



(The date should be written below the address of the sender)

**3. Name and the address of addressee.**

(The name and designation of the addressee should be on the left margin)

**4. Subject**

(It should be an instant idea of the theme and should not be written in more than one line)

**5. Salutation**

(Salutation is the mode of addressing a person. The usual form of salutation is-

i) Sir or Dear Sir for individuals

ii) Sirs or Dear Sirs or Messers for companies and firms

iii) If the letter is addressed to a lady, salutation 'Madam' should be used.)

**6. The Body Of The Letter**

(Generally two or three paragraphs form the body of a letter. The first paragraph has the introduction (purpose of writing). The second one has the details about the problem or the subject (main information) and the final paragraph deals with the suggestions toward the solution of the problem.)

**7. Complimentary Close**

(A formal letter can be ended with 'Yours faithfully', 'Yours sincerely' or 'Yours truly'.

Remember that 'YOURS' never takes an apostrophe and the second word is not capitalized.

This element is a single word or phrase, separated from the message by a blank line.)

**8. Signature**

(The sender's full signature with name and designation comes at the end of a letter.)

[You have to leave one line gap between various elements.]

## **Business letters**

### **-Making Enquiries/ Placing Orders**

Enquires are made when a buyer wishes to know the quality, price, availability of goods to be purchased or the terms of sale.

Letters of enquires describes what the writer wants and why. It is also written to request information. That information can be for job seekers, prices, college applications or any other services.

A letter of placing order is a contract of sale and purchase of goods or of services offered. Orders are considered to be one of the simplest types of direct requests.

While placing an order just state your needs clearly and directly. You must be sure to include complete and accurate information.

**Qs. You are Sujata/Shirish, Physical education teacher of VVM Public School, Bageshwar. Write a letter to the Sales Manager of Bharat Sports Limited, Katyur Bazaar, Bageshwar placing an order for sports articles that you wish to purchase for your school.**

**Ans.**

VVM Public School  
Bageshwar

14 December, 2017

The Sales Manager  
Bharat Sports Ltd.  
Katyur Bazaar  
Bageshwar

Subject: Order for sports articles

Sir

We wish to purchase following sports articles for our school. Kindly arrange to send them by the end of this month. Also please ensure that the sports articles sent are of the best quality and packed properly to avoid any damage. Payment shall be made soon after receiving the parcel of the goods.

S no.	Items	Quantity
1	Hockey Sticks	28 pieces
2	Footballs	12 pieces
3	Volley Balls	20 pieces
4	Volley Ball Nets	20 pieces
5	Badminton Rackets	20 pieces
6	Cricket Bats	10 pieces

Please supply them and deduct the permissible discount in the invoice.

Yours truly

Shirish  
Physical Education Teacher

## Letter of Complaint

Complaint letters are usually written to business firms, water supply boards, telecommunication boards, electricity boards, sewerage boards and several other organizations. Their purpose is to remind the people of these firms about their defective products or poor services. It is extremely important to provide all the details in your complaint letter as the information can be further used for verification.

The letter should demand immediate response, quicker decision or positive action in order to resolve the complaint as soon as possible. The message conveyed in the complaint letter should be direct and credible.

**Qs. Write a letter to the Post Master, General Post Office, Pithoragarh complaining of late delivery of letters. You are Mohit/Mona of Takana, Pithoragarh.**

**Ans.**

Friends Colony, Takana  
Pithoragarh

11 November, 2017

The Post Master  
General Post Office  
Pithoragarh

Subject: Complaint regarding late delivery of letters

Sir

This is to bring to your kind notice that the beat postman of our area is not performing his duties well. He never delivers our letters, money orders, parcels etc. on time. He visits only once a week and delivers the letters of the whole week that day. As a result of his careless attitude towards duties, we often get deprived of the important information of marriage, death, etc. of our relatives and friends.

Several times people could not reach on time to attend the interview or join service due to the negligence on the part of the postman. We have repeatedly requested him to be regular and deliver the letter on time but he pays no heed to our requests.

I sincerely request you to personally enquire into the matter and take immediate action for the redressal of our grievances.

Yours faithfully

Mona  
(A resident of Friends Colony)  
Takana

## Letter to the Editor

Newspapers, weeklies and magazines play an important role in shaping public opinion, public minds and decisions about many national and international issues because they have a large number of readers. Writing letters to the editors is a great way to engage with a topic you are passionate about and to influence public opinion. These letters are written to shape public opinion, to share information and ideas, to increase awareness, to advocate your cause or to start community conversation. It is a written way of talking to a newspaper or magazine. It takes a position for or against an issue or simply inform or both.

