire about something, apply for concessions, register for courses etc.

- Letter to University for issuance of duplicate marksheet

118 Jai Colony  
Jaipur, Rajasthan

July 7, 20XX

The Assistant Registrar (Examination)  
University of Rajasthan  
Gandhi Nagar  
Jaipur

**Subject** Application for Issuing Duplicate Marksheet

Sir

I passed the final examinations for the degree of Bachelors in Arts from the University of Rajasthan in the year 2001. My roll number was 477398 and my enrolment number was 17895/1998. Unfortunately, I have lost my original marksheet somewhere. I request you to issue me a duplicate marksheet at the earliest.

Thanking you in anticipation.

Yours faithfully  
PK Madan



- Letter from the University, on issuance of duplicate marksheet to an alumni

University of Rajasthan  
Jaipur (Rajasthan)

18th July, 20XX

Mr PK Madan  
118, Jai Colony  
Jaipur (Rajasthan)

**Subject** Issuance of Duplicate Marksheet

Sir

This is with reference to your letter, dated July 07, 20XX. Please send a draft of ₹ 50 favouring The Registrar, University of Rajasthan, payable at Jaipur, to get the duplicate marksheet.

Thank you

*Sd*  
Assistant Registrar (Examination)

- Letter for the University for migration certificate

University of Rajasthan  
Jaipur (Rajasthan)  
Ref : 18947/ Mig / MA (Prev)

June 8, 20XX

Mr RK Mahajan  
B-178, Janta colony  
Jaipur (Rajasthan)

**Subject** Documents Required with Reference to Your  
Application Dated 23 June, 20XX

Sir

With reference to your examination form to appear in MA (Previous) English examination this year, you are advised to complete the following requirements latest by 23rd June, failing which you will not be allowed to appear in the above mentioned examination.

Please submit an attested copy of the migration certificate issued by the previous university for perusal.

Thanking you

*Sd*  
Assistant Registrar (Examination)

• Letter to the University for submitting migration certificate

129



B-178 Janta Colony  
Jaipur, Rajasthan

June 19, 20XX

The Assistant Registrar  
University of Rajasthan, Jaipur  
Ref: Letter no 18947/ Mig / MA (Prev)

**Subject** Submission of Migration Certificate

Sir

With reference to your letter dated 08/06/200XX, please find enclosed a copy of Migration Certificate, issued by University of West Bengal.

Please acknowledge receipt.

Yours faithfully  
RK Mahajan



## (e) Letter Responses to Matrimonial Advertisements

As it suggests, these letters of application are written in response to a matrimonial advertisement published in a public daily. These may be written to show interest, make further enquiry to fix a meeting etc.

- Letter in response to a matrimonial advertisement

P723 Gandhi Nagar

New Delhi

January 21, 20XX

Sir

In response to your advertisement in the Hindustan Times dated 15 January 20XX, I am sending the particulars of my daughter.

1. Name : Miss Mamta Singh
2. Father's name : Mr RK Singh
3. Mother's name : Smt Radhika Singh
4. Educational Qualifications : B.com, M.com
5. Extra-Curricular : Diploma in Interior Decoration, Certificate Course in English Speaking.
6. Present Occupation : She is serving as a lecturer in Commerce College, Jaipur on adhoc basis.
7. Brother(s) : One brother named Praveen Singh doing MBA from IIM, Lucknow.
8. Sister(s) : One elder sister married to Captain Rajveer Singh. She is settled at Amritsar and running a boutique there.
9. Date of Birth : 19 April, 1988
10. Height : 152 cm
11. Colour : Fair
12. Physical Attributes : Slim and Beautiful

I am a Senior Executive in Punjab National Bank. I have my own house at Gandhi Nagar, Jaipur. Photo of Miss Mamta is enclosed. You are requested to send a recent photograph of your son. I have mentioned all the necessary details required for the first time. If you need any other details, you can call me at 9809011937 or you can write to me at the above mentioned address.

Yours sincerely

RK Singh

- Reply of the groom's father

119, Jayanti Market  
Near Gulab Kunj  
Jodhpur (Rajasthan)

January 29, 20XX

Dear Mr RK Singh

I received your letter dated 20th January, along with the particulars of your daughter Miss Mamta. The particulars of your daughter seem to be a perfect match for our son Madhur.

Before we proceed further, I would like the boy and the girl to meet once and convey us their willingness.

What do you say in this matter? Your suggestions and views are more important as the father of a daughter.

I am enclosing a photograph of my son with this letter as required by you.

Please write at your earliest so that we can come to a conclusion.

Thanking you

Yours sincerely  
Jai Veer Singh



# Business Letters

These are letters written to correspond with organisations/associates regarding business dealings, actions, compliance of business law and order, accidents/loss etc.

The format of a business letter is same as other formal letters except that it may consist of a reference number when applicable and available.

A good business letter is key to new markets for your goods and services. A business letter must be correct in form, concise and to the point. It must convey the message clearly.

A businessman has to remain in constant touch with the buyers, sellers, agents, bankers etc. He must satisfy his customers.

*A good business letter can*

- (a) sell goods
- (b) create new customers
- (c) bring back lost customers
- (d) gives incentives to dealers
- (e) settles old disputes
- (f) brings confidence in buyers
- (g) helps to explore new markets

*In business letter we cover following letters*

- (a) Enquiries (Goods Payment), Quotations and their Responses
- (b) Orders and Execution of Order
- (c) Cancellation and Complaints Regarding Order



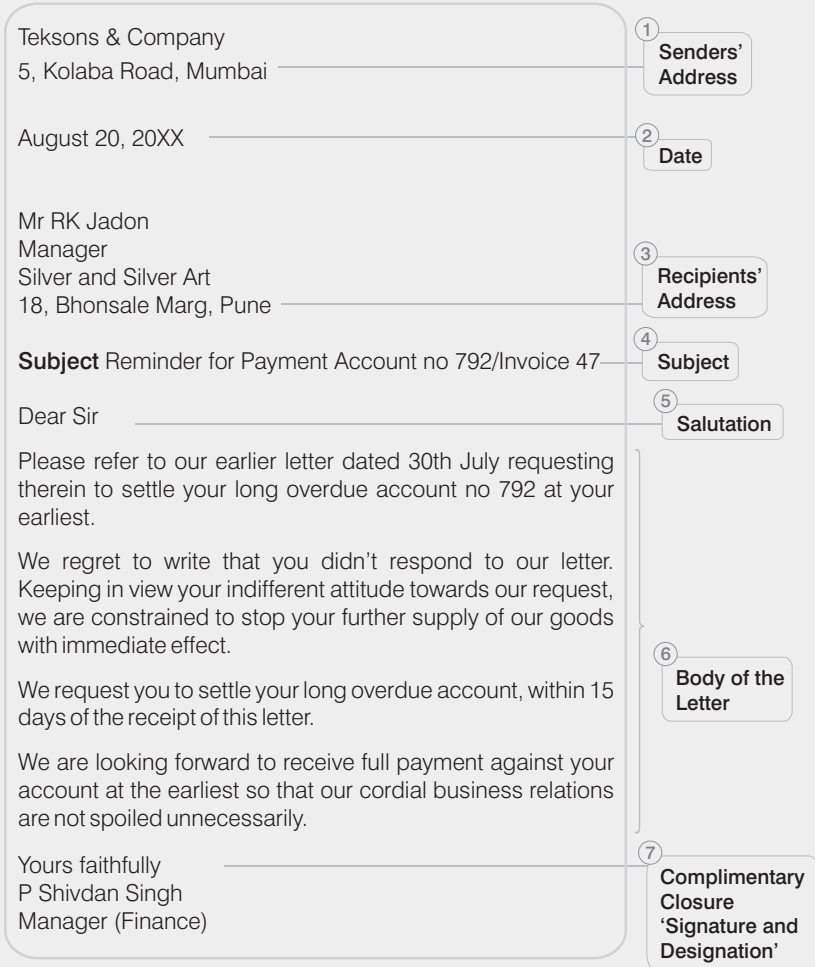
- (d) Bank Correspondence
- (e) Insurance Correspondence
- (f) Tenants letters
- (g) Railway Correspondence
- (h) Correspondence with Post Office
- (i) Condolence letters (Business Relations)
- (j) Apology letters (Business Concern)
- (k) Miscellaneous letters

### **Points to be Kept in Mind**

*Following points should be kept in mind while writing a business letter*

- When we write a business letter, we must assume that our reader has limited time in which to read it and is likely to skim.
- Business writing strives to be short, clear and simple, rather than creative; it stresses specificity and accuracy.
- The best business writer uses a style that is so clear that their messages cannot be understood.
- Business letter will be the first impression that you make on someone.

# FORMAT OF BUSINESS LETTER



## Parts of Business Letter

1. **Senders' Address** It includes the writer's address. Never put his/her name here.
2. **Date** This appears just below the senders' address after giving a blank line.
3. **Recipients' Address** This appears just below the date after giving a blank line.
4. **Subject** It includes concise statement of the topic of the letter.
5. **Salutation** It is a customary greeting with which the sender opens the letter.
6. **Body of the Letter** This paragraph may be shorter or longer. It describes on the purpose of writing.
7. **Complimentary Closure 'Signature and Designation'** This is written if it is applicable.





## (a) Enquiries (Goods Payment), Quotations and their Responses

- Calling quotations for electrical bulbs and tubes

Ram Departmental Store  
Sadar Bazar  
Meerut

January 9, 2002

To Messrs Ramesh Electricals  
Lucknow

**Subject** Request for Quotations

Sir

Please send us your lowest quotations for the following

- |                         |                         |
|-------------------------|-------------------------|
| 1. 15 Bulbs 100W        | 2. 25 Bulbs 60W         |
| 3. 40 Tubes (full size) | 4. 60 Tubes (half size) |

Thanking you

Yours faithfully

For Ram Departmental Store  
SD/-

- Reply to the above

To Messrs Ram Departmental Store  
Sadar Bazar  
Meerut

**Subject** Quotations Provided

Sir

We thank you for your enquiry dated January 9, 2002 and have pleasure in quoting as under

1. 15 Bulbs 100W ₹ 3.00 each
2. 25 Bulbs 60W ₹ 2.75 each
3. 40 Tubes (full size) ₹ 30.00 each
4. 60 Tubes (half size) ₹ 20.00 each

Installation charge for each bulb is ₹ 0.50 and for each tube ₹ 2.00.

Thanking you

Yours faithfully

For Ramesh Electricals  
SD/-



- Calling quotation for crockery

Super Market  
Lajpat Nagar  
New Delhi-110024

January 27, 20XX

The Bengal Potteries  
Rajinder Nagar  
Ghaziabad

**Subject** Quotations and Discount Details Desired

Sir

Kindly send us your quotation for the following items

1. 20 dozen Soup Plates
2. 20 dozen Dinner Plates
3. 20 dozen Coffee Cups and Saucers
4. 20 Dozen Tea Cups and Saucers

Will you please let us know the maximum discount you can extend to us for an order of this kind.

We hope you will be able to meet our requirements. We would like to add that, if your product is satisfactory and terms competitive, we should be interested in a long term contract with you. We would appreciate a prompt reply.

Yours faithfully  
For Super Market  
Sd/-

- Query letter from a new customer

M/S RT Enterprises  
Satya Niketan, New Delhi

December 21, 20XX

CC Auto (P) Ltd  
Vasant Vihar  
New Delhi

**Subject** Query Against Advertisement

Sir

With reference to your advertisement in The Hindustan Times dated December 19 could you please send us a copy of your latest catalogue and the price list. Please also inform us about the discount offered to the dealers as well.

Thank you  
Yours faithfully  
Manager (Marketing)

- Supplier's request for payment of goods

Teksons & Company  
5, Colaba Road, Mumbai

July 30, 20XX

Mr RK Jadon  
Manager  
Silver and Silver Art  
18, Bhonsale Marg, Pune

**Subject** Account no 792/Invoice 47

Dear Mr Jadon

As per our records, your above account is overdue for payment. The total amount outstanding is ₹ 11780.00. We request you to settle the account at your earliest.

However, in case you have any doubt or need any clarification in respect to any item, please let us know about that immediately.

We look forward to your early response.

Yours sincerely  
P Shivdan Singh  
Manager (Accounts)





## (b) Orders and Execution of Order

- Letter to supply goods on credit on the buyer's request

Birla Distributors  
 KK Jalan Road  
 Kolkata 700029

Telephone 032923123  
 Fax 032825200

September 29, 20XX

General Manager (Sales)  
 M/S Penguin Astriks Bros  
 B/85, Kolaba Marg  
 Pune (Maharashtra)

Dear Mr Jalan

With reference to our telephonic discussion yesterday, you were kind enough to agree on supplying goods on 30 days credit instead of cash. I convey my sincere thanks to you and would like to place the following order

1. One thousand golden brushes
2. One thousand silver brushes
3. One thousand iron brushes

Please supply the above items duly packed, ten brushes in each packet, at the earliest possible. You are requested to confirm the new terms and conditions formally.

