

LETTER-WRITING

Points to Remember

Weightage : 10 marks

Word limit : 200

Time available : 15-20 minutes

Division of marks

Format : 2 marks

Content : 4 marks

Expression : 4 marks

Format of the Letter

- Left aligned i.e., Start each new line from left hand margin.
- Sequence of writing information in a letter
 - (i) Sender's address
 - (ii) Date
 - (iii) Receiver's address
 - (iv) Salutation : Sir/Madam
 - (v) Subject

Content of the Letter

- 3 – 4 paras
- Para I – Introductory
- Para II and III – Main ideas
- Para IV – Concluding

Complimentary Close

- To the Principal : Yours obediently
- To the employer/editor : Yours sincerely
- To the dealer/business vendor : Yours truly.

Expression

- Coherence and organisation of ideas
- Think and analyse the subject/topic
- Recall all the ideas and put them in a rough sheet.
- Organise the ideas
- While dealing with social or civic problems in 'Letter to Editor', always provide suggestions to curb or control it.

(A) BUSINESS LETTERS

(i) Giving Information

1. You are Satish/Sarita, Manager of Newage Sports equipments Co. Ltd. Rohini. Your firm has manufactured sports equipments especially designed for school students in the age group of 10–15 years, in collaboration with USA sports research unit. Write a letter to the Director, Bhartiya Vidya Bhawan Schools, Hyderabad informing about your latest products which are ready for sale.
2. You are Bharti/Bharat manager of Smart Link School firm Chennai, T.N. Your firm has designed easily installable smart black boards. Write a letter to the chairman BBPS managing trust giving information about your products and services.

(ii) Asking for Information

3. You are Sudha/Sudhir, President of Residents' welfare association of Neelamber Apartments, Jaipur. You have decided to get the apartments whitewashed with plastic paints. Write a letter to the manager New light Painters and Decorators, Jaipur asking about their services and charges for whitewashing the apartments.
4. You are Aditi/Aditya from 7-S Najafgarh. You are interested in joining Yoga and Meditation centre of your locality as a student. Write a letter to the chairman of the centre asking about various particulars of the admission and other related information.

(iii) Placing Order/Cancellation of Order

5. You are incharge of Junior Science Laboratory of ASN Public School, Shalimar Garden. Place an order to SUV laboratory works; Karol Bagh on various apparatus/equipment used in your laboratory.

6. You are Neetu/Neel, Eco Club incharge of S.V.C. school Motibagh, Delhi. Place an order with Green World Nursery, Dayabasti for Non-flowering Ornamental plants.
7. You are Shivani/Shivam, Incharge of Cultural, committee of Jai Deep School, Nehru Vihar. You had placed an order for the supply of several musical instruments for organising annual day, at your school to M/s Gagan Musical Store, Karolbagh, As the dealer did not supply the instruments before the due date you were forced to arrange for the instruments from some other store. Write a letter to the dealer for cancellation of the order placed by you and returning the advance money deposited by you.

(iv) Sending Replies in Response to Enquiries

8. You are Zeenat/Zeeshan, Manager of VGC firm Sahibabad, Dealing with readymade clothes. You have got letters of enquiry from Vision Costume and Accessories, Vivek Vihar about your products. Write a letter providing necessary information in response to the enquiry.
9. Sheetal restaurant, Sector-8, Rohini wants to know about various types of ice creams supplied by Jai Deep Ice Creams, an outlet of Amul Ice Creams, Pant Nagar. You being the manager of the outlet provide necessary information in response to the enquiry, assuming yourself as Rajni/Rajan.

(v) Making Enquiries

10. IGNOU, Delhi has started 6-months certificate course in Disaster Management. You are Deepika/Deepak head of Disaster management cell of SDS Public School Bangalore. Write a letter to the Vice-Chancellor IGNOU enquiring about various aspects of the course like fee, criteria of admission etc. as you want your colleagues to join it.
11. You are Ameena/Aman from NSCB hostel, Dehradun. You and your friends are planning a holiday. You come across the following advertisement in a newspaper. Read the advertisement and on the basis of your choice of destination write a letter to the tour operator enquiring about various aspects of the tour.

