

## CHAPTER 02

# Letter Writing

## (Official Letters)

### In this Chapter...

- Official Letters
- Format of Official Letters
- Chapter Practice

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, complaints and other dealings, transactions and communication with people are still conducted through letters.

In Class XI term II examination, only official letters, which fall into the category of formal letters, are given in the syllabus. So, here we have covered only the category of official letters.

### Official Letters

An official letter is a kind of written communication which demands the most formal and matter-of-fact treatment. Such letters are generally written to commercial firms or enterprises as well as academic institutions, so they must be simple and systematic, brief and to the point in content. We write official letters for the following purposes

- Making enquiries/asking for information
- Replying to enquiries/ giving information
- Sending quotations in response to enquiries
- Placing orders
- Registering complaints
- Cancelling orders
- Making request/ appeals

**Note** Letters to principal/school or college authorities regarding admissions, school issues and suitability of courses are given in CBSE Class 12 Term II Syllabus.

### Steps to Write an Official Letter

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

- **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. Further, if a student is writing a letter to the principal of his/her own school, writing sender's address is not mandatory.

- **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 designation and address.

12th December, 20XX  
The Editor  
The Times of India  
Daryaganj  
New Delhi-110002

- **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.
- **Salutation** The salutation used in formal letters is a greeting to the person to whom the letter is addressed. For official letter, we stick to Sir/Ma'am.
- **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.
- **Complimentary Close/Subscription** This is a courteous way of ending a letter. For this, we write Yours sincerely/ Yours faithfully/Yours truly, in official letters. The first letter of the second word (here 's', 'f', 't') should always start with a small letter.
- **Sender's name** 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.

#### Points to be Kept in Mind

- Keep your letter to the point.
- Be brief, clear, polite and formal at all times.
- Strictly avoid short forms or slang and use refined language.
- Use simple and direct language.
- Use proper format.

## Format of Official Letter

You are Rohan Sharma, monitor of class XI in Hariram Sr Secondary School, Dev Nagar, Sonipat. Write a letter to your Principal asking him to arrange for special coaching in Maths for your class. Give reasons why you need this.

The Principal  
Hariram Sr Secondary School, Dev Nagar  
Sonipat

15th November, 20XX

**Subject** Arranging Special Coaching in Maths

Sir,

I am the monitor of class XI - A. On behalf of my class, I am making a special request. Our teacher of Maths was ill with typhoid and was on leave for more than one month. Our pre-board exams are approaching and our syllabus has not yet been covered completely. If he now covers the balance topics of the course in a hurry, we shall not understand the lessons fully.

This will not only impact our performance in the Board exams as well as in the pre-boards, but will erode our confidence severely. It will also affect the reputation of our wonderful school.

Thus, we shall be highly obliged and thankful to you if you can arrange extra coaching classes in Maths so that we get enough time to practise .

Thanking you  
Yours obediently  
Rohan Sharma

#### Receiver's name/ rank and his/ her address

The head of the Institute or the Principal and the name of the School is written here.

#### Date

After giving the space of a line, date is written.

#### Theme of formal letter

It indicates the subject of the letter.

#### Salutation

The formal address to the addressee.

#### Body of the letter

The theme or subject of the letter in detail forms the body of the letter.

#### Subscription and Signature

Name and designation of the sender, if applicable.

# Chapter Practice

## PART 1

### Objective Questions

#### • Multiple Choice Questions

**Directions** (Q. Nos. 1-5) As the sports in-charge of the school, you wrote a letter to Lightways School placing an order for sports articles (minimum 4) for the school.

On the basis of the letter, choose the correct option to answer the following questions.

1. Select the subject of the letter.

- (a) Sports goods
- (b) Order of sports goods
- (c) Sports articles for school
- (d) Need of sports articles

**Ans.** (b)

2. Which of the following will be the correct introduction for the letter?

- (a) With reference to our previous correspondence ...
- (b) As the school is preparing for sports day....
- (c) This is to notify the placing of order....
- (d) Through the medium of this letter I would like to....