Thanks

Yours sincerely  
 KL Dheer  
 Sales Executive

**Note** *Subject is omitted as the companies are corresponding for the first time.*



- Letter of supplier asking for references of goods

Penguin Astriks Brothers  
B/85, Kolaba Marg, Pune (Maharashtra)

October 17, 20XX

Sales Executive  
Birla Distributors  
KK Jalan Road, Kolkata 700029

Dear Mr Dheer

With reference to your telephonic request to supply you goods on credit with quarterly settlement of the accounts, we have to inform you that as a policy, the management has sought two good references and a credit report from the bank you are dealing with for the last three years.

You are requested to furnish us the two references and a credit report from the bank at the earliest so that the matter can be concluded.

Thank you

Yours sincerely  
RK Jalan  
General Manager (Sales)

- Letter to Publication for supply of books

M/s A K Gupta & Company  
Lal Kothi Market, Jaipur

July 20, 20XX

M/s PK Publication  
106, Karol Bagh, New Delhi, 110013

Sir

We are sending herewith a draft ₹21000/- no 184397 dated 15/3/20XX, drawn on Punjab National Bank, favouring M/S PK Publication, payable at New Delhi against the supply of following books

1. English Grammar By Gupta & Gupta 100 copies
2. English Vocabulary By Sharma & Gupta 50 copies

Please send the above books through Jaipur Golden Transport company, duly packed at the earliest.

Thanking you

Yours faithfully  
AK Gupta  
Partner



- Letter of buyer expressing his inability to settle the account

Silver and Silver Art  
18, Bhonsale Marg, Pune

September 06, 20XX

Manager (Finance)  
Teksons & Company  
5, Kolaba Road, Mumbai

**Subject** Inability to Settle the Account

Dear Mr Singh

I apologise for not responding to your reminders to settle the account.

I want to inform you that our company incurred huge loss due to the earthquake that hit our city on June 27. This unforeseen and unfortunate turn of event rendered us helpless in making the payment of your overdue bills.

Our claims with the insurance company are in the process of settlement and we are likely to receive the payment by the end of this month. As soon as we receive the payments, we shall settle our account fully.

I would like to remind you that our accounts with you have always been quite regular and we have never given you a cause to complain.

This time, we may be late but our intentions are quite fair.

I hope you will bear with us for some more time.

Yours sincerely

RK Jadon  
(Manager)



- Letter from a cement company demanding 50% amount in advance and two references to supply the cement required

M/s Cement Associates  
Karol Bagh  
New Delhi

May 10, 20XX

Mr RK & Sons  
Akbar Nagar  
New Delhi

Sir

We thankfully acknowledge your order no 1841 dated 12/4/20XX for supplying two thousand bags of cement.

In this matter, we like to inform you, that this is our first dealing. As per our business policy, yours being a new firm, needs to send 50% advance payment by draft and two references for all future dealings.

For your ready reference, we are attaching here a list of firms in Delhi who are registered with us.

We hope you will get these formalities fulfilled at the earliest.

Thanking you

Yours faithfully  
Anil Shah  
(General Manager)

**Note** *No subject mentioned as it is the first dealing between the companies.*



- Letter from a distributor to the dealer regarding increase in the supply rates due to strike of transport operators

Kolkata Bakeries Ltd  
Registered office, 51, Dharmtalla Lane  
Kolkata 700023

April 15, 20XX

M/s Pooja Distributors  
Asansol (PB)

**Subject** Supply of Brittanika Breads

Sir

We are in receipt of your urgent call for supplying the bread at whatever cost.

As you are aware, due to strike of transport operators, it has become impossible to supply the bread by trucks.

We are sending your order with our sales executive Mr RV Sharma by passenger train as per your requirements.

You are requested to pay him ₹ 600/- extra, as excess charges, borne by us, in supplying the bread through train.

Thank you

Yours faithfully

R K Sharma  
(Marketing Executive)



- Letter to grant request for extension of time to clear the dues



Ramsons and Shamsons  
147, Loha Mandi, New Delhi

September 23, 20XX

M/S Ram Kishan Enterprises  
15 Chhatarpur  
Delhi

**Subject** Extension of Credit Period

Sir

We are in receipt of your letter dated 15th July in which you have requested us to extend your credit term with one more month for settling the dues.

We realise your circumstances, and keeping in view our long association we allow you a period of one month to clear the dues. Please note that this is being allowed as a special case.

Thank you

Yours faithfully  
SD

Assistant General Manager



- Letter to the supplier for an early delivery of goods (DC Motors) ordered

Kavery Paper Mills Ltd  
Jahangir Road  
New Delhi

February 11, 20XX

M/S AKME T Motors Ltd  
26, Malwa Street  
Mumbai-400023

**Subject** Request for Early Delivery of Order no 112,  
Dated 14/01/20XX

Sir

We placed an order, numbered 112, dated 14/01/20XX, for supply of twenty small DC Motors. We accepted a delivery period of six months. But due to some changes in our project schedule, we need all the above motors within a period of three months instead of six months as agreed.

We will be obliged if you could arrange to supply these motors within three months.

Please confirm by return post.

Thanking you

Yours faithfully  
TN Sangama  
(Project Manager)

• Reply of the supplier to the buyer about goods (DC Motors) ordered



M/S AKME T Motors Ltd  
26, Malwa Street  
Mumbai-400 023

February 25, 20XX

Kavery Paper Mills Ltd  
Jahangir Road  
New Delhi

**Subject** Preponing the Date of Motor Delivery

Sir

We acknowledge your letter, dated 11th February, 20XX asking to supply the motors within three months instead of six months as agreed originally.

We have very seriously considered all the possibilities to accede to your request. Please note that we shall be able to deliver ten motors within three months and the rest ten motors will be delivered to you within next one month after that. We hope, it will solve your problem.

Viewing our long relationship, we will be trying our best to despatch the order at the earliest. Looking forward to an early reply from you.

Thanking you

Yours faithfully  
Sr Manager (Marketing)



- Reply of the buyer confirming the receipt of letter and conveying thanks for considering early delivery of goods (DC Motors) ordered received

Kavery Paper Mills Limited  
Jahangir Road  
New Delhi

March 6, 20XX

M/S AKME T Motors Ltd  
26 Malwa Street  
Mumbai-400023

Sir

We'd like to convey our thanks for considering our request and agreeing to supply ten motors within three months and the rest ten motors within next one month as informed by you vide your letter dated 25th February.

We appreciate your solving our problem sympathetically.

Thanking you again.

Yours faithfully  
TN Sangama  
(Project Manager)



## (c) Cancellation and Complaints Regarding Order

- Letter from the client claiming the deduction and for rectification of the mistake done

DWN Adwani and Sons  
3/85 Ansari Road, Daryaganj  
New Delhi 110007

August 17, 20XX

3D Document Printers  
Z 124, Daryaganj  
New Delhi

**Subject** Wrongly Printed Leaflets, Ref no 2311/9

Sir

We have been dealing with you for the last seven years and we always found your work quite satisfactory. But this time we were very disappointed to see the leaflets produced by you for our publicity campaign of Polio Eradication Programme.

As per our agreement, all the leaflets must have been coloured with bright shine but instead we found black and white photos in the prepared leaflets. It is against the policy and the agreement signed.

We would like you to send your designer and the photographer so that the necessary rectification can be done. For all the mistakes, we shall be deducting ten per cent penalty as per the agreement.

Thanking you

Yours faithfully  
NK Mathur  
Senior Manager (Accounts)



- A reply satisfying the client

3D Document Printers  
Z 124, Daryaganj  
New Delhi

August 25, 20XX

DWN Adwani and Sons  
3/85 Ansari Road, Daryaganj  
New Delhi-110007

**Subject** Acknowledgement of Receipt of Letter Regarding  
Wrongly Printed Leaflets

Sir

We are in receipt of your letter dated 17th August, 20XX. We apologise for the inconvenience caused to you by our supply of black and white leaflets instead of fully coloured ones. The mistake took place due to lack of communication at our end.

You are one of our most valued and favoured clients. We are deputing our designer and the photographer who will contact you next Monday, for the rectification. We agree to the deduction as per the agreement.

Thank you for your patience.

Yours faithfully  
MP Saraswat  
(Proprietor)

- Letter of acknowledgement of goods returned for necessary repairs



XYZ & Company  
14/D Nai Sadak  
New Delhi

August 19, 20XX

29 Godam N Road  
New Delhi

**Subject** Acknowledgement on Receipt of Defective Washing Machine for Repairs

Sir

We, hereby, acknowledge the receipt of the washing machine returned by you for necessary repairs.

We will be returning it to you as soon as the necessary repairs are made. We regret the inconvenience caused to you because of the defect in the machine supplied to you.

Please bear with us for a few days.

Yours faithfully  
Manager (Customer Care)



## (d) Bank Correspondence

These include letters exchanged between bank and its clients, bank's head office and branches and between two individual banks. These may be written regarding various different purposes such as to open an account, request for overdraft facility, stopping payment, regarding dishonoured cheque, to issue standing instructions etc.

*Some letters of Bank Correspondence are as follow*

- Letter to open a current account with a bank

Excellent Construction Co Ltd  
11 Moti Nagar  
New Delhi  
Telephone 2658473

10 April, 20XX

The Manager  
Royal Express Bank  
New Delhi

**Subject** Open a Current Account

Sir

We want to open a current account with your bank. We are enclosing a certified copy of the resolution for your reference and appointing the Royal Express Bank at New Delhi, as our banker.

The following documents are enclosed as required by you

1. Accounts Opening Form duly completed
2. Specimen signature of the directors
3. Copies of the Company's Certificate of Incorporation and Certificate to Commence Business

I, the Chairman and Managing Director of the company, have been authorised by the Board of Directors, to sign all the cheques and other documents on behalf of the company. Please open the account and issue a cheque book, containing hundred leaves.

Thanking you

Yours faithfully  
Rajiv Chaddha  
Chairman & Managing Director



- Letter confirming the telephonic instructions to stop the payment of a cheque



1256 Royal Street  
Bandra, Mumbai

11th April, 20XX

The Manager  
UB Bank  
Mumbai

**Subject** Confirmation of Telephonic Instruction to Stop the  
Payment of a Cheque

Sir

I confirm my telephonic instructions given to you in the morning today to stop the payment of a cheque, details of which are as follows

Cheque no 0177894, dated 15/04/20XX, accounting for ₹ 15380 favouring K S Finance Ltd.

Please confirm having stopped the payment of the above mentioned cheque at the earliest.

Thanking you

Yours faithfully  
NK Mani



- Letter to the bank for non crediting the proceeds of the cheque

137/1, Vikas Colony  
New Delhi

12th March, 20XX

The Manager  
XY Bank  
New Delhi

**Subject** Non-crediting the Proceeds of Cheque

Sir

I had deposited a cheque no 118947 dated 5/02/20XX for ₹ 16700/- drawn on State Bank of India to be credited in my saving account no 2136 with you.

I regret to note that even after a month, the amount of the cheque has not been credited in my account. You are requested to look into the matter and arrange to get the amount of cheque credited in my saving account immediately, along with the interest for the delay as per norms.

Thanking you

Yours faithfully  
Sunil Sharma

- As manager of a bank, write a letter to a customer informing him that his cheque has been dishonoured



XY Bank Ltd  
Adarsh Nagar, Jaipur

19 March, 20XX

Mr Sunil Sharma  
137/1 Vikas Colony  
Jaipur

**Subject** Cheque no 118947 Accounting for ₹ 16700/-Drawn  
on SBI (Jaipur)

Sir

With reference to your letter dated 12/03/20XX, we inform you that your above cheque was received back by us due to insufficient funds.

The cheque has since been sent to you by Registered Post dated 15/03/20XX at your corresponding address.

You are requested to consult the post office in your area regarding the non-delivery and take necessary action on your part as soon as possible.

We are always at the service of our clients.

Thanking you

Yours faithfully  
RD Gupta  
(Manager)



- Letter from bank, sending a cheque book

Punjab Bank Ltd  
7, Bhikaji Cama Place  
New Delhi

25th January, 20XX

M/S Ram Prakash & Sons  
Lal Market  
New Delhi

**Subject** Issuing a New Cheque Book

Sir

As desired in your requisition slip, we are enclosing a cheque book containing 50 leaves bearing numbers JHK1245751 to 1245800.

For the protection of your own interest as well as that of the bank, we'll be obliged if you please acknowledge receipt of the cheque book by affixing your usual signature on the appended form and send it to us by return post.

Yours faithfully  
Manager

- Letter from a customer, acknowledging receipt of the cheque book

M/S Ram Prakash & Sons  
Lal Market  
New Delhi

27th January, 20XX

The Manager  
Punjab Bank Ltd  
New Delhi

**Subject** Acknowledgement of Received Cheque Book

Sir

This is to acknowledge receipt of the cheque book containing 50 cheques from 1245751 to 1245800 which I have counted and found correct.

Yours faithfully  
PK Jhanwar

• Letter of request for sanction of advance under Personal Loan Scheme for pensioners

155



B 29 Block 3  
Paschim Vihar  
New Delhi

12 January, 20XX

The Manager  
Punjab Bank Ltd  
New Delhi

**Subject** Advance Under Personal Loan Scheme for Pensioners

Sir

I request you to grant me an advance of ₹ 100000 (Rupees one lakh only) for meeting my personal needs. I am eligible for the loan applied for under the above scheme for pensioners.

