

CORRESPONDENCE WITH GOVERNMENT DEPARTMENTS, PUBLIC SERVICES AND LOCAL ORGANISATIONS

What will you Learn in this Chapter ?

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- 2.2 Correspondence with Government Departments
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- 2.3 Correspondence Related to Public Utility Services
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2.1 Introduction

Business houses frequently need to correspond with government departments, public utility services and local institutions. Such correspondence the letter should be addressed to the appropriate authority in the respective department and as per the procedure of concerned department. To get prompt services and facilities, the approach of the letter should be as per the rules and regulations of the department. The concept for which the letter is to be written should be clear. For the purpose of study, this type of correspondence is divided into three categories :

- A. Correspondence with Government Departments
- B. Correspondence related to Public Utility Services
- C. Correspondence with local institutions

2.2 Correspondence with Government Departments

Common people and business firms have to correspond with government departments frequently for various issues. In some of the government departments, application is to be made online where as in other departments, a prescribed form is to be filled in and submitted to the concerned departments along with required documents. Normally, business firms need to correspond with the following government departments for different matters such as :

- Post and Telegraph department,
- Telephone department,
- Railway Parcel department,
- Custom and Export-Import department,
- Sales tax and Income-Tax department

2.2.1 Examples of Correspondence with Government Departments :

(1) Draft a letter of complaint to the post and parcel department for irregular receipt of post/parcel to the institutions address :

BHAGWATI TRADERS

Phone No. : (02672) 27XXXX

E-mail : bhagavatitraders@yahoo.com

102, Abehub Chambers,
Mota Bazar,
Godhara-389001

18th August, 2017

The Postmaster,
General Post office,
Juna Bazaar,
Godhara-389001

Subject : Compliant regarding irregular distribution of post/parcel

Sir,

For years, we have received various services of your department and because of that we were in a position to run our business smoothly. However, in the recent past, we have not received outstation post / parcel on time. Their distribution seems to have become irregular.

This has affected our business adversely. Goods are not received in time which causes delay in taking business related decisions. We are worried as we do not get very important and necessary documents in time, at our address. Irregularity and carelessness of the postal department marred our business reputation and reliability.

It is our humble request to you to look into the matter and do the needful promptly.

Yours sincerely,



Vishvas Soni
(Partner)

(2) A letter of request to telephone company to furnish details of outstation calls in the telephone bill :

JAGRUTI SHIKSHAN SANKUL

Phone No. : (02774) 28XXXX
Email : jagrutishikshan@gmail.com

Station Road,
Modasa-383315

25th August, 2017

The Circle Officer,
BSNL,
Motipura,
Modasa

Subject : Regarding the details of out station calls (STD calls) in telephone bill

Sir,

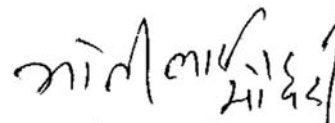
We, as customers have been benefitted with the various services rendered by BSNL Modasa to us and we appreciate it. At present, we have two telephone connections in our complex having telephone numbers 28XXXX and 28XXXX. We have got a facility of making outstation calls (STD calls) on both these lines.

We request you to provide us monthly telephone bill having details of outstation calls from the telephone numbers 28XXXX and 28XXXX, so that we have a record with us. This is a routine requirement for the internal management of Jagruti Shikshan Sankul.

We hope you will take quick action on this request.

Thanks.

Yours faithfully,



Motibhai Chaudhary
(Administrative Manager)

(3) Draft a request letter to the telephone company to obtain a parallel connection on the same telephone number.

SARATHI BUSINESS HOUSE

G. I. D. C. Road,
VAPI-396191

Phone No. : (0260) 26XXXX

E-mail : sarthibusiness@gmail.com

2nd September, 2017

The Administrative Officer,
BSNL,
Surat Road,
Vapi-396191

Subject : To obtain a parallel connections on the same telephone number

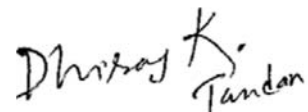
Sir,

Sarathi Business House is a reputed business unit of Vapi. Our unit, situated on GIDC road is divided into two divisions, one is administrative department and the other is production department. The employees of both the departments have to communicate with one another, regularly on telephone.