Perfect holiday with friends and family; Unlimited Enjoyment

Goa	3d/2n	Rs. 7000 for two
Shimla	4d/3n	Rs. 8000 for two
Kerala	4d/3n	Rs. 15000 for two.

Free breakfast; No hidden charges, concession available on bulk booking. Contact Sai Tour and Travel, Vivek Vihar-1

12. You are Meenakshi/Mohan from A-8 Rohini. You have been reading about an advertisement in various newspaper about Dr. Bakson's Homeopathic hospital, assuring hundred percent treatment for various types of allergies. Write a letter to the head of the hospital enquiring about various aspects of the treatment for skin allergy.

(vi) Complaint regarding a defective household item/items of general use you purchased

13. You are Sheetal/Satish staying at B-43, Kailash Colony, Delhi. You purchased a computer from M/s City Hightech computers, Laxmi Nagar. After using it for one month you found its working was getting faulty. Write a letter to the dealer asking him to replace it immediately under the terms and conditions of the deal.
14. You are Jeet/Jyoti resident of R-7, Pitampura, Delhi. You purchased teak furniture from S.K. Decorators Lajpat Nagar. After three months of use many items started getting defective. Write a letter to the dealer, complaining about the problem. Also request him to change the defective items as per terms and conditions specified in warranty card.

**(B) LETTERS HIGHLIGHTING
THE CIVIC PROBLEMS/ISSUE**

(i) Letter Regarding a Civic Problem / Issue to the Concerned Authorities Directly

15. You are Yasmee/ Yashwant from Q-6, Mangolpuri, Delhi. There are many uncovered manholes in your locality which are constant cause of fatal accidents. Write a letter to the Commissioner Sewage Disposal Board of Delhi complaining about the problem and requesting for its early solution.

16. You are Jasveer Kaur/Jaideep Singh from C-9, Tilak nagar, You feel hurt and helpless to read about the accidents, caused due to illegal occupation of roads by vendors. Write a letter to the Police Commissioner, Delhi about the problem of road encroachment by hawkers.

(ii) Writing Letters in Newspaper to highlight the Civic Problems /issues

17. You are Jaya/Jaideep, head of Eco Club of Sai Ram Public School, Jor Bagh, Delhi. As a team leader of Eco club, you have come to know that Delhi is the top garbage producer of the country and it is facing a tough task of disposing it off. Write a letter to the minister of health, Government of Delhi on this problem suggesting ways to tackle the problem.

OR

Letter to the Editor

Points to Remember / Important Points

- Draw the attention of the concerned authorities/general public towards the problem NOT of the Editor
- Request the concerned authorities to take the action NOT to the editor
- Raise the issue by citing some latest news items / Survey report / personal experience etc.
- Analyse the issue in terms of its cause and consequences
- Offer suggestions

18. You are Samita/Sunit, resident of C-9, Vasant Kunj, Delhi. You find, participation of children in various reality shows on T.V. a form of child exploitation. Write a letter to the editor of a national daily showing your concern about various forms of child exploitation prevalent in educated, urban society giving some suggestions to curtail it.

19. You are Kavita/Kailash staying at B-101, Yamuna Vihar, Delhi. You find it disturbing that despite a ban on the use of polythene bags its use is rampant in city. Write a letter to the editor of a national daily expressing your concern about apathy of people towards environmental degradation. Also suggest ways to mobilise city dwellers for the cause of safe environment with the help of school children.

C. APPLICATION FOR JOB

Points to Remember

- ❑ Start body of the letter giving source of information about the job (newspaper) day, date, advertisement number etc.)
- ❑ Close the letter giving note that Bio-data/resume is enclosed.
- ❑ Write 10-12 points in Bio-data
- ❑ Bio-data/resume curriculum vitae is integral part of the job applications
- ❑ Bio-data should include :
 - Name
 - Date of Birth
 - Address
 - Education qualifications : Year, marks, and subjects of the
 - (i) – X
 - (ii) – XII
 - (iii) – Graduation
 - (iv) – Diploma/higher qualifications
 - Professional qualifications :
 - (i)
 - (ii)
 - Experience
 - (a)
 - (b)
 - Hobbies
 - Salary expected
 - Reference

20. You are Sudha/Sudhir resident of A-7, Shanti Park. You read the following advertisement in a newspaper.

Situation Vacant

Wanted a young and experienced graduate with fluency in English and Hindi to work as receptionist at customer care booths of NCR group of hotels, Delhi. Contact : Manager alongwith your complete C.V. within 7 days of this advertisement.