I am drawing a monthly pension of ₹ 23000 (Rupees twenty three thousand) having retired in the year 2009. The pension is being credited in my SF/CA A/c no 117219 maintained with your branch.

I agree to repay the said advance of ₹ 100000 (Rupees one lakh only) in 24 equal monthly instalments along with the interest @ 2% p. a. I agree to pay interest tax, if any, in force. The interest chargeable shall be subject to changes as prescribed by the bank from time to time. In the event of my death or for any other reason deemed fit, the bank shall have the right to recall the loan outstanding immediately irrespective of repayment period fixed. I also agree to execute all the documents prescribed and to abide by all terms and conditions of the scheme from time to time.

Yours faithfully  
Amit



- Letter of authority given by a pensioner for recovery of loan

B 29, Block 3  
Paschim Vihar  
New Delhi

January 25, 20XX

The Manager  
Punjab Bank Ltd  
New Delhi

**Subject** Recovery of Loan

Dear Sir

With reference to the loan of ₹ 100000 (Rupees one lakh only) granted to me by you towards meeting my personal needs, I give you my irrevocable authorisation to recover the monthly instalments commencing from the month of february from my SB/CA A/c 117219 with you in which my pension is credited. This may be treated as a standing instruction for my SB/CA A/c.

Yours faithfully  
Amit

- Letter of authority given to the bank for a loan against hypothecation of assets



139/1 'B' Kranti Nagar  
New Delhi

February 27, 20XX

The Manager  
Punjab Bank Ltd  
Kranti Nagar  
New Delhi

**Subject** Loan Granted to me Against Hypothecation of Assets

Dear Sir

With reference to the term-loan for ₹ 2500000 (Rupees twenty five lakhs only) granted by you to me in respect of which I have executed a term-loan agreement....., I hereby authorise you to debit my Savings account no 413792 with you with amount of ₹ 80000/- on 25th day of each month starting from March 20XX towards the instalment payable by me for adjustment of my aforesaid loan together with the interest accrued at the stipulated rate.

I undertake to keep sufficient balance in my said Current Account no 413792 to enable the bank to debit the account with the monthly instalment and the interest. This authority is irrevocable until the loan alongwith interest is fully adjusted.

Yours faithfully  
Vipin Chawla



- Letter to a Bank Manager claiming balance in the account of a deceased customer (when nomination is made)

20, Subhash Nagar  
New Delhi

February 12, 20XX

The Manager  
Union Bank of India  
Vikaspuri, New Delhi

**Subject** Transfer of Balance from A/c no 14789 in the Name of Deceased Smt Shakuntala Devi

Sir

It is to inform you that my mother Smt Shakuntala Devi W/O Sh Ram Kapoor expired on 18th July, 20XX. She had a savings account number 14789 with you. I am the nominee in this account. I am enclosing the death certificate of my mother for your records.

I request you to transfer the balance in her saving account to my savings account number 15897 with you. I am also enclosing the passbook of my mother. Please acknowledge the receipt.

Thanking you

Yours faithfully  
Prerna Kapoor (D/o Shakuntala Devi)

- Reply of the Bank Manager for the above

Union Bank of India  
Vikaspuri, New Delhi

February 15, 20XX

20, Subhash Nagar  
New Delhi

**Subject** Call for Official Visit to the Bank Along with Required Documents

Dear Mrs Kapoor

With reference to your application dated 12th February, 20XX in respect to transfer the balance standing in the name of Shakuntala Devi (deceased), in your account, you are requested to visit the branch any day during working hours. Please bring with you any document confirming your identity.

Thanking you

Yours faithfully  
Manager (Claims)





- Letter to Bank Manager requesting overdraft facility

Sea-View Maiden Hotel  
Manu Marg, Goa  
Telephone : 2568543  
Fax : 4585957

January 24, 20XX

The Manager  
Royal Bank, Goa

**Subject** Request for Overdraft Facility

Dear Sir

I would like to remind that we have been maintaining a current account with you for the last ten years. Presently we are in need of an overdraft facility for ₹ 200000/- (Rupees two lakhs only) for a period of one year, for repairing and furnishing of our hotel.

I can offer deposit receipts as security, if you need. Please treat the matter as urgent and reply immediately.

Thanking you

Yours faithfully  
RS Randhawa  
General Manager

- Reply of the Bank Manager for above

Royal Bank  
Goa

January 29, 20XX

The General Manager  
Sea-View Maiden Hotel  
Manu Marg, Goa

**Subject** Overdraft Facility

Dear Sir

With reference to your letter dated January 24, 20XX regarding the need of overdraft facility, we apprise you as follows.

We can allow you the overdraft of ₹ 200000/- (Rupees two lakh only) against the security of bank's term deposit. Please visit the bank on any working day with deposits receipts to avail the facility of overdraft.

Thanking you

Yours sincerely  
PK Mohanti (Manager)



- Letter informing a customer about expiry of an overdraft facility

Royal Bank  
Goa

December 15, 20XX

M/S K K Ice Factory  
120, Subhash Marg  
Kolkata (West Bengal)

**Subject** Reminder about Expiry of Overdraft Facility

Sir

This is to inform you that the overdraft facility granted to you on your current account is expiring on 31st December, 20XX. We shall appreciate if you arrange to get the overdraft amount deposited before 31st December.

However, if you are interested in renewing the overdraft facility, kindly submit a fresh application for the same.

Please note that in case you do not deposit the overdraft amount upto 31st December, the bank will charge interest @ 2% on the outstanding balance. The bank can also initiate legal action for the recovery of the dues at your cost and expenses.

Please cooperate.

Yours faithfully  
RP Sharma  
(Manager)

- Letter from the bank advising the customer to maintain minimum balance



State Bank of India  
Mayur Vihar  
New Delhi

February 15, 20XX

H No 22 Block A  
Mayur Vihar  
New Delhi

**Subject** Requesting to Maintain Minimum Balance in the  
Account

Sir

It has been observed that you have not been maintaining the prescribed minimum balance of ₹ 5000/- in the current account of your firm. As you are aware failing to maintain minimum balance in the current account will entitle the bank to charge the penalty of ₹ 50/ day and to close the account without any prior notice.

You are, therefore, advised to keep the minimum balance in the current account of the firm at all times.

Thank you

Yours faithfully  
Manager



- Letter to the Bank Manager to make nomination in FDR account

State Bank of India  
Goa

August 18, 20XX

**Subject** Appointing Legal Nominee for FDR A/c no 1247 for  
₹ 100000

Sir

I have an FDR account no 1247 for Rupees one lakh with you. I want to make a nomination in this account. Kindly send me a form for appointing a legal nominee to my mailing address.

Thanking you

Yours faithfully  
Bharka Taneja

- Reply of the bank supplying form for making nomination in FDR account

State Bank of India  
Goa

August 23, 20XX

Dear Sir

With reference to your letter dated 18th August, 20XX, please find enclosed a copy of the form required for making nomination in your FDR account with us. Please submit the form after completing it. You are advised to contact our help desk during any working day in case of any problem.

Thanking you

Yours faithfully  
Manager



## (e) Insurance Correspondence

Insurance is the equitable transfer of the risk of a loss from one entity to another in exchange of money. Letters are exchanged between people and insurance companies regarding insurance policies, terms and conditions, premium payment, maturity or surrender value, settlement of claims etc.

*Some letters of Insurance Correspondence are as follow*

- Letter to LIC Manager to get insurance policy

131A Narayan Vihar  
New Delhi

July 17, 20XX

The Branch Manager  
Life Insurance Corporation of India  
New Delhi

**Subject** Requirement of Insurance Policies

Sir

I want to get insurance policies for me and my daughter aged four years. You are requested to depute one of your agents who can guide us about various policies in detail.

An early action in this regard is solicited.

Thanking you

Yours faithfully

RK Jain



- Reply of LIC acknowledging and acting upon your request

Life Insurance Corporation of India  
11, Moti Bagh, New Delhi

July 19, 20XX

131A Narayan Vihar  
New Delhi

**Subject** Acknowledging and Acting Upon your Request

Dear Mr Jain

We thankfully acknowledge the receipt of your letter dated July 17, 20XX. We are deputing Mr Praveen Arora, an authorised agent, along with our Development Officer, Mr RP Sharma as per your request. They will guide you about the policies that suit your needs.

If you face any problem, please feel free to contact the undersigned.

Thank you

Yours sincerely  
Praveen Madan  
(Branch Manager)

- Letter to Manager for sending insurance policy by post to the client

11, Moti Bagh  
New Delhi

July 21, 20XX

Mr RK Jain  
131A Narayan Vihar  
New Delhi

Sir

Please find enclosed herewith your new policy no 1AAA 39440101 (Annual).

Please go through all the terms and conditions and if you find any irregularity, please inform us immediately.

Thanking you

Yours faithfully  
Branch Manager



- Letter to LIC regarding survival benefit

4/B Ashok Vihar  
New Delhi

July 23, 20XX

**Subject** Payment of Survival Benefits Due on August 20,  
20XX

Dear Sir

With reference to your policy no 1193/20XX, we request you to submit the following papers to enable us to release payment of the survival benefits due to you.

1. Form (enclosed) duly filled up
2. Original Policy Bond

In case, you have already submitted the same and received the payment, please ignore this letter.

Yours faithfully  
Branch Manager

- Letter from LIC Manager regarding transfer of policy from one branch to another

Ref Policy 012AC144569

September 23, 20XX

5, Hudson Lane  
New Delhi

**Subject** Transfer of Policy from Jaipur to Alwar

Dear Mr PK Mantri

We are in receipt of your letter addressed to our Jaipur branch and as desired by you, we are making arrangements for the transfer of your above mentioned policy, from our Jaipur branch to our Alwar branch.

Thank you

Yours faithfully  
Branch Manager



- Letter to LIC Manager for sending a cheque for Insurance Premium

3/17 Qutub Road, New Delhi

September 27, 20XX

The Branch Manager  
LIC of India  
3/147 Ansari Road  
New Delhi

**Subject** Payment of Premium for Policy no 012 AC 144569

Sir

Please find enclosed cheque no 112641 dated September 27, 20XX for ₹ 12500/- (Rupees twelve thousand five hundred only) towards payment of the yearly insurance premium due on September 30, 20XX on the above policy.

Please send the receipt at the mailing address registered with you.

Yours faithfully  
Megha Singhal

- Letter to Manager to acknowledge the receipt of the cheque for the premium paid

3/147 Ansari Road, New Delhi

October 2, 20XX

Mr M P Jain  
3/17 Qutub Road, New Delhi

**Subject** Acknowledging the Receipt of Cheque no 112641  
Accounting for ₹ 12500

Sir

We thankfully acknowledge the receipt of your cheque no 112641 dated September 27, 20XX for ₹ 12500/- as the yearly premium for your policy no 4B29338/20XX/SFU.

This receipt is subject to the realisation of your cheque.

Yours faithfully  
Rajeev Bansal





- Letter to an insurance company seeking information about surrender value of the policy

9, Upper Ring Road  
Sitapur (UP)

December 18, 20XX

The Branch Manager  
Life Insurance Corporation of India Ltd  
Sitapur (UP)

**Subject** Surrender Valuation of Policy no 1345/789

Sir

I have an insurance policy with you for ₹ 100000/- due for maturity on 23rd March, 20XX.

I have been regularly paying my instalments towards it for the last 18 years. I want to surrender it as I am in urgent need of money.

Please apprise me about its surrender value as on 1st January.

An early reply is solicited.

Thank you

Yours faithfully  
Vaibhav Sharma

- Requesting for insurance of goods against all risks

M/S K K Agencies  
47/188 Daryaganj  
New Delhi

February 23, 20XX

The Manager  
General Insurance Company  
New Delhi

**Subject** Requirement of Insurance of Goods Against all Risks

Sir

We want to get our godown insured comprehensively with the bank against all risks. Please depute your authorised agent for the purpose.

Thanking you

Yours faithfully  
M/S KK Agencies  
Partner



- Letter to Manager to apply a loan against insurance policy

3/17 Qutub Road  
New Delhi

December 9, 20XX

The Branch Manager  
LIC of India  
New Delhi

**Subject** Loan Against Insurance Policy no 012 AC144569

Sir

I am in need of ₹ 18000/- (Rupees Eighteen thousand only) for the medical treatment of my mother.

I request you to grant me a loan of ₹ 18000/- against my policy. An early action is solicited.

Thanking you

Yours faithfully  
Namita Khanna

- Reply to the above

3/147 Ansari Road  
New Delhi

October 23, 20XX

3/17 Qutub Road  
New Delhi

Dear Madam

With reference to your letter no 19/2AC/20XX dated October 19, 20XX you are advised to contact our Manager (Loans) on any day during working hours. Please bring the original policy bond with you when you visit our office.

Thanking you

Yours faithfully  
Manager

• Letter to an insurance company for settling claims on husband's death

169



9, Upper Ring Road  
Sitapur (UP)

December 18, 20XX

The Branch Manager  
Life Insurance Corporation of India Ltd  
Sitapur (UP)

**Subject** Request to Settle Claim for Policy no LC/2311/2004 in the Name of Mr Prakash Jhanwar (deceased)

Sir

It is to inform you that Mr Prakash Jhanwar, my husband, passed away due to cardiac arrest in General Hospital on 15th July, 20XX.

