

# LETTER WRITING

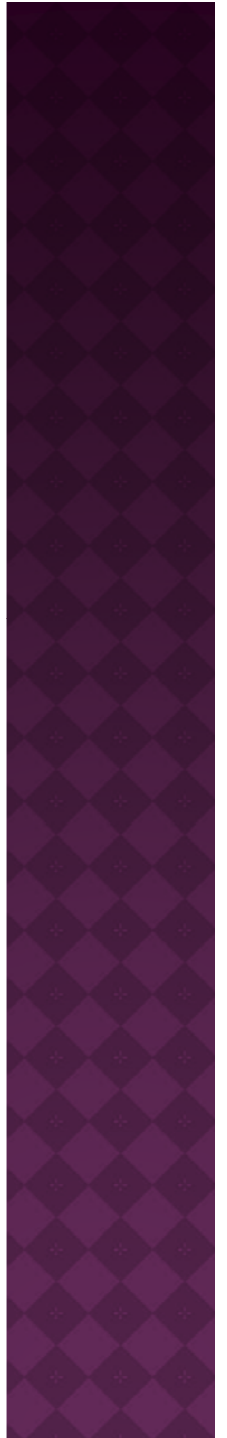
FORMAL LETTERS

# FORMAL LETTER

- ◉ A formal letter is written for a professional reason. Basically formal letters are written for inquiring, to complain, to editors and to place the order.
- ◉ **SOME TIPS TO WRITE FORMAL LETTER**
  1. The format of letter should be very proper. In the format we need to mention sender's address with date, receiver's address, proper salutation. Then the subject that is the cause of writing letter is mentioned in brief. Every matter of the format should be written on the left side of the page.

2. The body of the letter includes the content consisting of three parts. - an introduction which gives the reason for the letter, the messages which includes the main information and conclusion.
3. The letter should be clear and concise. Write in a simple clear and colloquial language. Formal letters should be clear precise, to the point and dignified. Avoid wrong punctuation, spelling and grammatical errors.

4. The subscription or the complementary note-the commonly used form is yours faithfully when written to the strangers. If you know the person then it can be yours sincerely then the signature is done below which the name of the person is written.
5. At the end designation of the person is mentioned.



# FORMAT OF THE FORMAL LETTER

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- ◉ \_\_\_\_\_ sender's
  - ◉ \_\_\_\_\_ address
  - ◉ 17 June 2020 Date
  - ◉ \_\_\_\_\_ Receiver's
  - ◉ \_\_\_\_\_ address
  - ◉ Dear Sir/ Madam Salutation
  - ◉ \_\_\_\_\_ Content of the letter
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- ◉ \_\_\_\_\_ Complimentary close
- ◉ \_\_\_\_\_ Signature
- ◉ \_\_\_\_\_ Name in capitals
- ◉ \_\_\_\_\_ Designation

# LETTER OF COMPLAINT

- ◉ Letters of complaint are written when you have a problem with a product or a thing. The tone of the letter should be firm and clear of what you want to be achieved.
- ◉ Aim high and get personal if needed. Be clear and concise, humble because the person to whom you are writing may not be the responsible problem for the trouble faced by you. Do not write in an angry or threatening tone.
- ◉ You should give suggestion and at the end request for repair or replacement.
- ◉ You can express your dissatisfaction clearly with facts and details.

- ◉ Letters of complaint can be written for any grievance, any problem, like damaged goods, delay in sending, defective order, delivery done at wrong place etc. Some letters are also written with concern for the society.
- ◉ When we face any problem with regard to a product you have purchased then for the content in the first paragraph mention the date and place of purchase brand/model along with bill no. Or any relevant documents . In paragraph 3 mention that as the item is under warranty. Kindly replace it within specified time otherwise, threaten/warn about social media or company's reputation.



**Format for Letter of Complaint:**

SENDER'S NAME

----- House no. & Society's name

----- Nearest landmark

-----Name of the city- pin code

19 June, 2020

Receiver's name

Designation of the Receiver

Name of the Company

Name of the building (in which company's office is located)

Name of the city - pin code

Subject: Complaint about the unusual working of \_\_\_\_\_

Dear Sir/ Madam

(Para. 1) If purchased then when, from where, which brand, bill no.