**Ans.** (a)

3. Select the option that lists the things that can be a part of the letter.

- (i) Expected delivery
  - (ii) Payment details
  - (iii) Discounts to be availed
  - (iv) List of items with specific details
  - (v) Quality of goods
- (a) (i) and (ii)                      (b) (iii) and (iv)  
(c) (iv) and (v)                    (d) All of these

**Ans.** (d)

**Directions** (Q. Nos. 4-7) You are Sumit Saxena of Class XI in Hariram Sr. Secondary School, Dev Nagar, Sonipat. Write a letter to your Principal asking him for special coaching in Maths for your class.

On the basis of the letter, choose the correct option to answer the following questions.

4. Select the most appropriate subject for the letter.

- (a) Special coaching in Maths
- (b) Need of Special coaching in Maths
- (c) Request for Special coaching in Maths
- (d) All of the above

**Ans.** (d)

5. Would this letter include the sender's address?

- (a) Yes, it makes the letter genuine
- (b) No, it is not necessary in such letters
- (c) Yes, it is an official letter
- (d) No, it is addressed to the principal of the same school

**Ans.** (b)

6. Which of the following is the most appropriate complimentary close for the letter?

- (a) Yours only                      (b) Yours dearly
- (c) Yours sincerely              (d) Yours

**Ans.** (c)

7. Given below is a sentence from the letter draft. Complete it by selecting the most appropriate option.

Therefore, on the behalf of Class XI, I .....

- (a) will be kindly obliged if you can arrange special classes for Maths.
- (b) Request you to arrange special classes for Maths.
- (c) Wish to get special classes for Maths.
- (d) Hope to avail special classes for Maths.

**Ans.** (b)

## PART 2

### Subjective Questions

1. You are interested in doing a course in fashion design. For this you want to join NIFT. NIFT holds a competitive examination for admission. Sapphire Academy, Dadar, Mumbai gives coaching for the admission test. Write a letter to the Director, Sapphire Academy requesting him to provide you with all the necessary information. You are Karan / Kirti, 48 Fort Apartments, Pune.

**Ans.** 48, Fort Apartments  
Pune  
18th March, 20XX  
The Director  
Sapphire Academy  
Dadar, Mumbai

**Subject** Information about coaching for admission to NIFT.

Sir/Ma'am,

With reference to your advertisement in 'The Hindu' dated 16th March, I would like to enquire about a course. I have just appeared for my Class XII CBSE Examination after which I want to join NIFT to pursue fashion designing. I would like to join the coaching classes offered by your academy for the same to clear admission entrance. I would be grateful if you could provide me with the following information for admission:

- (a) Courses offered for NIFT
- (b) Procedure for admission and the eligibility criteria
- (c) Duration of coaching classes offered by your academy
- (d) Course fee (both for NIFT and your academy)
- (e) Any other relevant information regarding NIFT

I am extremely keen to join NIFT and would appreciate if you could forward me all the necessary information related to the courses available in your academy as soon as possible.

Thanking you  
Yours sincerely  
Kirti Kulkarni

- 2.** You are R. Kanta of 92 BPL Colony, Kochi. You want to do a course in nursing. Write a letter to the Registrar, College of Nursing, Thiruvananthapuram, describing your present qualification, percentage of marks, age, etc. Ask for the courses you are eligible to pursue, procedure for admission, fee structure, any scholarship available, hostel facilities, etc.

**Ans.** 92 BPL Colony,  
Kochi  
14th February, 20XX  
The Registrar  
College of Nursing  
Thiruvananthapuram

**Subject** Enquiring about course in Nursing

Sir/Ma'am,

This is in reference to your advertisement about the Nursing course taught in your college. I wish to pursue a career in nursing and have completed my graduation with first honors degree in B. Com. I request you to please send me the details, such as choice of courses offered and their eligibility criteria, fee structure, admission

procedure, hostel facility, prospects of placement, any scholarship available, etc., for the session starting in April.

