

ENGLISH



FORMAL LETTER

Letter writing is an essential skill. In spite of the prevalence of e-mail and text messages letters are still one of the most important and popular means of communication, Trade, official correspondence, public representation, complains and other dealings, transactions and communication with people are still conducted through letters. **Formal Letters** include business letters, applications for jobs, letters to editors, letters to Principal/Officers and letters of complaints to authorities.

Formal letters are written for a specific purpose. Therefore, they are serious compositions and provide no scope for irrelevant matter or frivolous language. Students should keep in mind the following when they actually start writing a letter:

- The purpose of the letter should be clear to the writer. The content, language and style of the letter are determined by this.
- Do not write anything unrelated to the subject. Extra, unnecessary statements weaken the letter.
- The tone of the letter should be polite but not unduly humble. Expressions like 'I beg to state...' are outdated.
 - In job applications, do not beg for the job or go to the other extreme of being boastful.
 - In letters to the editor, the tone of the letter need not be excessively formal as you are expressing your opinion/problem. However, no irrelevant content should be allowed to creep in.
 - The tone in a formal letter should never be sarcastic or frivolous. Do not attempt to be humorous.
- The detailed information about format, content and language is given below. The indented format is not in use nowadays; The block format is almost universally used these days. The examples given are of the block format. No commas are to be used in the address.

Types of Formal Letter

Different kinds of formal letters are:

A. Business/Official Letters

- Making enquiries/asking for information.
- Replying to enquiries/giving information.

- Sending quotations in response to enquiries.
- Placing orders.
- Registering complaints.
- Cancelling orders.
- Making requests/appeals.

B. Letters to the Editor

- Giving suggestions on an issue of public interest.
- Expressing views on an issue already raised in an article/ writeup in a published letter.

C. Letters of Job Application.

- Application for a job (includes resume).

D. Letters to Principal/School or College Authorities.

- Regarding admission.
- Schools issue's like leave for illness.
- Requirement or suitability of course.

Steps to Write a Letter

To write an effective letter, one must follow the correct format and the steps given below:

- 1. Sender's Address:** Make sure that the sender's address is clear and precise. Specify the house number first, followed by the street, town/ state and pin code.

Example: 2334/31, Mangal Pandey Nagar
Ekta Park
Meerut-250002

This portion includes the sender's full address. While writing the address, one must not use a comma at the end of each line.

- 2. Date and Receiver's Address:** Next comes the date on which the letter is written, followed by the receiver's address which comprises the receiver's name/ designation and address.

Example: 12th December, 20XX
The Editor
The Times of India

Daryaganj
New Delhi-110002

Note: The full address need not be written (it is optional).

- 3. Subject:** One of the most important parts of a letter is the subject. One must ensure that the subject expresses the main theme or crux of the letter clearly.
- 4. Salutation:** The salutation used in formal letters is a greeting to the person to whom the letter is addressed.
- 5. Body of the Letter:** The body of the letter is a complex part which contains all the information the writer (you) wants to convey. For this, start with introducing the purpose of writing. Then, build up the topic to develop the interest of the reader by stating the causes, effects and solutions to the problem being discussed.
The body includes three main parts:
 - (i) Introductory Paragraph/ Sentence** States the purpose of writing.
 - (ii) Informative Paragraph** Gives details of the problem, cause, effect, possible solution etc.
 - (iii) Concluding Paragraph/ Sentence** States your hope, comment, request, suggestion etc.
- 6. Complimentary Close:** This is a courteous way of ending a letter. For this, we write Yours sincerely/ Yours faithfully/Yours truly. The first letter of the second word (here 's', 'f', 't') is never written starting with a capital letter.
- 7. Sender:** Just below the complimentary close, sender's name is written as a mark of signing off. If applicable, the sender's designation may be added.

Sample

Sample Business/ Official Letters

- Write a letter to Lightways Sports, Amrapalli, Thane, placing an order for sports articles (minimum 4) to be supplied to your school, ABC Matriculation School, Civil Lines, Pune. Sign as Ravi/Raveena, Sports Secretary.

Ans.

ABC Matriculation School
Civil Lines, Pune-411013
11th March, 20XX
Lightways Sports
Amrapalli, Thane-400203

Subject: Sports Articles for the School

Dear Sir

As the Sports Day of the school is being held next month, we want you to supply the following sports articles as soon as possible, so that the students can practice for the various sports tournaments.