He was insured with your company for ₹ 200000 vide policy no LC/2311/2004. I am his sole legal nominee.

I am enclosing the certified copies of his death certificate for your perusal and verification. I shall produce the original documents when required.

I request you to settle the death claim at the earliest and if you need any other documents, I may please be informed immediately. I look forward to hearing from you soon.

Yours faithfully  
Rita Jhanwar  
W/O Late Prakash Jhanwar



## (f) Tenants Letters

The landlord of a property is required to make sure that his or her tenants are aware of any lease violations or prohibited activities that occur on the leased property. Moreover, sometimes the landlord needs to communicate with the tenant for varied reasons such as non-payment of the rent, notice to vacate, increase in the rent etc. Notification of such activities should be done through a formal letter. These letters are exchanged between a landlord and his tenant.

*Some letters of Tenants are as follow*

- Letter to Property Dealer for office premises on lease

ABC Consultants  
Mathura Road  
Agra

July 17, 20XX

The Manager  
Balaji Properties  
Delhi Cantt

**Subject** Requirement of Premises on Lease

Sir

We are in need of a suitable premises for our office on lease basis. The premises should be approximately 2000 sq ft in area and at a prime location.

If you have any such site available for rent, please contact the undersigned immediately. The rent and other terms can be settled through negotiations.

Thanking you

Yours faithfully  
PN Vijay  
Manager (Development)

• Letter to tenant for late payment of rent for this month

171



22/B Ashok Vihar, New Delhi

March 17, 20XX

22/B First Floor  
Ashok Vihar  
New Delhi

**Subject** Apology Regarding Delay in Paying Rent

Sir

With due apologies, I want to state that due to some unforeseen financial difficulties, I shall not be in a position to pay you the rent for this month on the due date.

However, I am enclosing a post dated cheque for the rent. I hope you, being such a kind gentleman, would accede to my request.

The inconvenience caused is regretted.

Thanking you in advance.

Yours faithfully  
Piyush Jain  
(Tenant)



- Letter from landlord to the tenant for increasing rent

22, Ansari Road  
New Delhi

February 18, 20XX

H-1/136 Sector 9  
Dwarka

**Subject** Increase in Rent Due to Hike in House Tax

Sir

As you must be aware, municipal authorities have increased the house tax, and I am constrained to ask for a proportionate raise in the rent of the house occupied by you.

Hope you will agree to the reasonable changes and will pay the rent along with the hike of ₹ 2550/-from next month onwards.

With best wishes

Yours faithfully  
Ramesh Gupta

- Letter from tenant in reply to the above

H-1/136 Sector 9  
Dwarka

February 21, 20XX

22, Ansari Road  
New Delhi

**Subject** Objection Over the Quoted Hike in Rent

Sir

I am in receipt of your letter dated February 18, 20XX regarding proportionate increase in the house rent. As you are aware that I occupy only half of the house. I would agree to bear my proportionate share in the house tax i.e. ₹ 1275 against your quoted hike of ₹ 2550.

I hope you will call for the changes in the right spirit.

Thank you

Yours sincerely  
Jeevant Singh



- Letter from the landlord to the tenant to vacate the premises

62A Indirapuram  
New Delhi

November 1, 20XX

23/1, DLF Colony  
Moti Nagar  
New Delhi

**Subject** Notification to Vacate the Premises Within one Month as per Clause 7

Dear Mr Chandra

As I informed you verbally that my eldest son has been transferred here, I need you to vacate the house occupied by you.

According to clause 7 of our rent deed, you are entitled to receive a notice of one month in advance. This letter is being written in compliance with the same.

Please vacate the house at the earliest abiding to the clause in the contract.

I regret the inconvenience caused to you.

Yours faithfully  
Saurabh Gupta

- Letter from tenant to vacate the occupied premises

3/31 Narayan Vihar  
New Delhi

March 27, 20XX

Jha Villa  
Civil Lines  
New Delhi

**Subject** Letter on Vacating the Premises Due to Transfer

Dear Mr Jha

I have been promoted and transferred to Jaipur and I am scheduled to join there next month. I'll vacate your house within 30 days before getting settled at Jaipur.

This notice may be treated as 30 days notice in compliance with clause 9 of the rent deed.

Thank you

Yours faithfully  
Vinay Sinha



- Letter to tenant to pay the overdue rent

A-15 HKM Nagar  
Moradabad

July 24, 20XX

221 Wazirpur  
New Delhi

**Subject** Reminder to Pay the Rent for Last Month

Dear Sir

I regret to write to you that you haven't paid the rent for the last month so far, inspite of my repeated verbal reminders.

As per the agreement, the rent must be paid by the 7th of each month. Please be informed that if you are unable to pay the rent within next three days. I'll be forced to ask you to vacate the house and to take legal action for the recovery of the amount due at your cost and risk.

Thank you

Yours faithfully  
MK Soni

- Letter from tenant to landlord

221 Wazirpur  
New Delhi

July 26, 20XX

A-15 HKM Nagar  
Moradabad

**Subject** Acknowledging the Receipt of Reminder to Pay Rent

Dear Mr Soni

I am in receipt of your letter dated 24th July and have noted the contents. Due to some financial exigencies, I was unable to pay the rent for last month. I regret the inconvenience caused to you.

I'll pay the rent of the last month (June) and of this month (July), by the 7th of August positively.

I need your kind cooperation at this juncture.

Please cooperate.

Yours sincerely  
MK Kohli



• Letter from tenant to landlord seeking permission to share one room

175



13BA Wazirpur  
New Delhi

September 9, 20XX

115 Ashok Vihar  
New Delhi

**Subject** Request to Share One Room for Two Months

Dear Sir

A friend of mine has recently been transferred here from Kolkata. He would be putting up with me for some time, till he gets a suitable accommodation.

I request you to allow me to share with him one room for a period of two months only.

Your cooperation is solicited.

Yours sincerely  
Naveen Chandra



## (g) Railway Correspondence

These include letters written to communicate with railway officials or departments. These may be written to file a complaint, enquire about particulars of a train, confirm or redirect any consignment, claiming for any damage or loss incurred etc. *Some letters of Railway Correspondence are as follow*

- Letter of complaint to the Railway authorities regarding the quality of food served to the passengers

13J Shalimar Bagh  
New Delhi

May 28, 20XX

Manager  
Health and Food Department  
Railway Ministry of India

**Subject** Complaint About the Quality of Food Served to the Passengers

Sir

This is to inform you that I, Shweta Malhotra, recently travelled by a train 'Rajdhani Express' maintained and served by your department, from New Delhi to Mumbai.

I feel sad to share that despite of all the efforts taken by our government to ensure good health of our citizens, the food served in the train was not up to the standard.

The packaging was not proper due to which the food was covered with dust. The tea was served in broken cups, drinking from which may be fatal. A bad smell was coming from the dal served and rice were of a very inferior quality.

I am highly disappointed by the negligence of the officials of your department. I request you to please look into the matter and take necessary steps to ensure that the quality of food served matches the standards laid by Food Safety and Standards Authority of India (FSSAI).

Thank you

Yours sincerely  
Shweta Malhotra

● Complaint letter about non-receipt of consignment in time

177



Sargam Enterprises  
E-4, Connaught Circus  
New Delhi 110017

18th February, 20XX

The Chief Commercial Superintendent  
Central Railway  
Mumbai (Maharashtra)

**Subject** Non-receipt of Consignment Covered Under  
Railway Receipt no Z-12347 Dated 17th December

Dear Sir

We regret to inform you that a consignment containing 'Bridal Dresses' covered under railway receipt no Z12347 dated 17th December, 20XX, sent from Pune railway station to the consignee, Ganesh Emporium, Nagpur, has not reached us so far.

As the goods are meant for seasonal marketing, the above delay can result in a huge loss to the consignee. You are requested to trace the goods at the earliest. Please note that if the goods do not reach the consignee within 7 days, we shall file an application for claim.

Thanking you

Yours faithfully  
OP Gupta  
(Manager)



- A letter to the Claims Superintendent claiming damages for a parcel lost in transit

Ram Nath & Bros  
Agra Bazar  
Allahabad

September 20, 20XX

The Chief Claims Officer  
Northern Railway  
Allahabad (UP)

**Subject** Claim for Parcel Lost in Transit

Sir

We booked a parcel containing plastic toys from Allahabad railway station to Alwar (Rajasthan) on August 17, 20XX vide railways receipt no F 189567 (a photocopy of RR is enclosed). The said parcel has not reached its destination even after a lapse of thirty days.

We also contacted the Station Master, railway station Allahabad. We were informed that the parcel was despatched on the same day. It appears that either the parcel is stolen or directed to a wrong destination.

As the parcel was booked under railway's risk, we hold the railways responsible for our loss. We shall, therefore, appreciate you if you admit our claim for ₹ 15177 as total amount of loss incurred by us as per the invoice of the consignment. In support of our claim, copy of the invoice is enclosed.

An early action shall be highly appreciated.

Thanking you

Yours faithfully  
Ram Nath & Bros

- Letter to the Railway authorities regarding the delay in refund for seat cancelled in advance



361 Vaishali Enclave  
Pitampura  
New Delhi

November 1, 20XX

Manager (Claims)  
Railway Station  
New Delhi

**Subject** Delay in Refund

Sir

This is to bring to your notice that I had reserved 4 seats in Dehradun express, enroute New Delhi to Dehradun. Out of the 4 seats, I cancelled one seat in the name of Ms Ruchika Narang.

I had filed an application for the refund of the cancelled seat enclosing all the required documents alongwith it immediately. However, even after a lapse of three months and repeated verbal requests, I've not received the money.

I request you to instruct the concerned official to credit my registered account with the equivalent amount of refund lost or I will be forced to take legal action against the same.

Thank you

Yours sincerely  
Nishant Ahuja



- Letter to the Railway authorities regarding loss incurred due to mishandling of consignment

N12/1 Rajouri Garden  
New Delhi

February 3, 20XX

Manager (Claims)  
Railway Station, Nizamudin

**Subject** Claim Against Damaged Goods

Sir

This is to draw your attention towards the loss incurred by our firm due to mishandling of goods consigned to us by M/S Gupta & Sons via Shatabdi Express on January 13, 20XX.

The consignment was received by us on January 18, 20XX against the RR slip no Z1439/20XX which clearly states that the goods were checked and duly packed at the time of despatch. This clearly supports that the railway authorities are accountable for the damage.

You are requested to acknowledge the claim of ₹ 2350/- as the goods were insured against all risks under the Railway Insurance Act. We also hope that this will not be repeated in future under any circumstances.

Thank you

Yours sincerely  
Manager  
Kapoor Brothers Ltd

• Letter to the Railway authorities regarding late arrival of a train

181



19, Gate 2  
Sainik Vihar  
New Delhi

May 4, 20XX

The Station Master  
New Delhi Railway Station

**Subject** Complaint About Late Arrival of Train

Sir

I am writing to bring to your notice that the rail no 267/A1 namely Rajdhani Express (enroute Delhi to Jalandhar) was late by 45 minutes as per the scheduled time. This irregularity and carefree attitude causes a lot of problem for the professionals travelling for business purposes and otherwise.

Keeping in mind the importance of time, you are requested to ensure that the trains arrive and depart on time so that no inconvenience is caused to the passengers. In case of unavoidable delay or change in time, the passengers must be informed about the same *via* mail or text message.

Thank you

Yours sincerely  
Anju Oberoi



• Letter to Railway authorities requesting redirection of consignment

22 Malkha Ganj  
Bandra, Mumbai

May 29, 20XX

The Station Master  
Railway Station  
New Delhi

**Subject** Request for Redirection of Consignment

Sir

We had sent a parcel by train to Unikal Enterprises, New Delhi on 15th May, 20XX *via* Railway Receipt no 295134. The party has informed that due to some unfortunate circumstances, they will not be able to collect the parcel released. We request you to deliver the parcel to M/S Maheshwari and Sons, New Delhi.

We are sending them an authorised letter and a duplicate RR. You are requested to endorse the changes to the Station Master, New Delhi for necessary action.

Thank you

Yours faithfully  
Ritesh Sahajwani





## (h) Correspondence with Post Office

Post office offers mail related services such as acceptance of letters and parcels, provisions of post boxes or accounts, sale of postage stamps, packaging and stationery. In addition to this, many post offices provide and accept government forms and applications and banking services such as savings account and money orders. Letters to post offices may be written either to file a complaint or to enquire about the above mentioned services. *Some letters of Correspondence with Post Office are as follow*

- Letter to the Postmaster complaining about non-receipt of the parcel by your sister, sent by you two months ago

151, South Block Colony  
Meerut (UP)

April 26, 20XX

The Postmaster  
Head Post Office  
Meerut

**Subject** Non-receipt of Parcel

Dear Sir

I had sent a registered parcel at House no 186, Sector 15, Faridabad on 15/3/20XX vide your receipt no 4129. The parcel has not been received by the residents even after two months. It appears either the parcel has been delivered to somebody else or it has been lost in transit.

You are requested to enquire about the same and apprise me with the factual position without any further delay.