I will appreciate if you forward me the details at the earliest. I am enclosing a self-addressed envelope.

Thank you  
Yours faithfully  
R. Kanta

- 3.** You are Mahesh/ Manju Patwardhan, the class monitor of Class XI-B in Shradhanand Public School, Kanpur. Write a letter to your school Principal in 120-150 words asking him to arrange for special classes in English. Also give reasons why you need this.

**Ans.** Shradhanand Public School

Kanpur  
14th December, 20XX  
The Principal  
Shradhanand Public School, Kanpur  
**Subject** Arranging Special Classes in English

Respected Sir

I am writing this letter on the behalf of my class. You are aware that our English teacher, Mr Ratneshwar Rathore, had been bedridden due to typhoid and had been on leave for nearly a month. As a result, the coverage of our English Core syllabus is lagging behind. The major problem confronting us at the moment is that our Pre-board Exams are going to be held in four weeks' and the time and our syllabus of the subject may not get completed by that time. If Mr Rathore now tries to finish the course quickly, we would not be able to fully understand the lessons and our performance in the Pre-boards will suffer.

Therefore, all the students of our class request you to kindly arrange for special English classes after the school hours. A two hour class at least four days a week for the next four weeks would be enough to help us cover the syllabus properly.

We shall be highly obliged if you could arrange these extra classes so that we get enough time to practise and complete our syllabus.

Yours obediently  
Mahesh Patwardhan  
Class Monitor, Class XI – B

- 4.** Mountview Public School, Kalka is run by an NGO to give quality education to the children of the deprived sections of society. The Principal of the school feels that blackboards in the classrooms need to be replaced. She decides to ask the chairperson of the NGO 'Education for All' for funds. Write her letter. Her name is Shweta Pandit.

**Ans.** Mountview Public School  
Kalka, New Delhi

16th March, 20XX

The Chairperson  
Education for All  
New Delhi

**Subject** Funds required for Replacement of Blackboards

Sir/Ma'am,

Your NGO is taking good care of the children of deprived sections of society by providing them education. Now that the school is completing almost ten years of its existence, some of the fixtures need to be replaced. The most urgent need at present is of replacement of the blackboards in the classrooms, as they are either damaged, worn out or totally unusable.

I suggest that we should replace them with permanent whiteboards, as these are more durable and can also be used to project slides as well as for using audio-visual teaching equipment, necessary in today's education scenario. The school has around 50 blackboard which needs replacement.

Therefore, I request you to release funds for this purpose at the earliest. I am enclosing a quotation for the whiteboards from a local supplier to help you understand the amount of funds required.

Thanking you

Yours sincerely

Shweta Pandit

(Encl. Quotation)

5. As the Head Boy of your school, write a letter to the Principal requesting him/her to arrange programmes of career counselling for the students of classes 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 Programmes

Sir/Ma'am,

I shall deem it a great favour if you kindly arrange programmes of career counselling for the students of classes 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 programmes.

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 which career to pursue.

Thanking you

Yours obediently

Suresh Banerjee

Head Boy

6. You have just passed your CBSE examination of Class X and wish to seek admission to Class XI in another school. Write an application to the Principal of St. James school, 29, Saket Road, New Delhi. Indicate the subjects that you would like to choose and mention the achievements that you consider will help you to gain admission.

You can take help from the clues given below.

- Details of past schooling
- Necessary criteria for admission
- Choice of stream
- Academic accomplishments, if any

**Ans.** 63, B-Block  
Greater Kailash II  
New Delhi-110048  
19th December, 20XX  
The Principal  
St James School  
29, Saket Road  
New Delhi-110017

**Subject** Application for Admission to Class XI

Sir/Ma'am,

This is to inform you that I, Surendra Singh, have passed the CBSE examination with a First Division from Don Bosco High School, Lajpat Nagar. I wish to seek admission to Class XI in your esteemed institution. To study in your esteemed institution has been like a dream to me and so I will be highly obliged if you will like kindly acquaint me with the necessary criteria for admission.