	Item	Brand	Quantity
I.	Footballs	Nivea	4
II.	Cricket bats	SVG	6
III.	Cricket balls	SVG	6
IV.	Batting gloves (pairs)	SVG	8
V.	Basket balls	Spalding	4
VI.	Tennis balls	Cosco	12

Please send the goods to the school on any weekday between 8 am and 2 pm. You are also requested to send the bill after allowing the discount permissible for schools. Payment will be made after the consignment is received and checked by the Games department of the school.

Further, please ensure the quality of the consignment. If defects are found in the goods, the whole consignment will be returned without any payment.

Thanking you

Yours faithfully

Ravi

- Write a letter to the Chairman of the National Library to open a furnished library in your locality.

Ans.

C/10, Sector 12
RK Puram
New Delhi-110022
7th January, 20XX
The Chairman
National Library
J-17, Saket
New Delhi-110017

Subject: Request for a Library

Respected Sir,

I request you to arrange a public library in our locality. It will become a part of better civic amenities in the area. The library will help the school children as well as the college students to upgrade their knowledge for competitive exams. It would provide them a quiet peace to study. Moreover, it will be beneficial to the residents of the area for improving their knowledge. The library should have a separate section for issue and return of the books.

I therefore earnestly request you to look into the matter and open a branch of your esteemed library in this area. I hope to receive a positive response from your end.

Yours faithfully
Seema Yadav

Sample Letters to the Editors

- Write a letter to the Editor of an English daily, appealing for help for the victims of flood. You are Rohit/Reena.

Ans.

43, Surat Street

Jorhat – 785002

1st July, 20XX

The Editor

The Hindustan Times

7, Kasturba Gandhi Marg

New Delhi-110001

Subject: Help for the victims of Flood

Sir,

I shall deem it a great favour if you publicise, in the columns of your esteemed daily, the miserable condition of the flood-stricken people of Bhrindan and other adjoining villages in Jorhat district of upper Assam. Also issue an appeal for help to these hard-hit people.

Due to heavy rains for three days and the breach of the Shanpur Bandh, the flood, all of a sudden, entered these villages on the 27th of June. It caused havoc, as many huts were washed away. Many people died as they were trapped inside their homes by the rising flood water. Some of the affected people are passing their days on trees and are without food, clothing and shelter. Parents have been separated from their children. Help has not yet reached these villages. Rescue teams with medicine and food are yet to arrive.

I therefore, request you to publish this letter so as to appeal to the public to come forward and help these homeless victims of the flood before it is too late.

Yours faithfully

Rohit

- You have noticed many stray animals on the road during the busy hours of the day. These animals cause traffic jams as well as accidents. You have already written to the concerned authorities but no action has been taken so far. Write a letter to the Editor, The Hindu, drawing attention of the Municipal Commissioner, Chennai to this problem. You are Shantha/Suresh, 12 MG Road, Chennai.

Ans.

12, MG Road,
Chennai-600001
9th March, 20xx
The Editor
The Hindu
Chennai-600001

Subject: Problems Caused by Stray Animals

Sir,

Through the columns of your esteemed daily, I would like to draw the attention of the Municipal Commissioner to the problems caused by stray animals on city roads. Not a single day passes when we don't witness traffic jams on the roads. The reason for these jams are not heavy traffic movement, but stray animals roaming about on the roads.

These animals not only cause traffic jams but also create severe accidents. Just three days ago I witnessed a biker chased by dogs. He tried to drive away, in the process jumping a red light and meeting with an accident. Yesterday a bull gored a person so badly that he needed to be admitted to a hospital.

Despite many complaints to the concerned authorities, no action has been taken so far. These stray animals are becoming a nuisance. They are a danger to not only us but to themselves also. It is my request to the Municipal Commissioner to please take a note of the situation and rectify it as soon as possible.

Thanking you

Yours sincerely

Suresh

Sample Letters of Job Application

- You are Priya/Aditya Roy living in House No 7322, Sector 12, RK Puram, New Delhi. You have seen an advertisement in the newspaper for the post of a 'Software Engineer' in National Software Company. Write an application with complete bio-data to the Manager of the company.

Ans.

House No 7322

Sector 12, RK Puram

New Delhi-110022

14th January, 20XX

The Manager

National Software Company

25, Saket Road

New Delhi-110017

Subject: Application for the post of Software Engineer

Respected Sir

With reference to your advertisement in 'The Indian Express' dated 12th January, 20XX, I would like to offer myself as a candidate for the post of Software Engineer in your esteemed organisation. I will be highly obliged if you kindly select me for the said post. My curriculum vitae are enclosed herewith for your kind perusal.