Thanking you

Yours faithfully  
Manika Nanda



- Letter to the Postmaster complaining about the broken post box in your area

29, Block C  
Pitampura  
New Delhi

March 16, 20XX

The Postmaster  
Post Office, Pitampura

**Subject** Complaint About Broken Post Box in the Area

Sir

I am a resident of Pragati Apartments, Pitampura, New Delhi. I am dejected to write to you about the broken post box in our area.

I had complained about it several times in the post office verbally but all in vain. The broken post box is not only unsafe due to the chances of theft and misuse of letters and parcels, but also because of the weather conditions that can cause damage to the posts.

I humbly request you to get the post box repaired or replaced at the earliest so that we can continue to avail your valuable services without any hitch.

Thank you

Yours sincerely  
Prachi Duggal



- Letter to the Postmaster complaining about the delay in receiving letters

132 Defence Colony, Jaipur

February 2, 20XX

The Postmaster  
Defence Colony  
Jaipur

**Subject** Complaining About the Delay in Receiving Letters

Sir

This is to bring to your kind notice that I have not been receiving my letters and parcels on time. The letters from Delhi and Jaipur take more than a week to reach me whereas the time period of maximum two days is required for the same to be delivered.

I'll be obliged if you could kindly trace the cause of this delay and take necessary measures to rectify it.

Thank you

Yours faithfully  
Renu Jain

- Letter to the Post Office Manager to enquire about various fixed deposit schemes being offered

12, U&V Block  
Shalimar Bagh, New Delhi

September 9, 20XX

Post Office Manager  
Shalimar Bagh  
New Delhi

**Subject** Enquiry About Fixed Deposit Schemes

Sir

I am eager to deposit a fixed amount of ₹ 50000/- in the name of my daughter under your fixed deposit schemes for the girl child.

I request you to kindly apprise me about all the available schemes by sending a catalogue and form for the same by the return of post. An early reply is appreciated.

Thank you

Yours sincerely  
Sonam Taneja



- Letter to the Postmaster complaining about the negligent attitude of the Postman

115 Subhash Nagar  
Jaipur

August 25, 20XX

The Head Postmaster  
General Post Office  
Jaipur

**Subject** Complain of Negligence of the Postman of our Area  
Sir

I want to draw your kind attention towards the negligent attitude of Mr PK Ghai, the postman of this area. He is quite irregular and negligent in his work. He does not deliver the letters and parcels on daily basis.

He often throws the letters or gives them to children playing in the streets. Many a times, the letters are lost. This has resulted in personal and business loss to some people.

He has been warned to mend his ways but he turns a deaf ear to the requests of the residents. Therefore, you are requested to look into the matter and take necessary actions.

Thank you

Yours faithfully  
Gaurav Khurana  
(R/O Subhash Nagar)

• Letter to Postmaster regarding wrong delivery of letter

187



BC-5 (West)  
Shalimar Bagh  
New Delhi

August 18, 20XX

Post Office  
Shalimar Bagh  
New Delhi

**Subject** Return of Wrong Letter

Sir

This is to inform you that I've been delivered a letter addressed to Mr Rajiv Batra, BC-5 (East) Shalimar Bagh (marked 'confidential') by mistake.

I'm enclosing the sealed letter (as was received) so that you can deliver it to its destined address at the earliest. Please make sure that such a mistake is not repeated in future as it may result in loss for the concerned person.

Thank you

Yours sincerely  
Pradeep Sharma



## (i) Condolence Letters (Business Relations)

Letters written to business associates expressing sympathy or grief on any kind of loss are included in this sub-category of business letters. *Some examples of Condolence Letters are as follow*

- Letter of condolence on the death of a business associate

PTR & Company  
SZ/4, Kota Road  
New Delhi

December 2, 20XX

M/S A to Z Company  
A/141, Hazrat Ganj  
Agra (UP)

Respected Srivastava Sir

I am shocked to learn about the unfortunate demise of your partner Mr Kamal Mathur. I can very well understand your personal and professional loss due to his untimely and sudden demise.

He was a man of great talents and remarkable business acumen. He will always be remembered with great respect not only by his friends and acquaintances but also by his business associates.

Please convey my deepest condolence to his family. May his soul rest in peace.

Yours sincerely  
Ashok Palawat  
(Managing Director)

- Letter expressing sympathy on major loss in stock market



Neo Concepts  
43, Paschim Vihar  
New Delhi

July 7, 20XX

Playtech Solutions  
A-16, Naraina  
New Delhi

Sir

I am astonished to notice that the value of the shares of your company have fallen drastically over a period of one month. Though the cause is internal, you may find us standing beside the management of your company at every step.

We have had cordial business relations since twenty years now and the face of the market has yet failed to deter our faith in you and your company. We are still at your service 24 × 7.

We hope you will not lose the strength and get back stronger.

Yours sincerely  
Manager  
Neo Concepts



- Letter expressing sympathy on loss/damage due to theft

Kurret Ltd  
48A Wazirpur  
New Delhi

August 13, 20XX

Playtech Solutions  
33 Paschim Vihar  
New Delhi

Respected Praveen Sir

I was distressed to learn about the theft in your house that took place last Sunday. You were fortunate that the thieves couldn't break open the locker of your almirah which saved your valuables. I hope your house was fully insured and whatever loss you have suffered will be compensated by the insurance company.

You can contact me if you need any help or cooperation without any hitch.

Yours sincerely  
Sandeep  
(Director)



## (j) Apology Letters (Business Concern)

- Letter of apology for the inconvenience caused by the Inverter

Worriless Solutions  
Outrum Lane  
New Delhi

July 15, 20XX

2155 Birdhi Lane  
New Delhi

Dear Mr John

I have come to know that you are facing a lot of problem with the Inverter we had installed at your office.

I was out of station for the last three days and our engineer, though tried to solve your problem, yet failed to satisfy you.

Now, I am at your service and the first thing we are going to do is to replace the Inverter with the new one immediately. I am sure that it will work for you. We are however very sorry for the inconvenience caused to you. Please accept our sincere apology.

I also assure you that what happened in your case was indeed a rare situation. We haven't faced any problem with this model of inverter so far.

We accord highest priority to the customer satisfaction and try our best to provide the highest standard of service to them.

Please don't hesitate to ring us if you face any problem in future.

Thank you

Yours faithfully  
Manager (Customer Care)





- Letter of apology for delay in supplying the goods

Pradhan Esprits Ltd  
19/R2 Tank Road  
New Delhi

August 29, 20XX

QQ Complex and Goods  
A/52 Bhiwadi  
New Delhi

Dear Sir

It is for your kind information that the 'Cotton Dresses' ordered by you, are now available with us in sufficient stock.

We like to convey our sincere apology for not supplying the clothes earlier as the factory was closed on account of heavy rains.

Please accept our sincere apologies for the delay in delivery. We are thankful to you for your kind patience. Please visit us or send your fresh order at the earliest. We are always at your service.

Yours truly

Pankaj Shah  
(Sales Executive)

- Letter of apology for the damaged goods

SN 12 Chawsi Bazar  
New Delhi

October 1, 20XX

Neo Concepts  
24A Chattarpur  
New Delhi

Dear Mr Gurnani

It was distressing to learn that the marble slabs we sent to you last week were received by you in bits and pieces. As per your request, we are sending you more slabs as per your specifications.

Please return the broken marble slabs to the driver at the time of delivery of fresh slabs.

I am sorry about this unfortunate incident and sincerely request for your continued patronage.

Yours sincerely  
ML Chhabra  
(Sales Manager)

- Letter of apology for the delay in refunding money

193



13, Narayan Vihar  
New Delhi

October 4, 20XX

Samtex Printers  
14, Sadar Bazar  
New Delhi

Dear Sir

We are in receipt of your letter dated 14th August, 20XX and learned the cause of your annoyance.

We are indeed sorry for the delay in refunding your security money. The mistake, unfortunately, happened due to an error in feeding the computer.

The accounts department has been instructed to issue a cheque to you at once. You will receive the same within three days by speed post.

I am grateful that your letter brought the mistake to my attention and I appreciate your patience in settling this matter. I personally apologise for the inconvenience caused to you.

Yours faithfully  
Prakash Mohanti  
(Chief Executive)



- Letter of apology for supplying more than the ordered quantity

Arhat Ltd  
144/B Ashok Vihar  
New Delhi

May 24, 20XX

12 Rajpur Road  
New Delhi

Dear Sir

With reference to your email dated 20th May, we apologise for supplying you 20 cases of Detergent soaps more than what you actually ordered. The mistake took place due to the misreading of the order by the employees concerned as the carbon copy of the order book was not clear.

You have two options available

- (1) You can send back the extra cases on our expenses.
- (2) You can keep the extra cases and we shall bill you thirty days from now.

Please let us know your preference and accept our sincere apology. We shall take all the necessary measures to avoid the recurrence of such a mistake in future.

Thank you

Yours faithfully  
Rama Kant Sharma  
Manager (Administration)

- Letter of apology for a defective item

84/2 Haus Khas Village  
New Delhi

July 2, 20XX

19, Phase 11  
Defence Colony  
New Delhi

Dear Mr Jadeja

We thankfully acknowledge your letter dated 17th May through which you've informed us that the 'Fan' purchased by you was found defective.

We are sorry that you had to experience this problem. We have deputed our mechanic Mr Surendra Nath who will look into the problem. He will mend it if possible or else replace the fan immediately, so please don't worry about it.

We submit our apology to you for the inconvenience caused.

Yours sincerely  
Praveen Singh  
Executive (Customer Care)





## (k) Miscellaneous Letters

- Letter to a NGO for helping a senior citizen

49/B Lajpat Nagar II  
New Delhi

The Senior Manager  
Helpage India  
Saket, New Delhi

**Subject** Seeking Your Help to a Senior Citizen

Sir

I have read about your organisation helping many elderly citizens to fight for their rights and to form self-help groups.

Sir, I need your help for a 70 year old widow, who is our immediate neighbour. Her only son is settled in America. He has cheated her and left her penniless and homeless by giving false assurances. He has disappeared with all her money and not answering to her calls at all.

She is too traumatised to survive without any emotional, physical or monetary support.

I am well aware that your foundation is doing an excellent job in retrieving the self-respect of our senior citizens, you are continuously fighting for their rights and honour. I would like you to take care of this lonely elderly lady who has no one to take care of her or share her fears and feelings.

Yours truly  
Deepa Bhatnagar

- Letter to Event Management Company

25, Sarla Sadan  
G-9, Sector-12  
NOIDA-200001

25th May, 20XX

The Chief Manager  
'New Lease' Company  
Defence Colony  
New Delhi

**Subject** Request to Cover Various Events of Wedding

Dear Madam

One of my friends Surekha, gave your reference. She praised about your planning of events at her son's wedding which was held two months back. As I attended the wedding I had enjoyed the arrangements and the variety of foods served at different occasions.

My daughter's wedding is due on 11th October, 20XX. As you will need time to plan about, I would like you to come and meet me on any weekend. We can discuss the details of every event and my specific requirements on any occasion. After discussion you may also give the estimate of full package (cost).

I look forward to hear from you very soon.

Yours truly  
Reena Singh





- Letter to a news channel

131, Ankur Apartments  
Andheri Malad Link Road  
Malad West  
Mumbai-64

The Production Head  
Star Plus Channel  
Star Indian Pvt Ltd  
Mumbai-400059

**Subject** Big Applaud for Your Serial

Sir

I wish to congratulate you for the wonderful presentation of the serial 'Aaj Ki Raat Hai Zindagi'. The serial hosted by Bollywood star Amitabh Bachchan truly showcased the journey of people who went against all odds to help society to improve and work as an inspiration for others to change their outlook.

Such types of serials are really praiseworthy. They are very inspirational and eye opener. I would expect such types of programme in future also.

It needs a lot of courage, determination and lots of ground research work to bring such programmes for the views on TV channel.

My congratulations to the whole team of actors, producers and others who have contributed in making this serial.

Yours sincerely  
Vineeta Nayyar



• Letter to director of a coaching centre for coaching for TOFEL competition

199



209 MG Road  
Bengaluru

20th April, 20XX

The Director  
Oxford School of English Language  
Kormangla, Bengaluru  
Karnataka

**Subject** Enquiry About Coaching for TOFEL

Sir/Madam

I came across an advertisement in The Times of India about your institute offering coaching programme for TOFEL etc. I am interested in joining this course. I have passed my XII CBSE in Science stream from St John college this year with 75% marks. Unfortunately my English is not very strong because I always concentrated on Science and Maths only. Kindly let me know if you admit students with 63% marks in English and what your teaching methods are. What is the duration of this course and timings.

Please also let me know about the fee structure, is it to be paid in instalments or lump sum. I am told that one needs a very high TOFEL score to be able to gain admission in universities abroad. Do you ensure a basic minimum score through your course and training?

I would like to focus more on listening skills and vocabulary enrichment. There is one request I have got a part time job at MG Road which will make me free only at 4 pm. I would like to know if there is a batch which may start from 5 pm onwards.