(Para. 2) Technical complain with resolution (at least three points).

(Para. 3) Since, the \_\_\_\_\_(name of the item) is under warranty period, then kindly replace it at the earliest.

Kindly seeking your cooperation. Failure of this can compel me to take necessary action against your service.

Thanking you

Yours truly

Signature

Your Name

(A valued customer)



## EXERCISE -LETTER WRITING IN 120-150 WORDS.

1. You are Deepak/Deepa of C2/8,Ankur Enclave, Delhi. Write a letter of complaint to Municipal Commissioner bringing to his notice the insanitary conditions in your colony and request him to take urgent action in the matter.
2. You had bought a mobile phone from a reputable showroom in Mumbai but after a month it developed a serious fault .Write a letter to complain to the manager asking for the immediate repair or replacement of the same. You are Siya /Sumit,123 TT Nagar, Bhopal.

3. You are Raj/Riya, you are deeply concerned about the increasing number of road accidents in your area. You strongly feel that reckless driving by the youngster is the primary cause of such accidents. Write a letter to the Traffic Police Commissioner requesting him to take prompt and proper action. Give some concrete suggestions to deal with the problem.
4. Write a letter to the Municipal Chairman of your city about the dilapidated permission condition of a public part requesting him to take urgent steps for the preservation of the place which is of a place of attraction of the children.

# LETTER OF INQUIRY

- ◉ An inquiry letter is written to gain some information from the recipient . While writing this letters he should provide some information about ourselves so that recipient can authenticate the source of inquiry.
- ◉ Give a brief introduction about yourself and your organisation
- ◉ Provide the details about the thing or subject of inquiry.
- ◉ If you require a detail information then ask your questions clearly.

- ◉ You should mention the time by when you would need the response.
- ◉ Keep the content of the letter very clear and precise.
- ◉ Avoid writing long paragraphs instead bifurcate the body of the letter into 3 to 4 small paragraphs. In para 1 introduce yourself and the reason behind writing the letter. In para 2 explain the inquiry details and para 3 should be a closing note asking for a reply in gentle words. Also show your gratitude to the person.

# FORMAT OF LETTER OF INQUIRY

- ◉ \_\_\_\_\_Sender's name
- ◉ \_\_\_\_\_Sender's
- ◉ \_\_\_\_\_ address
- ◉ \_\_\_\_\_Date
- ◉ \_\_\_\_\_Receiver's  
\_\_\_\_\_ address
- ◉ Subject: Seeking your information      regarding\_\_\_\_\_
- ◉ \_\_\_\_\_Salutation
- ◉ Body of the letter:
- ◉ Para 1 With reference to your advertisement
- ◉ Regarding \_\_\_\_\_ I need to inquire about \_\_\_\_\_
- ◉ Para 2 Duration of course , fee structure , strength of students , transport facilities etc.
- ◉ Para 3 I will be grateful if you send me the brochure along with form so that I can register at the earliest.
- ◉ Thanking You
- ◉ Yours Faithfully
- ◉ Signature
- ◉ Name in capital
- ◉ Designation

## EXERCISE FOR LETTER OF INQUIRY

- ◉ 1 You are Anshul/ Aanshi of class X and resident of 56 D Ring Road ITO New Delhi and want to be a choreographer . Write a letter to the Director ,Dance Academy Noida asking about their courses , admission procedure , eligibility criteria and any other necessary details.
- ◉ 2 You are Raghu/Ragini of Naasik, as the teacher in charge of arranging excursion that your school is sending the students on an educational tour to Ajanta and Ellora Caves during the Christmas Vacation. Write a letter to Happy Tours and Travels Nasik seeking information about transportation, accommodation etc.

- ◉ 3. As a health conscious person you noticed an advertisement in the newspaper or yoga classes in the neighbourhood. Write a letter to the organiser/coach inquiring about the duration of the course and the other relevant details. You are Swapna/Swapnil of 60 R.K.Puram New Delhi.
- ◉ 4. You are Indu/Indra a student of Class XII leaving at 1:31 Hans Apartments Ahmedabad. You are interested in pursuing a course in Journalism. Write a letter in response to an advertisement issued by the Asian Institute of journalism Baroda asking for necessary details.