At present, we have telephone connection at the Sarathi Business House, bearing telephone number 266551. We desire to get the facility of more than one parallel connection on this number. This would make our business dealings through telephone faster and easier. We request you to inform us the procedure required for getting the above mentioned facility. Please let us know if we have to pay extra for this additional facility.

Thanks.

Yours faithfully,



Dhiraj Tandan
(Manager)

(4) Request letter to cancel demand notice as income is not taxable.

DAM DAM BOOK STORE

'Gh' 2, Sarasvati Complex,
Gandhinagar-382010

Phone No. : (079) 234XXXX

E-mail : damdam@yahoo.com

12th September, 2017

The Income Tax Officer,
Business Circle-2,
Gandhinagar-382010

Subject : Request for cancellation of demand notice

Sir,

For the last 10 years, we have been in business in Gandhinagar under the name of Dam Dam Book Store. As per the income tax rules, every year we file income tax returns. Our PAN number is : AEHPM0570D.

We have been served with a demand notice on 2nd July, 2016 regarding an amount of ₹ 7600/- payable as income tax for the assessment year 2015-16. It seems that the notice has been issued to us by mistake. Our income in the last financial year is less than that in the previous year so it is quite natural that the amount of income tax payable for that period is less. Keeping in mind the income of the last financial year, we do not have to pay additional income tax. I attach a copy of income tax return filed by me with the income tax department for reference.

We request you to check the income tax return and details filed by us and cancel the notice promptly.

Yours faithfully,



Harsh Patel
(Owner)

Enclosure : Copy of Income Tax Return

(5) Letter regarding obtaining an export licence :

QUALITY MACHINE HOUSE

E-mail : qualitymachinehouse@gmail.com

Website : www.qualityhouse.com

Phone No. : (0278) 26XXXX

Plot No. : 17,
G. I. D. C., Gadhada Road
Bhavnagar-364001

18th September, 2017

The Joint Director General of Foreign Trade,
Government of India,
Pune-411004.

Subject : To obtain export licence (IEC Code No. 1)

Sir,

We are a large producer of machines for manufacturing and printing of notebooks and books. For the last 10 years, our machines are sold far and wide in the entire country on a large scale and its demand is increasing day by day in foreign countries, too. We wish to sell our machines abroad and for that we would like to obtain an export licence from you.

We would like to submit the following details and request you to issue us an export licence to sell our machines abroad :

- (1) Application Form
- (2) Demand draft of ₹ 250/-
- (3) Bank's certificate as per prescribed format
- (4) Self-attested copy of PAN card
- (5) One photograph of the applicant
- (6) ₹ 50/- stamped envelope with company's address
- (7) ₹ 10/- stamped envelope with bank's address
- (8) Other documents

Kindly issue us the export licence (IEC Code No 1) promptly.

Thanks.

Yours faithfully,

Mulchand

Mulchand Rupani
(Owner)

Enclosure : As above

2.3 Correspondence Related to Public Utility Services :

Generally, public utility services in the village and town are carried out by local government organisations. In addition to these, government and semi government departments, corporations and the organisations also provide these types of services. These institutions receive financial grant from Central Government or State Government and they function as per government rules and regulations. The following services are included in public utility services :

- Post and Telegram
- Drainage Facility and Cleanliness
- Roads & Building
- Fire Brigade
- Electricity
- Railway
- Public Health
- Local & State Transportation
- Police-Home Guards
- Water Supply

2.3.1 Examples of Correspondence of Public Utility Services :

(1) Letter to the Concerned Department Regarding Irregular Water Supply :

Phone No. : (02742) 23XXXX

Mohanbhai Patel
Nano Vas,
Palanpur Road,
Kumbhasan-385515

9th July, 2017

The Chief Executive Officer,
Water Supply Department,
Palanpur-385001

Subject : Complaint regarding irregular water supply

Sir,

On behalf of all the residents of Kumbhasan village of Palanpur district. I would like to register a complaint regarding irregular water supply to our village. For last few days, our village with a population of 10,000 has been facing an acute problem of irregular and inadequate water supply.