I would like to choose the subjects of the Science stream with Computer Science as the additional subject. In this regard, I have received the award for the best student in Mathematics in Class X and also the second prize for the research scholar in a science workshop. I feel that these honours will be helpful for admission into your school.

I therefore earnestly request you to kindly consider my case. I am enclosing a copy of my Board exam marksheet for your pursual.

Yours faithfully

Amit Sheel

(Encl : Marksheet copy)

7. 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.

Clues

- Details of books
- Issue date and due dates
- Reason for not returning
- Pardon for inconvenience
- Way for compensation

**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

8. Write a letter to the Principal of your school, asking for long leave due to severe illness.

**Ans.** The Principal  
National High School

Model Town  
Delhi-110007  
15th January, 20XX

**Subject** Application for Long Leave due to Illness

Respected Sir,

This is to inform you that I, Seema Sen of class XI of your school, have been suffering from acute jaundice and

diarrhoea since last week. So, I am unable to attend the school. I have consulted a doctor and he has advised me to take fifteen days bed rest and further rest a few days at home without any exertion after that.

I understand that this enforced absence from school will impact my attendance record and may affect my performance in the exams. However, I will make up for the time I am away from school by studying longer hours after I recover.

I therefore earnestly request you to kindly grant me permission for leave from 12th of January to 31st of January, 20XX. I will submit a medical certificate at the time of joining the school.

Thanking you  
Yours obediently  
Seema Sen

9. You plan to join an advanced course in English Speaking offered by the Vocational Training College, New Delhi. You are Anil/ Shobha Gupta of Dhruva Apartments, Patparganj. Write a letter to the Director, English Language Teaching Division of the college, requesting to send you the information on the courses offered, fees and duration of the courses etc.

**Ans.** 65-A Block  
Dhruva Apartments, 9, Patparganj  
New Delhi-110092  
14th December, 20XX  
The Director  
English Language Teaching Division  
Vocational Training College  
New Delhi-110001

**Subject** Request for Information Regarding Admission to English Speaking Course

Respected Sir

This is to inform you that I, Shobha Gupta, wish to join the advanced course in English Speaking in your esteemed institution. I would prefer to join the classes from the month of February. I therefore earnestly request you to send me the prospectus for this course and criteria for admission to the course. I would also like to know whether you are planning to start a batch in February, as I am currently busy in some other work.

Further, I want to know what kind of employment I can expect after completing this course successfully. In addition, I will be highly obliged to you if you acquaint me with the details of the other courses offered by you and also the corresponding fees and duration of the courses. I hope to receive a positive response from your end.

Yours sincerely  
**Shobha Gupta**

- 10.** You are Anuj Dixit of Chitra Senior Secondary School, Pandav Puram, Delhi. You are captain of the Hockey team of your school. You have no playground in your school. Write a letter to the Principal, requesting him to arrange playground facility from a neighbouring school for practice of your team.

**Ans.** The Principal  
Chitra Senior Secondary School  
Pandav Puram, Delhi  
10th September, 20XX  
**Subject** Arrange Playground Facility

Respected Sir,

With due regards I would like to bring your kind notice towards our difficulties and feelings. We all know that we have no playground in our school, but we have a bunch of students who are very good hockey players.

Due to non-availability of playground all the players cannot practice as a team. The zonal school tournaments are to commence within a fortnight. As the captain of our school hockey team, I feel morally bound that our players have proper co-ordination and play as a team and not as a bunch of players grouped together.

For this purpose, we need playground facilities. I, therefore, earnestly request you to arrange playground facilities from a neighbouring school in the morning/evening for an hour or two so that we may practice together under the guidance of our coach.

I hope to have a favourable consideration.

Yours obediently

Anuj Dixit  
(*Captain of Hockey Team*)