Yours faithfully  
Chester Bhagat



• Letter to school management about recurring issues

22, Nirala Nagar  
Lucknow

2nd April, 20XX

The Management  
Shemrock School  
Lucknow

**Subject** Discussion About Some Recurring Issues

Sir

My son Akshay is a student of class V-A in your school of late there has been a a stupendous increase in the school fee which was of course revised every year. This year the increase is too much. A 25% increase in one child's pay is unacceptable and unbearable. I have two school going kids. If your school keeps increasing the fee structure without providing a valid reason it will be difficult for parents to continue their child's education in your school.

I am a salaried person so undue increase in the fee-structure has really worried me. My son is a bright student. But he will be deprived of good education if you keep giving the fee-hike. Please do not make your school a money making machine. If bright students are taken out due to unnecessary fee-hikes, your school will also suffer.

We try to cope up with other problem like buying books and stationery items from school only or getting the uniform stitched by the particular tailor, you have earmarked. But do not force me either to go education court/board or take out my child from your school.

Is there any particular reason for such a tremendous free-hike? Please elaborate.

I hope you will certainly give an ear to the issues raised by me.

Thanking you

Yours truly  
Shiv Shankar

- Expert comments acknowledged by the publisher and forwarded to the author to enable him to interact with the expert for requisite action



Great Publishers  
23, Ansari Road  
New Delhi

December 10, 20XX

Senior Faculty  
Professional Guiding Institute  
New Delhi

**Subject** Acknowledging the Expert Suggestions and Feedback

Dear Mr Sharma

We thankfully acknowledge the receipt of your comments in respect to our book titled “How to Write Correct English”.

We are pleased that you have found the book very informative and useful for the students preparing for the competitive examinations. We have also noted the improvements suggested by you.

We are forwarding your letter to the author for his response. He will be writing to you in the matter.

We always welcome sagacious suggestions and constructive criticism and hope to receive your expert comments in future also.

Thanking you

Yours faithfully  
Dinesh Kumar  
(Assistant Editor)



- Letter for sending a catalogue and price list to a new customer

Auto (P) CC Ltd  
Vasant Vihar  
New Delhi

December 24, 20XX

M/S RT Enterprises  
Satya Niketan  
New Delhi

**Subject** Sending a Catalogue and Price List

Sir

With reference to your letter, dated December 21, 20XX, we are enclosing a catalogue and price list for the machinery and the accessories being manufactured by our company. The service will be charged as per the norms.

You are requested to visit us during office hours at any time. Our Sales Manager, Mr UR Swami, will be happy to discuss any aspect of our sales policy for dealership with you at your convenience.

We are sure that you will find our prices very reasonable and competitive. We believe in pocket friendly and quality manufacturing.

Thanks

Yours faithfully  
Sales Executive

• Letter of request for signing the Balance Confirmation Certificate

203



Educamp Pvt Ltd  
NF Colony  
New Delhi

November 25, 20XX

CVC Publisher (I) Ltd  
Preet Vihar  
New Delhi

**Subject** Confirmation and Reconciliation of Accounts

Sir

In accordance with our records, your account shows a debit balance of ₹ 147894.00 as on 31st March, 20XX.

If this amount agrees with your records, please sign the Balance Confirmation Certificate enclosed with this letter and send the same by return of post.

If you find any difference, please get your account reconciled at the earliest.

Thanking you

Yours faithfully  
Account Manager



- Letter from a company for annual maintenance contract

P Q R Company  
115/BMT Lane  
Kolkata-700023

July 29, 20XX

High Tech Solutions  
3, Pusa Road  
Kolkata-700019

**Subject** Annual Maintenance Contract for the Systems in our  
Computer Lab

Sir

We have a computer lab with 30 computers. We are looking for a firm having expertise in maintenance and servicing the computers on time and at reasonable cost.

If you are interested in the job, please send your quotation along with your terms and conditions.

Thanking you

Yours faithfully

RK Jain  
Chief (Maintenance)



- Letter to a Manager of a hotel to get a room reserved

Metals Ltd  
B/18 Connaught Place  
New Delhi 110001

January 12, 20XX

The Manager  
Mariland Hotel  
L/18 Connaught Circus  
New Delhi

**Subject** Reserving a Super Deluxe Room

Sir

You are requested to book a double room, Super Deluxe Room in the name of Mr BL Sinha for 5 days. Mr Sinha will check in around 8 am on 23rd January. Please forward the bills to our company for payment along with the letter of confirmation in this regard.

Thanking you

Yours faithfully  
Prakash Dhawan  
(Assistant General Manager)

- Reply of the Hotel Manager for the above

Mariland Hotel  
L/18 Connaught Place  
New Delhi 110001

January 13, 20XX

Metals Ltd  
B/18 Connaught Place  
New Delhi

**Subject** Confirmation of Reservation of Room from  
January 23 to January 27

Dear Mr Dhawan

We hereby confirm that a Super Deluxe Room has been reserved in the name of Mr B L Sinha from 23rd January to 27th January. We shall be pleased to welcome Mr Sinha as scheduled.

Thanking you

Yours sincerely  
IK Gyani  
(Manager)



## • Letter to refund application money

M/S Karvy Consultants  
Civil Lines  
New Delhi

August 20, 20XX

118 Mangla Vihar  
New Delhi

**Subject** Refund of Application Money in Public Issue of  
Lupix Food Ltd Against Application No 019568

Dear Sir

I had applied for 200 shares in public issue of Lupix Food Ltd and sent ₹ 9600 through draft no 9568/06 payable at Mumbai on 17/06/20XX, by registered post to you.

I have neither been allotted any shares nor have received back the application money even after two months of closure of public issue.

You are requested to look into the matter and refund my application money at the earliest.

Thanking you

Yours faithfully  
Ram Prakash Vashishtha



● Expression of Interest inviting Event Management Company for World Tourism Week-20XX

207



Tourism Department  
Chandigarh Administration  
Sector-9, Sacred Complex  
Chandigarh

15th April, 20XX

Sealed Bids are invited from Event Management Companies for organisation of musical evening having minimum 2 years experience on the following day during World Tourism Week 20XX.

Musical Evening (live performance) by one of the eminent bollywood singer i.e. Shaan, Sonu Nigam, Sunidhi Chauhan, Shreya Ghoshal, Kailash Kher, Anjit Singh to perform on 25th September, 20XX at Plaza Sector 17, Chandigarh from 6:30 pm onwards.

Please quote the rates and complete package of all the above said artists as mentioned in the terms and conditions.

The Event Management Company which will seek minimum contribution from tourism department and manages maximum sponsorship to bear the expenditure on musical night, shall be preferred.

Sealed bids along with a refundable security amounting to ₹ 50,000/- by way of Demand Draft payable at Chandigarh in favour of Director Tourism, Chandigarh Administration, should reach on before 27th August, 20XX at 12 : 00 noon in the office of undersigned. The bids will be opened on the same day in the office of undersigned. The undersigned has the right to accept or reject any Bid/Bids without assigning any reason. The terms and conditions may be log on our official website [www. Chandigarhtourism.gov.in](http://www.Chandigarhtourism.gov.in).

Yours faithfully  
Nitin Bhalla  
Director (Tourism)

# Official Letters

Letters written by business or non-business concerns (such as government, no-trading concerns, clients/customers etc) regarding official matters are known as Official Letters. In other words, it is a correspondence between two or more institutions/individuals on matters other than business. An official letter may be written to complain request, enquire, warn etc. The structure of an official letter is same as business letters. It can also be used as a documentary evidence for future reference. An official letter may be sent/received by more than one person at the same time.

*Official letters can be in the following forms*

- |                 |                  |
|-----------------|------------------|
| 1. Circular     | 2. Memorandum    |
| 3. Notification | 4. Press Release |
| 5. Endorsement  | 6. Resolution    |

## 1. Circular

Circular letter is also a kind of a letter that is issued for a number of people. It is a kind of notice that is sent as a letter, aimed to address a large group of people.

When any informations/instructions/guidelines are to be sent to all the branches by the Head Office, circulars are usually issued by the Head Office to its branches or by higher officer to his junior officers for compliance.

*There are two types of circulars*

### (i) Official Circulars

Instructions/guidelines, issued by the head of the department to a large number of employees, are usually circulated through official circulars.



*Official circulars are issued generally from Head Office to its branches and are, usually, issued as follows*

- (a) From Head Office to its branches.
- (b) From Ministry to State Ministries, or offices/ departments working under the Ministry.
- (c) From Chief Election Commission to all the States Commissions.

## (ii) **Business Circulars**

These are issued by a business entity to its clients, dealers, sub-dealers or branches. *Following types of information are usually sent through business circulars*

- (a) Information about change of address of registered office to its shareholders.
- (b) Information about special discount on festivals, to dealers and sub-dealers.
- (c) Information about removal from service of an employee, to all its offices, dealers and sub-dealers.
- (d) Information about a policy of incentive for achieving sales targets etc to dealers and sub-dealers.
- (e) Any other such information relating to business.

## **Elements of a Circular**

1. **Address of the Issuing Agency** Usually in all kinds of circulars, the address, phone no etc of the issuing office/agency/department is printed at the top.
2. **Reference** It is usually written on the left side. It is different for each circular.
3. **Date** It is written on the left side.
4. **Subject** The subject on which the circular is being issued is written, as it is written in simple letters.
5. **For** After subject, 'for' is written, that indicates for whom the circular is being issued.

If the circular is issued by the Head Office of a bank, for all the Zonal/Regional Offices, then it must be invariably mentioned as following

For All Zonal/Regional Offices



If the circular is meant for all its branches, then it should be mentioned as following

For All branches

6. **Salutation** Generally, no salutation like Dear Sir, Dear Sirs etc is used in circulars.  
When the circular is meant for the authorities, the use of salutation can be made.  
In business circulars, usually salutation like Dear Dealers, Dear Customers, Dear Valued Customers etc is used.
7. **Body** The body of the circular contains whatever is wished to be conveyed by the issuing authority. The language used should be straight, unambiguous, formal and simple, that conveys the instructions /guidelines in clear terms.
8. **Signature** At the end, the circular issuing authority puts his signature. The designation of the circular issuing authority is also written below the signature. The use of subscription 'Yours faithfully', or 'Yours sincerely' is avoided in circulars.

# Sample Circulars

211



- As the Head of your office, draft a circular for the staff, outlining the need and value of punctuality in keeping office hours and quick disposal of writs and other work

## Office of Dy Commissioner Commercial Taxation

Hasan Khan Mewat Nagar, Alwar

Circular Ref : KB /14/15/20XX

Date : 27th September, 20XX

For : All the Members of the Staff including the Officers

All the members of the staff, including the officers, are instructed to adhere to punctuality in coming to office and leaving office. Hence, attendance in the office is desired by 10:00 am positively.

It has been noticed that some of the employees, including officers, are habitual of coming late and leaving office before time that is before 5:00 pm.

This causes great inconvenience to the management. Lack of punctuality and leaving office before time is an act of indiscipline that leads to delay in disposing of the files and hinders smooth working. Intentional delay and keeping the work pending must be stopped forthwith.

All the officers are instructed to dispose off all the pending work within a week and apprise the undersigned in the matter positively on the next Monday.

Non-compliance on the part of any staff shall be viewed as an act of indiscipline and action against such conduct shall be taken in response by the undersigned.

XYZ

Dy Commissioner (Administration)



- Draft a circular from the State Government, Department of Civil Supplies, addressed to all District Supply Officers advising the steps to be taken for proper distribution of essential commodities from fair price shops

**Government of Rajasthan**  
**Secretary, Department Civil Supplies, Jaipur**

Circular Ref : Civil Sup/26/20XX

Date : 15th July, 20XX

**Subject** : Distribution of Essential Commodities through Fair Price Shops

For : All District Supply Officers

It has come to the notice of the government that some fair-price shop dealers are indulged in improper distribution of the essential commodities. They are selling the commodities in open market. In rural areas specially, the shops remain close or the commodities are not distributed to the people, which frustrates the aim and objective of opening these fair price shops.

The matter was discussed in a meeting presided over by the Minister for Civil Supplies and a very serious view of the situation was taken. I, therefore, advise you to make all the efforts required to maintain regularity in supply of goods. You are also being advised to implement the following measures agreed upon in the meeting

1. The Enforcement Inspectors should visit personally all the fair price shops and should also meet the Panch or the Sarpanch of the villages. Not only this, reports and views of the general people should also be taken and noted to ascertain the factual position.
2. The DSOs should also make a point to visit at least 15 fair price shops in a month and verify the reports of the Enforcement Inspectors invariably. Out of the 15 fair price shops, 10 must be located in rural areas.
3. Action, including the suspension of licence of the dealer of the fair price shop, should be resorted to, in the first instance. In a second instance, if any, the dealership of the fair price shop must be terminated and legal action should also be initiated in accordance with the advice of the legal cell.
4. Periodical inspection report and the visit reports are to be submitted to the office of the undersigned on monthly basis.

Intimate compliance to the undersigned within seven days.