Earlier, we used to get regular and adequate water supply but for more than last six months water supply has been very irregular. Sometimes, it is supplied at 2 o'clock in the night or at 4 in the morning. At times, it is given once a week only. The irregularity of water supply has created an adverse effect on the education of children, and on the life and health of the people of the village.

We request you to do the needful to provide regular and adequate water supply. We would like you to know that we pay water tax and other taxes regularly.

Thanks.

Yours faithfully,

Mohan Patel

M. B. Patel

(2) Letter Appreciating Performance Regarding Public Health and Hygiene :

Phone No. : (02832) 25XXXX
E-mail : rahuldomadia@gmail.com

Prof. Rahul Domadia
10, University Quarters
Kutchh University,
Bhuj-370001

13th June, 2017

The Chief Health Officer,
Public health Department,
Bhuj Municipality,
Bhuj-370001

Subject : Appreciation of the Performance of the Department

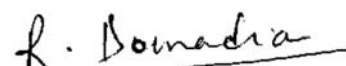
Sir,

Due to global warming, the cycle of seasons is changing over the entire world and has become irregular also. Bhuj is also facing the adverse effects of these changes. The entire city is affected by scorching heat or untimely rain. Due to fluctuating weather water based diseases and the diseases that spread due to bacteria are increasing fast which is quite a serious matter for public health and hygiene.

As a citizen of Bhuj city, I take note of the commitment and dedication shown by Bhuj Municipality regarding public health in the last 15 days and I congratulate you for the same. Epidemics has been controlled and prevented within a very short time due to the advertisements in the newspapers and on radio, sprinkling of insecticides, distribution of tablets for water purification, ban on unhygienic food items and strict insistence on cleanliness. All these have brought awareness regarding health and hygiene.

I, on the behalf of the people of Bhuj city, appreciate the admirable performance of the Health Department of Bhuj Municipality and I assure co-operation also. As a alert citizen, I have full confidence that even in future the department will show the same foresight and concern to take necessary precautionary measures.

Yours faithfully,



R. Domadia

(3) Letter Regarding Obtaining Fire Bridge Services During a Public Gathering :

SARASVATI SANSTHAN

Phone No. : (079) 2676XXXX

Website : sarasansthan.com

22, Anmol Complex,
Nr. Manav Mandir,
Memnagar,
Ahmedabad-380052

25th April, 2017

The Chief Fire Officer,
Memnagar Fire Station,
Memnagar,
Ahmedabad-380052

Subject : To obtain service of fire-brigade during public gathering

Dear Sir,

We have organised a convention at the GMDC grounds on 12th May 2017 with the aim of giving information to the students of entire Gujarat regarding options of studies available after the 12th standard in the various universities of Gujarat. This is a common meeting for the students of the science / the general streams, so, a huge crowd is likely to remain present.

In the above mentioned convention, a large gazebo of cloth will be built, having an adhoc power supply. Considering huge the gathering at one place, we request you to provide the services of fire brigade as a safety measure on 12th May 2017 from 8 am to 8 pm.

The people of Ahmedabad would to take a note of the services rendered by fire-brigade at the time of mishap and natural calamities. They are highly obliged for public security services offered.

Yours faithfully,



Maulik Tanna
(Manager)

Sarasvati Sansthan

(4) Letter drawing attention towards irregularities in cleaning public roads :

‘MARU VADODARU’

Phone No. : (0265) 2348XXXX
E-mail : maruvadodara@gmail.com

Subhanpura Chawk,
Subhanpura
Vadodara--390012

22nd June, 2017

The Municipal Commissioner,
Vadodara Municipality,
Vadodara-390012

Subject : Complaint regarding irregularities in cleaning of public roads

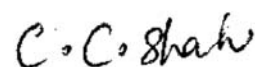
Sir,

We have been running an NGO under the name ‘Maru Vadodaru’ for the last 7 years. The institution has tendered services for the social and educational upliftment with the concept of ‘beautiful city’. We have conducted many programs, in collaboration with the Vadodara Municipality and other public institutions regarding social awareness and urban development.

As our institution is working with a view to beautify the city, we are quite sensitive and aware about cleanliness of Vadodara. It has been noticed by us that regular cleanliness is lacking of late on the main roads of Vadodara city. Heaps of garbage, layers of dust on roads, plastic bags on the foot-path and dividers and other dirty things can be seen everywhere. Is the municipality of Vadodara unaware about all these issues or is it careless about them ?