Draft an application in response to the advertisement giving your detailed resume.

21. You are Krishna/Krishan from F-9, Mayur Vihar, Delhi. You have come across an advertisement in a national daily for recruitment of Radio Jockey by Radio one, Noida. Apply in response to this advertisement giving your detailed bio-data.

LETTER WRITING

Solution of Some Questions

5.

ASN Public School,
Shalimar Garden

10th August, 2012

The Manager
SUV Laboratory Works
Karol Bagh

Sir,

Subject : Order for supply of laboratory apparatus.

After going through your latest catalogue of laboratory equipments. I am placing order for following apparatus for our school laboratory.

S.No.	Name of the Apparatus	Specification	Quantity
1.	Beaker	500 ml	45
2.	Test tubes	2" × 5"	200
3.	Tripod stand	4 × 10 cm	150
4.	Bunsen Burner	2 × 7 cm	50

The quality of the material should be plus one grade with other specifications as mentioned in the catalogue.

Substandard items will be returned. The items should be delivered in the school within one week before 12.30 p.m. on any working day.

Please send the bill after deducting maximum discount as is applicable for educational institutes.

Thank You

Yours Truly

X Y Z

17.

C-9, Vasant Kunj
Delhi

10th Aug., 2012

The Editor
The Times of India
Delhi

Subject : Exploitation of children in Urban Society

Sir,

I want to draw the attention of the general Public and the concerned authorities towards the above cited problem through this letter of mine in your newspaper.

In Urban societies parents are increasingly using their children as means of achieving their own unfulfilled dreams and aspirations, resulting in physical and mental exploitation of the children. Forcing children to participate in reality shows or cajoling them to play roles in TV serials by shunning games are some examples of child exploitation. Even parents among audience of such programmes openly compare their wards with child actors on TV. In school arena parents put pressure on their wards, to excel in the field of academics, sports and other activities alike without considering their field of interest and abilities.

The implication of exploitation of children in the guise of making their future bright are evident now. The diseases like hypertension, obesity, diabetes which were known to be adult diseases a decade back are common

among children. Psychotic problems among children are also rising with cases of drug abuse, depression or even suicide are reported frequently.

Authorities in the child's rights department and educational institutes should come out with bolder steps to curb the problem. There should be ban on all types of advertisements and programmes on TV with child actors below 14 years of age. There should be regular counselling for parents in schools to make them understand the consequences of stressing the children.

Thank You

Yours sincerely

Smita/Sumit

18.

A-7, Shanti Park
Delhi

10th Aug., 2012

The Manager
NCR Group of Hotels
Delhi

Subject : Application for the post of receptionist

Sir,

In response to your advertisement in Hindustan Times dated 7th August, 2012 for the post of receptionist, I hereby offer my candidature for the same.

I possess requisite qualifications and experience. I want to join your hotels to fully utilize my potential.

You may call me for an interview on any date as per your convenience. I shall be able to join my duties at one month's notice if appointed. I am enclosing my detailed resume for your perusal

Thank you

Yours sincerely

Sudha/Sudhir

LETTER

Job Application

Two Parts

1. Covering Letter
2. Bio-data in Block

Resume/Bio-data/Curriculum Vitae

A. Personal details :

1. Name
2. Fathers Name
3. Date of Birth/Age
4. Address
5. Hobbies
6. Language Known
7. Nationality

B. Educational & Professional Qualifications and Experience :

In educational professional qualifications.

Write down year marks & subjects, university/ Board of X, XII, Graduation, Post Graduation or Professional Qualification according to post.

Experience – Where worked and for how many years.

Expected Salary – (if required)

C. References :

1. Dr. P.S.K. Marth
Sr. Consultant G.T.B. Hospital, Phone- 9891.....
2. Mrs. Aruna Dev
Director Spastic Society, Delhi
Contact No. 9818.....

(You can name any body with new address)