SK Mahajan  
Secretary Civil Supplies



- Draft a circular from the Finance Secretary, Government of Rajasthan, to all Departments, District Officers and Commissioners requesting them to adopt measures of financial austerity

**Government of Rajasthan  
Office of the Finance Secretary, Jaipur**

Circular No F 348/26/20XX

Date : 28th May, 20XX

Subject : Economy Drive

For : All Head of Deptts, Commissioners, and District Collectors

To review the drought and famine conditions prevailing in the state, a High Power Committee has been instituted under the Chairmanship of Deputy Chief Minister. The Committee has decided in its last meeting, held on 23rd August, to adopt some thrift measures as per the following

1. An over all cut of 20% in all non plan expenditure with immediate effect.
2. All unnecessary and avoidable TA bills be reduced by 25% with immediate effect.
3. Expenses on office purchase be stopped forthwith. No expenditure will be made on office purchase without the permission of the Deputy Secretary of the respective Ministry.
4. All the medical bills are to be thoroughly checked before making the payments.

All the departments concerned under your jurisdiction must be informed of the instructions immediately.

Compliance of the order is required to be submitted to the undersigned within three days.

KK Jha  
Finance Secretary



- The management of Home Appliances Ltd VKI, Delhi has decided to close down their Station Road Branch and to open instead two new branches in the city. Draft a circular informing your customers about the change of premises and also inviting them to visit the new branches

**Home Appliances Ltd  
VKI New Delhi**

Ref : Circular/1992/21st July, 20XX

Dear Valued Customer

Owing to the parking problem faced by our valued customers, it has been decided to close down the Station Road Branch from 15th August and open two new branches at the following locations, keeping in view the long standing demands of our customers of these areas.

Branches Opening on 15th August at

- (i) 148 Raja Park, Shopping Complex, New Delhi
- (ii) J-84 Malviya Nagar, Shopping Centre, New Delhi

You will find more variety at both the branches, with fully air conditioned showroom and facility of customers lounge for rest and recuperation.

An inaugural discount of 10% is being offered only for the first three days.

We expect your valuable support as earlier.  
Customer satisfaction is our prime motto.

Home Appliances Ltd  
VKI New Delhi





## 2. Memorandum

Memoranda or memo is a short note written as a reminder. It is a brief, unsigned diplomatic communication issued to an individual of lower rank. It does not need to be preserved.

### Structure of Memorandum

- The structure of a memorandum is almost similar to that of a circular.
- In a memorandum, the names and designation of the officer by whom and to whom it is being sent are also mentioned usually above the subject line.
- A circular is meant for a large number of recipients/employees, while a memorandum is meant for a particular employee.

### Sample Memorandum

- As Sales Executive of a Textile firm, write a memorandum to the Dy General Manager, suggesting therein some incentives for dealers to increase the sales

**Piramal Textiles  
Mumbai**

To : The Deputy General Manager (Sales)

From : Sales Executive

Date : September 21, 20XX

Subject : Incentives to Dealers to Increase the Sales

The present slump in the overall textile industry and the reduction in sales are a matter of great concern for our company.

I suggest following incentives for the dealers in order to boost the sales.

1. Cash discount of 3% instead of 2% being provided hitherto.
2. Gift in the shape of woollen suit length costing ₹ 2000/- for every purchase of ₹ 50000/-.
3. A five days free trip to Singapore for two persons, for all the dealers who achieve the sales target of ₹ 10 lakhs and above.

Please accord your approval.

Sales Executive



- As Deputy General Manager of a Private Limited Company, write a memo to the General manager informing him about the damage caused by fire in the factory

**Kotsons Mills Pvt Ltd  
Mall Road, Mumbai**

Ref : No GM/26/20XX

To : The General Manager

From : Deputy General Manager

Date : 23rd August, 20XX

Subject : Damage Caused by Fire

It was on 22nd August, 20XX when a fire broke out in the Mill's Showroom at about 3 o' clock in the night. It seems to be caused by short circuit and the entire showroom was in full blaze within minutes. It took nearly four hours for the two fire brigades to control the fire.

The total damage estimated is not less than rupees one crore, as some goods lying in the adjacent godown also caught fire. Lot of goods were saved by the timely arrival of the fire brigades. The Insurance Company has since been informed and a requisite claim for the damage will be submitted within three days.

I am trying to chalk out the plans and the measures to be taken to prevent such happenings in future. A detailed report will be submitted to you at the earliest.

SD

Deputy General Manager



- As Deputy Secretary in the Ministry of Home Affairs, Central Government, New Delhi, write a memorandum to be sent to all the State Home Ministers, expressing the Government's concern about police excesses in the states

**Government of India**  
**Ministry of Home Affairs, New Delhi**

Date : July 18, 20XX

Subject : Police Excesses in States

Undersigned has been directed to apprise all the State Home Ministers that the entire Lok Sabha has expressed its sincere concern and has taken a serious view of the excesses committed by the police more or less throughout the country.

The department of police comes under the State List, so it is the sacred responsibility of all the states to check the recurrences of any such cases. Cases of deaths in police custody, indiscreet firing, cases of violence and rape against women and similar other indecent cases of torture, have been reported frequently by the Press. Human Rights violation is a crime even if committed by a government deptt.

The honourable Home Minister has expressed great concern over the situation and has earnestly desired that the police ought to be sensitised and be trained to deal with common people politely and also to exercise the powers within their limits.

Strong and strict action must also be initiated against the criminals irrespective of their status in the society.

Therefore, it is urgently required that a meeting of all the Superintendents of Police of the states be called to discuss the ways and means to regulate proper conduct. A report is to be sent to the ministry at the earliest.

Ajit Sabhrawal  
Joint Secretary  
(Ministry of Home Affairs)



### 3. Notification

Notification is a written action of notifying someone about authoritative, urgent, formal or legal information regarding appointment, promotion, transfer, increment, retirement, termination etc. They usually consist of general information and are written in third person.

#### Sample Notification

No. 239/IF2B : The undermentioned employees are informed that they are given an increment of 15% on their basic salary (excluding allowances). This change shall enforce from next month.

1. Ms Pooja Bhatia
2. Ms Swinky Narang
3. Ms Komal Choudhary
4. Mr Ajay Singhal
5. Mrs Priyanka Gupta

1st September, 20XX

Sd/  
Accounts (Head of Dept)

116/1C/20XX: Ms Kanya Sahajwani is informed to report the recruitment committee before 12th March, 20XX for the renewal of job contract. The company declares to stand free to cease her services considering the failure to meet the above said demand as a rejection.

2nd March, 20XX

Sd/  
Human Resources



## 4. Press Release

A press release is a written or recorded communication directed at the members of the news media for the purpose of announcing something ostensibly newsworthy. A press release is one of the best techniques for publicising an event or calling attention to an issue. Typically, they are mailed, faxed, or e-mailed to assignment editors at newspapers, magazines, radio stations, television stations and/or television networks.

The use of press releases is common in the field of Public Relations (PR). Virtually, the aim is to attract favourable media attention to the PR professionals client and/or to provide publicity for products or events marketed by those clients.

### Elements of Press Release

There is a standard format for creating press releases. It will help your credibility and chances of being published, if you present your material this way. Correct formatting is important because it conveys the necessary information in a readable, accessible and professional manner. Basic formatting should include a simple and easily recognisable format, and a clear presentation. Each press release should include the following

1. **For Immediate Release** These words should appear at the top left of the page, in upper case. If you don't want the story to be made public yet, write "HOLD FOR RELEASE UNTIL...." instead.
2. **Headline** Just like a headline in any newspaper, make sure this describes the content of the story.
3. **City, State/Country, Month, Day, Year** These details precede the story and orient the reader.
4. **Body** This is where the actual story goes. The body contains whole story of the event or what you want to make public. It should present the most important information, including who, what, where, when and why, in the first sentence of the body, emphasising why the event is newsworthy. Follow that with the supporting background information and details.



5. **Company/Organisation Information** Includes any background information about the company or organisation featuring in the press release.
6. **Contact Information** Includes contact person, company's name, phone/fax, email, physical/postal address.
7. **ENDS or ###** This indicates the end of the press release.
8. **Signature and Designation** Whosoever is sending the press release must sign in the last and also write her or his designation to make it authentic.

# Sample Press Release

221



A Handbook for Letter Writing

## Nuclear Age Peace Foundation

(Committed to a World Free of Nuclear Weapons)

### For Immediate Release

Nuclear Missile Testing Continues in California

California, USA,

September 13, 20XX

**Santa Barbara, CA** The US military has announced a test of a Minuteman III Intercontinental Ballistic Missile from Vandenberg Air Force Base on September 15. The Minuteman missile will carry a 'dummy' nuclear warhead from Vandenberg to the Kwajalein Atoll in the Marshall Islands. The test is scheduled less than three weeks, after the official UN International Day against Nuclear Tests (August 29).

David Krieger, President of the Nuclear Age Peace Foundation, said, "The US moratorium on nuclear testing remains incomplete as long as we continue testing missiles designed to carry nuclear warheads. Minuteman III missiles are used, solely, to deliver nuclear warheads."

The Nuclear Age Peace Foundation seeks the abolition of all nuclear weapons worldwide. The foundation calls on the United States and all countries around the world to recognise their full obligation to halt all nuclear testing – not only of the warheads, but also of nuclear-capable missiles. The Preamble to the nuclear Non-Proliferation Treaty (NPT) calls upon the 189 countries that signed the NPT to facilitate "the elimination from national arsenals of nuclear weapons and the means of their delivery."

Dr Krieger added, "The US is demonstrating a stark double standard by condemning missile tests of other nations while continuing to conduct them on a regular basis itself. Continued testing of Minuteman III missiles by the United States sends a provocative message and encourages other countries to pursue their own nuclear weapon and missile delivery programmes."

There will be a peaceful protest against the US missile launch outside the front gate of Vandenberg Air Force Base at 11:55 pm on September 14. For more information or interviews, contact the undersigned.

Rick Wayman

Nuclear Age Peace Foundation

Wayman@napf.com, (805)696-5159



## 5. Endorsement

An endorsement is a kind of support/approval given from one person to another for information, report or necessary action, or to politicians, products, services etc. It is written in third person. Endorsements forwarded for information or necessary action always have a reference number.

### Sample Endorsement

No 12/20XX

Commissioner of Police West

March 3, 20XX, New Delhi

Approval for back up army personnel from March 15, 20XX to March 29, 20XX for Central Delhi and Rajghat forwarded to SHO of Police (Central Zone)

Ramesh Nandwani

Commissioner of Police





## 6. Resolution

A resolution is a written statement issued by a group or the government for the officers to act upon and abide by. A corporate resolution will be found in the board minutes and the governmental resolution is issued in general interest. It should be noted that resolutions are written in third person. It consists of three parts

1. A preamble stating important documents and papers on the subject.
2. A resolution stating the conditions giving rise to the question, comments of the persons involved in the discussion and the decision taken.
3. An order stating the parties to whom the copies of the resolution should be sent.

### Illustration of Resolution

Certified copy of the relevant extract from the minutes of the meeting of Board of Directors of ..... held on ..... at .....

After discussion the Board passed the following resolution

.....  
 .....  
 .....  
 .....

Board of Directors

1. ....
2. ....
3. ....
4. ....

4

# Reference/ Recommendation Letters

Reference or recommendation letter is a written confirmation of a person/organisations character or worth. The individual writing the letter must be able to confirm and attest to the character, capability, mettle and reliability of the person/organisation.

This type of letter is usually requested by people who are applying for jobs or by organisations to testify the credibility of reference.

A reference letter states a persons performance and attitude towards work in general. One should also mention the skills, qualities, strengths and the overall impression of the person being referred.

It is important to ensure that the writer is acting within his/her authority. The letter of reference is usually written on a letterhead.

# Sample Reference/ Recommendation Letters

225



- Letter of reference about a company

PENGUIN NEW AGE HARDWARE  
T-44, Sec 22, Faridabad

Ref no 2256/19/20XX/RKJ

May 20, 20XX

Mr Ram Kumar Jadon  
1478, Neelam Chowk  
Moradabad

**Subject** Letter of Recommendation for M/S Bhikha Bhai & Sons

Dear Mr Jadon

In response to your letter dated 14th May, 20XX regarding the financial position and credit worthiness of M/S Bhikha Bhai & Sons Chandigarh, we are to inform you in strict confidence and without any risk, responsibility and liability on our part as follows

In our opinion the company enjoys sound financial position and good credit worthiness in the market.

We have been having cordial business relations with the company for the last six years. There has not been a single occasion when the party defaulted in payment.

The above information must be treated as strictly confidential and is given without any responsibility, risk or liability on our part.

Thanks

Yours sincerely  
TK Haritwal  
General Manager



- Letter of thanks for a reference

C-16 Neelam Chowk  
Faridabad (Haryana)  
May 10, 20XX  
The Chief Manager  
Royal Express Bank, Gurgaon

Dear Mr Dang

I want to convey my heartiest thanks to you for your favourable reference and recommendation in support of my application for the post of Senior Executive at Classic Infotech Ltd, Faridabad.

I am indeed thankful to you and express my deep gratitude and appreciation for the helping hand you lend me in the needful times.

Yours sincerely  
SK Jain

- Positive recommendation letter

A to Z Publications  
10/7 Ansari Road  
Daryaganj, New Delhi  
Ref no 23A/1129/20XX  
April 10, 20XX

### To Whom It May Concern

Mr Prem Singhal worked under my supervision as a composer cum Assistant Editor from October 18, 20XX, to August 17, 20XX. His responsibilities included compositional supervision, checking and writing briefs, and assisting the senior editor.