It is our duty to see that the cultured city Vadodara earns its own identity as a beautiful city also. We request you to give instructions to clean public roads on a regular basis, keep the city clean and beautiful through campaigns of cleanliness. Our organisation assures full co-operation for the cleanliness drive.

Yours faithfully,



(Co-ordinator)
‘Maru Vadodaru’

2.4 Correspondence with Local Organisations

Local institutions are also known as the institutions of local government. ‘Local organisations’ include non-government social organisations, private groups and co-operative societies providing free services or with subsidised rates etc. Local government organisations include Gram Panchyats, District Panchayats, Municipalities and Municipal Corporations. Correspondence with local government is for various reasons such as :

- To obtain public utility services,
- To complain or appreciate services provided,
- To draw attention regarding public interest,
- To make suggestions regarding the procedure of the concerned department,

- To obtain different types of documents

Correspondence is addressed to the Head or Officer of the concerned department of the local body. Required documents are to be enclosed with the letter, required prescribed forms are to be filled in or application is to be made and if applicable fee is also to be paid. The style, content and presentation in these types of letters should be clear and to the point. A Photo-copy of the letter submitted to an institution is very essential and should be preserved by the applicant, so that in future in case of reference, it can be used as an evidence.

2.4.1 Illustrations of Correspondence with Local Bodies :

(1) Letter requesting the Khalkuva department to clean cesspools :

Phone No. : (02822) 27XXXX

Vipulbhai Adesara
'Sudama' Vasahat, Gandhipara,
Morbi-363642
22nd June, 2017

The President,
Morbi Nagarpalica
Morbi-363642

Subject : Request for cleaning of cesspool

Sir,

We have been allotted houses in 'Sudama Housing' under the government scheme of 'Garib Aavas Yojana'. As there is no facility of drainage in this locality till this date, the arrangement of liquid waste is made through cesspool with the construction of the above mentioned housing schemes.

Now, it is necessary to bring to your attention that, of late, cesspools in our area are not being cleaned. As a result, the residential area, stands a risk of spreading of epidemics very fast. It is possible that it may affect public health adversely.

All members of our housing scheme pay municipal taxes regularly. A number of oral requests have been made for cleaning of the cesspools yet no measures have been taken by the authority.

We request you to resolve this complaint as early as possible. If concrete steps in this regard are not taken by the authority in the nearest future, the residents of our locality will be compelled for agitation in the Gandhian way.

Yours faithfully,

Vipulbhai Adesara

Vipulbhai Adesara
(Chairman)
'Sudama' Vasahat

Enclosure : Copy of tax bill.

(2) Letter related to allotment of land for welfare purpose :

SEWA KALYAN TRUST

Phone No. : (079) 234XXXX

E-mail : sevakt@yahoo.com

Shanti Chambers,
'Ch'-5, Road,
Gandhinagar-382010.

22nd October, 2017

The President,
Gandhinagar Municipality,
Gandhinagar-382010

Subject : Allotment of land for welfare services

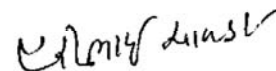
Sir,

We believe that you are well aware of the social activities of Sewa Kalyan Trust, Gandhinagar. Since the last 50 years, our trust has been carrying out various social activities such as deaddiction, literacy, women education with selfless motive in Gandhinagar and in the area nearby Gandhinagar, especially the rural areas.

Gandhinagar is a fast developing city with changing borders. The opportunities offered are attracting people from the adjoining rural areas. In the developing new areas of Gandhinagar, modern facilities such as dispensaries, schools, hotels, offices are available but in this area there is no library for the local people. Our trust is interested in initiating a library to make children take interest in reading, to create environment for reading for educated youth and to fulfil the need for reading for the general public. Library building to be constructed with the purpose of service, our trust requires 2500 sq. ft. land in Sarasgan area. In Sarsagan area, in survey no 235, the land of having the above size is lying just unproductive. We request you to allot the land in service of the welfare of the public.

The Sewa Kalyan Trust, Gandhinagar assures the Gandhinagar Municipality that all required documents would be provided and all the needful legal procedure complied with. We expect positive response from you.