**Qs. Write a letter to the Editor of "The Times of India", Delhi expressing your concern over the increase in the rate of road accident, rash driving and overcrowded road transport. You are Priya/Priyanshu living at B-47 Avas Vikas, Mayur Vihar, New Delhi.**

**Ans.**

B-47 Avas Vikas  
Mayur Vihar  
New Delhi

13 November, 2017

The Editor  
The Times of India  
New Delhi

Subject: Increasing cases of road accidents, rash driving and overcrowding

Sir

Through the columns of your esteemed newspaper, I wish to express the anguish of the general public over the increasing number of road accidents, cases of rash driving and the problem of overcrowding in the buses.

The bus drivers have no regard for the traffic rules. They drive very rash under the influence of liquors. They even jump the red light signals installed on the roads.

Still the private bus operators stop at unauthorized stops. The uncontrollable speed and race with other buses is the main cause of accidents. They even overtake the other buses for picking up more passengers. The conductors pack their buses to suffocation. As a result, ladies and old people are unable to get into the buses.

It requires stricter watch on the part of the traffic police. More traffic police should be employed to check the violations of the traffic rules. Proper road signals and road marks should be marked. The surprise check by traffic police in civil dress can play an effective role in booking the culprits.

Yours truly

Priyanshu

## Job Applications

Job applications are usually written in reply to advertisements. They require a formal and precise treatment. Job application is an opportunity to highlight your most relevant qualifications and experiences enhancing your resume and increasing your chances of being called for an interview.

**Qs. You are Nandini/Navin. You have seen an advertisement for the post of a post graduate teacher in the subject of English in Rani Public School, Dehradun. Write a letter in response to the advertisement applying for the post. Give your detailed bio-data also.**

**Ans.**

99 Rajpur Road  
Dehradun

15 December, 2017

The Manager  
Rani Public School  
Dehradun

Subject: Application for the post of a teacher in English

Sir

I would like to apply for the post of a Post Graduate teacher in the subject of English that you have advertised in "Amar Ujala" of 10 December, 2017.

I have the required qualification. I was happy to note that you do not insist on experience.

If selected, this would be my first job. I am a sincere, honest and hardworking person. I am friendly and have good communication skills.

I am enclosing my bio-data for your kind perusal and favourable consideration.

Yours truly

Nandini

Encl.: Bio-data

Bio-data

Name : Nandini  
Father's name : Sh. V. K. Tiwari  
Date of Birth : 07 October, 1992  
Sex : Female  
Marital Status : Unmarried  
Permanent Address : 99 Rajpur Road, Dehradun  
Educational Qualifications :

Examination	Board/ University	Subjects	Year	Division
High School	U K Board	Hindi, English, Math, Science, Social Science	2007	First
Intermediate	U K Board	Hindi, English, History, Economics, Political Science	2009	First
B.A.	Garhwal University	English, History, Economics	2012	First
M.A.	Garhwal University	English Literature	2014	First
B.Ed.	Garhwal University	All Compulsory Subjects	2016	Theory-First, Practical-First

Languages Known : Hindi and English  
Hobbies : Reading, writing and Music  
References : i) Sh. VK Dixit, Principal,  
Govt. Model School, Dehradun  
ii) Smt. Rajni Pal, Principal,  
AK Secondary School, Vikas Nagar,  
Dehradun

## Activities

1. Write a letter to the Senior Superintendent of Police about many lawless activities going on outside your school campus. You are Rakshit/Riya of M.V.M. Public School, Nainital.
2. You are Yashwani/Yashwant of KVN Senior Secondary School, Haldwani. There has been frequent power cut in your locality for the last two months. Write a letter to the Chief Engineer of Electricity Board, Uttarakhand for prompt supply of electricity.
3. Write a letter to the Bookseller, Karolbagh Delhi-II, placing an order for books that you wish to purchase for your school. You are Rahul, the librarian of MP Inter College, Karolbagh.
4. Write a letter to the Editor of 'National Herald', New Delhi, about water scarcity in your locality. You are Mohan/Seema of Dehradun.
5. You are a social worker. You are upset as some good schools are admitting as many as 60-70 students in a class just to mint money, which is adversely affecting the academic standards. Write a letter to the Editor of a national daily highlighting this corrupt practice.
6. Write an application for the post of a clerk in DAV College, Greater Kailash, Delhi. You are Smriti/Tarun of E-44 Mayur Vihar, Delhi.

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**Source: Class XI NCERT Text Book (Hornbill)**