During the course of his employment, Mr Singhal proved himself as a very capable, hardworking and intelligent employee.

Mr Prem always completed all the jobs assigned to him on time. His compositional supervision has always been fine. We sometimes allowed him to write some briefs as well.

The accuracy and perfection in his work prompted us to assign more briefs to him as an assistant editor. His clear, concise and realistic writing makes him a good writer.

In my opinion, Mr Prem Singhal is a sincere, dedicated and hardworking employee. I strongly recommend Mr Prem Singhal for a good editorial position in a publishing company.

RK Jaiswal  
Chief Editor

- Reference letter from an employee's boss/supervisor



Privlap Technology Ltd  
24/25C, Defence Colony  
New Delhi

### To Whom It May Concern

I have known Miss Smith for the last three years while she has worked as a Junior Assistant in the Company's Accounting Office. I have been consistently impressed by Miss Smith's attitude towards her work and her performance on the job.

Her interpersonal and communication skills have allowed her to develop productive working relationships with our clients and the colleagues. She has the listening and interviewing skills necessary to extract information from our clientele while doing financial assessments.

She also possesses excellent writing and peculiar analytical skills to diagnose problems and devise viable solutions. Her ability to remain unflustered and unperturbed during the busy and hectic schedule of work proves her ability to work well under pressure.

I recommend her for employment in a better and more responsible position and wish her a very bright future. Please let me know if you need any further information.

VK Gupta  
Chief Manager (Accounts)



- Academic recommendation letter

St Joseph's Convent  
23, Bandra, Mumbai-210027

September 24, 20XX

**To Whom It May Concern**

I am very glad to write a recommendation letter for Miss Madhu Sawarkar, whom you are considering for admission in your college.

Miss Madhu is an intelligent, resourceful, and energetic student, who was in the good books of all of her teachers. She also earned great respect, admiration and popularity among her student peers.

While maintaining a high grade point average throughout her school career, she also became creatively and constructively involved in numerous extracurricular activities.

She had also worked as an editor of school monthly newspaper for three years.

I am confident that her outstanding skills as a writer, speaker and sincere worker will prove to be of great value to your college.

Please feel free to contact me if you need any further information

BL Sapra  
(Head of Department, English)

- Reference giving an actual report

Penguin New Age Hardware  
T-44, Sec 22, Faridabad  
Ref no 22/20XX/M/SBBSC

May 20, 20XX

Mr Ram Kumar Jadon  
1478, Neelam Chowk  
Moradabad

**Subject** Reference Report for M/S Bhikha Bhai & Sons

Dear Mr Jadon

In response to your letter dated 14th May, 20XX regarding the financial position and credit worthiness of M/S Bhikha Bhai & Sons Chandigarh, we are to inform you as follows

The party is running through some financial stringencies for the last one year, otherwise the party is creditworthy and enjoys good integrity in the market.

We have been dealing with them for the last five years. The dealings have been very good, but for the last one year things have not been as smooth as they were in the past.

The above information must be treated as strictly confidential and is given without any responsibility, risk or liability on our part.

Thank you

Yours sincerely  
TK Haritwal  
General Manager





- Letter requesting for a reference

SHANKAR & SHIV Corporates  
127, Dale Street, Mumbai

June 9, 20XX

Senior Office Superintendent  
Regency Auto Agency Ltd  
19/20 Super Market  
New Delhi-110001

Dear Mr Singhwi

Mr SG Ramani has applied for the post of Senior Manager (Graphics) in our company. Mr Ramani has given your name as a reference. We would be most obliged if you give your frank and unbiased opinion about his skills, abilities and experience. I am aware that he worked under your supervision for about 4 years from 20XX to 20XX.

The information given by you will be treated as strictly confidential. You are requested to send your opinion in a stamped envelope alongwith this letter.

Thank you

Yours faithfully  
SK Bhatnagar  
General Manager





- Reference letter from a manager with whom you have worked

Smith and Klinn  
Green Park, New Delhi  
Ref no PK Jain/ref/21B24/20XX  
May 19, 20XX

### To Whom It May Concern

Mr Pankaj Dhoni has worked with me as a Sales Supervisor for three years. While working here, his responsibilities included marketing goods and monitoring the sales figures for the district.

He has always worked towards establishing cordial rapport with our retail outlets, wholesale dealers and other personnel involved in sales and marketing the products in the district.

His ability to get the work done has been outstanding. Mr Jain is highly respected by the people who work under his supervision. He is a well-organised person, thorough in his paper work and always punctual.

Mr Jain performed an excellent job here and I would highly recommend him for a position in your organisation. I wish him a bright future. Please let me know if I can provide you with any further information.

John Smith  
General Manager (Sales)

**Note** *A letter of recommendation for an ex-employee is usually typed on the letter head of the company.*

# Email

Electronic mail, commonly known as email, has become one of the most favoured medium of communication for all the internet savvy people. Though it is a little less formal, it is adopted by majority of the population as a substitute for paper letters.

Email offers a personal as well as business platform for everyone suiting their needs.

## Why do We Need Emails?

- Email is a very cheap form of communication that facilitates even long distance communication at low cost.
- We need it to deliver our message to existing customers and potential clients quickly as email is very time saving.
- Need of email may depend on various factors but usually it is written to chat personally, send across a message, impart some information, share data/statistics etc.

## Is an Email or Letter the Same Thing?

No, email and letter are not the same thing. We may say that email may be composed of a letter but there are a few differences between them as stated below.

Email	Letter
Email is a soft copy (generated electronically) of a message sent across <i>via</i> internet.	Letter is a hard copy (paper based) of a message sent across <i>via</i> post.
Email is typed in data language. It does not have a personal touch to it.	Letter may be handwritten. In such a case, it may hold personal and special importance for the recipients.



Email	Letter
One only needs the electronic mail address (non-tangible) to send the email.	One requires the corresponding physical address of the recipient to send a letter.
Email can be sent to a wrong person due to types in the address. It may be misused afterwards.	Letter cannot be sent to the wrong person. It returns to the sender, if not accepted.
Email reaches the recipient/address instantly.	Letter reaches the recipient after travelling in time.
An email can be replied immediately.	A letter cannot be replied immediately.

## Elements of an Email

### To

The 'to' field is used to set the recipients address this holds the email address where the submission will be sent.

Incase you wish to add multiple recipients in the to : field, separate the mailing addresses with commas.

e.g. shweta@gmail.com, mansi@yahoo.co.in

### From

The 'from' field is already set with your (the senders) email address automated by your system. Incase your system/device caters more than one email address at the same time, you may manually select the one you wish to send your email through.

### CC

'CC' in your email template stands for carbon copy for adding additional recipients. This field has the email addresses of people (recipients) who may be interested in the subject in the email but aren't responsible for dealing with the matter/message.

### BCC

This field stands for blind carbon copy for adding hidden recipients. 'BCC' field is used when the sender wants to send the same email to someone who needs to be hidden from the "to:" and "cc:" recipients. When we BCC an email to someone, the recipients of to: and cc: field stay unaware about it.



## Subject

It is very important and useful to use the subject field appropriately. It allows one to set a recognisable title to the submissions. The subject field makes it easier for the recipient to realise what the email is about without opening it.

Leaving the subject field empty may increase the chances of your email to be considered as spam. This may lead to the email going unread or being deleted immediately.

### When an Email Should Not be Sent

Some subjects are so sensitive that they could have serious consequences, and so should not be dealt with through emails.

- (a) Matters relating to disciplinary action must not be sent or discussed through emails.
- (b) Matters that involve dispute of personal nature should also be avoided to be dealt with *via* emails.
- (c) Intimate personal matters should not be exchanged through email since unscrupulous elements can exploit the same.
- (d) A complaint should always be made in writing. If you have sent an email then its paper copy should also be sent for records.

### Points to Remember

- Email is much less formal than a written letter. Emails are usually short, concise and to the point.
- If you are sending an email to an unknown person, a simple "Hello" or "Hi", is adequate. In business emails you can use salutation such as "Dear Mr Sharma or Dear Ms Kimi."
- When writing a personal email to someone you know well, feel free to write as if you are speaking to the person, but while writing business emails you should be formal and professional.
- While writing emails, it is always preferable to include a telephone number in you email so that the recipient can contact you on telephone, if necessary.
- When replying any email, please ignore all the irrelevant information. Only the information which relates to your reply should be given and that will also save the recipient's valuable time in reading your email.

## Sample Emails

235



- Enquiry regarding purchase of accounting software

Date : Tue, 19 May, 20XX 14:01:57 +1100  
From : "Sunita Jalan" sunita\_147@yahoo.co.in  
To : nat\_accounts@hotmail.com  
Subject : Purchasing a Software for Hotel Accounts

Sir

We are interested in purchasing your software or methodology for our chain of hotels.

Please advise if the software as advertised by you on various internet sites works well for a chain of seven hotels connected through internet. We shall also like to have a live demonstration first before installing the same. Please depute an executive to show the usefulness of your software at the earliest.

Thanks!

Sunita Jalan  
Business Executive  
Hotel Victoria Group  
Ph 022 24159813  
Fax 022 24459813  
Mob 9874578921



- Enquiry regarding subscription to an academic website

Date : Thu, 01 Feb, 20XX 10:40:52-0500  
 From : "Prakash Jain" p\_jain 147@yahoo.co.in  
 To : learn\_englishfree@vsnl.com  
 Subject : Fantastic Website

Sir

I have spent a lot of time at your website and liked it because of the wide variety of services the site offers; like personality check tests, English for competitive examinations, particularly the section dealing with finding errors in sentences, essays and important grammatical concepts.

I want to subscribe to this site. I request you to apprise me about the procedure and also about the discounts offered on getting two more candidates to subscribe.

Thanking you in anticipation.

Prakash Jain

- Reply Email for the above

Date : Sat, 03 Feb, 20XX 17:40:52-0500 (EST)  
 From : learn\_englishfree@vsnl.com; p\_jain 147@yahoo.co.in  
 To : p\_jain147@yahoo.co.in  
 Subject : Fantastic Website

Dear Prakash Jain

Thank you for the interest shown by you in our site. You are to pay ₹ 1400/-only through draft favouring 'Learn English' payable at New Delhi. You will be eligible to access our sections 'Errors, Mistakes and Blunders in Written English' and 'The Current Essays'.

After receiving your amount, you will be given a Password that will give you an access to our site as mentioned above. At present, we do not offer any discount regarding this service.

Thanking you

Sam Mathew  
 For Learn English



- Email to a friend updating her about the new country and college you've shifted to

Date : Wed, 09 Feb, 20XX 11:01:56 + 1100 hours  
 From : "Kamya Kharbanda" Kamya22@gmail.com  
 To : bajajneerja@yahoo.co.in

Subject : Updating Friend about New Country and College

Dear Friend

How are you? I am well here. It has been a month since we spoke. I have been very busy since I've landed.

As you know it isn't an easy task to adjust in a new country. Anyway I've settled down well. It is a beautiful place. My college is very well maintained as well. The culture is quite different from ours but has its own beauty and charm. I am enjoying my life over here. What's happening at your end?

I wish to see you soon. Please plan a trip to New York with Vicky, Uncle and Aunt.

With Love  
 Kamya

- Email to a cousin enquiring about his/her health as he/she met with an accident recently

Date : March 05, 20XX 23:01:00 + 2300 hours  
 From : "Kama Chaudhary" chaudhary.Kama@gmail.com  
 To : Swinky912@hotmail.com

Subject : Enquiring about Health

Dear Swinky

I learned from Raj uncle that you met an accident a few days back and broke your elbow. I am very worried about you since then.

I told you many a times to ride your vehicle carefully but you never let that fall upon your ear. I hope you are atleast abiding with your doctors advice. Please take care of yourself and eat healthy.

I think you must have learnt your lesson from this unfortunate incident. I will come to see you very soon. Till then, my good wishes are with you.

Get well soon.  
 Kama



- Email to family sharing the news of your promotion

Date : July 07, 20XX 09:01:36 + 900 hours  
 From : "Kapil Singh" SinghK07@hotmail.com  
 To : Kunwarsingh@rediffmail.com  
 Subject : News about Promotion

Dear Brother

How are you? I am good here. I miss you a lot, Kunwar. I want to share a really happy news with you, mom and dad today. I wish I was there in person to tell you all about it but this seems the only way to share my joy.

I've been promoted to the post of Senior Manager in my company. Yes, that's true. I know you all will be glad to learn this. This was only possible because of the staunch support you all lended me. I could have been nothing without the trust and faith you and our parents had in me.

I can't thank you all and God enough for this. I will work harder to make mom, dad and you proud of me. Please continue to shower your love and blessings upon me like this always.

Love to you and regards to Mom and Dad.  
 Kapil

- Email to a friend congratulating her on her wedding

Date : July 09, 20XX 08:08:30 + 800 hours  
 From : "Deepika Narang" narang071@yahoo.co.in  
 To : Kavitasharma@gmail.com  
 Subject : Congratulating Friend on Her Wedding

Dear Kavita

Hello! How are you doing? I met your sister yesterday who told me that you got married last month. Many congratulations to you on entering this new phase of life. May God bless you and family.

We shall plan to meet someday soon. I have a lot to update you about as well.

Take care with love  
 Deepika