Yours faithfully,



(For, Sewa Kalyan Trust)
Haribhai Chavada,
Gandhinagar

Encls : (1) Photocopy of registration of Trust

(2) Copies of the last 3 years of audited reports of the Trust

(3) A booklet giving information about the Trust and its activities

(3) Letter regarding difficulties being faced due to encroachment of carts and hawkers on public roads of the city :

E-mail : ankitvyas@yahoo.com

Mobile No. : 989989XXXX

Ankitbhai Vyas,
201, Sukh Tower,
Nr. Swaminarayan Temple,
Kalavad Road,
Rajkot-360001.

25th November, 2017

The Municipal Commissioner,
Rajkot Municipality,
Rajkot-360001

Subject : Difficulties being faced due to encroachment of carts
and hawkers on the road

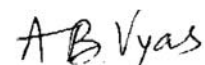
Sir,

I am a resident of the highly prestigious Kalavad Road area of Rajkot. As a citizen, I feel proud and happy because of the progress of our city in all walks of life. But as an alert citizen, I would like to draw your attention towards some of the issues and problems of Rajkot city.

For the past sometime, encroachment of carts and hawkers is increasing on the main areas of Rajkot city such as Kalavad Road, 132 ft. Ring Road and Race Course area. As a result, footpaths are almost non-existent in these areas. It is only for the namesake that has caused inconvenience for the pedestrians. They are compelled to walk on the main roads which is not proper from both the security and safety point of view and it results, very often, into minor and major accidents. Due to this encroachment on public roads, there is a reduction in the space for vehicle users and that has created the problem of traffic jams and parking. In addition to that, garbage and filth is found on the roads.

I draw your attention to remove the encroachment of carts and hawkers from the main road promptly in the interest of public welfare and beautification of our city.

Yours faithfully,



A. B. Vyas

What have you Learnt in this Chapter ?

While corresponding with various government departments, public utility services, local bodies etc. an apt writing and salutation as per the status of a particular department are to be preferred. Besides these, the attitude of the letter should be such that get required services and facilities very quickly. The content of the letter should clarify the purpose of writing the letter. In addition to that the rules and regulations are the concerned department to be followed to avail required services and facilities.

You learnt how to correspond with various government departments, public utility services and local organisations with examples of letters.

SELF-STUDY

1. Select the correct option in the following questions :

- (1) When a trader has to launch a complaint regarding sales tax, to which department of the government does he have to correspondence ?
(A) Telephone Department (B) Income tax Department
(C) Custom Department (D) Sales tax Department
- (2) Fire brigade service is called which of the following services ?
(A) Private (B) Public (C) Government (D) Semi-government
- (3) With which institution of local government is correspondence carried out to obtain the service of 'pukka road' in a villages?
(A) Gram Panchayat (B) Taluka Panchayat
(C) Municipality (D) District Panchayat
- (4) With which organisation is correspondenc is carried out to get adequate water supply in big cities ?
(A) State Government (B) Municipal Corporation
(C) Gram Panchayat (D) Central Government

2. Answer the following questions in brief :

- (1) For which issues do business firms normally need to communicate in government departments ?
- (2) Which organisations provide public utility services ?
- (3) Which institutions are included in public utility services ?
- (4) 'Local organisations' are known by which other names?
- (5) Which organisations can be called 'Local organisations' ?
- (6) Which organisations are included in Local Government organisations ?
- (7) In some government departments how is the application made through the use of technology ?
- (8) From where is financial aid received by Corporations or Departments providing public utility services ?
- (9) What type of presentation is expected in the correspondence with the local government organisations ?
- (10) To whom is the correspondence with local organisations addressed ?

3. Draft the letter as suggested below :

- (1) Draft a letter to the District Education Officer (DEO) to prohibit the sale of pan masala and Gutkha near your school.
- (2) City bus service is very much irregular in your area. Write a letter of complaint .
- (3) The problem of traffic has increased in your area. Write a letter requesting more traffic police to solve the problem.
- (4) Draft a letter to Dwaraka based Yuva Vikas, a service oriented organisation requesting for arrangement of a career guidance programme in your school.

