

## Letter Writing,

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This question requires the student to write letters of the following kinds based on the given input.

- (a) business or official letters for making enquiries, registering complaints, asking for and giving information, placing orders and sending replies
- (b) letters to the editor (giving suggestions, opinions on an issue of public interest)
- (c) application for a job with a biodata or resume.
- (d) letter to the school or college authorities regarding admissions, school issues, requirements/ suitability of courses, etc.

The student is required to write official letters and letters to the editor. The essential requirements of a good letter are:

- (a) suitable format
- (b) well-organised content, and
- (c) appropriate language

### **Formal Letters**

Formal letters have a variety of purposes. Formal letters are written:

- to ask for/give information
- to apply for a job
- to make inquiries
- to register complaints about inadequate goods or services
- to place orders/send appropriate replies
- to apologise for behaviour
- 'to solicit new customers for your business
- to redress grievances
- to persuade others
- to make an appeal for help
- to send a recommendation

However, all of these letters have a common goal – to get a response from someone you may or may not know personally.

## Format

### (a) Official Letters and Letters to the Editor

- Sender's Address ..... 1. Do not put the sender's name above the address.  
.....  
Pincode .....  
Date ..... 2. Date may be given in any style.
- Inside Address ..... 3. The name (if necessary), designation and address of the recipient  
.....  
.....  
Pincode .....  
Dear Sir/Madam ..... 4. Dear Sir/Madam  
Subject ..... 5. State the purpose of writing the letter in a phrase.  
Introductory para ..... 6. Restate the purpose of writing the letter in a sentence. Identify yourself.  
.....  
Main body of the letter ..... 7. Give details of the problem/purpose of writing.  
.....  
.....  
.....  
.....  
Concluding para ..... 8. State what you want the authority/person, to whom the letter is addressed,  
to do.  
.....  
.....  
9. Yours faithfully .....  
Signature .....  
(Full Name in Capitals) .....  
Designation (if needed)

### (b) Business Letters

- Tel. No. ..... 1. Imaginary  
Our Ref. ..... Make according to the (a) subject including, (b) year and (c) letter no.  
Your Ref. (if needed) ..... Can be different from 'Our Ref.' but should contain (a) sub, (b) letter no.  
and (c) year
- Sender's Address ..... 2. The address of the individual or the company writing the letter  
.....  
.....  
Pincode .....  
Date ..... 3. Date may be given in any style.
- Inside Address ..... 4. The name (if needed), designation, and complete address of the recipient  
.....  
.....

Pincode .....	
Dear Sir/Madam .....	5. Salutation
Subject .....	6. State the purpose of writing.
Introductory .....	7. Restate the purpose giving information about the problem. Mention dates, bill no. (in case of a complaint) and other relevant factual information.
.....	
.....	
Main Body of the letter .....	8. Elaborate the problem.
.....	
.....	
.....	
.....	
Concluding para. ....	9. State what you expect the recipient to do about your problem.
.....	
Yours faithfully .....	10. Complimentary close
.....	
Signature	
(Full Name).....	In capitals.
Designation .....	
encl. : (if needed) .....	11. Mention as needed—photograph, biodata, documents, etc.
c.c. (if needed) .....	12. Mention the persons to whom you are sending a copy of this letter.
Abc/xyz.....	13. A/c should match the initials of the person who signs this letter. XYZ are the initials of the typist steno who types this letter.

### (c) Application for a job (with biodata)

Job Applications may be written with or without a biodata. This is a formal official letter and has a formal format, language and style. The main body of the letter should contain the following information.

- personal information, e.g., age
- educational/professional qualifications
- experience letter/suitability for the job.

The letter with a biodata will have biodata as an enclosure. Information should be given under-the heading Biodata.

Format same as for the official letter from the sender's address

Yours faithfully  
Signature  
(Name in capital letters)  
Encl: Biodata

### Biodata

Full name: (Given in the question)

Father's Name: (imaginary)

Date of Birth: According to job needs, imaginary

Address: (Given/imaginary)

Qualifications: According to job requirements, imaginary

Education: Academic

Professional Experience: According to the job, degree, institution, year

1. Post, organisation, year
2. From junior to a senior position or vice versa

### **Testimonials (2 or 3 Testimonials)**

1. Name

Designation .....

Official Address .....

.....

References (2 References)

Name

Designation .....

Official Address .....

Signature .....

Content: It is important to organise the content of the letter for clarity and effective communication. The letter should ideally be written in three paragraphs.

The first paragraph is usually a restatement of the subject. It states the purpose of writing the letter and should be of one or two sentences only, e.g.,

1. I would like to draw your attention to the lack of civic amenities in our area.
2. Through the columns of your esteemed newspaper, I would like to draw the attention of the authorities concerned too.
3. This is in response to your advertisement in The Times of India (date) for the post of .....

The second paragraph makes up the main body of the letter. The problem/subject is stated in detail.

The third paragraph is in the nature of a concluding paragraph. Suggestions, the writer's expectations from, or request to the addressee may be given.

The letter concludes with best wishes/thanks/request for an early response/regards, etc.

Language: The language in business and official letters is simple and direct. The subject is dealt with in a straightforward manner.

There is greater flexibility in the language and style of a letter to the editor. It is governed by the subject and content of the letter.