Yours faithfully

Aditya Roy

Encl: CV

CURRICULUM VITAE

Name - Aditya Roy

Father's name - Amit Roy

Address - House No 7322, Sector 12, RK Puram, New Delhi-110022

Date of birth - 4th October, 1987

Health status - Medically fit

Marital status - Unmarried

Educational qualifications

Exam	College/Board/University	Year	Percentage
High School	CBSE	2004	85%
10 + 2	CBSE	2006	90%
B.Tech	IIT, Kharagpur	2010	92%
M. Tech	IIT, Kharagpur	2012	92%

Work experience	Presently working as Senior Programme Developer with Alpha Tech since July, 2012
Programming languages known	C, C++, .Net, Java, Fortran
Strength	Good time management
References	(i) Dr. S Kumar (HOD Computer Science), IIT Kharagpur-721302 (ii) Dr. PS Gupta (HOD Mathematics), St Stephen's College, New Delhi-110007

- You are Simran Gupta. Write an application for the post of HR Executive in a reputed company, enclosing your bio-data.

Ans.

66, Anand Vihar
New Delhi-110092
16th January, 20XX
The Recruitment Manager
Vivid Colours Pvt Ltd
Ghaziabad-201004

Subject: Application for the post of HR Executive

Respected Sir

This is in reference to your advertisement published in 'The Hindustan Times', dated 15th January, 20XX for the post of HR (Executive). I wish to apply for the said post in your esteemed organisation. If given a chance, I can prove my worth and will be never shy of hard work. I am enclosing my resume for your perusal

Yours faithfully

Simran Gupta

Encl: Resume

RESUME

Name - Simran Gupta
Father's name - KK Gupta
Address - 66, Anand Vihar, New Delhi-110092
Date of birth - 10th December, 1988
Marital status - Single

Educational qualifications

Exam	College/Board/University	Year	Percentage
High School	CBSE	2005	83%
10 + 2	CBSE	2007	84%
BA (Hons)	St Mary College	2010	65%

MBA (HR)	University of Delhi	2012	60%
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Work experience	Presently working in National Crates Company Pvt Ltd since July, 2012 as Personnel Executive
Languages known	English, Hindi
Strength	Positive attitude to work
References	(i) Dr. S Roy, HOD, Business Administration Department, University of Delhi (ii) Dr RM Singh, Director, National Crates Company Pvt Ltd, Ghaziabad

Sample Letters to Principal/School or College Authorities.

- As the Head Boy of your school, write a letter to the Principal requesting him to arrange programmes of career counselling for the students of class XI and XII. Request him to invite experts from several professions to speak to the students to give insights and information.

Ans.

The Principal

National High School Model Town, Amritsar-143001

15th November, 20XX

Subject: Request to Arrange Career Counselling Programs

Respected Sir,

I shall deem it a great favour if you kindly arrange programs of career counselling for the students of class XI and XII as soon as possible. As the Head Boy of your esteemed institution, I consider it a great opportunity for the higher secondary section. We, the students will be highly obliged if you kindly arrange such programs.

I therefore earnestly request you to invite professionals and scholars from different fields to interact with the students to give insights and share information. They can spend an hour or two with the concerned students so that students can decide on what career to pursue.

Thanking you

Yours obediently

Suresh Banerjee

Head Boy, Class XII-B

- You have borrowed some books from your school library. Unfortunately you have to go away to visit a sick relative and cannot return the books in time. Then you find that you cannot even locate them. Write a letter to the library incharge. Explain what has happened and propose what you can do in this regard.

Ans.

The Library Incharge
St Thomas School
Rajouri Garden
New Delhi-110027
17th January, 20XX

Subject: Failure to Return Library Books

Respected Sir

This is to inform you that I, Suresh Roy, a student of class XI, have failed to return the two books of Science borrowed by me on 27th December, 20XX in time. My library card number is RL110012. The due date for the books was 15th January, 20XX. Unfortunately the books have been misplaced by me at home. Now, I have been forced to stay away from home for a few days to tend to my sick relative who has been hospitalised.

I will be able to search for the missing books at my home only after my relative gets well enough to be discharged from hospital. I am really sorry for the inconvenience caused. Kindly inform me what action I should take in this regard. I can buy the copies of the lost books from the market if you kindly allow me.

Thanking you

Yours faithfully
Suresh Roy, Class XI